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

Public “Home Dashboard”, using a custom style template

Public Mobile: “Property Dashboards” and “Metrics”

A solution of:

Mackay Regional Council

Stephen.Fernando@mackay.qld.gov.au
+61 7 4961 9077

MiWater.com

Demonstration Video: