

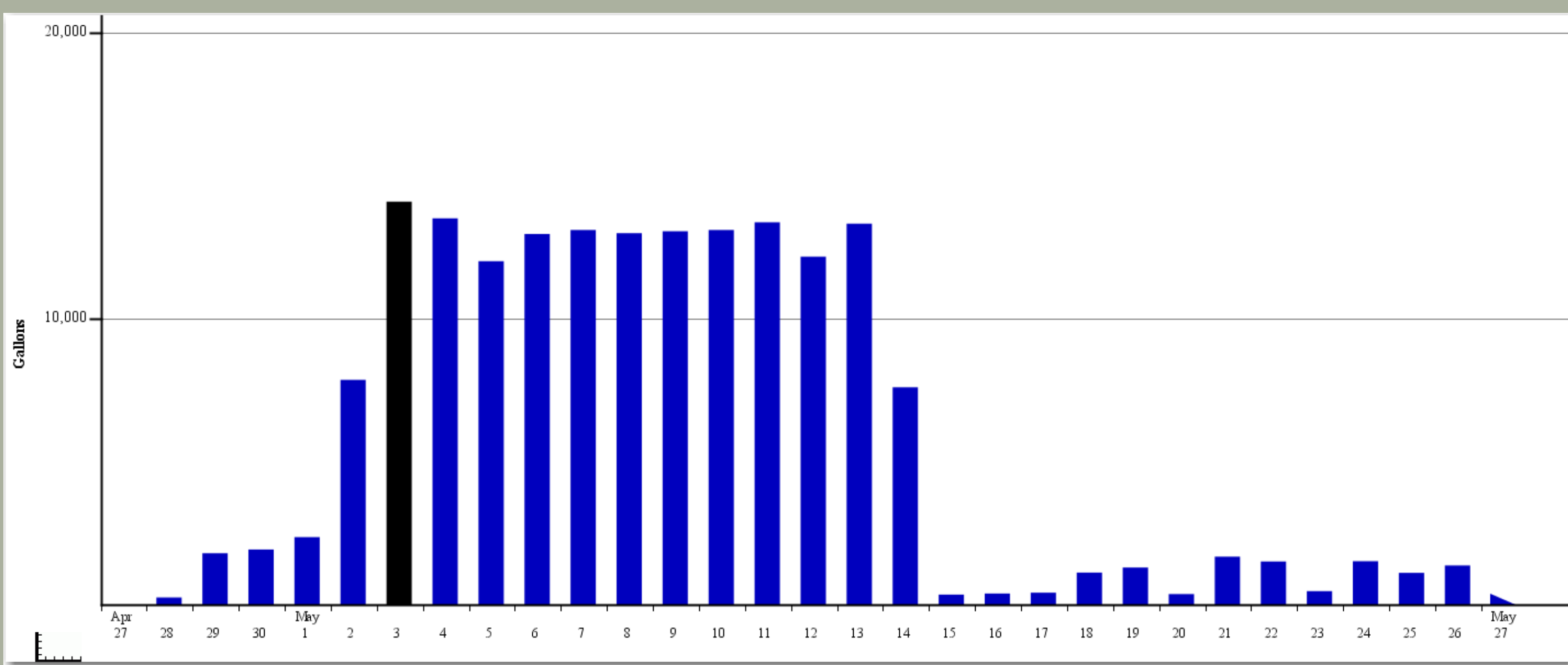
Using Data to Reduce Residential High Consumption

High water bills have become a nightmare for homeowners. Many households have some kind of plumbing leak, which can waste a surprising amount of water. For example, depending on its size, a continuously running toilet can waste around 60,000 gallons of water per month and potentially increase your bill by hundreds of dollars. Our team focuses on working with homeowners to resolve their on-site issues, to promote education, reduce confusion and frustration.

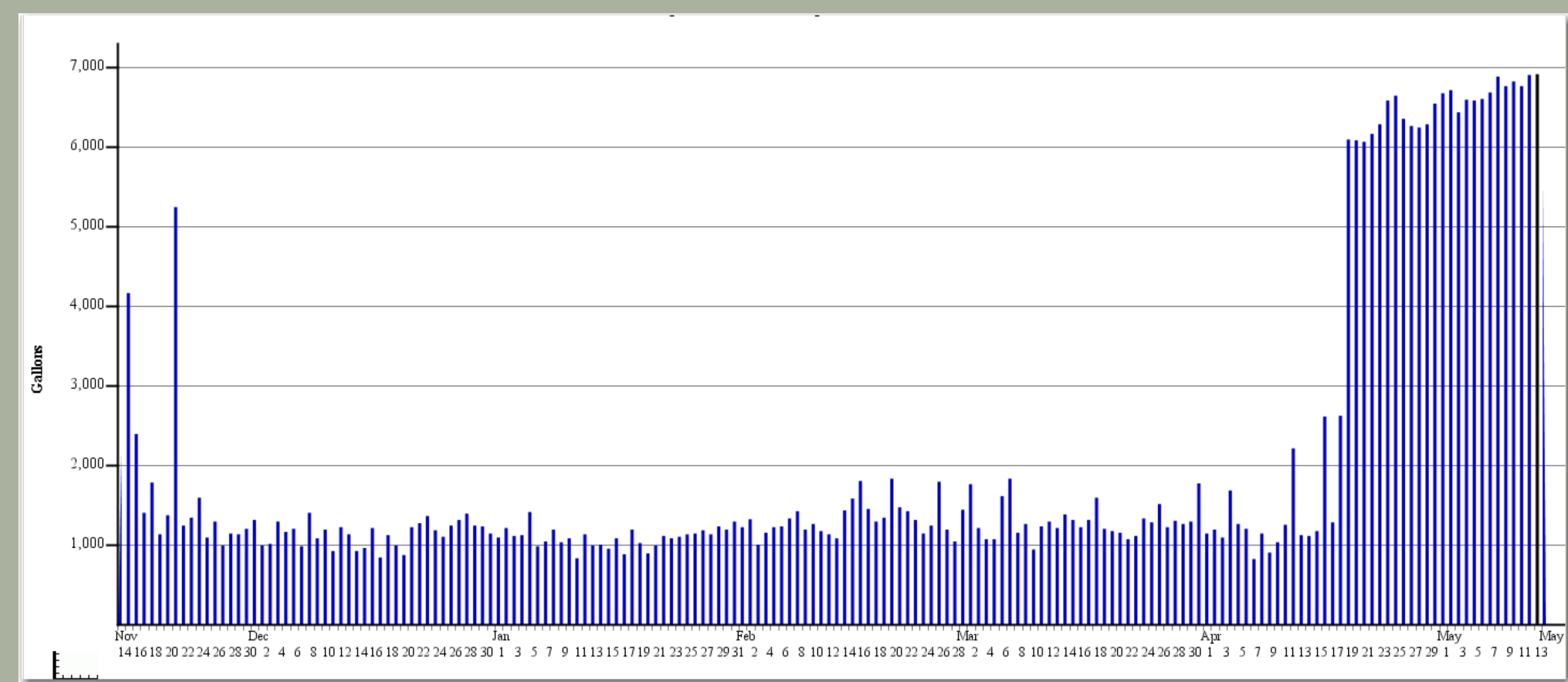


How Consumption Data Helps:

- Gives people an idea where to look for issues
- Provides visualization of consumption for end user
- Shows recurring patterns in consumption
- Highlights abnormalities in usage
- Offers a personalized customer experience



Above: Daily chart showing constant consumption over thirteen days.
(stuck auto fill)

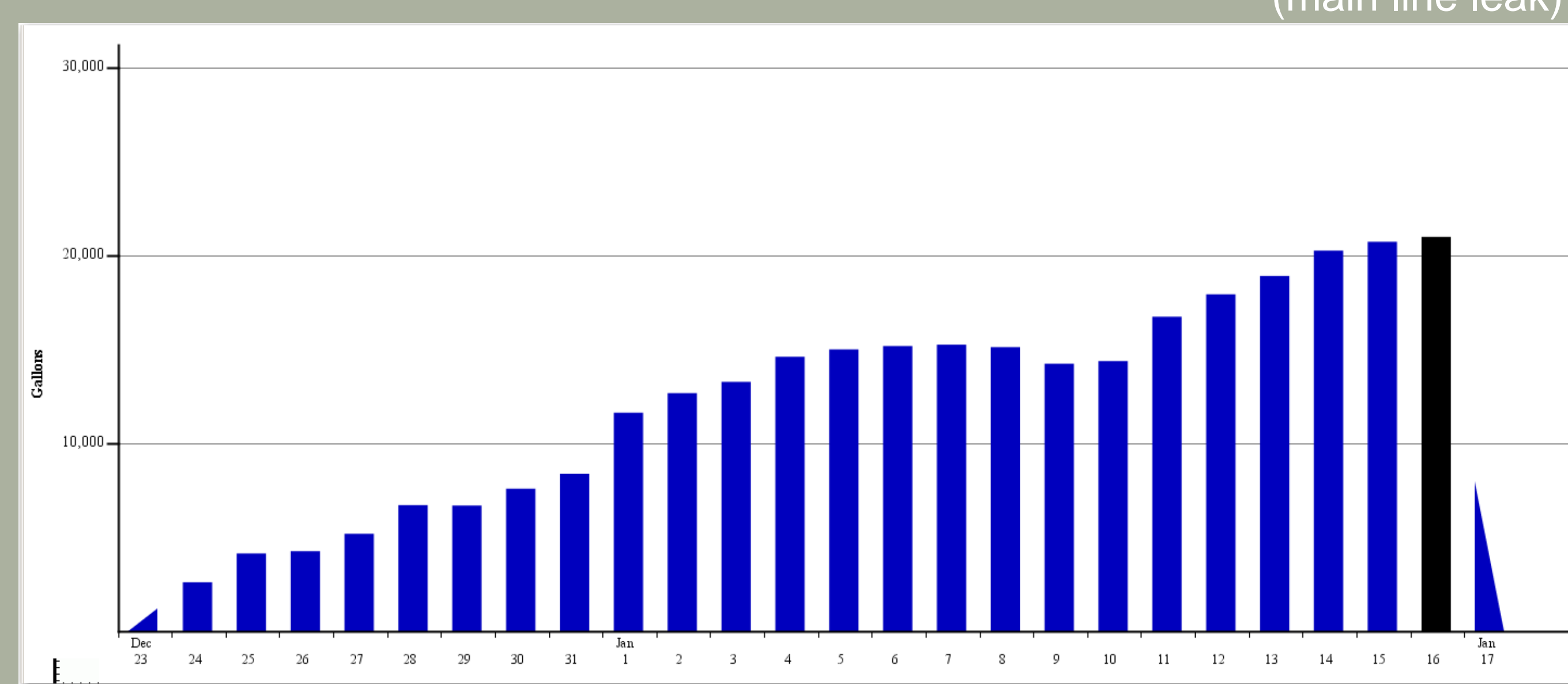
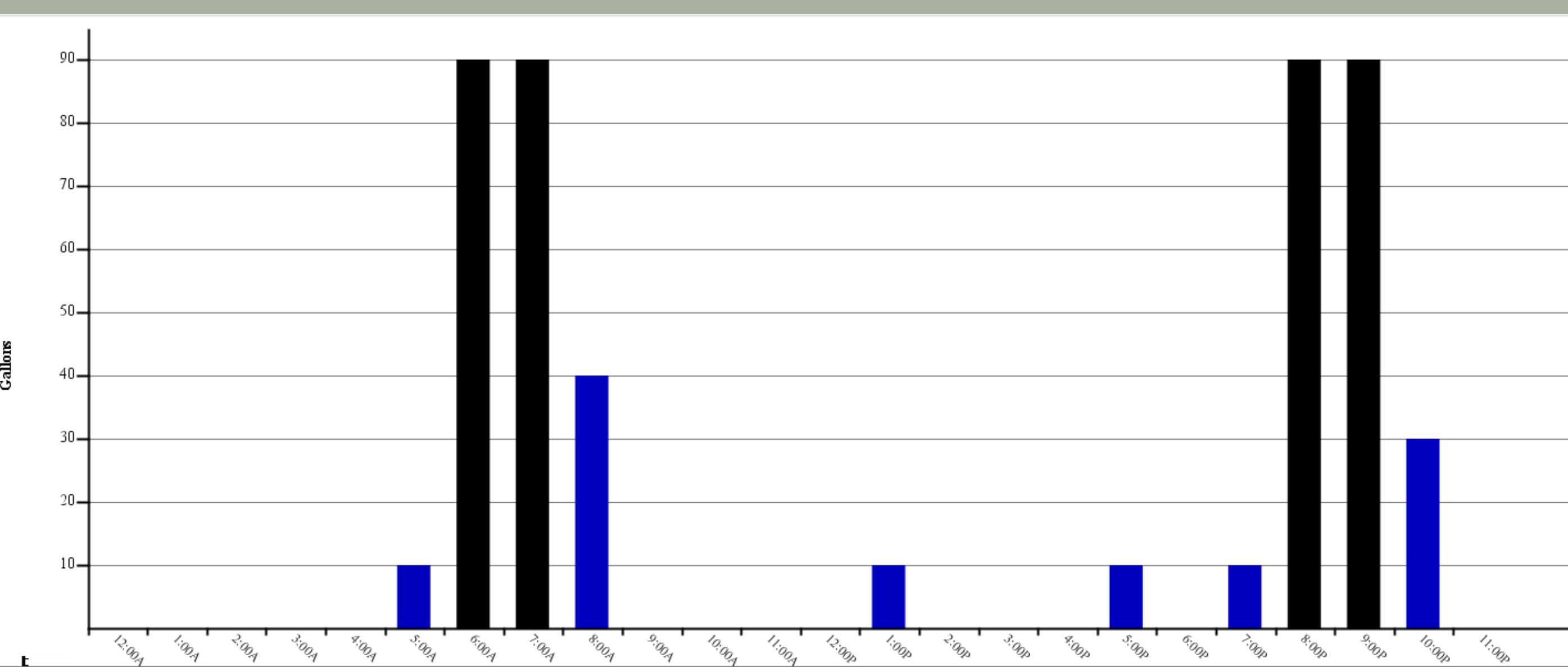


Above: Daily chart of several months showing a period of increased consumption.
(stuck irrigation valve)

Below: Hourly chart showing daily irrigation (drip irrigation)

Examples of Residential Consumption

Below: Daily chart showing increased consumption over a few months.
(main line leak)



Key questions when helping customers:

- Have you experienced any problems or repairs in the last month?
- How many people live at this address?
- How many bathrooms in the house?
- Do you have the following:
 - Water softener/ conditioner
 - Swamp cooler
- If you have a swimming pool, do you have an auto-fill valve?
- If you have a sprinkler system:
 - Number of zones?
 - How many times a day do you water?
 - How long do you water each time?
- Have you added or removed any of the above items in the last month?