

The background of the entire page is a photograph of a cityscape. A prominent feature is a tall, ornate skyscraper with a green-tiled top, situated behind a river. The river flows from the foreground towards the background, flanked by concrete walls and lush green trees. The sky is a clear, bright blue.

Smart Water Solutions







Protecting our most precious resource.



Navigating Water Utility Challenges

Water utilities today face mounting challenges in their quest for sustainability, revenue protection, and customer satisfaction. Aging infrastructure, increasing water scarcity, and rising operational costs make modernization essential.

ISSUES FACING THE WATER SECTOR – AMERICAN WATER WORKS ASSOCIATION SURVEY

					
Replacement of aging water infrastructure	Long-term water supply availability	Financial sustainability	Public understanding of the value of water systems and services	Workforce issues	Drought or periodic water shortages


Replacing aging infrastructure, water scarcity, consumer experience, and workforce issues are amongst the top 10 issues reported by US utilities in 2024. Source: Responses from American Water Works Association’s (AWWA) 2024 annual State of the Water Industry Report.


Water conservation, management, and control solutions are no longer optional -- they are necessary to support an industry in transition. Advanced measurement technologies empower utilities to detect leaks, accurately report consumption, and reduce non-revenue water losses in minutes rather than weeks.

Regardless of where you are in your utility modernization journey, we’re ready to help you take the next step and make every drop count.

ITRON SMART WATER SOLUTIONS

With the many challenges water utilities face, it can be difficult to know where to start. Itron’s Smart Water Solutions is a powerful, end-to-end portfolio designed to address these challenges and transform utility operations from the ground up. It combines smart endpoints, reliable and affordable connectivity, and actionable insights that drive real results.

 **Get visibility** of your entire distribution network with real-time data to help you monitor operations. Stay informed and make data-driven decisions with confidence.

 **Start at your own pace and on your own terms**, with smart endpoints, seamless connectivity and real-time insights - fully compatible with any infrastructure vendor. Leverage your existing investments while prioritizing capital improvements where they matter most, all with a powerful digital tool to manage all your assets.



How Itron Smart Water Solutions Work

Water utilities can tackle challenges with enhanced visibility into their distribution system through a suite of advanced devices, networks, and platforms designed to collect, manage, and integrate data. The digitalization journey can happen at your own pace, incorporating existing technologies and introducing new solutions as needed to meet your operational goals.

SMART WATER SOLUTIONS FOR WHAT MATTERS MOST TO YOU



AMI
Operations



Billing



Meter Asset
Management



Customer Service
& Engagement



Water Loss
Management



Capital Improvement
Planning



Regulatory
Compliance

TEMETRA

PIPE ASSET
MANAGEMENT

CELLULAR & RF MESH CONNECTIVITY

WATER METERS, COMMUNICATION MODULES, SENSORS, SHUT-OFF VALVES

Granular Data Enables:

- » Quick leak detection in customers' homes
- » Enhanced rate of flow analysis
- » Improved meter sizing accuracy
- » Identifying rapidly changing usage patterns
- » Better monitoring and control capabilities
- » Timely notification of anomalies
- » Efficient resource management
- » Enhanced customer service
- » Data-driven decision-making
- » Reduced water loss



UNIFIED ENDPOINTS

Upgrading infrastructure isn't just about replacement—it's about transformation. Moving to smart technologies and endpoints eliminates inaccurate readings, reduces revenue loss, and streamlines billing. From Automated Meter Reading (AMR) to Advanced Metering Infrastructure (AMI), automated data collection delivers precise, real-time insights that improve monitoring and control and demand forecasting, accelerate billing cycles, and cut costs. By minimizing truck rolls, utilities lower fuel and labor expenses while reducing environmental impact.

Customers benefit from accurate bills, improving satisfaction and trust, better demand forecasting, and predictive analysis, all contributing to sustainable water management.

SIMPLIFIED CONNECTIVITY

Built on trusted industry standards, our network platform delivers five key pillars to best fit our business has today and tomorrow. Itron's purpose-built network is designed for coverage, longevity, reliability, cost-effectiveness, and security by design-enabling valuable business outcomes today.

Leverage cellular connectivity to provide seamless, scalable, and secure communication in diverse environments. With a flexible and cost-optimized network platform, we deliver assured connectivity to help utilities detect leaks, reduce manual processes, increase billing accuracy, and improve customer satisfaction.

Solid State Water Meter

Itron works with multiple meter vendors and can provide ultrasonic meters to meet utilities' needs. Solid-state ultrasonic meters provide extremely granular water consumption data to support your non-revenue water and conservation programs and prevent revenue loss. Durable design and quality materials help lower operating costs.

- » Identify impacts on their revenue, including meter tampering and aging infrastructure.
- » Increases customer satisfaction by ensuring bills are accurate. Timely leak alerts allow customers to quickly make repairs.

SIMPLIFIED, CENTRALIZED CONTROL

Temetra dashboards and customer portals provide near real-time water usage data, enabling utilities and consumers to monitor consumption and receive anomaly alerts. This transparency boosts billing confidence, speeds up dispute resolution, and reduces

unexpected high bills, fostering trust. Lower operational costs and faster payments improve cash flow, strengthening customer relationships and optimizing operations.

TEMETRA™ CUSTOMIZABLE DASHBOARDS

Connectivity/Service Point Map

Real Time Alarms and Alerts

Anomaly Reporting

Automatically Compiled and Stored

Consumption Data on Demand

Hourly, Daily, Weekly, Monthly—Your Choice

Temetra

Itron's unified platform eliminates data silos, for smooth integration of various data sources. Temetra's cloud-based system ensures minimal disruption, improving visibility into consumption and simplifying compliance reporting.

Our solutions consolidate data, improve financial planning, and track key performance metrics, helping utilities demonstrate compliance, justify rate increases, and secure funding. Enjoy efficient meter data collection, water loss management, and consumer engagement with Temetra.

Meter Data Management: Unified interface for meter data management, accommodating all types of data collection technologies. Collect, manage and store vital consumption data with Temetra.

Consumer engagement tools in Temetra allow customers to monitor their account in real time, and get answers to billing questions.

Water Loss Management: Automate detection and categorization of water loss, prioritizing areas of declining revenue for proactive resolution. Maximize ROI with automatic apparent water loss detection, monitor KPIs, detect abnormal consumption, and plan meter asset replacement effectively.



Pipe Asset Management: Use AI to predict future water loss areas and optimize asset management. Maximize ROI by preventing pipe failures and avoiding premature replacements. Gain long-term planning tools for meter asset replacement.

Prepare for the Future with Itron's Smart Water Solutions

As experienced professionals retire, utilities face challenges in succession planning and knowledge transfer. Digitalizing operations with intuitive interfaces, insights, and analytics simplifies this transition. Itron's Smart Water Solutions provide real-time insights, allowing new employees instant access to essential data, preserving institutional knowledge, and streamlining training and decision-making. Integrating AMI builds a resilient, future-ready workforce ready to tackle evolving industry challenges.

Why Itron Smart Water Solutions?

Operational efficiency and replacement of aging infrastructure are key to improving revenue and modernizing operations through near-real time monitoring and reporting.

learn more at itron.com



GAIN INSIGHTS



REALIZE COST SAVINGS



MAXIMIZE REVENUE



MEET SUSTAINABILITY GOALS



OPERATIONAL EFFICIENCY

To learn more visit itron.com

We create a more resourceful world

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