

Capita IB Solutions has developed a new Water Management System for any party responsible for collecting and recording Water Meter Readings and wishing to provide intelligent data reporting and automated billing.

Integrated Business Solutions

Charges are levied from water consumed and discharged in the premises. These charges are based on consumption where a meter has been installed.

It is the responsibility of the Water Authority or Water Company to identify consumers to be charged, calculate amounts due and request payment.

Metered accounts are generally charged by user-defined billing periods.

There may often be a minimum charge imposed on metered accounts as well as annual charges such as the rental of the meter itself.

For premises where water is used jointly for domestic and commercial purposes, an allowance can be provided

The screen opposite provides an example of the type of information that the system maintains and a history of what has been read.

Recording Meter Readings

Water Authorities/Companies are taking different approaches to the periodic task of taking the physical meter readings in their region.

Mobile Recording

Some authorities in Ireland are taking full ownership of recording the physical water meter readings for billing purposes or in the UK; the Water Companies themselves are responsible for the readings.

Meter ID	Meter Type	Meter Location	Meter Reading	Meter Status
101	101	101	101	101
102	102	102	102	102
103	103	103	103	103
104	104	104	104	104
105	105	105	105	105

Capita IB Solutions has greatly reduced the enormity of this task by providing a mobile software add-on solution to the Water System.

This enables field staff to electronically identify a water meter by scanning a bar code placed on the meter.

This automatically identifies the account to which the meter belongs and the operator simply needs to type in the current meter reading.

This solution minimises data entry and reduces the risk of incorrect identification or association of water meters and accounts.

Not only do the mobile devices enable the recording and identification of water meters and accounts, they can also be fitted with a GPRS module providing excellent visual aids tools to the user that will enable the reader to work more efficiently.

Examples include:

- Walk Routing
- Estimate / Failed Readings
- Directions / Warnings
- Fault / Vandalism / Interference Reporting
- Useful Information
- Additional Comments
- Work Orders for Repairs
- Operator KPI reports e.g. Unread Meters
- Playback of Installation Photos / Video

Features

- Easy to use
- Can be customised to interface with other software
- Tuned to your specific needs
- More flexible than packaged software

Business Benefits

- Significant business advantage over your competition
- Incorporate business processes that are specific to you
- Specifically designed for your particular requirements

Professional Services

Capita IB Solutions has an excellent track record of delivering expert support and consulting to Public, Private and Not for Profit Organisations. Ranging from top-down business analysis and enterprise modelling to database design, application implementation and tuning, a comprehensive package of methodologies, support, training and consultancy services has been developed to ensure the success of all projects within a defined framework of quality, cost and time.

Business Strategy	Technical Support	Healthchecks	Implementation & Design
Our consultants can work with you to ensure your business strategy is supported by coherent and business-aligned systems.	We offer a full range of technical consultancy and support services to ensure the effective delivery of your Integra solution.	Our regular healthchecks review the solution architecture and recommend changes or enhancements.	We assist clients during all phases of the development life cycle, with teams encouraged to acquire the knowledge to maintain and support the systems.

“A custom application may be a better solution than standard, off the shelf, software application. Off the shelf software is designed for a wide range of businesses and may not be ideally suited for a specific business.”

Operation

The following flow, describes the typical steps involved in a water billing system.

1. Apply Water charges due – dependant on account type:

(a) Meter Accounts: Take meter reading remotely or feed from external system.

2. Populate Water charges due –taking water-in / water-out values (Metered).

3. Calculate and Print Water Rates Book – the process of calculating totals for:

(a) the complete list of accounts.

(b) a list of water demands to be issued.

4. Report Total Checks – examining the Book to ensure the water

demands are correct.

5. Print Water Rate Demands – prints individual account bills to be sent to account holders.

6. Update Financial System – As bills are paid and updates are made, these are recorded in the Water System. Provision is made for transactions to be updated to the main financial system.

Features

On-line Enquiries and Reports

Available at every stage of the recording/billing cycle is a

comprehensive range of enquiries and reports including:

Enquiries

- Account
- Account Revisions
- Bill / Demands
- Breakdown
- Fixed Connection
- Meter History
- Consumption
- Control on Consumption
- Standing Order / Direct Debit
- Readings Exception
- Annual Fixed Charges
- Estimate Charges

Reports

- Log Reports
- Fixed / Meter Billing Charges
- Customer Transaction Listing
- Meter Charge Book
- Reading / No Readings
- Meter Notification

The Spirella Building
Bridge Road
Letchworth Garden City
Herts SG6 4ET England

www.ibsolutions.com