

WaterBeep

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Organisation: EPAL Empresa Portuguesa das Águas Livres

Country: Portugal

Level of government: Local government

Sector: Housing and community amenities

Type: Public Service

Launched in: 2014

Link to the innovation's website

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Description

waterbeep® is an innovative service in Portugal through which it is possible to give customers information about their water consumption, allowing them to optimise the use of water in their homes or businesses. This service also includes alerts, sent by text message and/or email, warning of abnormal water consumption and even possible bursts, therefore allowing the customer to minimise losses and unnecessary use of water. Management Entity specifically for each location, and can be customised by the customer at any time. This system is new and as changed the way that EPAL relates with his customers and general users of our water public service.

Why the innovation was developed

- The driver of waterbeep® developed was the need to give complementary informations to our customers, about their water consumption, allowing them to optimise the use of water in their homes or businesses, as well as allowing them be more efficiency.
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Objectives

Enhance transparency, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Great potential to be used by others public utilities.
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Main beneficiaries

General population, Other

- EPAL Consumers

Results

Efficiency

- This innovation give customers information about their water consumption, allowing them to optimise the use of water in their homes or businesses.
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User satisfaction

- Is a add value service

Development

Design

EPAL's board in conjunction with Customer Relationship Direction

Testing

- Since telemetry is available, EPAL has made efforts to present a solution that allows to present a service of add value to its clients.
 - Three pilots were carried out to technologies were tested. The equipment was tested on specific clients and after assessing the risks of implementation, it was decided to proceed with production and implementation.
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Implementation

Tools used:

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Resources used:

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Challenges and solutions

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Lessons Learned

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