Water Utility Customer Portal

Introduction of AquaHawk
For residents of the City of Birmingham

AquaHawk

City of Birmingham
A Walkable Community

Department of Public Services
Background

- Between 2011 and 2013 DPS invested in a city-wide meter replacement program – $2.7 Million

- Replacement of nearly 8,500 residential water meters
- Installation of radio transmitters on home exteriors
- Construction of network receivers
- Integrated billing and utility management software

Advanced Metering Infrastructure (AMI)
Advanced Metering Infrastructure
Water Utility Customer Portal

An online, user-friendly, customer portal that puts water usage and billing information at the residents’ fingertips.
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- Create/view usage reports
- Estimate bills
- Set personalized alerts
  - Bill
  - Consumption
- Sent via:
  - Text
  - Email
  - Mail
  - Telephone
AquaHawk customer portal allows residents to view billing history and manage water usage.
Unlike other utilities, water leaks can quickly add up to large bills and frustrated customers.

**EXAMPLES:**

- A family leaves for a 7-day vacation without noticing a faulty toilet flapper that leaks ½ gallon of water per minute.
  
  **Estimated cost of wasted water:** $70

- A toilet flapper, slowly leaking at a rate of ¼ gallon per minute, over the course of one billing cycle.
  
  **Estimated cost of wasted water:** $455

**Proactive utility management:**

- Helps avoid the shock of high bills
- Encourages conservation practices
The Goal is to be innovative and responsive in how services are provided to the community.