



# PR19 AND WATERFALL



# The rising pressure for change

Ofwat's Price Review (PR19) focuses on reducing bills, identifying and taking care of vulnerable customers, improving customer service, ensuring water companies remain financially stable and responsibly run, and protecting a safe and sustainable water supply for future generations.

Under PR19, those water companies that succeed will be rewarded, while those that fail will be penalised - as well as footing the cost to build new reservoirs and desalination plants to keep the nation's taps running. The review calls for high quality, ambitious and innovative plans from water companies.

## So how does Waterfall align with PR19's objectives?

Waterfall is a solution that utilises a Water Event Meter, which has all the advantages of the latest below-ground meters, but with these advanced features: it has ultra-low flow capabilities to be able to measure low flow leaks, and coupled with a pressure sensor and Machine Learning, can capture water events that differentiate between a toilet flush, shower or bath for instance. All water use is captured and categorised as a type of event. It can measure the network outside an individual property by measuring flow, pressure, and temperature at each supply point, and by aggregating data using advanced analytics in the cloud, provides vital data on network health.

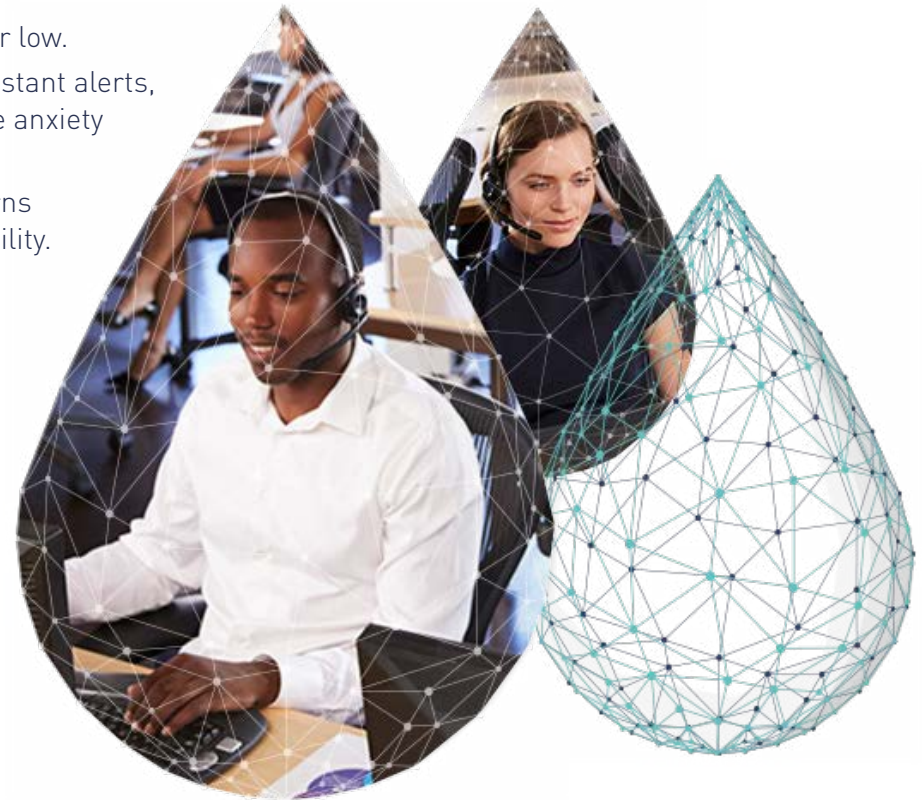
**Waterfall has distinctive benefits in each of these four key areas of focus in PR19.**



# Customer service & engagement

The combination of insight for consumers and insight for water companies forms a basis to completely change your engagement model and increase levels of customer satisfaction.

- Billing queries can be resolved quickly, with call centre teams also equipped with PCC advice.
- High usage customers can be quickly and easily identified.
- Home visits can be targeted according to extreme usage, whether high or low.
- Consumers are in control of their own water consumption with almost instant alerts, comprehensive usage information, and an automatic stop valve to reduce anxiety about water damage events.
- Vulnerable householders can be identified and protected by usage patterns followed by targeted calls or visits, also allaying concerns about affordability.
- Homes are protected from leak damage, resulting in between a 5% to 15% home insurance discount (worth approximately £20-£50pa).
- Engaging consumer app, included with the solution, encourages awareness and behavioural change.
- Easily link to a rewards platform, so within days of modifying water use behaviour to reduce PCC, a reward can be offered.
- Pressure drop triggers alerts well before a customer reports an issue, driving swift resolution when the water supply is interrupted.
- Channel for water companies to proactively communicate with end customers.





## Affordability & PCC reduction

Chiefly by reducing leakage and per capita consumption, Waterfall will help water companies to reduce water bills and meet affordability targets.

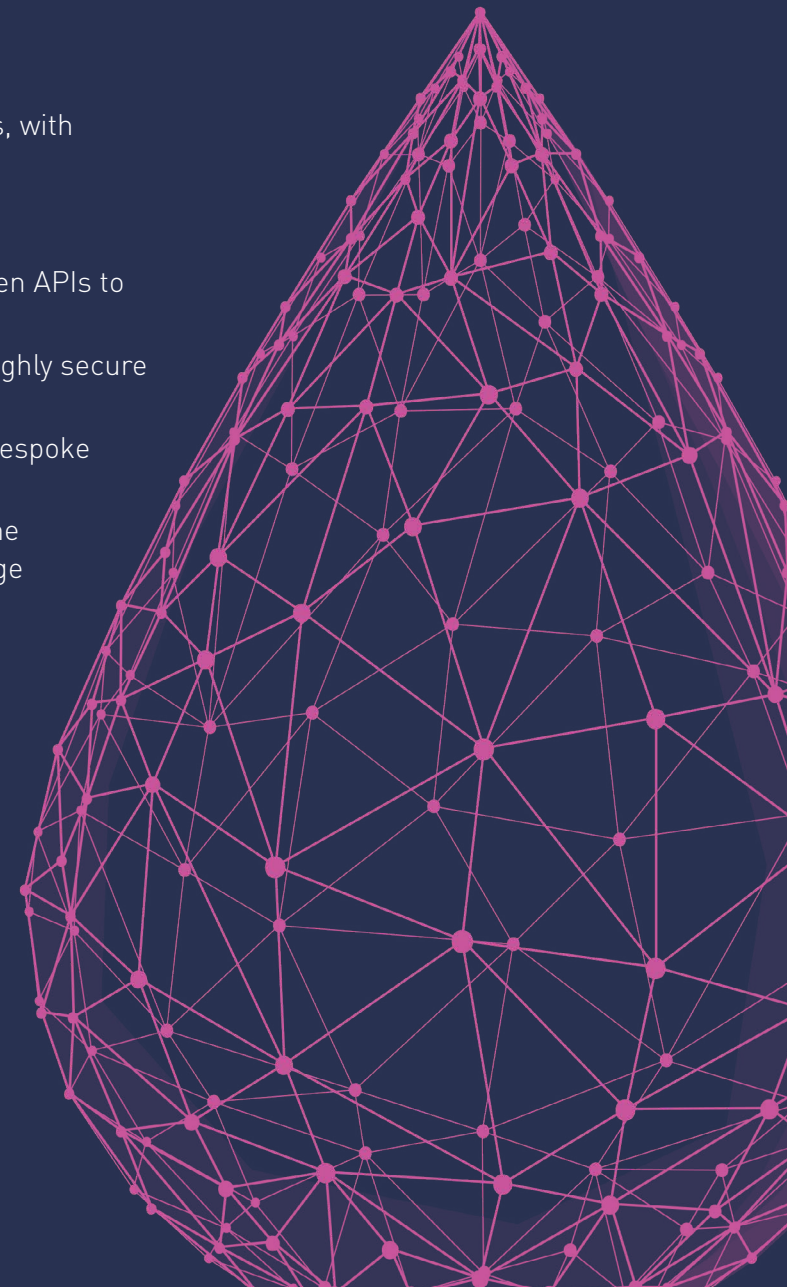
- In-home leakage reductions directly reduce bills. Waterfall's ultra-low flow capability sees slow leaks in the home that normal meters cannot detect. Live data combined with a stop valve prevents loss of water through internal home leaks.
- Near-real time leak alarm, spots leaks in water mains, supply pipes and in-home, resulting in less water loss by volume.
- PCC reductions directly reduce bills. Waterfall's unique ability to engage customers with detailed insight into their water usage will drive them to reduce their consumption.
- Opportunity to provide variable tariffs based on time of day, as the solution delivers detailed per-water-event insight into consumer usage.
- Minimum 25% reduction in leak finding and repair times reduces costs, water loss and carbon impact for water companies, with savings that can be passed on to consumers long term.
- Combination of smartphone app and water usage reports allows water companies to share best practice water use and target homes that are in need of water saving devices.



# Innovation

Waterfall is a genuine IOT device designed with water companies, for water companies, with myriad benefits to consumers, the environment and even insurance firms.

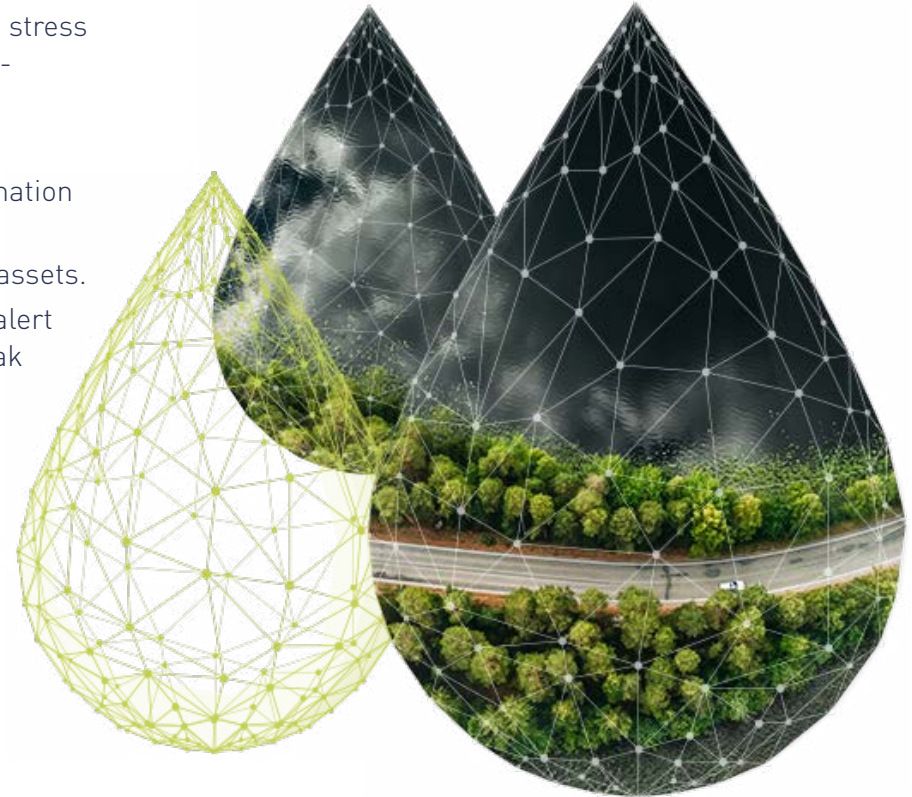
- ◆ Provides an end-to-end solution in one contract, with connectivity included.
- ◆ Advanced, secure, cloud-based services that incorporate machine learning and open APIs to integrate to existing systems.
- ◆ Advanced ultrasonic flow meter ensures readings are sent every 15 minutes in a highly secure way using existing and emerging mobile network platforms.
- ◆ Avoids the costs, complexities and risks associated with building and operating a bespoke radio network.
- ◆ Pressure and temperature sensors feedback every 15 minutes and provide real time insight as to how the supply network is operating without the need to fit and manage data loggers.
- ◆ Metering teams get an ultrasonic MID-approved billing meter with low-flow capabilities.
- ◆ Create a virtual DMA. Waterfall allows you to segment/simulate a DMA-type infrastructure map with the ability to layer AI and insight.
- ◆ Sets a new gold standard for functionality including billing grade metering, DMA pressure sensing, stop valve control, smart hub, and multi-radio support in one highly secured device.
- ◆ Flexible BI dashboarding and out-of-box mobile app end user experience.



# Long term resilience

When it comes to the long-term resilience of our water supply, as well as the sustainable management of water companies themselves and the networks they manage, Waterfall assists in a number of ways.

- Provides integration to demand modelling systems for superior supply response.
- Provides integration to network SCADA to provide optimal pressurisation to reduce stress on the network infrastructure, as well as reducing energy and carbon costs of over-pressurisation.
- Data insights able to inform predictive maintenance and restoration programmes.
- PCC reductions may delay or even obviate the need for more reservoirs and desalination plants.
- Pressure surge and water hammer identified quickly, reducing impact on network assets.
- Ability to detect leaks from a slow dripping tap right up to a mains pipe burst, and alert consumers immediately, with the ability to shut off water automatically in major leak scenarios.
- Cloud intelligence turns data into insight, highlighting persistent problems that are largely invisible to standard meters.
- Plan water supply grid improvements. Waterfall provides high resolution insight into mains pressure performance across thousands of points in each DMA.





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or learn more at [www.waterfallbeyondsmart.com](http://www.waterfallbeyondsmart.com)