

# Electronic Home Water Reports

Turning utility data into recurring insights your customers need

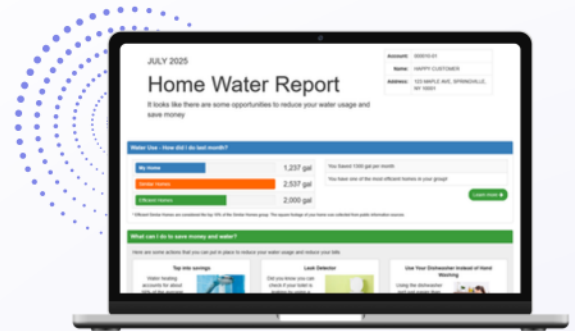


## Smarter Utility Engagement Starts Here

**Silverblaze Adaptive Consumer Engagement (ACE) tools integrate real-time with Smart Meter Data.** Silverblaze ACE **Electronic Home Water Reports** gives your customers visibility to their data to reduce water usage based on personalized home profiles.

### Go Beyond Static Reports

AI-powered analytics takes Home Profile data to show customers the most relevant programs, savings tips, and water comparisons for their home. Take customers on a streamlined journey:



Customers fill out a Home Usage Audit form directly on the Silverblaze Portal about their home and appliances, creating a Home Profile.



Our AI and Machine Learning tools analyze each Home Profile. Profiles are compared against datasets of similar homes and lifestyles, then matched with savings recommendations best suited to them. AI chat bots also let customers explore their reports conversationally.



Silverblaze generates a quarterly Home Water Report with each customer's usage data and personalized recommendations, available on the portal or by email. Customers can make important decisions based on their real usage data and trends.

Today, more than **125 Water utilities** rely on Silverblaze to connect with over **8 million** customers. **Scan to learn more!**





## Home Water Reports Are Proven to Reduce Consumption

Customers who are looking to save money and conserve water get the tools that they need to make behavioural changes. Your utility gets the tools you need to promote usage-saving programs, campaigns, and special water alerts.

### Promote Water-Saving Programs

Home Water Reports deliver water-saving programs best suited to each customer directly to them on any device. Target qualified customers to promote conservation campaigns, including:

- Rebates for appliances and home upgrades
- Eligibility for water conservation kits

Recurring Home Water Reports also include peer usage comparisons, which show customers how their usage compares to similar homes in their area.

### Customized Insights For Any Customer's Needs

Customers can enter a chat with the custom-built AI chat bot, called SPARK. Customers can explore savings and bill insights conversationally, by chatting directly with SPARK. Customers can get answers tailored to their specific profiles and get recommendations most relevant to them.

### Powerful Analytics for Your Utility

The Silverblaze CSR platform provides reporting tools for program managers to track submissions and eligibility for special programs and rebates. Targeted rebates and special events helps to drive program adoption, with data accessible all in one place.



**Unlock the power of personalized customer experiences.**  
Scan to get in touch now!