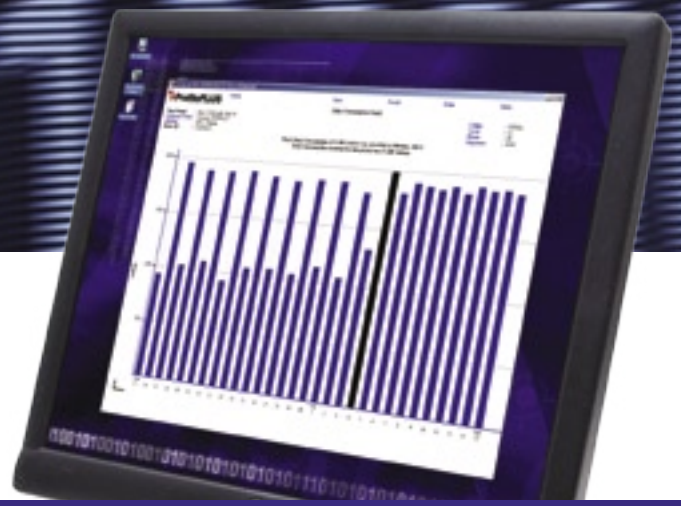


# ProfilePLUS™ Usage Profiling



The patented usage profiling capability of the FIREFLY system delivers AMR value unmatched in the industry. ProfilePLUS provides fixed network-level data at a mobile AMR price point.

## Water Usage Profiling Example



Usage never went to zero during this 24-hour period, strongly suggesting a leak on the customer's side of the meter. FIREFLY Water Meter Interface Units (MIUs) alert the reader about leaks during normal reading operations. This allows you to notify and assist

your customers even before they are aware there is a problem!

- Make leak detection and customer service more proactive, less reactive.
- Save customers money, and utilities water. Support conservation efforts.
- Settle "high-bill" complaints using detailed usage data.
- Monitor customer compliance with conservation measures.
- Maximize operational efficiency with precise load studies.
- Recoup lost revenues by identifying undersized meters.
- Eliminate off-cycle reads with "virtual" turn-offs.

## Gas Usage Profiling Example

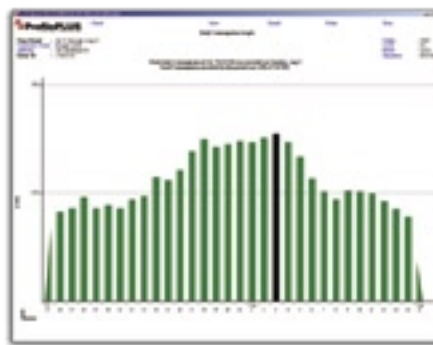


This kind of near-perfect consistency in residential usage is unusual and often indicates a meter being pushed beyond what it can accurately register. It measures up to its maximum flow rate and no more. This customer's new pool heater had increased

their consumption far beyond the capacity of the installed AC175 meter. The AC175 was replaced with an AC415 and registered usage increased more than 30%!

- Identify undersized meters quickly and recover revenues from previously unbilled usage.
- Use ProfilePLUS graphs as visual tools for explaining to customers the reason for their billing increase after meter upsizing.
- Settle "high-bill" complaints using detailed usage data.
- Perform precise load and peak demand studies.
- Provide detailed billing.
- Eliminate off-cycle reads with "virtual" turn-offs.

## Electric Usage Profiling Example



This usage spike could easily be the result of a sudden cold snap. It could also easily generate a high bill complaint. How would you handle that complaint? Re-reading the meter would only confirm what you already know: that the customer's usage went

up this month. With ProfilePLUS, you can show that customer when and by how much their usage increased and, when coupled with weather records, a clear explanation of why.

- Rely on hard data rather than guesswork to settle high bill complaints.
- Provide better customer service.
- Perform precise load and peak demand studies.
- Prevent outages by identifying undersized transformers.
- Eliminate off-cycle reads with "virtual" turn-offs.
- Pinpoint and prevent theft.

## How it works

All FIREFLY Meter Interface Units store ProfilePLUS Usage Profile data at user-defined intervals.

Water 74 days @ 60 minute intervals  
Gas 330 days @ 60 minute intervals  
Electric 169 days @ 15 minute intervals

Extract ProfilePLUS data from FIREFLY-equipped meters with a ROADRUNNER Field Computer.

Upload data to PC in the office or view and analyze in the field with a ruggedized laptop.

View entire months of usage at a single glance. Double-click an interval to drill down and see further detail: individual days, hours or minutes.

Analyze data onscreen, print, email or post graphs to the utility website for customer viewing.

For more info, contact us today.



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