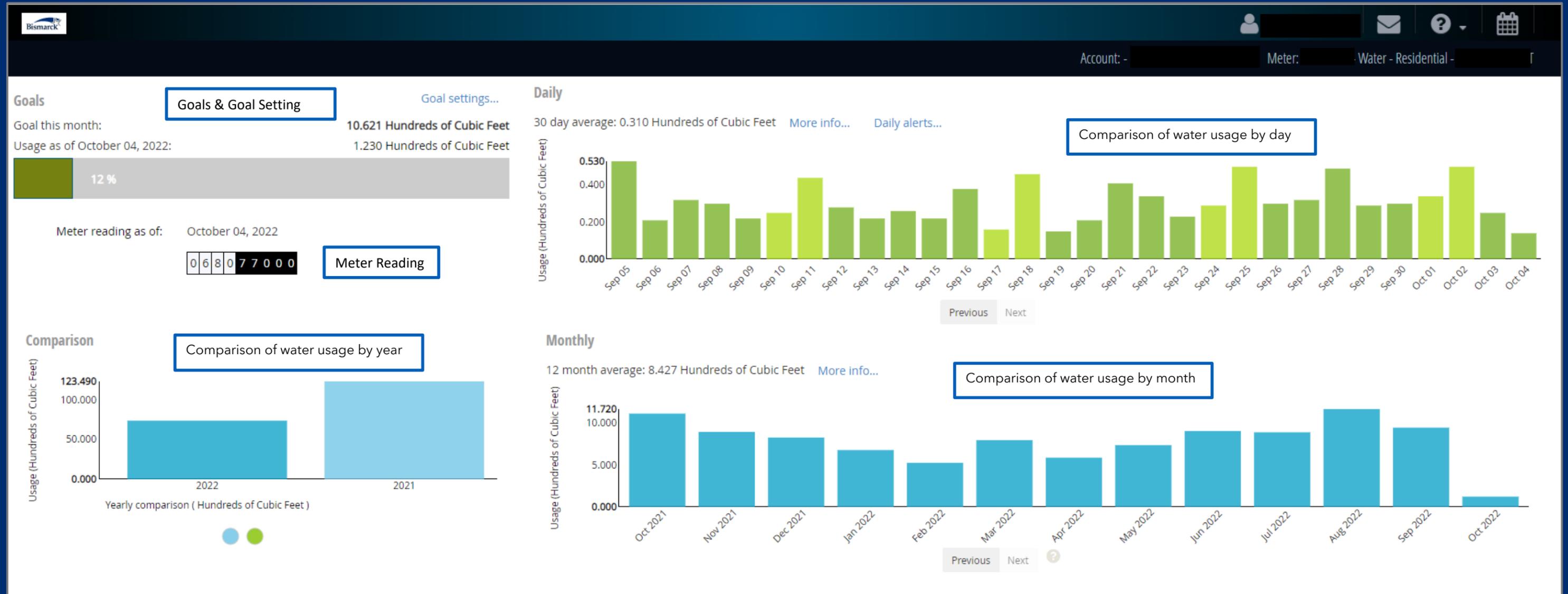


# WATER ANALYTICS



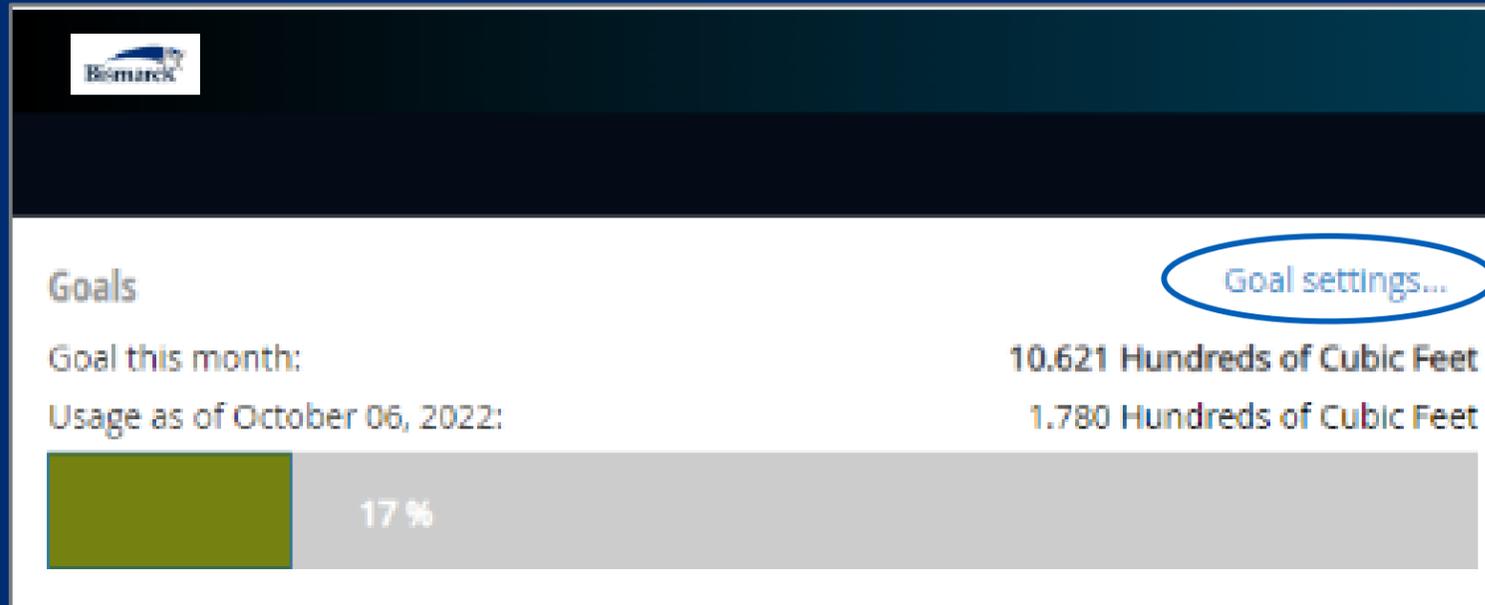
- ⓑ The city of Bismarck encourages residents and businesses to be aware of their water consumption to assist with water conservation.
- ⓑ Water Analytics shows citizens their water usage by month, year, day, and down to the hour.
- ⓑ Water Analytics helps educate citizens about their water usage and empowers them to control their water usage.

## HOW IT LOOKS: The Customer Portal



# CUSTOMER USAGE FEATURES

## Set Monthly Usage Goals



Goal settings...

The dialog box is titled 'Monthly goal settings' and contains the following content:

Set your monthly goal based either on a percentage of the residence's metered usage for the same month last year, or on a flat usage that you select.

If you choose to base your goal on a percentage of the residence's metered usage for the same month last year, and data for that month is unavailable, then we will use data from last month to calculate your goal.

**Percentage (%)**  
 95

**Flat (Hundreds of Cubic Feet)**

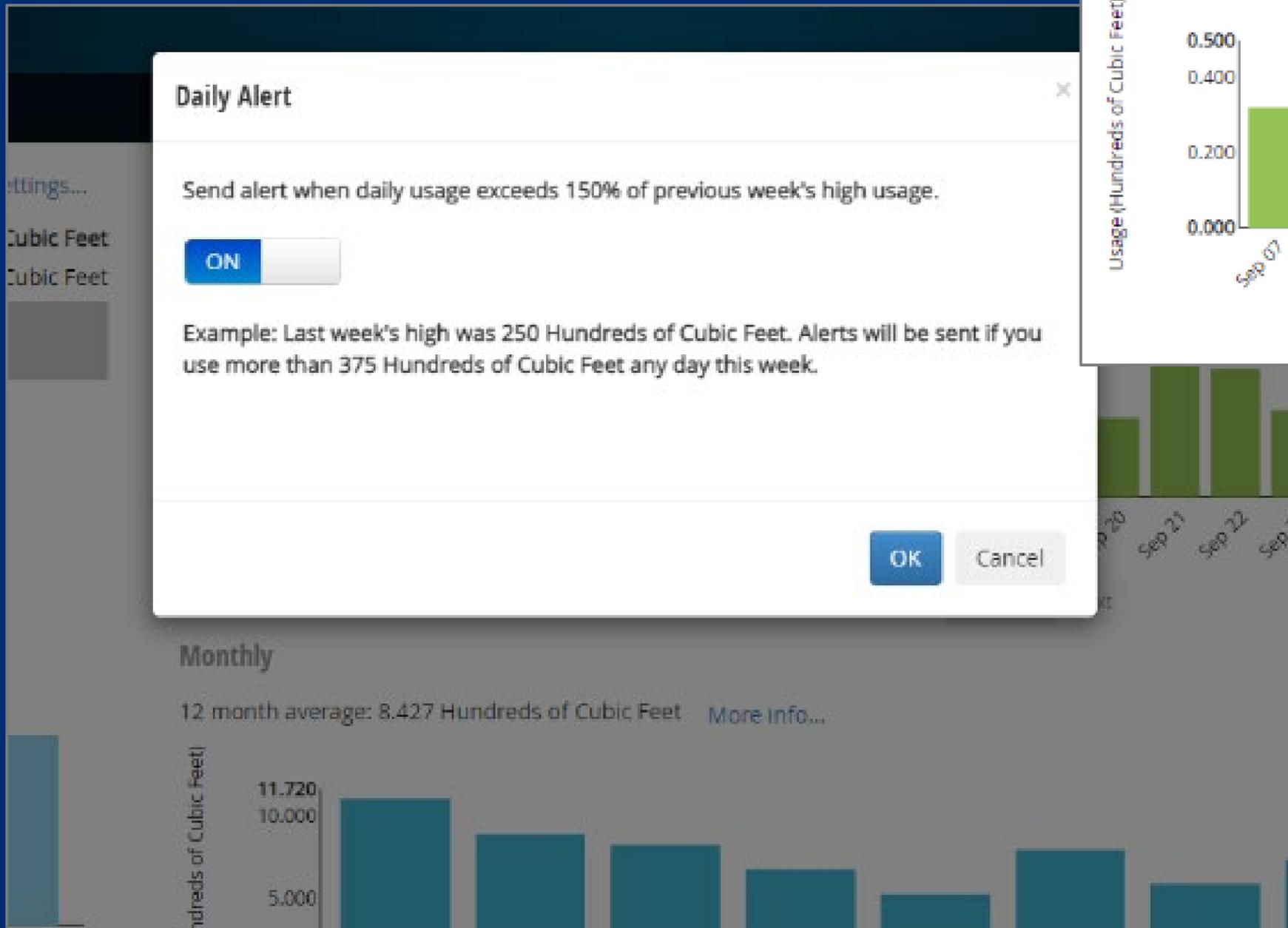
**Monthly alert settings**  
Send usage alerts when usage reaches 80% and 100% of goal.  
 OFF

Buttons: Save, Cancel

Goals can be set to a percentage of the same usage from the same month of the previous year, or as a flat amount.

# CUSTOMER USAGE FEATURES

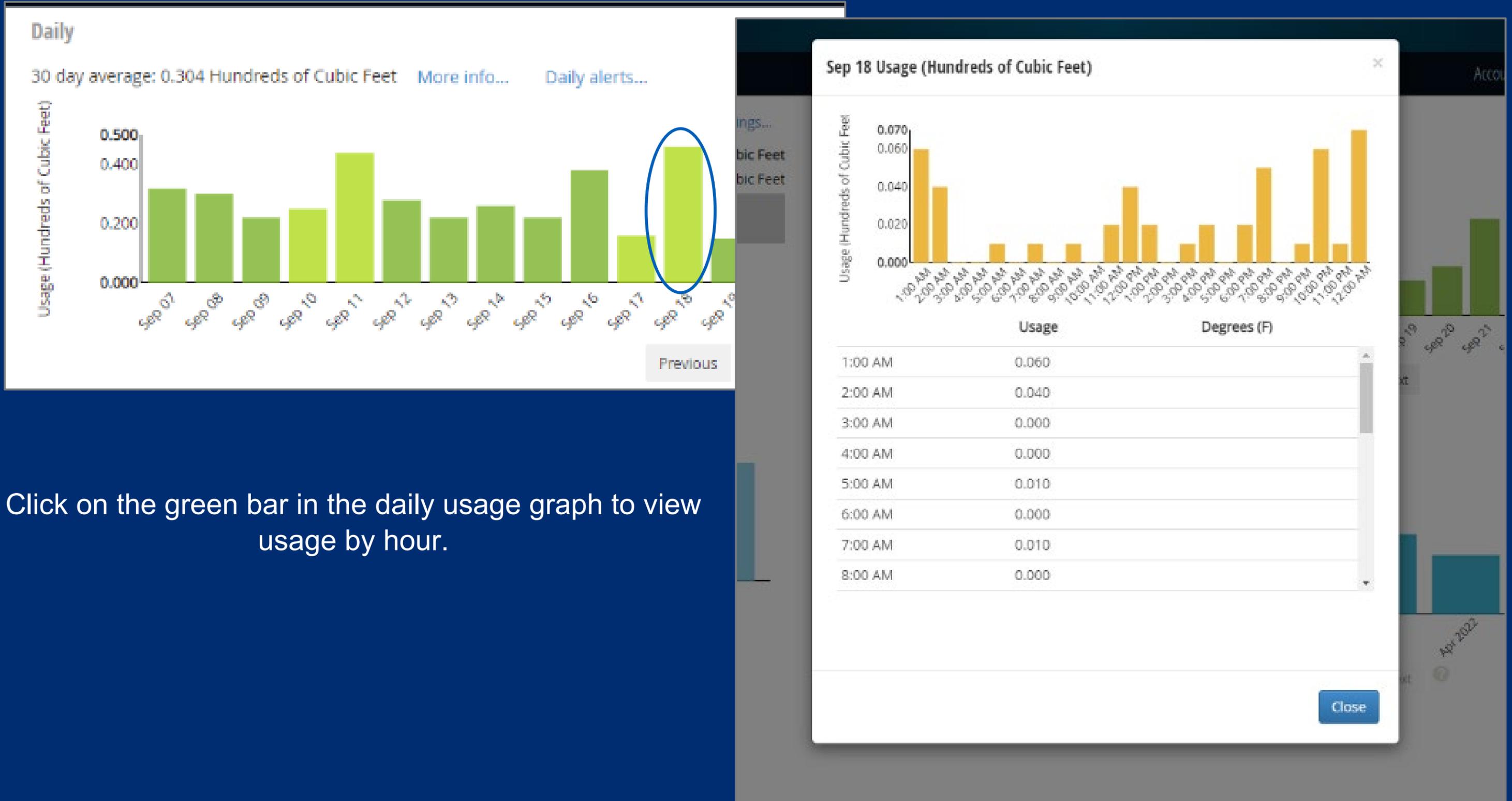
## Set Alerts



Alerts can be sent via text or email and can be received for higher-than-normal usage and/or in the event of constant water flow at the property.

# CUSTOMER USAGE FEATURES

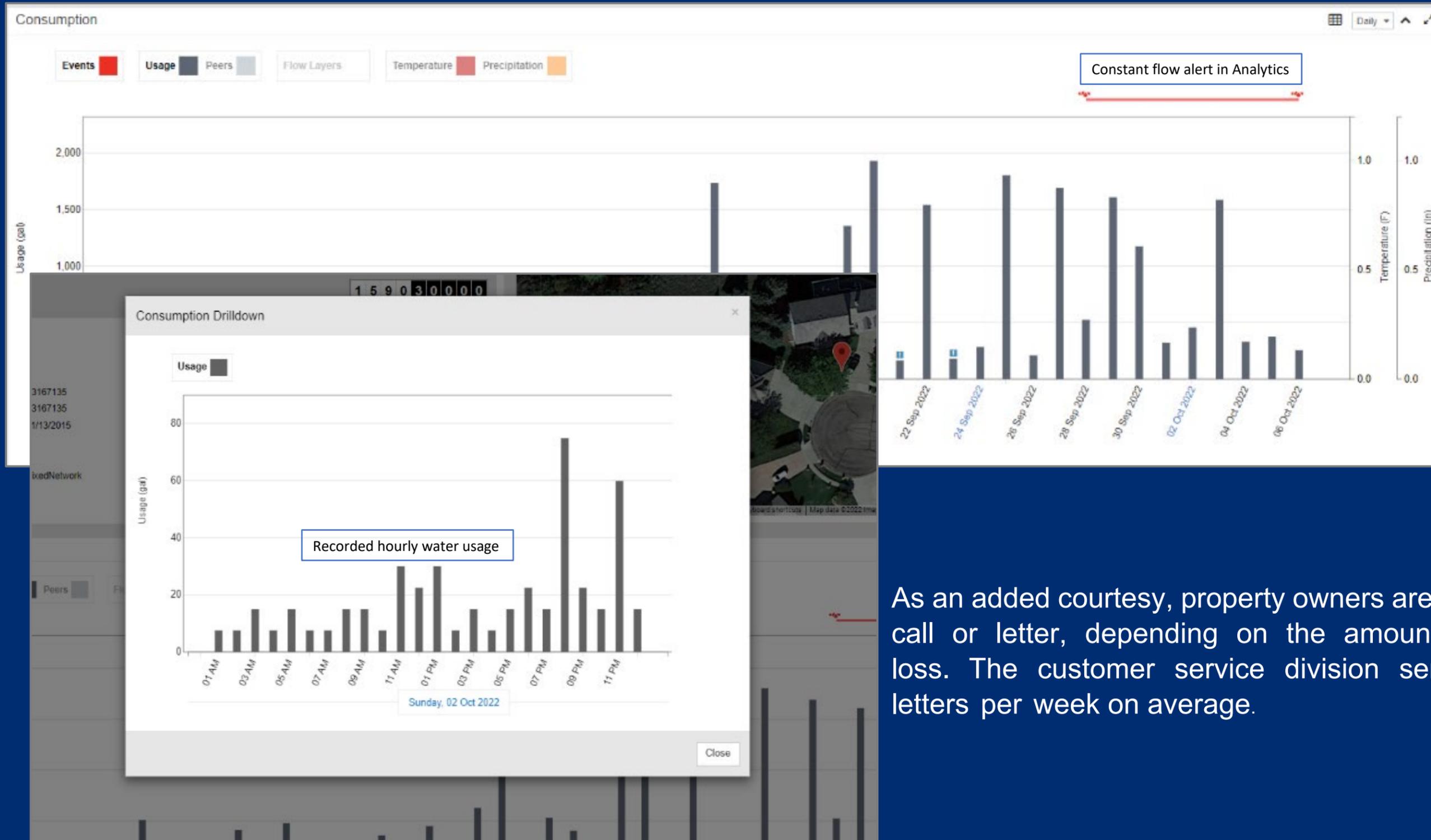
See Daily Usage by Hour



Click on the green bar in the daily usage graph to view usage by hour.

# BENEFITS FOR CITY OF BISMARCK STAFF & CITIZENS

## Monitoring Accounts for Constant Water Flow

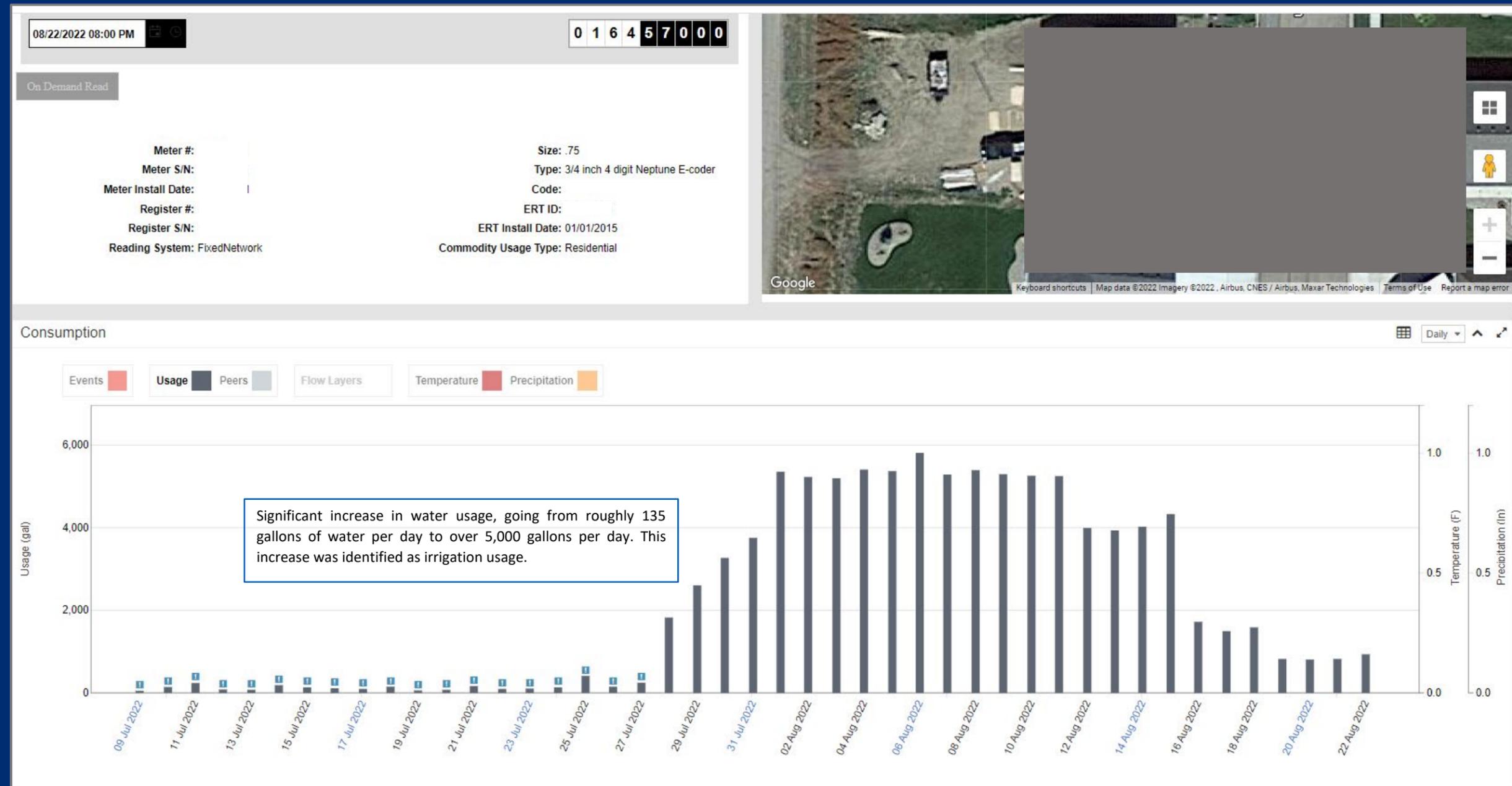


Approximately each week a “constant flow” report is run, and property owners are notified of potential leaks or water loss at their property.

As an added courtesy, property owners are contacted via phone call or letter, depending on the amount of potential water loss. The customer service division sends between 20-30 letters per week on average.

# BENEFITS FOR CITY OF BISMARCK STAFF & CITIZENS

## Monitoring Account Billing for Usage Anomalies



As part of each billing cycle, Public Works Customer Service Representatives perform several audits of accounts to be billed. They check for accounts with significantly increased or decreased usage, as well as for accounts with no usage for the monthly billing period. These audits help City of Bismarck staff to detect and correct meter/equipment issues, prevent unnecessary water loss, ensure accuracy of billing, and educate citizens on their water usage patterns and where opportunities for responsible conservation exist.