



Create Your Intelligent Infrastructure™

Aclara STAR_select™ for Water Utilities

Making Data Clear

A distribution and service communications network
with data as clear as the water you provide.

Aclara STAR_select

Today, AMI (advanced metering infrastructure) is as much about getting the data you need to power new applications and services as it is about meter reading.

It's about using data-driven information to leverage your AMI investment to improve existing services and manage your water distribution network. It's about data that's easy to access and analytics that provide insight about resources and revenues.

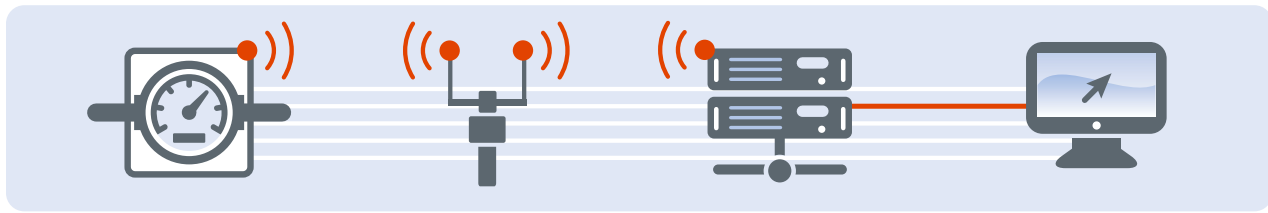
Visibility Across Your Water

Putting your AMI data to work – at the right time, at the right level, and in sync with your business, service, and infrastructure planning – is the challenge. Aclara STAR_select™ offers water utilities a set of scalable, data-driven tools and expert services to deploy and to manage their AMI-based resources.

The Aclara STAR_select platform links proven, fixed-network communications with a host of integrated product offerings and professional services that give water-utility teams a full suite of powerful and scalability solutions.



- Senior managers have access to up-to-date data and analysis for overall system operations.
- Operations personnel see distribution analytics for water balancing and distribution versus consumption tracking.
- Information technology managers can better monitor and maintain data security, and control end-to-end data management.
- Meter shop managers can harness meter data management (MDM) tools to gauge in-the-field meter status and performance.
- Billing and customer service teams have the confidence that the customer's usage information is accurate, eliminating estimated usage billing and reducing customer complaints.
- Utilities can give their customers new online- and mobile-device engagement tools to check or compare their water usage, and even receive threshold alerts.



Distribution System

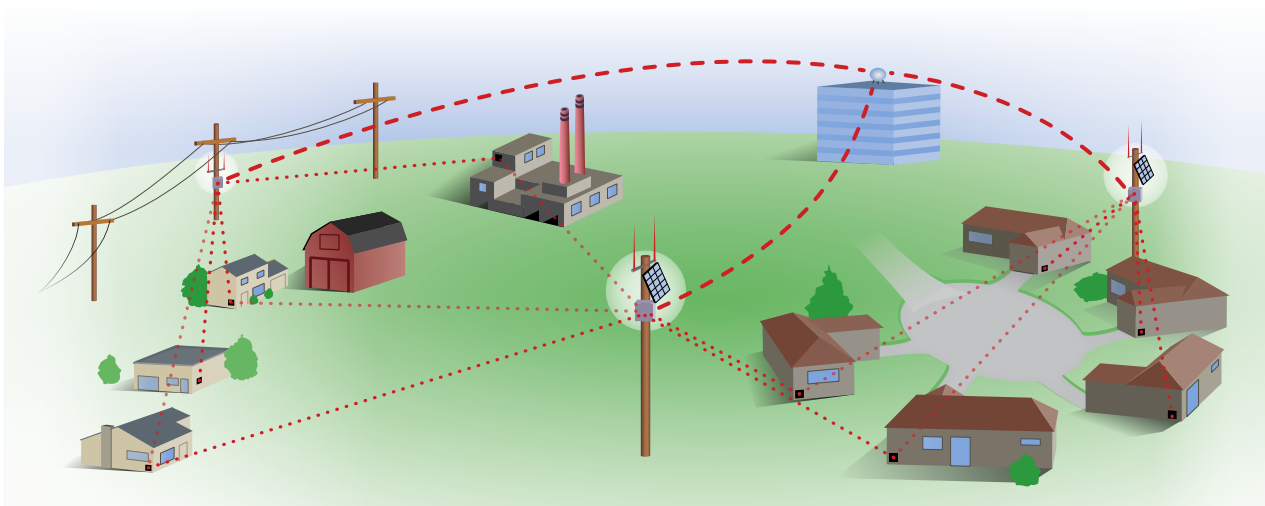
STAR_select network

The network foundation of STAR_select™ is an advanced, highly robust meter reading solution that delivers comprehensive usage data through a secure, long-range wireless network using licensed radio frequencies. The STAR_select network configuration provides the timely, high-resolution meter reading that enables water utilities to eliminate on-site visits and estimated reads, implement time-of-use billing, reduce non-revenue water losses, and profit from all of the financial and operational benefits of fixed-network AMI.

The system hardware consists of meter transmission units (MTUs) that send hourly data to data collectors that transmit the meter readings on a regular schedule to the utility. Strategic placement of data collectors makes the STAR_select network system highly scalable – as appropriate for small utilities serving a few hundred customers as it is for large municipalities serving hundreds of thousands of water accounts. The STAR® network also works with all types of

water meters, allowing customers to use existing meter infrastructure and allowing for upgrades to new meters without compatibility concerns.

MTUs are sealed against the elements and can be placed in harsh environments such as basements and meter pits. MTUs transmit on a licensed channel in the 450-470 MHz radio frequency range over distances of about one mile, depending on topology.



STAR_solutions

Aclara's STAR_solutions™ suite converts data into insight and control. By coupling the power of end-to-end data, powerful data management, and deep-dive system analytics with a host of easy-to-deploy and scale applications, STAR_solutions gives utilities clear insight into their resources and opportunities.

Distribution System



STAR_prestige

Aclara STAR_prestige™ is a hosted meter data management, analytics, and data presentment solution that can leverage the information – and investment – of a water company's advanced metering infrastructure. With complete web-based visibility across the entire distribution system, utilities have a new level of information and control over their resources, assets, and revenue.

The STAR_prestige solution is built upon the industry leading, field-proven FATHOM™ analytics and consumer-engagement platform. The STAR_prestige solution offers:

Meter Data Management (MDM)

Employ a hosted database with common data storage to ensure data integrity and provide user authentication for data security and customer records privacy.

Distribution and Meter Analytics

Maintain complete visibility, end-to-end, across the distribution network with web-based analytic tools that help determine water balances, meter trends, and meter right-sizing.

Insights for CSRs and Customers

Connect with customers through insightful and useful information that encourages conservation awareness and reduces demands on customer-service resources.

STAR_choice

Aclara STAR_choice™ gives utilities the flexibility to configure their STAR_select network in ways that best fit their current, and evolving, requirements. STAR_choice lets utilities integrate STAR_select network data into a host of custom or third-party data management and system management applications. This approach builds on existing information technology investments and allows utilities to scale-up new applications and capabilities as required.

STAR_focus

Aclara STAR_focus™ allows utilities to access the information they need to bill accurately and manage consumption. It is an automated, highly scalable system for generating accurate, bill-ready meter data. It also provides customer service representatives with seamless access to billing information and use profiles for customers. Pulling data from across the network via the Aclara Network Control Computer (NCC), usage information is quickly and accurately available for billing and customer service support.

STAR_services

For water utility customers operating and maintaining their own AMI systems, Aclara offers a full range of services and service combinations to support any AMI system configuration. Aclara understands how to present the right combination, right size, and right scope of STAR_services™ for Data Collector Unit (DCU) infrastructure and NCC applications that meet any utility requirement.



A range of DCU infrastructure services helps utilities control the end-to-end process from installation to monitoring and repair. DCU installation services handle the required upfront studies, licensing, and management of the installation and final system commissioning. Regular monitoring checks system operation and powerful performance tools build-in regular repairs and preventive maintenance.

Aclara can support all operational phases of the NCC and database management with services to build, install, and test the NCC; database back-up and maintenance services; active and passive NCC monitoring; and full software upgrades and hardware refreshes.

Aclara Managed

For those who want assured system performance with end-to-end network management, Aclara's PLATINUM_services™ for the DCU and NCC fast track the process of implementing a full, Aclara-hosted AMI network for water utilities. Letting Aclara develop, deploy, and maintain the complete AMI infrastructure reduces CapEx investment and the need for utilities to learn the network and train resources to deploy and support it.

STAR_deployment

With experience working with more than 100 water utilities across the country, Aclara is ready to provide hands-on support to plan, manage, and deploy a complete end-to-end AMI network for our customers.

STAR_deployment™ lets utilities combine the right project services according to their schedules and resources. Aclara offers full project management services including a firm list of deliverables, process development and training. STAR_deployment includes full management of NCC and DCU deployment, documented operational testing, MTU transmission validation, and full monitoring of every step of the AMI deployment.



Contact Aclara today!

web: www.aclara.com

phone: 800.297.2728

email: info@aclara.com

Aclara represents the utility industry's leading technologies for device networking and communications, data management, analytics, and customer-service. Your utility can rely on the Aclara STAR_*select*[™] network, solutions, and services to improve end-to-end system communications, increase billings and customer satisfaction, and enhance conservation of water resources.

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