CASE STUDY: Portsmouth Water and long unread meters

"Our meter reading team find using the Pinpoint app very easy and intuitive as it enables them to take photos and add comments all in one place."

Sam Dawson Wholesale Services Supervisor at Portsmouth Water Ltd

In April 2019, Portsmouth Water joined Bristol Water in the pilot for Pinpoint. An app and cloud data hosting service developed in collaboration with Bristol Water, targeted for the retail market and with the aim to:

• Help engineers locate meters quickly and efficiently
• Correct inaccuracies and gaps in market data
• Collect additional information on supply points

As part of the on-going pilot, in July 2019, Portsmouth Water decided to use Pinpoint to obtain meter reads on meters that had not been read prior to market opening. It was believed the retailers providing services to non-household customers for these meters would want photographic evidence of the reads, particularly if they had recorded a high level of consumption. For Portsmouth Water the Pinpoint app was the quickest and simplest way to raise the request for the reads and to pass the information back to the relevant Retailers in almost real time.

All the Retailers involved were contacted by Portsmouth Water and offered this service. As a result, 96 meters were targeted for visits and by the 2nd August, 72 meters had been visited by engineers. With the help of Pinpoint, **100% of the meters were located** and **readings successfully obtained for 49 (68%)** of them. The remaining 23 meters were confirmed to have access issues such as the meter was internal with the shop proven to be vacant (so access not possible at the time of visit) or the internal meter had been removed by the occupier or other third party. Pinpoint allowed the collection and passing of evidence to the Retailer for sensible decisions as to next steps could be made.

"Pinpoint has allowed us to collect information and share it with retailers in real time.   Having all the information returned to the Cloud for both Wholesaler and Retailer to access is extremely valuable"

Paul Treagust Network Engineer at Portsmouth Water

The Pinpoint app returns all the data to a central hub located in the Cloud, allowing both Portsmouth Water and Retailers to access the same information in real time. In addition, email notification of any updates is automatically sent from the hub allowing Portsmouth Water to pass information onto the Retailer quickly and simply, giving the Retailer the greatest chance of being able to enter the new reading into the Central Market Operating System (CMOS) within the market SLA of 5 business days – *see examples below*.

Some of the benenfits Portsmouth Water have found from being able to capture photographs of the meter are:

- *We can confirm the number of digits the meters have and make appropriate market updates*
- *Where there is an increase in consumption we can see the meter has not been misread and this is the true consumption*
- *We can see the current state of the asset and arrange for a meter exchange if there are any issues*
- *We have received some pictures of combination meters, but we only have one of those meters on record, so we have been able to update our records to reflect what its actually in the ground*
- *The photos are quick and simple to pass on to the relevant Retailer.*

Both Wholesalers Bristol Water & Portsmouth Water data is accessible through the Pinpoint pilot and several Retailers now have the app on their employees' phones and can access these Wholesalers' meter & supply point data. There has been overwhelming support from trading parties for Pinpoint to be a nationwide service. Helping to improve and maintain market data, as well as speeding up delivery of market processes.

More information can be found here or do not hesitate to contact us.

WINNER receiving 'Highly Commended' Award at Future Water Association's Water Dragons 2018 (announced 11th April 2019)

Short listed for WWT's Water Industry Awards 2019 for *Most Innovative Data and Software Solution of the Year*

Example meter update report from the Pinpoint hub: