Energy loss due to tampering continues to be a major concern for utilities. Offenders continue to become more sophisticated and are illegally diverting more energy than ever. Whether through relatively simple meter tampering or complex diversion schemes, energy diversion is a public safety concern and can have a considerable effect on a utility's bottom line.

Gas and Electric

The adoption of smart meters has vastly improved utilities’ capabilities in minimizing losses and reducing safety issues. New data from smart meters and other devices can indicate suspicious usage patterns, energy diversions and tamper conditions. This data helps pinpoint and resolve the exact cause of energy that is distributed and not paid for. However, many revenue protection solutions—whether built internally or provided by third parties—can result in slow, time-consuming and manual processes as well as many false positives and unnecessary truck rolls.

With Itron Revenue Assurance, you get a proven, industry-leading solution.

» Installed at over 30 utilities and monitoring more than 35 million meters
» More than 100 analytic methods implemented based on over ten years of field results
» Analysis of all utility services: electric, gas, residential and commercial, and all metering intervals
» Complete case tracking system that supports best-in-class investigation processes
» Ability to tune analytics based on field results, ensuring the system is ever evolving

Figure 1: List of accounts with revenue assurance scores indicating loss condition
FEATURES AND BENEFITS

Itron Revenue Assurance offers analytics, tools and workflow support to facilitate detecting, investigating and resolving lost revenue.

Investigation Tools
Revenue Assurance offers a plethora of tools to efficiently and effectively manage the revenue assurance process.

- Simple and complex filters and queries
- Spatial views of suspects
- Graphical timeline views showing consumption history and various events
- Comparisons with like peers

Analytics
Revenue Assurance uses highly accurate, high-granularity data with field-tested detection algorithms.

- Library of proven analytics developed by data scientists and proven by utilities
- Ability to customize and tune existing analytics to meet your needs
- Ability to augment internal data with data from third-party sources
- Itron data scientist dedicated to extending or creating new analytics

Process Support

- Service order prioritization based on several factors such as time that an issue has existed and value of loss to the utility
- Case management including work flow, work order integration and automated back billing
- Ability to track case verification by field crews (hit rate)
- Tracking of recovered revenue, allowing the tracking of program success

DISTRIBUTED INTELLIGENCE

On OpenWay® Riva electric endpoints, theft detection is enhanced with a distributed intelligence element that analyzes meter data once every second to look for changes in impedance and alert you to theft conditions such as meter bypasses, in real-time. This technique greatly increases the accuracy and speed of theft detection.

CONCLUSION

Itron Revenue Assurance is a proven solution that will alleviate safety concerns and enhance revenue. Supported by a deployment methodology that requires minimal utility IT resources and delivers industry-leading analytic methods and easy-to-use tools for analysis and investigation, Itron Revenue Assurance delivers efficiency and value to your operations.

Figure 2: Layer suspect accounts on a map for field work efficiency

Figure 3: Drill in to see tamper events, consumption and other relevant data

Figure 4: Track cases from detection through to field work and collection