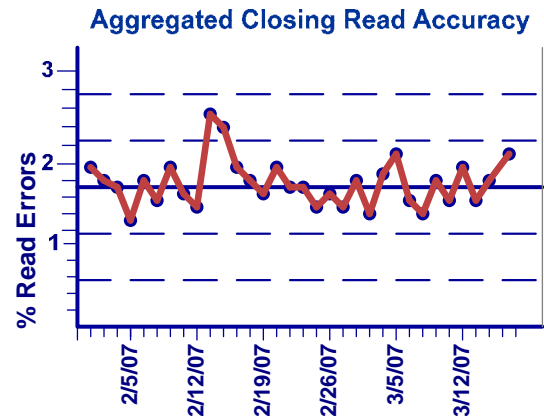


## R5 FOR FIELD OPERATIONS QUALITY

It is a standard Quality axiom. You can't improve what you don't measure. Few Utilities measure Meter Reader performance and fewer monitor accuracy of Closing Reads from AMR meter or register exchanges. Yet the closing read is one of the most important steps to be performed accurately in the billing process.

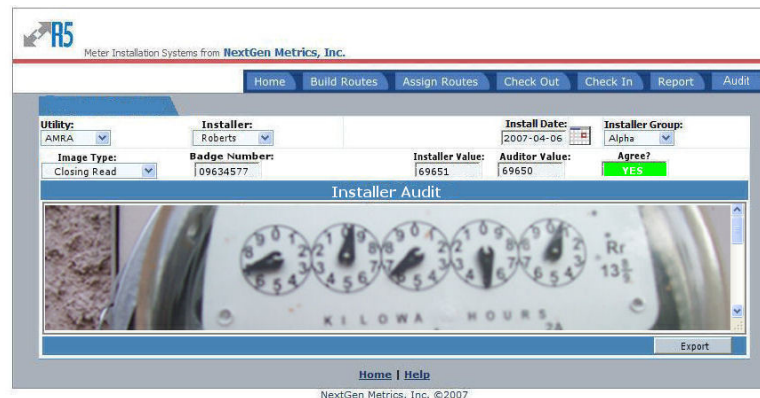
### *NextGen Metrics, Inc. R5 Quality Module*

The R5 Quality Module monitors Closing Read accuracy and helps manage Installer quality expectations with easy to access performance attributes charts. Sample measurements can be made by sampling images captured in the field, sampling pulled meters at the XDoc, or from field audits. Easy to use data entry and charting tools are used to create clear and concise performance monitors for individual installers and installation groups.



## R5 SPC IMPROVES CLOSING READ ACCURACY

*Monitor and continuously improve closing read accuracy using audit samples from either imaging or physical meters.*



**R5 Closing Read Quality Audits** were developed to measure the most common AMR deployment error; closing reads on meter/register exchanges. Data entry for auditors is quick and gives immediate feedback on errors and error rates displayed as p-Charts.

### **Two Data Collection Solutions:**

- 1. Imaging.** Images of meter registers are captured with the integrated Handheld Computer camera using mobileR5 and randomly sampled by the Auditor using automated, statistically based sampling methods on the webR5 server.
- 2. Manual.** Manual data capture is effective with lower installation volumes and smaller sample sizes. Meters can be manually selected and read by the Auditor when Installer's return meters sampled from the field.

## **R5 IMAGING FOR OTHER OPERATIONAL OPPORTUNITIES**

*including read confirmation for Bill Complaints, Site Survey Audits for corrosion monitors, and hazardous condition or fraud documentation*

NextGen Metrics, Inc.'s mobileR5 can optionally capture images in the field on handhelds with integrated camera systems. Images can be included as a function of meter read and site survey processes as well as for meter/register exchanges. The images and related data can be easily accessed from within the webR5 application or returned to other applications as an XML file.

### ***Closing Reads and Bill Complaints***

The register image, closing read, and meter exchange information is a simple solution to handling bill complaints from meter exchanges. The image, date, meter installer closing read value, and meter badge number are included in closing read data. Copies of the image and data can be included in email or paper based bill complaints as a normal part of the bill complaint resolution process. The images can also be useful in sorting out meter exchange mistakes on frequently exchanged meters.

### ***Site Survey Audits***

Site surveys can optionally be added to the meter exchange/field retrofit process in mobileR5. Site surveys are configured with end user tools to guide installers in the capture of critical site or meter information such as corrosion levels. If not audited, rankings by field personnel typically drift a few points. Imaging allows for efficient audits and creation of attribute charts for continuous improvement on survey rankings in the same way as for Closing Reads.

### ***Hazard or Fraud Documentation***

Site visits for a meter exchange or retrofit occasionally reveal problems that need attention prior to completing the exchange. Images plus textual information can be captured using mobileR5 to document hazardous conditions, theft detection or other problems that create a skip condition. Images help maintenance crews quickly understand the problem to be repaired. Images captured immediately upon detection are especially helpful in building a complete set of documentation for justification of legal or other sanctions in fraud cases.

