

# GUELPH REDUCES WATER USE 18%, RESOLVES BILL DISPUTES FASTER



## EXECUTIVE SUMMARY

Alert Labs won an RFP to help the City of Guelph with water conservation efforts. The Flowie water sensor kit rebate program offered residents a \$50 rebate off Alert Labs' Flowie and Floodie sensors. As a result of the program, water service technicians increased efficiency when resolving bill disputes, a local business saved thousands in wasted water, and water use was reduced at residences and businesses.

**100+**

hours saved in billing resolution time

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saved thousands in wasted water, and water use was reduced at residences and businesses.

*“It’s really a benefit to me going out to high water calls when I can say there is a solution other than monitoring your meter on a daily or hourly basis.”*

- Mathew Newman, Water Services Technician, City of Guelph

*“It was eye opening working with a tech company like Alert Labs. There was a lot of fresh ideas and motivation to get this off the ground and help us with this problem.”*

- Mathew Newman, a Water Services Technician at the City of Guelph

## BACKGROUND

While Guelph's population grows, significant strain is being placed on its groundwater supply. Because a major infrastructure investment is not cost effective, Guelph is always searching for efficient ways to promote water conservation efforts among its residents.

**\$7600 /YR**

Saved in wasted water for a single business

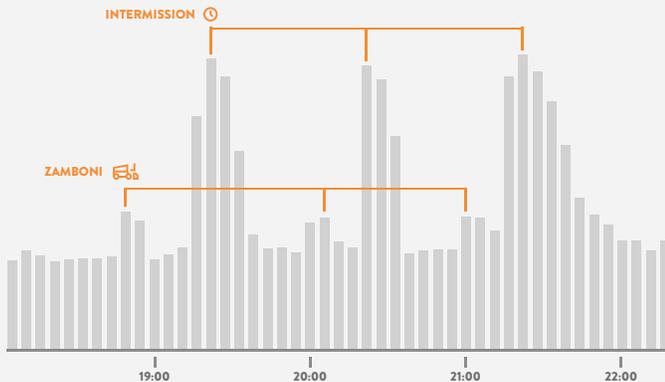
Guelph chose Alert Labs because its sensors and analytics services provide real time water use data and leak and flood protection without major infrastructural investment.

## INCREASED WATER EFFICIENCY & FASTER BILL DISPUTE RESOLUTION

Flowie and Floodie identify opportunities for water efficiency and to resolve water bill disputes from Guelph residents.

## OPTIMIZING WATER USE AT A HOCKEY ARENA

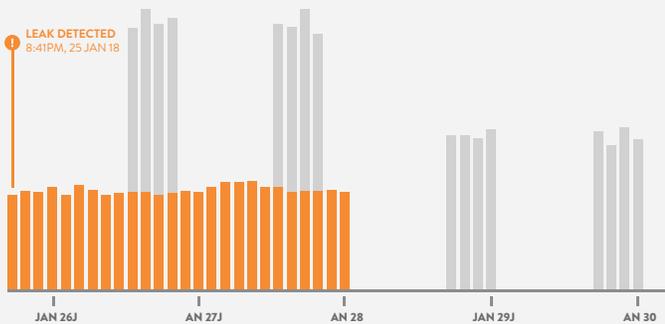
Flowie created a water use profile for a large hockey arena. “The Sleeman Centre is a fairly busy arena at times, so we really wanted to get a sense of water



demand. It gives us a lot of opportunities to show where we can save water and make the systems a bit more efficient,” said Mathew.

## RESOLVING A WATER BILL DISPUTE IN A FEW DAYS

A restaurant in Guelph had an abnormally high water bill. They were using \$25 worth of water per day, equivalent to \$750 per month and over \$9000 a year.



After the Flowie water sensor was strapped onto the restaurant’s water meter, it detected heavy constant use of 8 m<sup>3</sup> per day. This constant use was caused by a broken valve on a ice machine. The valve was fixed and the restaurant’s water bill dropped to

\$4 per day, a savings of \$630 per month and over \$7600 per year. Water use returned to a normal rate of 1.4 m<sup>3</sup> per day. The restaurant’s water bill dispute was thus resolved in a matter of days, not months.

For Mathew and the Water Service team, “We really got to see the benefits of the Flowie in the field and not only help City staff but also customers and residents.”

## BENEFITS OF WORKING WITH ALERT LABS

- No requirements to rollout expensive infrastructure or replace water meters on a massive scale.
- Complementary to AMI/AMR and not intended to be a direct replacement.
- Access to minute by minute data can help inform water efficiency strategies at multiple levels, including residential and commercial.
- Fewer disputes about monthly water bills results in less time spent on the road by Technical Specialists and Customer Service staff.
- Assistance in residential and commercial turnoff services.
- Proactive risk of frozen pipes alerts result in a decrease in service calls to thaw frozen pipes.
- Less water is used in general, saving residents money usually spent on water and preventing municipalities from needing to invest in more infrastructure.

“Flowie helped us diagnose water problems and hone in on significant water savings.”

- Water Services Team

For more information, contact

**David Iacocca, Director Business Development**

david@alertlabs.com