



# Revenue Assurance

## Gas and Electric

Energy loss due to tampering continues to be a major concern for utilities. Offenders continue to become more sophisticated and are illegally diverting more energy than ever. Whether through relatively simple meter tampering or complex diversion schemes, energy diversion is a public safety concern and can have a considerable effect on a utility's bottom line.

The adoption of smart meters has vastly improved utilities' capabilities in minimizing losses and reducing safety issues. New data from smart meters and other devices can indicate suspicious usage patterns, energy diversions and tamper conditions. This data helps pinpoint and resolve the exact cause of energy that is distributed and not paid for. However, many revenue protection solutions—whether built internally or provided by third parties—can result in slow, time-consuming and manual processes as well as many false positives and unnecessary truck rolls.

With Itron Revenue Assurance, you get a proven, industry-leading solution.

- » Installed at over 30 utilities and monitoring more than 35 million meters
- » More than 100 analytic methods implemented based on over ten years of field results
- » Analysis of all utility services: electric, gas, residential and commercial, and all metering intervals

» Complete case tracking system that supports best-in-class investigation processes

» Ability to tune analytics based on field results, ensuring the system is ever evolving

Analyze :: Revenue Assurance - Analyze > Detect > Residential Gas

VIEWS		ACTIONS			FILTER			QUERY				LOCATE							
		Account Number	Name	NAICS	Area	Town	G-TS	GSAD	GS	GBDAD	GBD	GMN	GZU	GFT	GDT	GME	GNB	Gas Max	G
		7023131005	Phil Smith	81401	C	CHICAGO	4,372	259	217	800	582	398	300	567	800	177	272	161	3
		8501453012	Jose Adams	81401	C	CHICAGO	3,667	506	336	463	473	0	800	367	722	0	0	226	6
		9461707003	Troy Smith	81401	C	CHICAGO	3,657	400	334	800	800	398	400	0	0	335	190	243	9
		54319876543	Troy Ramir	81401	C	CHICAGO	3,643	74	39	289	800	541	667	733	500	0	0	54	7
		8767281003	Troy Smith	81401	C	CHICAGO	3,497	293	306	800	800	398	500	0	0	400	0	902	3
		9252346007	Sue Smith	81401	C	CHICAGO	3,455	213	93	677	677	398	633	600	141	21	0	260	4
		4060072026	Jamel Gomez	81401	C	CHICAGO	3,432	200	167	800	800	398	667	0	0	400	0	401	9
		6153197049	Mike Ramir	81401	C	CHICAGO	3,413	146	216	800	800	398	733	0	0	319	0	173	1
		54319876543	Troy Ramir	81401	C	CHICAGO	3,386	285	128	800	800	398	0	533	441	0	0	358	1
		9021836009	Mike Smith	81401	C	CHICAGO	3,362	43	46	800	800	398	0	733	500	41	0	180	1
		6891747001	Bob Smith	81401	C	CHICAGO	3,356	220	184	743	800	332	0	400	439	40	196	139	1
		9028056009	Mike Smith	81401	C	CHICAGO	3,341	259	217	800	800	398	467	0	0	400	0	657	1
		54319876543	Troy Ramir	814110	C	CHICAGO	3,291	399	164	800	800	0	0	500	629	0	0	510	1
		5817683001	Bob Smith	81401	C	CHICAGO	3,209	139	114	800	800	0	800	367	186	04	0	357	3
		9276544005	Phil Smith	814110	C	CHICAGO	3,180	0	0	0	797	800	800	0	0	383	400	0	0
		5981775058	Lucas Bartell	81401	C	CHICAGO	3,132	0	0	0	0	798	800	467	0	267	800	0	0
		54319876543	Troy Ramir	81401	C	CHICAGO	3,105	44	41	800	800	398	0	467	500	0	54	186	4
		3381505007	Sue Smith	81401	C	CHICAGO	3,083	208	91	660	660	398	667	0	0	400	0	461	1
		7684267004	Sonya Smith	81401	C	CHICAGO	3,077	65	94	800	800	398	700	0	0	220	0	188	2
		8703730043	Troy Ramir	814110	C	CHICAGO	3,050	257	215	745	800	0	0	533	500	0	0	357	1
		8751448038	Lucas Lee	81401	C	CHICAGO	3,036	230	207	800	0	398	233	667	500	0	0	251	8
		54319876543	Troy Ramir	81401	C	CHICAGO	3,026	224	94	737	726	0	267	567	413	0	0	630	8

☐ Check All Records

Select Top

For Send To Action (max 1000)

SELECT

Showing: 50

Checked: 0

GET COUNT

Figure 1: List of accounts with revenue assurance scores indicating loss condition

## FEATURES AND BENEFITS

Itron Revenue Assurance offers analytics, tools and workflow support to facilitate detecting, investigating and resolving lost revenue.

### Investigation Tools

Revenue Assurance offers a plethora of tools to efficiently and effectively manage the revenue assurance process.

- » Simple and complex filters and queries
- » Spatial views of suspects
- » Graphical timeline views showing consumption history and various events
- » Comparisons with like peers

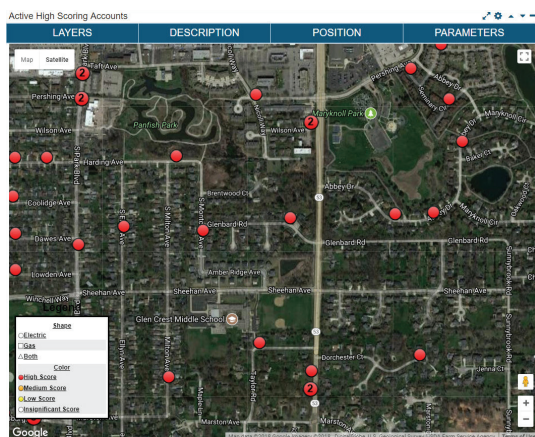


Figure 2: Layer suspect accounts on a map for field work efficiency

### Analytics

Revenue Assurance uses highly accurate, high-granularity data with field-tested detection algorithms.

- » Library of proven analytics developed by data scientists and proven by utilities
- » Ability to customize and tune existing analytics to meet your needs
- » Ability to augment internal data with data from third-party sources
- » Itron data scientist dedicated to extending or creating new analytics

### Process Support

- » Service order prioritization based on several factors such as time that an issue has existed and value of loss to the utility
- » Case management including work flow, work order integration and automated back billing
- » Ability to track case verification by field crews (hit rate)
- » Tracking of recovered revenue, allowing the tracking of program success

## DISTRIBUTED INTELLIGENCE

On OpenWay® Riva electric endpoints, theft detection is enhanced with a distributed intelligence element that analyzes meter data once every second to look for changes in impedance and alert you to theft conditions such as meter bypasses, in real-time. This technique greatly increases the accuracy and speed of theft detection.

## CONCLUSION

Itron Revenue Assurance is a proven solution that will alleviate safety concerns and enhance revenue. Supported by a deployment methodology that requires minimal utility IT resources and delivers industry-leading analytic methods and easy-to-use tools for analysis and investigation, Itron Revenue Assurance delivers efficiency and value to your operations.

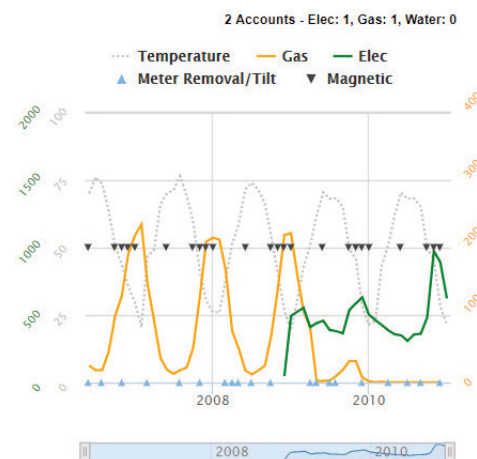


Figure 3: Drill in to see tamper events, consumption and other relevant data

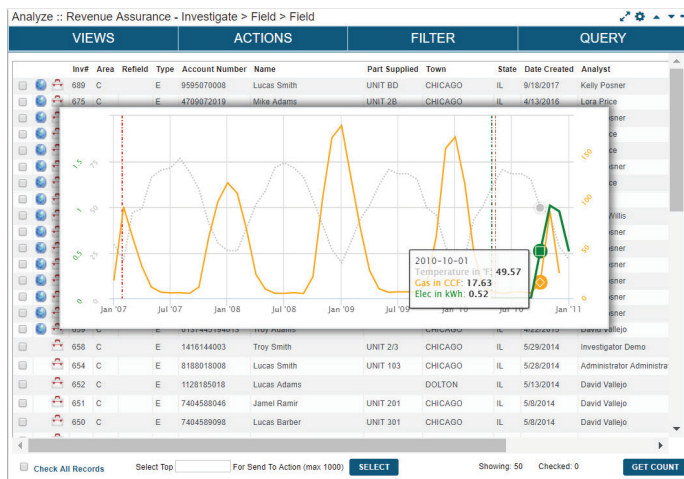


Figure 4: Track cases from detection through to field work and collection



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