



# Itron Analytics- Gas

Turning Gas Metering Data into Actionable Intelligence

Today's gas utilities face a broad range of business challenges, from commodity supply and price pressures to rising operational costs. At the same time, they must strategically invest to replace aging infrastructure and enhance the safety and reliability of delivery. More gas utilities are turning to automated meter reading (AMR) and advanced metering infrastructure (AMI) systems to collect metering data to improve operational efficiency and customer service.

To realize the benefits of both mobile (AMR) and fixed network investments (AMI), Itron has developed Itron Analytics. Itron Analytics is a cloud based operational database for consumption and metering event data. It is an interface with visualization and reporting tools that offers easy data access, analytics and actionable intelligence to improve asset management and operational efficiency.

## HOW DO YOU VIEW YOUR DATA?

Itron Analytics software manages, analyzes and stores data collected using any of Itron's data collection systems. It provides users across the enterprise the tools to render metering and event data in intuitive, easy-to-use dashboards. Anyone within the utility can have access to role-specific views of the data, structured in ways that are relevant to how they do their jobs. Itron Analytics helps gas utilities reach business goals through innovative data analysis in the following areas.

### Enhanced Customer Service: Accelerated Call Resolution

With easy access to detailed daily and hourly consumption data, customer service representatives (CSRs) are now able to explain unusual consumption patterns to concerned customers, as well as better defend the associated revenue at stake. This results in reduced call times, improved operational efficiency and increased customer satisfaction because resolutions are based on tangible data.

### District Metering: System Integrity and Theft

Detect possible gas leaks or theft by comparing and analyzing consumption data for an aggregated group of meters served by a master meter.

## Revenue Protection: Correlate Consumption and Event Data

With detailed analysis of consumption data, related tamper, and other such events, the utility is better able to detect unauthorized consumption and address fraud when it occurs. Additionally, Itron Analytics provides “Usage on Inactive Account” reports, which identifies inactive accounts that have usage, and “No Usage on Active Account” reports, which show all active accounts with no consumption over a specified time frame.

## Custom Reporting: Format Data in Ways that Provide the Most Insight

Traditionally, mining data to get exactly what you want could be complicated. With Itron Analytics, users do not have to learn “Query Language” in order to retrieve the information that matters to them. Using intuitive tools, users can now easily create reports to analyze precisely what they’re interested in viewing.

This information can be visualized in a variety of analytical formats, including summaries and discrete bar charts, summarized or detailed trended line graphs, HTML tables, or any combination of these formats as dictated by the specific analysis being conducted.



## Comparative Analysis: Spot Trends and Anomalies

Comparative Analysis permits selection of specific account(s) for a desired time frame and comparative period, and then charts the selected consumption data in bar chart format in hourly, daily, weekly, monthly, quarterly or annual granularity.

## Cathodic Protection: Automated Pipeline Safety and Revenue Protection

To complement Itron’s new 100T-CP Cathodic Protection, which embeds Itron communications technology in a pipe-to-soil test station, Itron Analytics now includes a Cathodic Protection module. The 100T-CP collects daily voltage readings, eliminating the need for traditional manual surveys. These readings are then transmitted

over Itron’s Fixed Network to the Itron Analytics software, which alerts utility operators to loss of cathodic protection. The module offers a prioritized list of problematic test stations, contextual mapping information, daily DC and AC voltage trending and configurable voltage thresholds.

The 100T-CP and software pairing enhances pipeline system integrity monitoring, thus reducing the expense of manual surveys performed by specialized field crews. It also automates data entry and presentation and prevents errors that sometimes result from paper to digital data entry.

## Customer Portal

Itron Analytics provides an optional module for utility customers who wish to allow end-use consumers web access to their own individual consumption data. The intuitive, browser-based web portal interface minimizes the learning curve and provides consumers with self-service information which they may have previously sought using traditional customer service channels.

## FEATURES AND BENEFITS

### Long-Term Data Storage

Itron Analytics effectively manages and stores up to 10 years of collected metering data. This vast repository of data collected from Itron gas communication modules can be accessed for analysis across the utility.

### Itron Analytics Web Browser Interface

The Itron Analytics web browser interface is an easy-to-use window to the stored meter data. For analysis purposes, various additional modules are included as value-added benefits.

### Feature Set

- » Long term (10 year) data retention
- » Advanced analysis and custom SAP reporting functionality
- » Cloud based application eliminates infrastructure costs
- » Customer Service with consumption, contextual mapping, and account information
- » Comparative Analysis
- » Event Analysis with automated reporting
- » Revenue Protection
- » District Metering
- » Optional Customer Portal
- » Cathodic Protection

### Browser Requirements

Internet Explorer v10.0 (or greater)  
Google Chrome v35.0 (or greater)  
Mozilla Firefox v29.0 (or greater)  
Safari v5.1.7 (for apple)



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