



# SMARTER METERING

By integrating sensor technology with Cloud AI and a multi-functional customer-facing app, Waterfall offers a complete solution and a compelling case for investment in smart metering.



## Smarter business

With a 15-year design lifespan and 5-year guarantee, the sensor unit is assembled in Hampshire with all major components made within the EU. A qualified plumber can fit the device in around 30 minutes in an easily accessible location, usually under the kitchen sink. It starts to transmit data immediately, so in-home leaks can be identified and fixed during the installation visit.

The fact that the Event meter is above ground means it has better connectivity to backhauling networks such as WIFI, NBIOT, LORA and Mobile connectivity giving the Water company choice as to how to connect to the device.

Essential meter reads are taken every 15 minutes and delivered to the cloud. Rich data is analysed by the cloud to give in-depth learning which is sent cost effectively, using the consumers WIFI, and in real-time. The device is designed, that should it have to be powered

in battery back up mode, the meter readings are still taken every 15 minutes, but sent in a single transmission once a day to ensure the mandatory meter reads are still accessible. There is no need for time-consuming manual meter checks or large infrastructure costs for networking. Connectivity is included in the service fee at a fixed monthly cost.

There are considerable benefits in terms of revenue protection; accurate and reliable household data means unmetered flow can be detected and investigated more quickly.



# Smarter data

Waterfall records data on water pressure, temperature, and flow not just daily or hourly, but every time the consumer turns on a tap, flushes the toilet or runs their washing machine.

Every single water event is captured. Customers initially label their own activity, feeding the machine learning that makes the app so powerful and engaging. Once taught to link each type of water event with the correct data profile - whether that's a dishwasher cycle or hand washing - the system is able to feed back to the consumer (and to you) on their water usage. For example, the app might notify the consumer that their average shower is 15 minutes long and that they could save 33 litres of water a month if they reduce that to 10 minutes, or if the customer takes a 15 minute shower every day, they will use around 99 litres a month, but if they were to swap their daily shower for a bath, this would be reduced to around 80 litres.

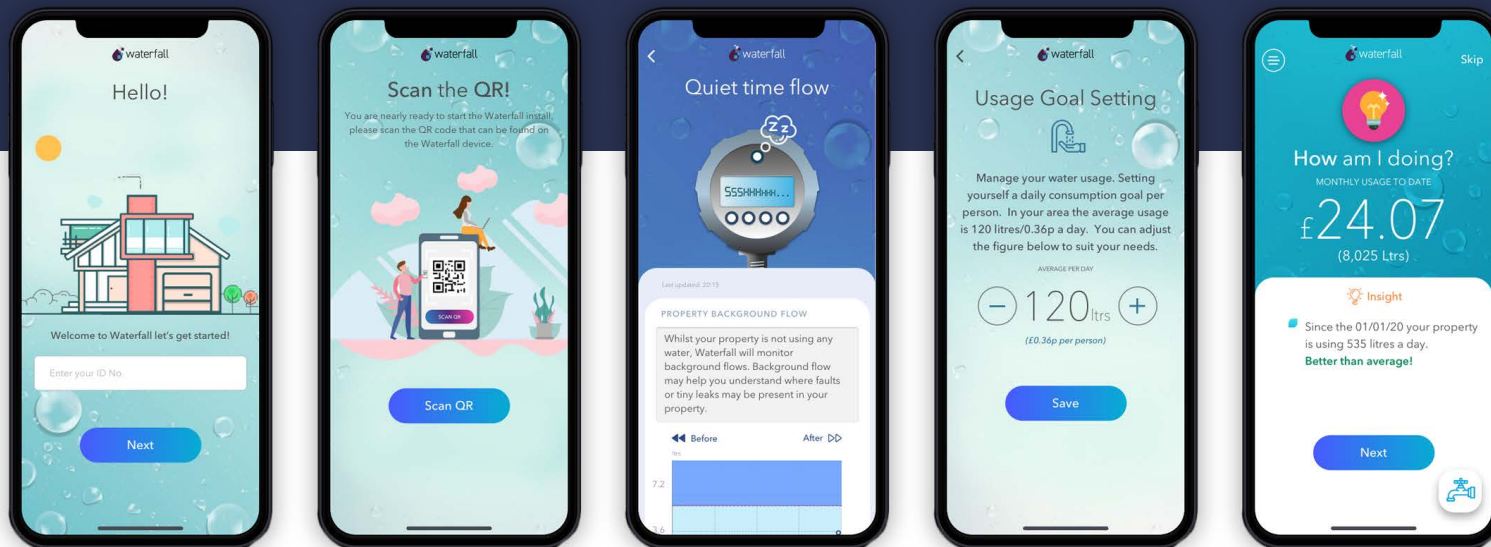
There are numerous ways this data can be utilised. Water saving measures can be identified to suit an individual household's consumption patterns. Push notifications can be adapted based on the factors that motivate the consumer, such as cost savings, environmental impact, or social comparisons.



# Smarter service

Waterfall has a number of features that make providing great customer service that much easier. There is the ability to shut down water flow to a property remotely if a burst pipe is detected, for example. By protecting homes from high flow leaks, there is potential to reduce insurance claims and even insurance costs. Accurate metering combined with the educational aspects of the app means bills can be cut quite drastically, particularly for the most engaged consumers, through PCC reduction.

By improving billing accuracy and identifying issues quickly, Waterfall should reduce the number of complaints you receive, as well as improving the speed and ease of complaint resolution. Both the consumer and your customer service team have reliable data at their fingertips, a great tool to improve customer satisfaction and confidence.





For more information, contact [enquiries@creative-ec.com](mailto:enquiries@creative-ec.com)  
or learn more at [www.waterfallbeyondsmart.com](http://www.waterfallbeyondsmart.com)