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JXN Water

HOW CLEAN DATA PROVIDES CLEAN WATER

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Who is JXN Water?



How did we help?



DISCOVERY

- Create ERD
- Business Rules
- Critical billing data
- What can go wrong?



CLASSIFY

- Flattened data at the property level
- Algorithm for classifying each record
- 200+ data points on each property

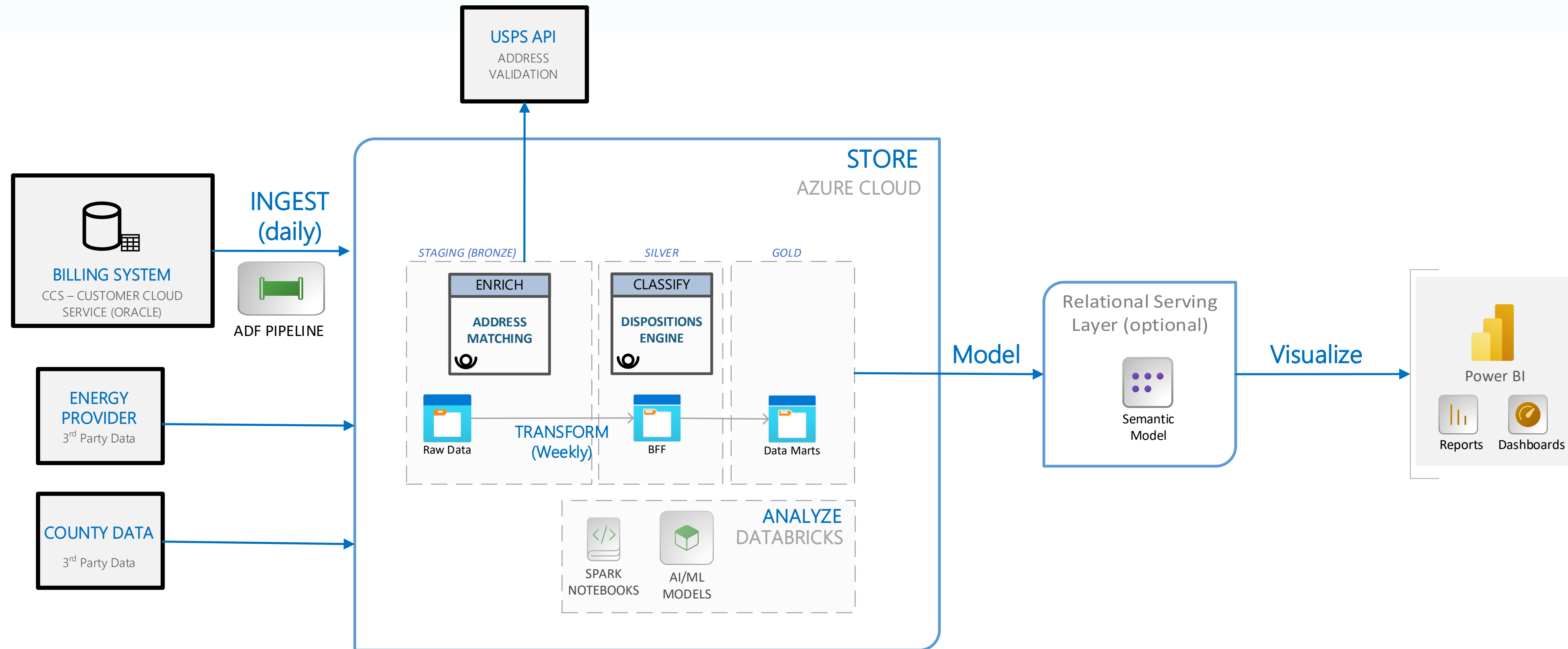


TAKE ACTION

- Each property disposition has a corresponding action
- Prioritized and coordinated
- Monitoring

Technology Landscape

ANALYTICS PLATFORM – SOLUTION DIAGRAM

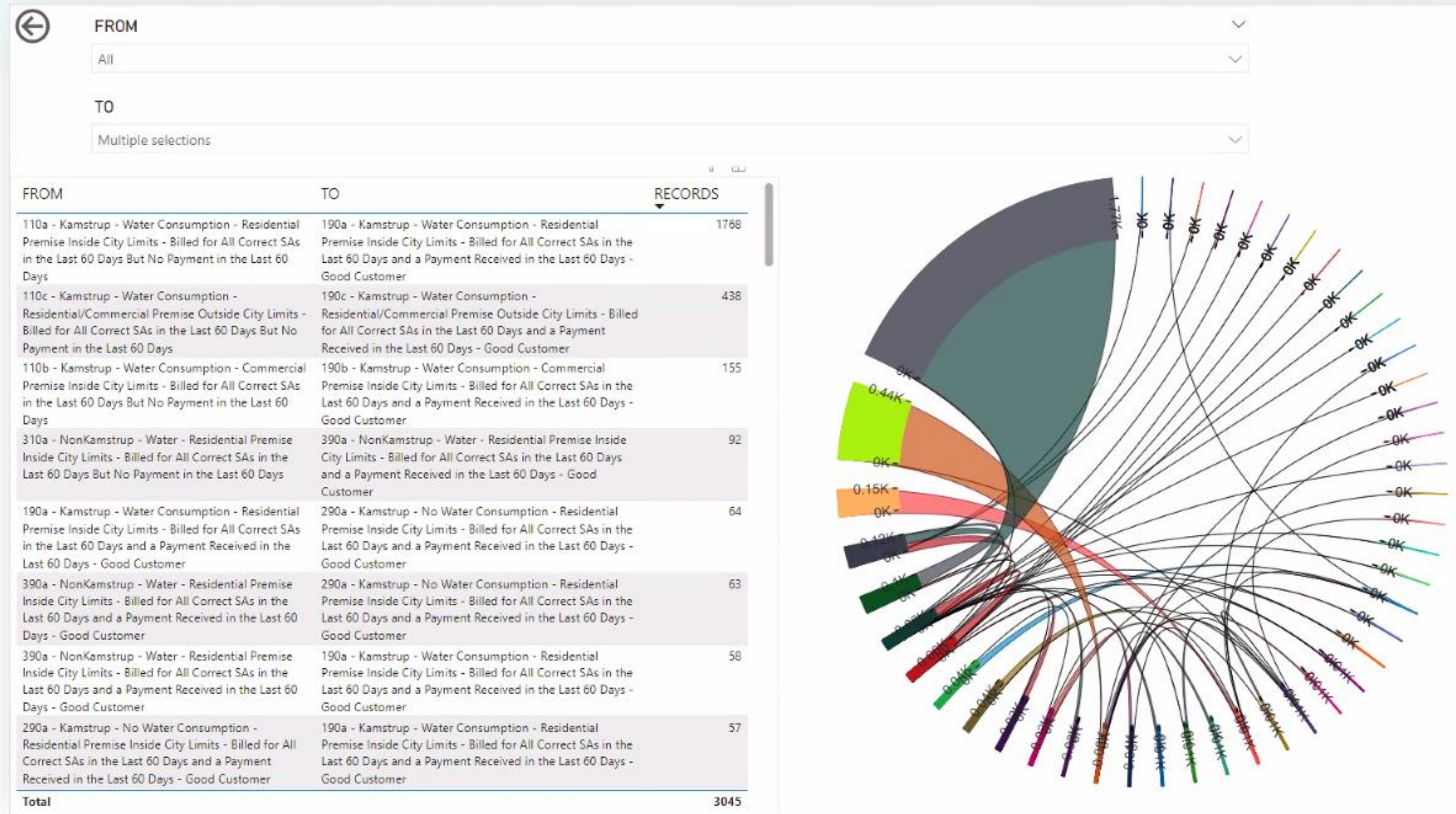


Platform  Microsoft Entra ID  Cost Management  Azure Key Vault  Azure Monitor  Security Center  Azure DevOps & GitHub  Azure Policy

How did we help?

- 1,500 PROPERTIES USING WATER BUT HAVE NO ACCOUNT SET UP (\$2M ANNUALLY)
- 10,000+ PROPERTIES USING WATER AND GETTING THE CORRECT BILL BUT NOT PAYING (\$25M ANNUALLY)
- 1,600 PROPERTIES THAT NEED A NEW IOT METER BUT ARE GETTING A BILL AND NOT PAYING IT (\$2M ANNUALLY)
- 15,000 PROPERTIES NEEDING A DATA CORRECTION OF SOME KIND

How data is changing over time



What is the impact?

- **CURRENTLY THE UTILITY IS COLLECTING AROUND \$60M IN ANNUAL REVENUE**
- **TARGET ANNUAL REVENUE IS \$105M**
- **THIS ALLOWS THE UTILITY TO BE SELF-SUSTAINING**
- **CLEAN DATA ALLOWS THE UTILITY TO ENFORCE THEIR RULES**
- **AT THE END OF THE PROJECT WE EXPECT ANNUAL REVENUES FROM \$120M-\$140M**

CLEAN DATA = CLEAN WATER

What does the future hold?

- WITH BETTER DATA THE UTILITY CAN LEVERAGE AI
 - PREDICTING CUSTOMER TURNOVER
 - AUTOMATED DATA CLEANUP
 - GENAI FOR REPORTING AND CUSTOMER SERVICE
 - IDENTIFYING WATER LOSS AND LEAKS
 - PREVENTING AND CORRECTING BILLING ERRORS

An aerial photograph of a city skyline at sunset. The sky is filled with large, dramatic clouds illuminated by the setting sun, creating a warm orange and red glow. The city below is a dense collection of skyscrapers and buildings, with a large body of water in the foreground. The text "Thank you" is overlaid in the center in a white, sans-serif font. A thin white diagonal line starts from the top left and points towards the text.

Thank you