

## Introduction

MiWater is an integrated solution to manage and analyse water supply and consumption across the entirety of a utility's network. MiWater processes, interprets and integrates data received from Automated Meter Infrastructure (AMI) to give utilities control and oversight over their water infrastructure, from the largest networks down to individual services.

## Features

### Customer Management

MiWater is the management hub for metered consumption for a Water Utility. An approved user can manage individual water connections to identify leaks and high consumption with high currency and high granularity. The system captures interactions made with the customer in relation to water consumption including functionality to report on network status and exceptions via map.

### Network Management

The District Metered Area (DMA) module within MiWater is able to fully manage the most complex of water networks in order to partition network segments for reporting and analytics. Using AMR data from all meters within the DMA, an hourly mass balance can be performed to identify non-revenue water through network leaks, as well as specific events such as short-term unmetered consumption. Reports within MiWater can utilise AMR data to highlight network pressure differentials, and reveal trends in customer behaviour based on season, property type and customer profile.

### Customer Portal

MiWater now includes a fully-featured customer web portal which was released in February 2015. This portal will permit property owners, tenants and real-estate agents to gain access to water consumption data in a secure, moderated environment. Within this solution, each user is able to configure and activate their own alerts for high consumption, high cost or leak detection and then to receive such alerts via SMS or email. The portal also includes a fully-features mobile web application.

### Other Features

- Mobile data processing with field-hardened apps for Win 8 & Android
- Management of Private Metered Networks (PMN)
- High integration with Rates and Asset systems
- Integratable with multiple data sources from AMI & SCADA
- Comprehensive reporting and analytics

## Delivery Model

MiWater is delivered through a cloud hosting model, requiring no infrastructure cost and delivered as a service. MiWater is standards-compliant, web accessible and has been independently security audited.

### Business & Community Benefits:

- ✓ Manage and analyse water consumption across the entirety of your network
- ✓ Alert you and your clients to potential leaks and high consumption
- ✓ Improve the efficiency of your network
- ✓ Empower community behavioural change
- ✓ Shape and plan your future infrastructure
- ✓ Strengthen client trust
- ✓ Enable social engagement with the community on water conservation
- ✓ Improve operational output
- ✓ Increased environmental stewardship

### History of MiWater:

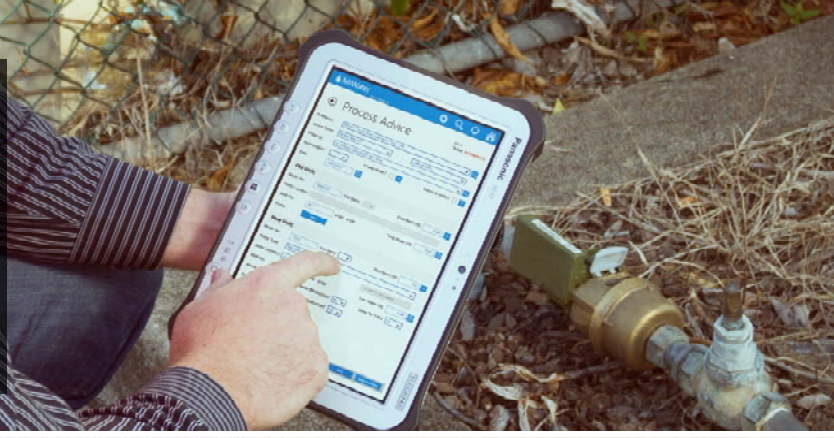
The MiWater solution has been developed by Mackay Regional Council since 2011 in response to the challenge of managing the large quantity of data that was being generated from its AMR infrastructure. MiWater is now an integral part of MRC's water management system, being used for over 36,000 residential and commercial water meters, for customer-specific services such as leak detection, as well as internal network management.

### Availability

The MiWater is available now for the management and control of your water network.

## Mobile Field Application:

- Mobile processing of meter and AMR changes
- Offline and online modes with sync
- Single and batch processing
- Integrated with asset & work order systems
- Field auditing and meter reading



**Home Dashboard**

Properties As Agent:

- 740 Evergreen Terrace SPRINGFIELD QLD 4740 (Assessment: 20000) - Last 7 Day: 2.2 KL
- 742 Evergreen Terrace SPRINGFIELD QLD 4740 (Assessment: 20000) - Last 7 Day: 3.4 KL
- 57 Walnut Street SPRINGFIELD QLD 4740 (Assessment: 12398) - Last 7 Day: 175.6 KL
- 14 Rural Route 9 SPRINGFIELD QLD 4740 (Assessment: 12345) - Last 7 Day: 14.3 KL

Water Tip #2: Different plants require different amounts of water. Choose native plants over exotic plants to reduce your flow in the garden. View the Department of Natural Resources and Mines Plan Guide for more information.

View All Training Videos

Public "Home Dashboard", using a custom style template

Property: 14 Rural Route 9 SPRINGFIELD QLD 4740

Water Meters: 04W672273 (31676) 0 2 9 4 1 - - -

Summary: (Water use - Litres per day)

Summary Metrics Reports

Property: 14 Rural Route 9 SPRINGFIELD QLD 4740

Consumption Metrics:

YOU: 1.2 KL Per Day

vs Springfield: 0.8 KL Per Day

Summary Metrics Reports

Public Mobile: "Property Dashboards" and "Metrics"

Property Information: 14 Rural Route 9 SPRINGFIELD QLD 4740 (Assessment: 12345)

Water Meters: 12W043328 0 1 3 7 1 - - - As at: 11/09/2015 12:18 AM

Consumption Metrics: 2-Day Leak Detects: 0 Maximum Leak Rate / Hour: 53.82 L Per Hour Data Confidence: 95%

Water Consumption: Water Usage - Litres (L) February 8, 2015 - March 12, 2015

Report Type: Water usage Period: Daily Comparison: Similar Properties From: 08/02/2015 To: 11/03/2015

Public "Property Dashboard" (Custom Skin)

Private Metered Network Dashboard: Pioneer Overlook Apartments 14-16 River Street MACKAY, QLD, 4740 (Assessment(s): 288752)

Meter No	AMR No	Last Data	Estimated Reading	7-Day Consumption	30-Day Consumption
10Q401719	56332	11/02/2014 23:45	5,205 KL	252 KL (-5 KL)	
11E000388	56337	11/02/2014 23:12	4,132 KL	168 KL (+3 KL)	
Network Total:				252 KL (-5 KL)	

Meter No	AMR No	Location	Last Data	Est. Reading	7-Day Consumption	30-Day Consumption
ABE55442	50826	1002b - bathroom cabinet	11/02/2014 23:45	56 KL	1.1 KL (-0.4 KL)	
ABE55584	50816	708b - Level 7 hall cupboard	11/02/2014 23:12	39 KL	1.0 KL (+0.1 KL)	
ABE55498	50806	1008b - Level 10 hall cupboard	11/02/2014 23:45	44 KL	0.9 KL (-1.1 KL)	
ABE39576	50803	406b - bathroom cabinet	10/02/2014 13:24	35 KL	1.5 KL (+0.3 KL)	
ABE39468	7756	603 - Level 6 hall cupboard	11/02/2014 23:45	36 KL	2.0 KL (-0.5 KL)	
ABE55443	50041	1001A / 1001B - bathroom cabinet	11/02/2014 23:12	35 KL	0.8 KL (+0.1 KL)	
ABE55444	50800	1005b - bathroom cabinet	05/02/2014 04:20	56 KL	0.4 KL (-1.8 KL)	
ABE55589	50834	807b - bathroom cabinet	11/02/2014 23:12	39 KL	2.1 KL (+2.1 KL)	
Network Total:				96 KL (+8 KL)		

Public "Private Metered Network (PMN) Dashboard"

A solution of:



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Demonstration Video:

