

CASE STUDY: Bristol Water and long unread meters

"Bristol Water is now using Pinpoint in our work on Retail Market long un-read meter and vacant premise projects. We have provided it to a metering contractor who does not know our area of supply and we have been amazed (as they have) on their success rate in locating and reading meters"

Jessica McIninch Wholesale Service Delivery Manager at Bristol Water Plc

In May 2019 Bristol Water utilised the Pinpoint App with a contractor for visiting non-household meters that had not be read since the water retail market opened and on premises which have been set as vacant in the market. This was carried out as part of Bristol Water Wholesale's on-going commitment to improve market data.

In total, using Pinpoint, 70 meters/premises were visited, all of which were found with the help of the app. Pinpoint also allowed the user to gather photographs, improved location details and any follow on works. This was a great result considering visits were made by third party contractor with no prior knowledge of the Bristol Water area.

"The pinpoint app is great, easy to use and very accurate. Everything so far has been up to date and location notes spot on"

Dan, Contractors Engineer visiting meters

100% of visits resulted in additional information being passed back to the Retailer or internally within Bristol Water for further action. As Pinpoint allows a user to capture photographs and observations against a meter / supply point, supporting information could be provided back to Retailers to help their understanding and speed up resolution for the customer. 16 (22%) required further work following the initial visit to rectify, but that means thanks to Pinpoint and the resourcefulness of the engineers **78% were resolved with just a single visit required**. All the data collected went back to the Pinpoint Hub in the cloud, meaning both Wholesaler and Retailer could see the same information at the same time.



Following this project, Wheatley had the opportunity to speak with Retailers directly at Bristol Water's open Retailer day on 12th June 2019. During which a brief survey was carried out. **100% were in favour of Pinpoint being a market wide solution**, responding with firm 'Yes' to the questions; 'Do you think that an app to help find meters and capture data in the field would be beneficial to the whole market?' and 'Do you think that such an app would help achieve MOSL's Market Performance Operating Plan (MPOP) for 2019/20?'

"Wheatley answered my call to help Bristol Water Wholesale to innovate and stand out in the Retail Market. We have developed together an App know as Pinpoint for Wholesalers and Retailers to use to improve market data."

Simon Bennett, Head of Wholesale Services at Bristol Water Plc

Since the Pinpoint app was developed with Bristol Water, Portsmouth Water have now joined in with the pilot. Several Retailers now have the app on their phone and can access meter & supply point data for both Wholesalers. 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*