



AquaHawk Alerting™

DATASHEET

A Customer Portal Solution for Water Utilities

Engage Customers and Improve Client Satisfaction.

AquaHawk Alerting™ is a Web-based, customer portal solution for municipal water utilities that use fixed base Advanced Metering Infrastructure (AMI) or Automated Meter Reading (AMR) systems. AquaHawk is a powerful customer service and water efficiency application that your organization can use to create a better client experience.

Engaging customers has never been easier. By providing valuable information and useful capabilities online, you can encourage customers to answer their own questions and minimize routine calls to your customer service team. Many utilities are using AquaHawk to resolve high bill complaints and eliminate leak forgiveness expenses.

Your utility can build stronger relationships with customers by communicating proactively and in the communications channel they prefer.

Water Utility Benefits

Our utility clients are always excited about the positive customer feedback they receive after implementing AquaHawk. The solution offers measurable public relations value and can transform the standard water provider-customer relationship from "they just send me a bill every month" to "my provider cares and helps me manage my water costs."

AquaHawk simplifies the leak detection and notification process by accurately flagging and prioritizing problems, and pulling together customer information that is normally siloed in other applications.

It provides a supportive workflow process so customer service staff can efficiently notify consumers and track who has been

contacted. The application is a tremendous time-saver for utility staff.

For utilities with specific water conservation goals, AquaHawk helps identify inefficient users who may require individualized assistance. After accounts have participated in conservation programs, the water provider can monitor response and track results.

Customer Benefits

AquaHawk Alerting is helping water utilities encourage customer goodwill. Here's a comment from one of our end-users:

"First let me say, I love this portal. It has allowed us to better manage our water usage and through that activity, we've made significant reductions in our water consumption over the last six months."

AquaHawk offers tools so customers can understand how they're using water, learn how to be more water efficient, and ultimately save money.

The solution offers peace of mind that demand-side leaks won't run unnoticed for hours or days, and can prevent costly property damage.

AquaHawk Alerting was designed to present high value information, in an intuitive, easy-to-understand format. Users of all technical abilities find the application simple to operate.

Customers can specify how they want to be contacted--text, e-mail, phone, direct mail--and can communicate from within the portal back to their provider.



Highlights

- Simplifies the leak detection & notification process
- Makes responding to customer inquiries easier
- Saves staff members time and effort
- Reduces call center traffic
- Helps resolve high bill complaints
- Eliminates leak forgiveness expenses
- Cloud-based - utilities don't need to purchase or install hardware or software
- Positive public relations value
- Affordably priced
- Fast implementation
- Intuitive and easy-to-use



See a Demonstration Today!

To understand the valuable benefits of this user-friendly customer portal solution, call or e-mail us and schedule a live demonstration. It only takes 30 mins. Learn what a positive difference AquaHawk can make for your organization. Your customers will thank you!

Features & Benefits

Highly Secure & Scalable Cloud Hosting

AquaHawk Alerting is hosted at one of

the premier cloud-based hosting service providers in the world. Each data center has multiple layers of operational and physical security to ensure the integrity and safety of your data.

Backups are automated and geographically diverse replication prevents data loss in the event of a hardware failure, network disruption, or large scale power outage.

In addition to being highly secure, AquaHawk uses a database noted for speed, fault tolerance, and high performance.

Advanced Leak Detection & Notification

AquaHawk analyzes water consumption data to detect leaks, tampering, watering restriction violations, and more. Proactively communicating critical information to customers enables them to prevent costly water damage that can result when small leaks run undetected. AquaHawk keeps customers informed when they're away from their homes.

Multiple Alert Options

Customers can choose how they want to be contacted. AquaHawk can send e-mail, text, phone, Web, and direct mail alerts.

Intuitive and Easy-to-Use

Customers want access to their water consumption and billing information online but the system better be easy-to-use and immediately understandable.

AquaHawk provides actionable information, in an intuitive format...not just data. Your customers will want to use the system and water utility staff members require minimal training.

Landscape Watering Guidance

AquaHawk is the only customer portal that combines landscape area, weather, rainfall, and consumption data to determine when an account may be overwatering. The system promotes irrigation efficiency and reduces wasted water.

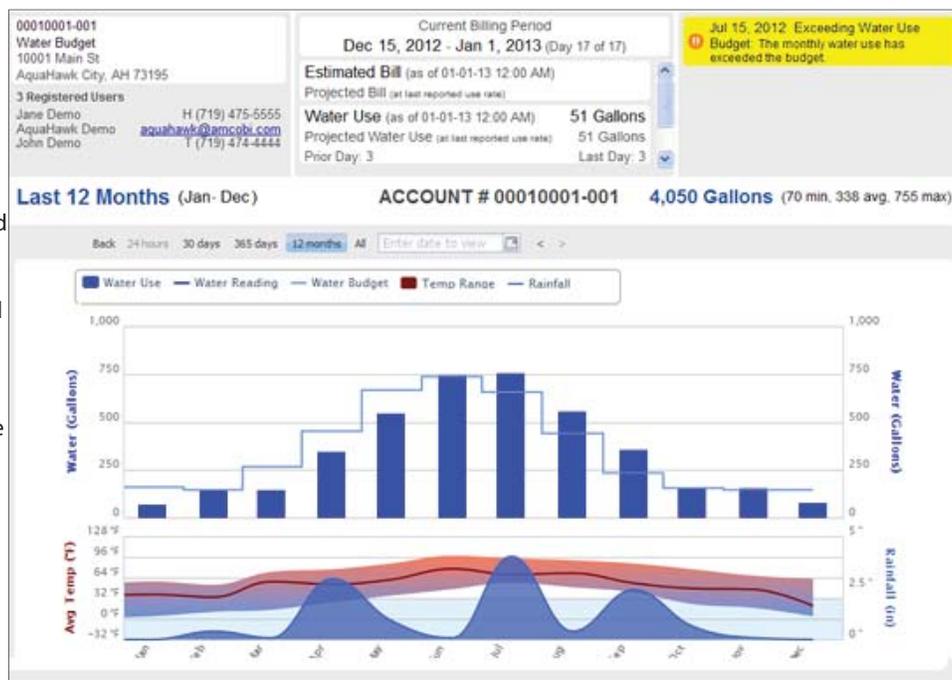
Estimated Bill-to-Date

Your rate tiers can be incorporated into the application enabling customers to login, anytime during the billing cycle, and see a

price for the water they've used and an estimate of their final bill amount.

Threshold Billing

If you've ever received a call from an angry customer about a high bill, you understand the benefit of Threshold Billing. Customers can prevent large water bills by setting an amount of money (\$) or water (gallons) they don't want to surpass each month. AquaHawk monitors their consumption and sends an alert if they have exceeded the threshold.



Powerful Graphing Capabilities

Customers can view their consumption in a variety of user-friendly graphs. They can see how their current usage compares to: historical time periods, similar accounts ("Neighbors"), weather data, and more. Customers can see visually how their consumption compares to different price tiers, water budgets, or other allocations.

A Vendor-Neutral Solution

Our solution is platform independent and works with Sensus FlexNet™, Aclara STAR® Network, KP Electronics, Itron ChoiceConnect™, Neptune R450™ and R900®, Badger GALAXY®/ORION, Datamatic MOSAIC™ and other leading systems.

Mobile Device Support

Customers can view consumption, billing, and leak information via a mobile Web browser.



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