SmartVille

Every water drop counts

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1 What is **SmartVille app**

SmartVille is a customer-centered smart mobile application, designed and developed on a two-fold premise:

1. to modernize the services provided by **water supply** and **sewage organizations** to consumers, offering smart functions, instant information, and new automated procedures.

2. to engage consumers actively and effectively in the improvement of the services provided by water supply and sewage organizations.

Through a single application, the following capabilities are provided:

Monitoring of multiple water meters and water supply-sewage accounts from a single profile.

Electronic notices and online bill payment.

Complete and visualized water consumption data.

Smart insights concerning the water meter and water supply in a specific area.

2 Connection

One Profile-Multiple Accounts

The app offers incredible flexibility to the user, as they can connect multiple water meters with a single profile, on condition that they fall under the same VAT Number. The consumer can link water-sewage accounts with the **SmartVille application** through their profile at any time, not only during its first creation.

When opening the application for the first time, or in case of earlier disconnection, the consumer selects their water-sewage service from the available list. The contact details, as well as useful information about the service, are now constantly accessible through the application.
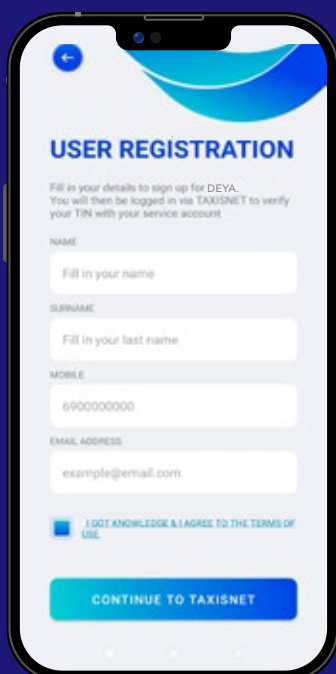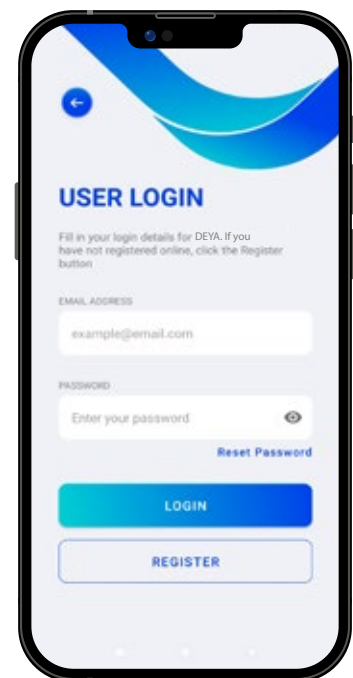
When creating the SmartVille account, the user's details are identified by entering the personal TaxisNet credentials. The identification through TaxisNet securely verifies the user's details, giving them, at the same time, access to their water accounts.
Thus, the consumer is in control of their water meter wherever it may be found, with tremendous advantages, especially if it is "smart".

3 Benefits for the Customers
Smart Water Meter Information

Through the **SmartVille app**,
the consumer can:

1. Be informed **directly** and **safely** about their water meter data.
2. Check their **daily** and **monthly water consumption**.
3. Compare water cubic meters consumed at **specific intervals**.
4. Set **consumption limits**, so that if they exceed them, they receive a notification at once.

In case the water meter is **smart**, due to its very frequent transmission of data to the **SmartVille application**, it informs the consumer in real time about any critical situation.

3.1 Benefits for the Customers
Consumption Preview

Through a single screen, with the **consumer** and the **water meter code**, not only a view of the average water consumption in m3 is provided, but also a comparative representation of the consumption in the current period in relation to the earlier period, which is defined either automatically by the application or by the user, while at the same time the charge of the last account is displayed.
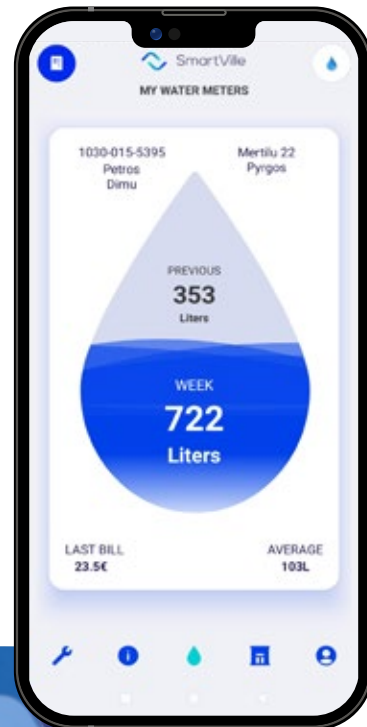
In case the value of the water meter is not automatically recorded by the service, the consumer is **directly informed** through the application to send an image of the value of their water meter. In this way, the consumer contributes to the **proper functioning** of the water service itself.

3.2 Benefits for the Customers
Consumption Visualization

Water consumption data is collected and visualized in graphs monthly, so that the consumer can detect any deviations from their **normal use at a glance**.
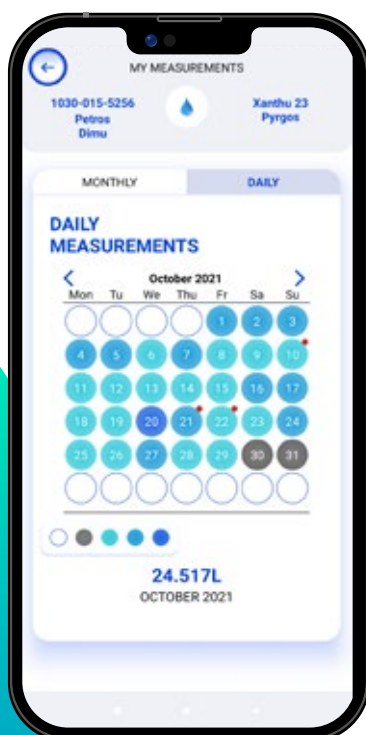
At the same time, the **daily water consumption** is recorded in the form of a calendar, while being characterized as low, moderate or high in relation to the **average water consumption** of the specific account.

3.3 Benefits for the Customers
## Smart Insights & Notifications

Water meter behavior is constantly being checked. When a continuous flow of water is detected, either on a small or large scale, for an extended period, the **internal alarm is activated**, and the user automatically receives a message with all the details of the event.

Moreover, in case the consumer is away from their property for a long time, they can set the status of the water meter as 'inactive' in the application, so that even one liter of water is consumed, they receive an instant notification through **SmartVille**!

4 E-Bill

The **SmartVille application** includes a complete history of the payment notices of the corresponding water-sewage bills in electronic form. By clicking on the respective notice, the consumer can see their charges in detail and download a copy of the printed notice, while they can pay the current bill easily, quickly and safely, with no extra charges, thus saving valuable time.
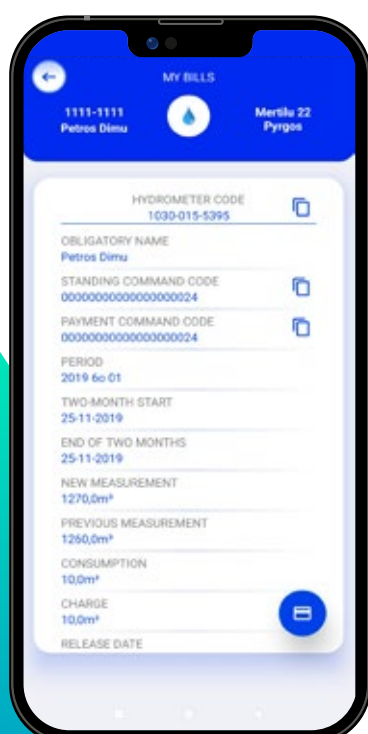
What is more, customers can enjoy regular discounts on their bills when concluding their payments through the **SmartVille app**.

5 Immediate Updates About Water Supply Outages
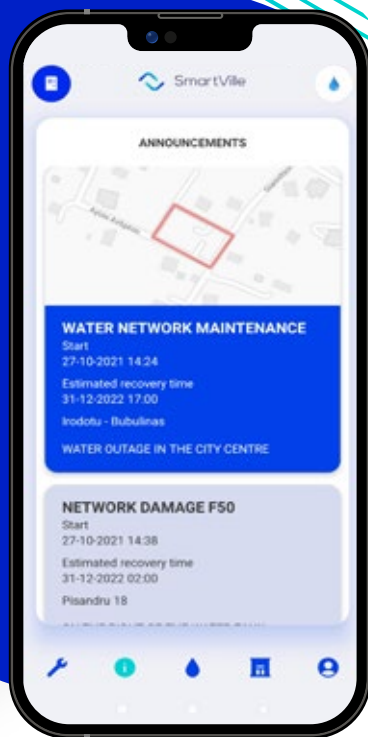
The consumer is informed promptly and thoroughly about any planned or emergency works of the water services in the **distribution network** through a map and descriptive information, as well as about the estimated time of their restoration.

The information appears in the **SmartVille application** in three ways: Push Notification, E-mail and SMS. Depending on the location of the water meter in the water supply network and the delimited area of the outage, only the directly interested consumers are notified.

6 Problem reporting

Through SmartVille, the consumer can directly report a **water supply problem**, thus significantly accelerating its solution.

With a simple tap on the screen of their mobile device:

1. they can either upload a **snapshot** already stored on the device or instantly capture the damage.
2. mark its point with the choice of either selecting it on the map or detecting it through **GPS**.
3. write a **brief description** and **send** all details straight to the water service.
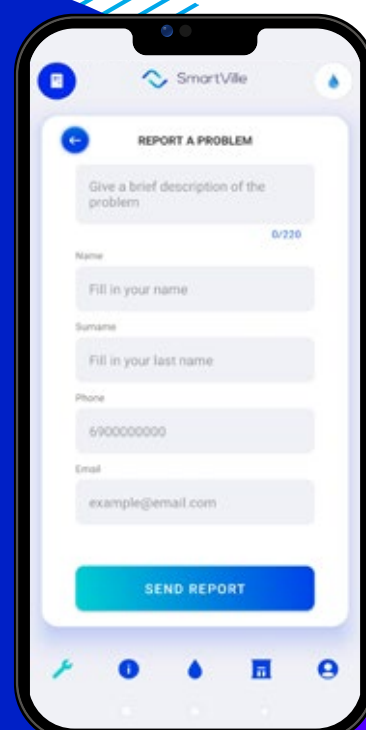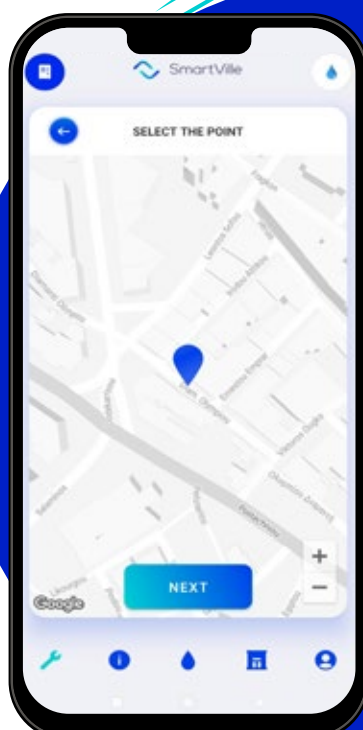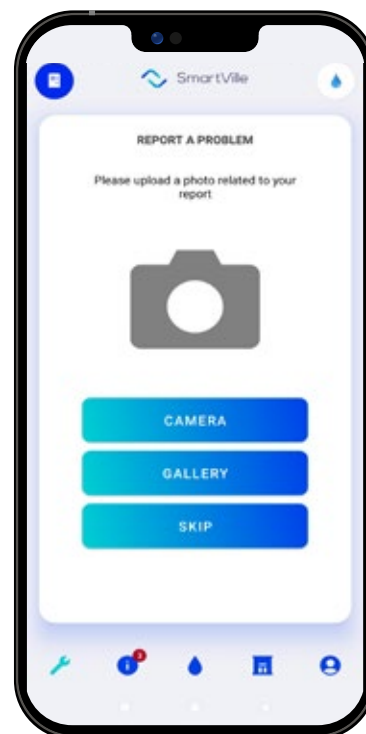
7 Payment Points

As aforementioned, **SmartVille** offers the possibility of **electronic bill payment**.

At the same time, the consumer has in their hands a useful map with all the service points in the area where they can pay the relevant bills by physical presence, besides, of course, the information and location of the water organization that serves them.

The display of payment points can be filtered through their respective categories, for example, headquarters of an organization, branches, cooperating companies (ELTA branch, OPAP agency, etc.).
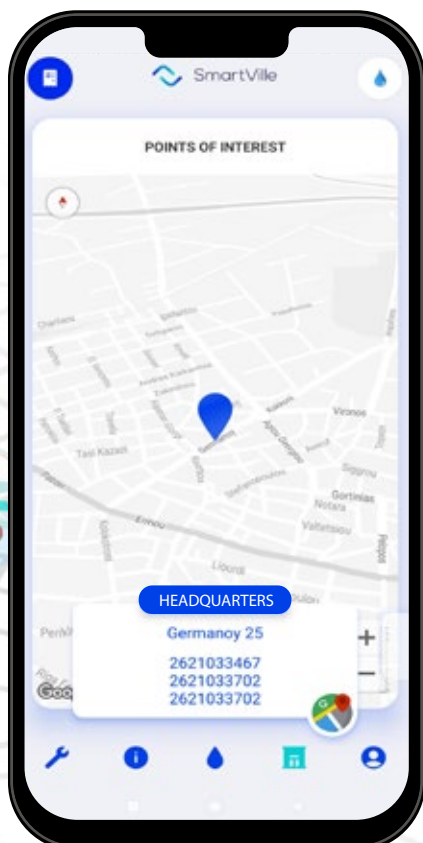
8 Benefits for the Water Services

☑ Prompt notification of customers for **water supply outages** reduces the volume of complaints, calls and inquiries to the service.

☑ Gradual abolition of the **traditional issue** and **delivery of printed notices** saves time and financial resources, allowing the water services to make the most of their human resources. At the same time, electronic notices are an eco-friendly way of informing customers.

☑ Direct communication of the water service with its customers strengthens the relationship between them and creates a sense of trust, thus adding to its prestige.

☑ Water **supply problem reporting** by customers accelerates and eases the work of both the administration and the technical crews.

☑ Immediate notifications of leaks in the consumer's property, along with the setting of **consumption limits** help save valuable cubic meters of water.

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Every water drop counts

Take Your Water Control.

The new smart application SmartVille
informs you daily about the water consumption
of your water meter and offers you smart and
automated e-bill services and new ways
of communication.

Available on Android & iOS devices

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Google Play

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App Store

and on the website:
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