

ProfilePLUS Online™

Real-time billing dispute resolution for the FIREFLY AMR System



A powerful, new customer service tool for the FIREFLY AMR System; ProfilePLUS Online puts usage profile data in the hands of service representatives when they need it the most.

ProfilePLUS Online (PPO) is a unique enhancement to the proven FIREFLY Automatic Meter Reading System. PPO makes usage profiles for every meter web-accessible and does so via walk-by/mobile collection platforms.

A New Customer Service Tool

ProfilePLUS Online enables quicker resolution to billing disputes. By putting the customer's usage profile only a mouse-click away, disputes can be settled on the first call. Re-reads and repeat calls can be virtually eliminated.

View usage profile for any meter

Settle billing disputes on the first call

Reduce dispute call volume and meter revisits

Share data online with customers

Operate with total data privacy and security

To access, users log onto the secure web portal and click on the customer address. ProfilePLUS Online instantly creates and displays a graph of the customer's consumption. The "Share Online" button generates a URL and password enabling simultaneous customer viewing and interactive explanation. ProfilePLUS Online

Quick, Simple & Effective

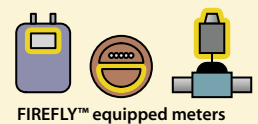
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graphs clearly illustrate such common issues as abnormally high consumption, leaks and watering violations in a way that is both intuitive and highly visual. PPO greatly simplifies your dispute resolution process.

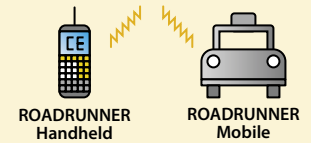
Simply put, ProfilePLUS Online and the FIREFLY System deliver more value from a walk-by/mobile collection platform than any other AMR solution.

How it works

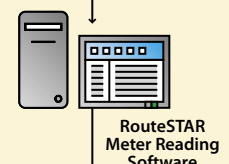
FIREFLY MIUs transmit PPO data, current reading and alert info over radio frequency.



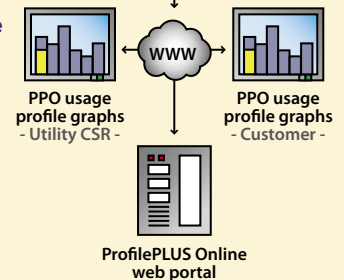
ROADRUNNER Mobile and Handheld receivers capture and carry data back to the utility office.



RouteSTAR meter reading software receives data from ROADRUNNERS. PPO data is uploaded to the ProfilePLUS Online web portal.



Utility CSRs view usage profile graphs online and can enable secure customer access.



Specifications

ProfilePLUS Online Data*

- Six (6) Weeks of Consumption Data
- Peak Weekly Usage
- Total Usage
- Current Meter Reading
- Previous Meter Reading
- Reading Date
- Meter Reader ID
- Customer Name
- Customer Address
- Meter ID
- Account Number
- Cycle/Route/Sequence Number
- Trickle Consumption Flag
- Watering Violation Flag
- Tamper Flag
- Undersized Meter Flag

Technical

- Frequency: 902-928 MHz (ISM Band)
- FCC Licensing: Exempt under Part 15

Collection Platforms

- ROADRUNNER X7-CX Handheld Computer
- ROADRUNNER Mobile AMR Receiver

For more info, contact us today.



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*Data fields can be shown or hidden from customer view

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