My Water Advisor
User Guide

ONLINE ACCESS TO YOUR WORLD OF WATER™

VERSION 2.0 | MAY 2024

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CREATING AN ONLINE ACCOUNT

CREATING AN ONLINE ACCOUNT

In order to use any of the features offered by My Water Advisor 2.0, the user must first register through the web portal. To create an account, utility customers can easily follow the steps outlined below on the My Water Advisor 2.0 online portal:

1. On a desktop computer, navigate to https://mywateradvisor2.com/register
2. Click on the SIGN-UP button, located on the top right of the page
3. Select either one of the following options:
   - Sign up with cell phone number OR
   - Sign up with account number

GETTING STARTED

GETTING STARTED

Welcome to Harmony Encore, the complete Meter Data Management System. Harmony Encore provides utility managers, employees, and customer service representatives with access to system data through a secure internet connection. This cloud-based system makes complex data easy to use and understand using reports, charts, and maps.

Thank you for considering AquaFlow Solutions Inc. as your trusted partner in meter reading systems and service. We look forward to working with you and helping you achieve unparalleled success in your water utility operations.

SYSTEM REQUIREMENTS

The following table contains system requirements for Harmony Encore.

Requirement	Specification
Compatible Browser	Microsoft® Edge or Google Chrome
PDF Reader	Adobe® Acrobat Reader®
Display	1024 x 768 video resolution (32-bit color)
Internet Connection	High-speed internet connectivity with 10 mb/s download speed (minimum)

LOGIN

To log in to Harmony:

1. Open your web browser.

2. Navigate to https://harmonyencoremdm.com

3. Sign in with your **Email Address** and **Password**.

**NOTE:** If you do not have a login, please contact your system administrator or Master Meter's Systems Technical Support team at 800.928.6388.

Hamony Encore - Login

After logging in, you will be redirected to the Dashboard. Continue below for additional information on the Dashboard.
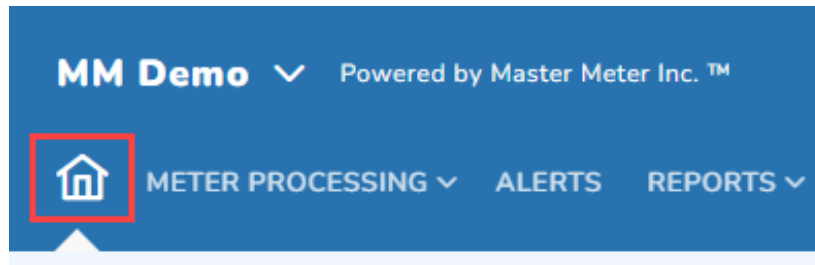
DASHBOARD

The dashboard provides an overview through a variety of customizable graphical widgets.
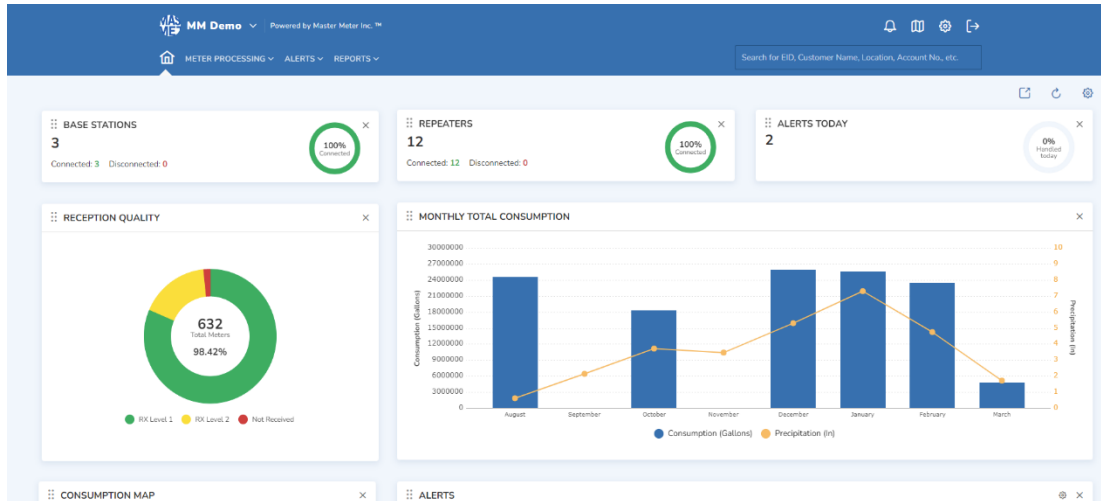
Harmony Encore - Dashboard

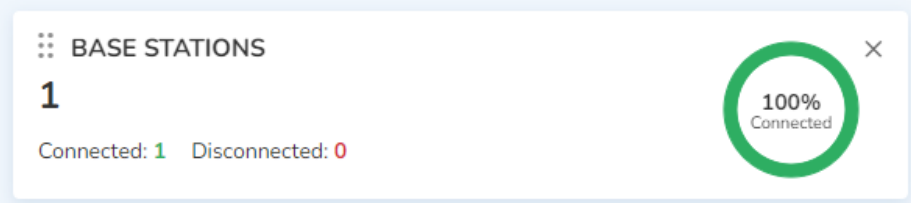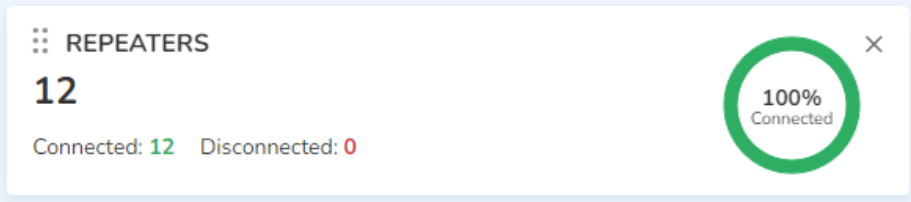Select the Home icon in the Menu Bar to return to the dashboard. The dashboard functions as the home screen.
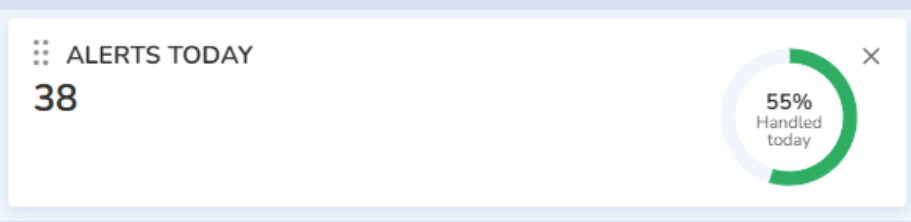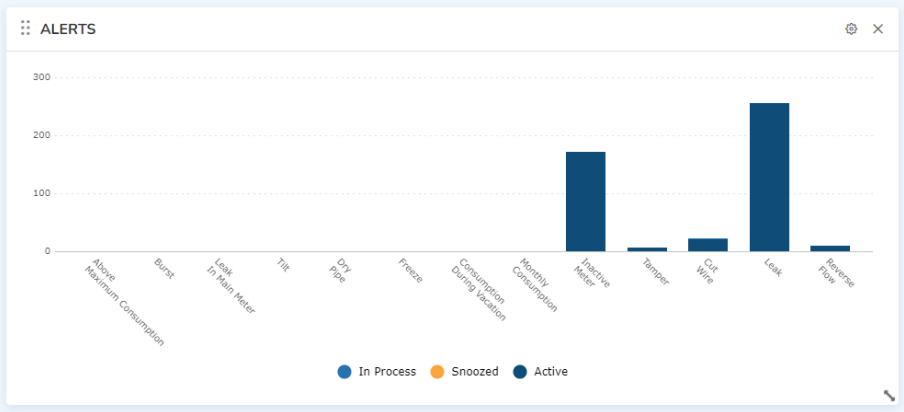

Harmony Encore – Home Icon
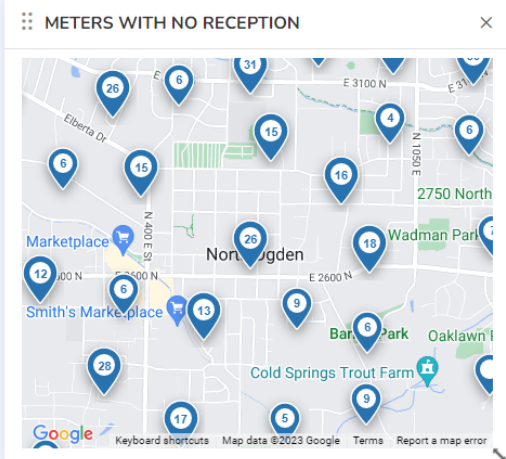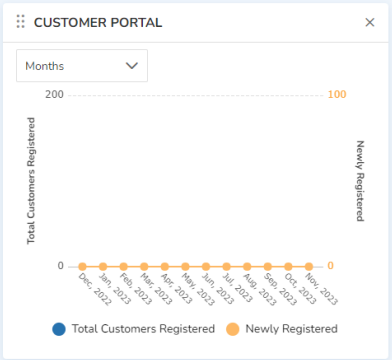
WIDGETS

By default, not every widget displays on the Dashboard. For instructions on how to add a widget, see Add/Remove Widgets. The table below shows all available widgets.

Widget	Image
Base Station (AMI/Fixed Network Only): Displays the Base Station(s) online or offline status.	BASE STATIONS 1 Connected: 1 Disconnected: 0 100% Connected
Repeaters (AMI/Fixed Network): Displays the Repeater(s) status and how many are online/offline. Clicking on the doughnut color provides information on the number of connected repeaters.	REPEATERS 12 Connected: 12 Disconnected: 0 100% Connected
Alerts Today: Displays the number of alerts received in the last 24 hours. A doughnut graph represents the percentage of handled alerts.	ALERTS TODAY 38 55% Handled today

Widget	Image
Consumption Map: Provides a quick aerial view of consumption from low to high. Zooming on the map provides a closer view of consumption areas. Consumption is displayed as a relative "heat map" compared to surrounding consumers.	
Drive-By Status (AMR/Drive-By Only): Displays a doughnut chart showing the number of drive-by meters read and not read in the last 30 days. Clicking on the doughnut chart displays the percentage and number of received or not received meters.	
Reception Quality (AMI/Fixed Network): Displays the health of the AMI system in a doughnut chart. Received signal strength indicator (RSSI) is a measurement of the power in a received radio signal. The reception levels represent the last RSSI level received. The percentage represents the percentage of Fixed Network meters which have been read in the past 36 hours.	

Widget	Image
Alerts: List the alert type, severity, and status. The alerts can be handled and customized to fit different needs.	
Meters with no reception (AMI/Fixed Network): Displays meters that have not connected to the system within 24 hrs. Clicking on each location icon zooms into the area. Zooming all the way in displays the meter electronic identification number (EID). Clicking on the meter number opens the meter card to view the information.	
Customer Portal: Displays the total number users registered and those newly registered to use My Water Advisor. The view can be switched between days and months.	

Widget	Image
Monthly Total Consumption: This widget contains a Bar and Line chart that shows the consumption by month and compares it to the local precipitation for that month. *Note*: Consumption Total excludes Main Meters and Negative Consumption amounts.	MONTHLY TOTAL CONSUMPTION chart showing Consumption (Gallons) as bars and Precipitation (In) as a line, for months May through November.
Most Used Reports: Displays 5 of the user's most utilized reports. Click on the report name to be taken to the report for generation.	MOST USED REPORTS Meter Reads — Route: S, False Meter List — All Routes, False
Critical Alerts: Displays the active alerts for leaks, leaks in main meter, tampers, reverse flow, cut wire, and tilt. You can click on the meter electronic identification number to go to the Meter Card to view the alert.	CRITICAL ALERTS Tamper — 13124357 Reverse Flow — 13124357 Leak — 2232590 Cut Wire — 10475475 Inactive Meter — 10691084 Inactive Meter — 10884674 Leak — 8736219

NAVIGATION AND MENU BAR

The table below outlines the menu options. The actual items on your dashboard menu bar may vary. From any screen within Harmony Encore, you can access the menu bar items.

Harmony Encore – Menu Bar

Section	Description
Home/Dashboard	The Home screen displays the dashboard. The dashboard widgets provide visual overviews of important functions.
Meter Processing	The Meter Processing section contains the ability to Import & Export billing files, route data and view import/export history.
Alerts	The Alerts section lists alert events, severity, and status. The alerts can be handled and customized to fit different needs.
Reports	The Reports section provides the ability to select a variety of reports. Each report can be downloaded or emailed for ease of use and customization.
Notifications	The Notifications Section alerts a user when a system request has been completed.
Map/GIS	The Geographic Information System (GIS) provides the ability to view system information on a map. Selecting the map icon provides a way to view base stations, repeaters, alerts, and signal strength geographically.
Settings	The Settings section allows administrative users to manage the system. Provides the ability to manage bridge imports, users, alert severity, and multiple other system options.

SEARCH

Provides the ability to search the system by customer name, location, meter number, or account number to view a customer's meter card.

Search for EID, Customer Name, Location, Account No., etc.
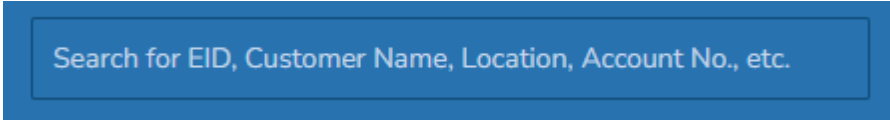
Harmony Encore – Search Menu

Search results start displaying after the first two characters are typed. The first 10 results will be displayed, highlighting the characters searched.

If there are more than 10 results or you need to view the results in a table view, click 'View All' at the bottom of the list.
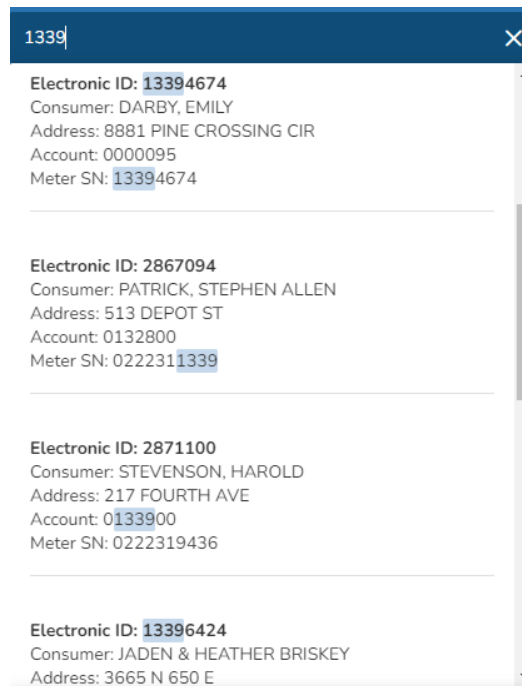
Harmony Encore – View All

Example:

Searching for **main** returns:

- Locations on **Main** Street
- Meters at locations on **Main** Street
- Customers with service addresses on Main Street
- Customers whose name contains **main** (such as John **Main**e)

WIDGET

CONFIGURATION

WIDGET CONFIGURATION

The Dashboard widgets provide overviews of important functions in one view. Each user can display the widgets they need in the order they want them. Please see the Dashboard Widgets section for a description of each widget.
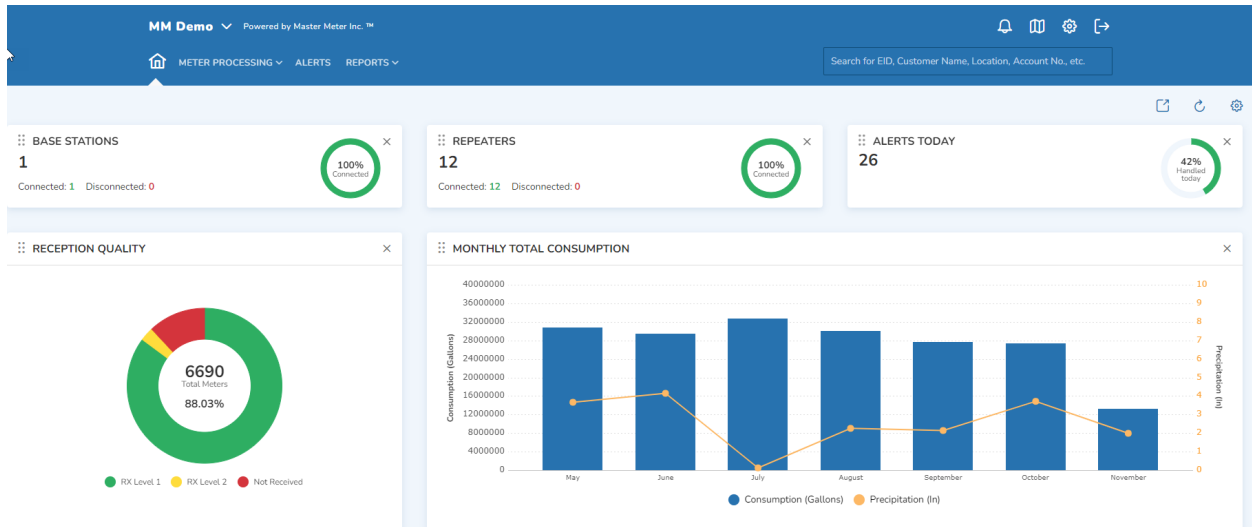
Harmony Encore – Dashboard Widgets

Access the dashboard from any screen by clicking the Home icon.
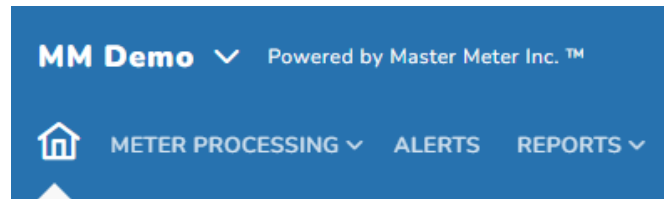
Harmony Encore – Home Icon

ADD/REMOVE WIDGETS

By default, not all widgets display on the dashboard. All widgets can be added or removed.

To customize the Dashboard view:

1. To **add** widgets to the dashboard, click on the **Dashboard Settings** icon and drag the widget to the dashboard.
2. Click on a widget's **X** to remove from the dashboard (*removed widgets will be shown in the dashboard settings*).
3. To reset widgets to default view, click on **Reset settings to default**.
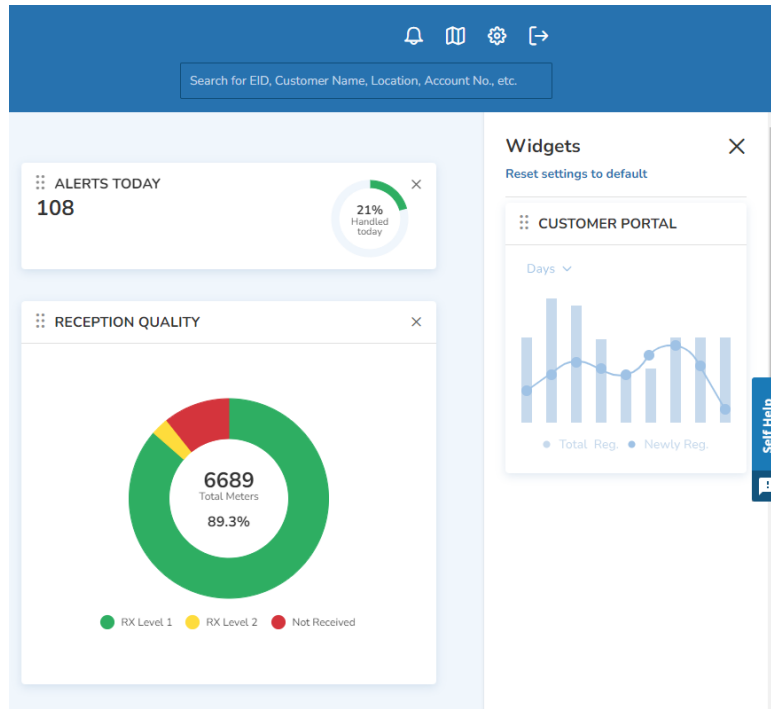
Harmony Encore – Widget Settings

ARRANGING WIDGETS

Widgets can be arranged on the Dashboard by dragging and dropping.

To customize the Dashboard:

1. **Click and hold** the top bar of the Widget.
2. **Drag and drop** the Widget to the desired location.
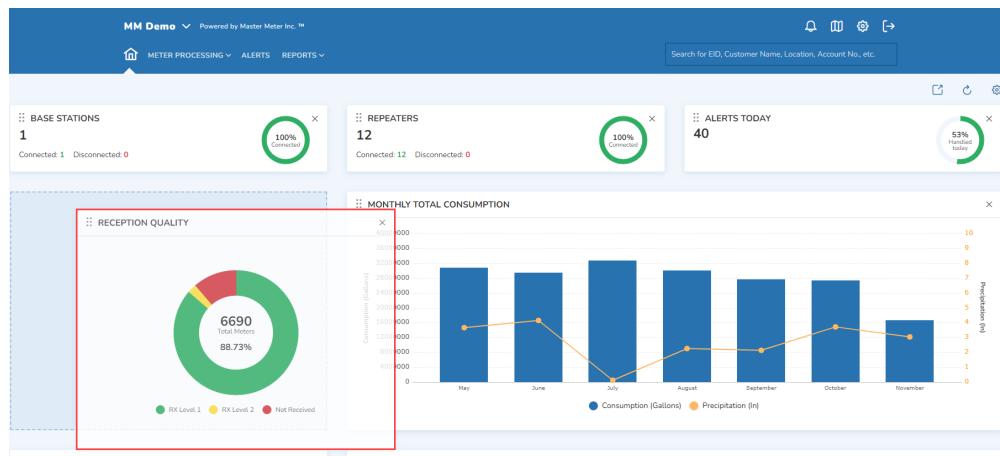
Harmony Encore – Arranging Widgets

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PERFORMING

SEARCHES

PERFORMING SEARCHES

GLOBAL SEARCH

You can use Global Search to search for a specific item, such as a customer, location, meter, or account number.

NOTE: Meters that have been removed do not display in Global Search.

To use Global Search:

1. In the search box at the top right of the page, enter the word, number, or phrase to locate.
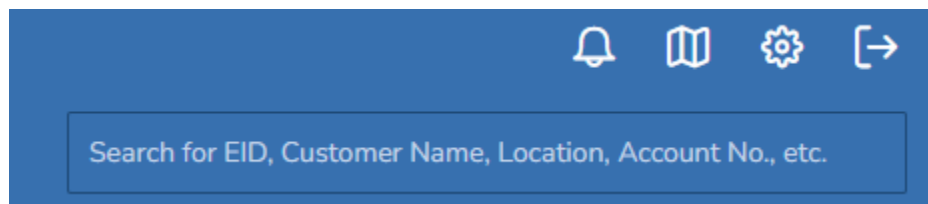
Harmony Encore – Search Box

As you type, the top ten matches automatically display in a list below the search box.

2. If the item is displayed, select it from the displayed results to view its meter card.
3. If the item is not displayed, view additional results by selecting **'View All'**.

Example Searching for **main** returns:

- Locations on **Main** Street
- Meters at locations on **Main** Street
- Customers with service addresses on **Main** Street
- Customers whose name contains **main** (such as John **Main**e)

USING METER CARDS

AND METERS

USING METER CARDS AND METERS

The meter is the central device in Harmony Encore. Meters must be added to the software before any readings can be saved in the system. The meters are linked to customer and location information provided by your billing or Customer Information System (CIS). Each meter in the system has a Meter Card that displays details about the meter.

METER CARD

Customer service representatives can use the meter card to locate or verify customer information. For example, a customer service representative can look at consumption details for that specific meter/account. If a customer has a consumption question, a customer service representative can use the Meter Card to research the details.

METER CARD FIELDS AND SECTIONS

The following table provides descriptions for the account detail fields on the Meter Card.

Field	Description
Customer Name	The customer's name on the account associated with the meter (displayed on the top left of the meter card.)
AMR or AMI	The type of meter associated with the account
Customer Acct. No.	The account number associated with the customer or meter
Service Address	The address associated with the meter
Route Number	The meter's associated route
Email	Customer's email address associated to the meter
Phone	Customer's phone number associated to the meter
Electronic ID	Meter's electronic identification number (EID)
Meter SN	Serial number of the meter
Service Start Date	The date service started for this account/meter
Last Read Date	The date and time of the last meter read
Last Read (Units)	Latest reading from the meter
Current Active Alerts	Displays any active alerts for the meter (if applicable)

The following table describes the sections on the bottom half of each Meter Card.

Section	Description
Consumption	Displays the consumption data for the meter in table and chart formats
Alerts	Displays any alerts for the meter and the sent messages details (if applicable)
Meter Details	Displays the Specifications, Timeline, and Read Setup of the meter
More Acct. Details	Displays more details about the account including Comments, Meter History, Location Notes, and Meter Pictures
Related Entities	Displays the Meter Group(s) that a meter is included in
Customer Portal	Displays the customer's My Water Advisor information for this meter

CONSUMPTION

The Consumption section of the Meter Card displays the consumption data for the meter. The consumption data can be viewed in a table, bar graph, or line graph.
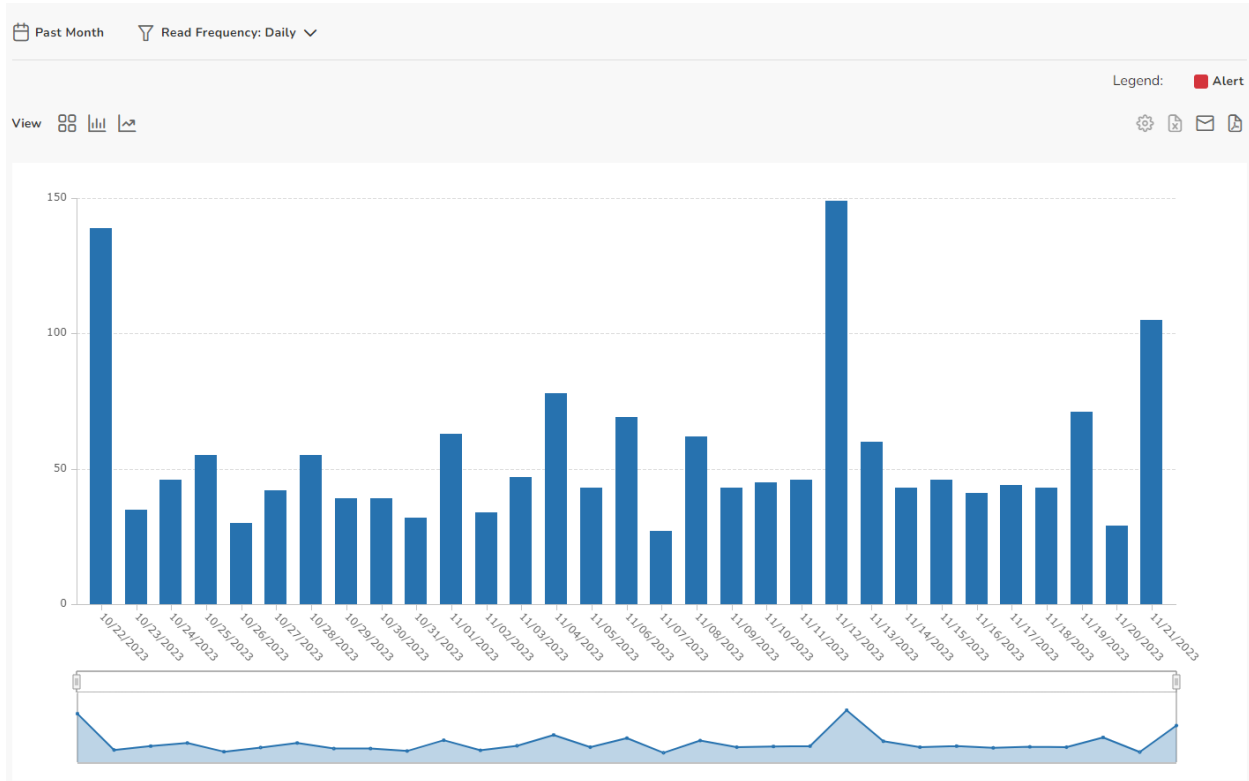
Harmony Encore – Consumption Data

The default views for the Meter Card's consumption data are as follows:

AMI/Fixed Network

- **Date Range**: Past Month
- **Read Frequency**: Daily
- **View**: Column Graph

AMR/Drive-by

- **Date Range**: Last 13 Months
- **Read Frequency**: Monthly
- **View**: Column Graph

Date Range, Read Frequency, and View can be adjusted to display the needed consumption data.

Date Range

Adjust the date range by clicking the calendar icon on the top left side of the consumption section of the Meter Card. Set the date range for the dates to view and click apply.
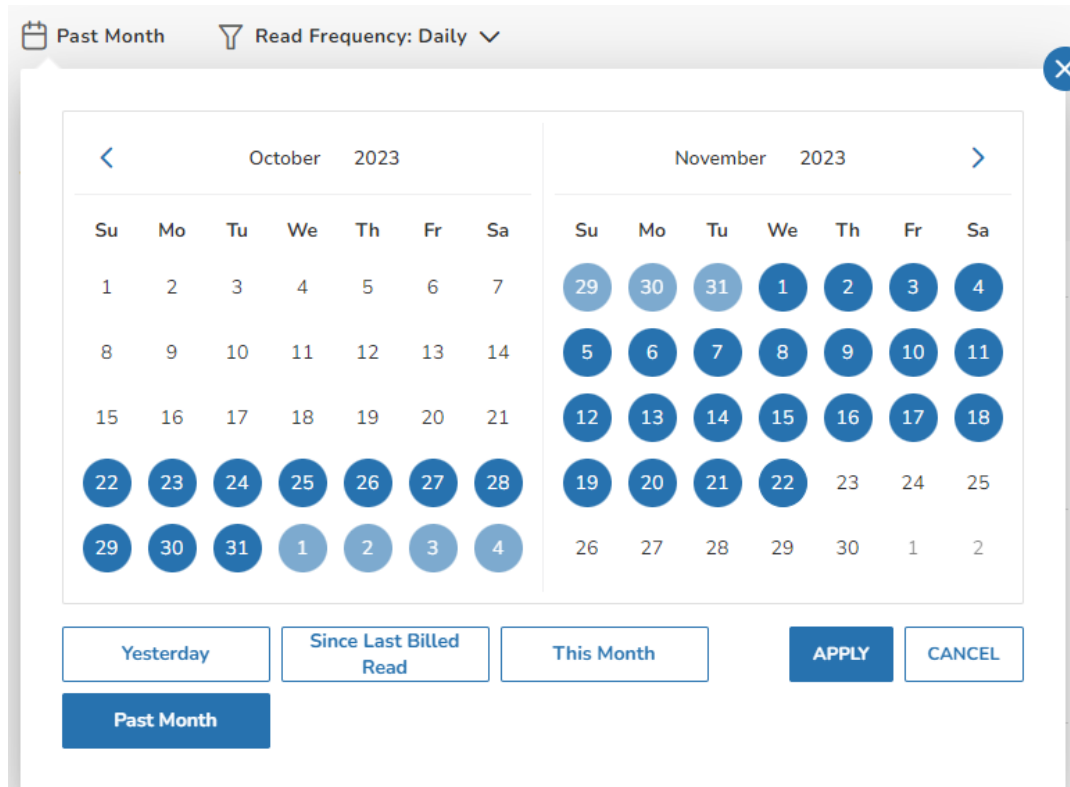
Harmony Encore – Data Range

Read Frequency

Adjust the read frequency by clicking the filter icon on the top left side of the Consumption section of the Meter Card to the right of the Date Range.
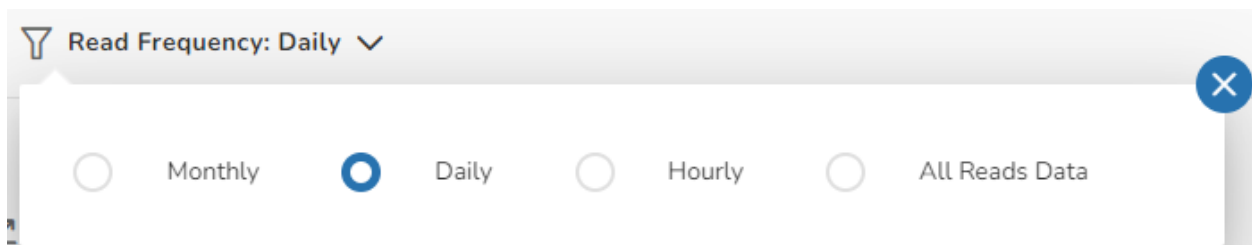
Harmony Encore – Read Frequency

The selections for Read Frequency are as follows:

- Monthly
- Daily
- Hourly
- All Reads Data

View Format

Data can be viewed in various formats which include table, column graph, or line graph by simply clicking on the icon. Hoovering over the icon gives the view type.
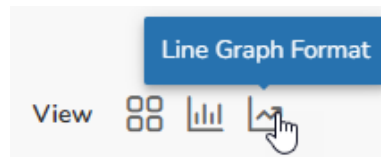
Harmony Encore – View Format

Column Settings, Exporting, and Advanced Search

Column Settings, Exporting, and Advanced Search are only available in Table view. These options are located at the top right of the meter's consumption data table.
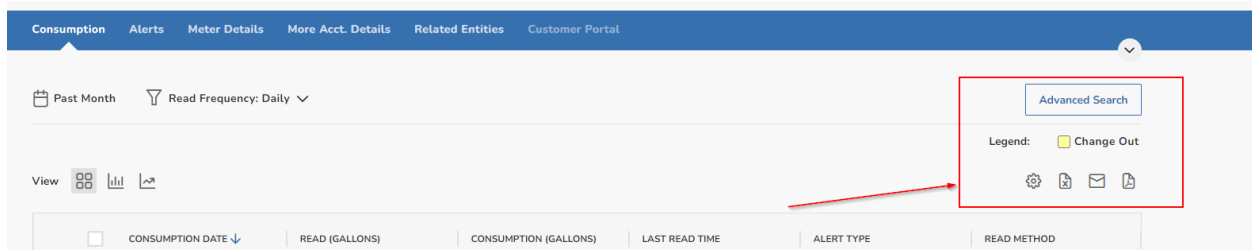
Harmony Encore – Table View Settings

Column Settings ⚙ allows you to add/remove columns in the table and designate them as either Primary or Secondary columns.

There are 3 exporting options: Excel 📄, Email ✉, and PDF 📄.
Excel will export and download the Primary columns in a .xlsx format.

Consumption Date	Read (Gallons)	Consumption (Gallons)	Last Read Time	Alert Type	Read Method
09/18/2023	535338	5	09/18/2023		Fixed Network
09/17/2023	535333	678	09/17/2023		Fixed Network
09/15/2023	534655	37	09/15/2023		Fixed Network
09/14/2023	534618	127	09/14/2023		Fixed Network
09/13/2023	534491	1606	09/13/2023		Fixed Network
09/6/2023	532885	15	09/6/2023		Fixed Network
09/5/2023	532870	264	09/5/2023		Fixed Network
09/4/2023	532606	201	09/4/2023		Fixed Network
09/3/2023	532405	176	09/3/2023		Fixed Network
08/25/2023	529055	288	08/25/2023		Fixed Network
08/24/2023	528767	1209	08/24/2023		Fixed Network
08/21/2023	527558	3505	08/21/2023		Fixed Network

Harmony Encore – .xlsx Export

Email will allow you to enter the recipient's email address to email the report in a PDF or CSV format.
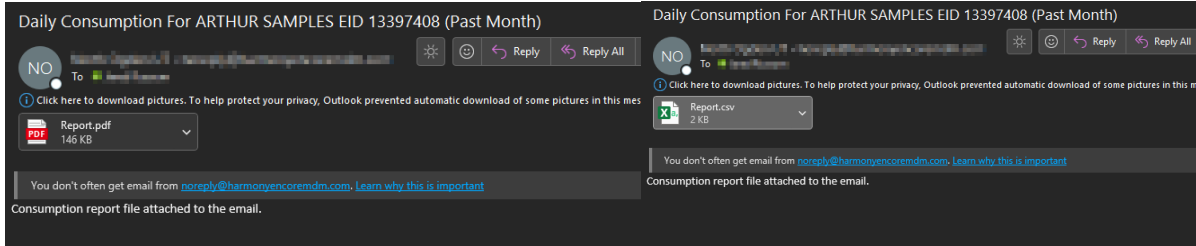
Harmony Encore – Email Export

PDF will export and download the primary columns in a .pdf format
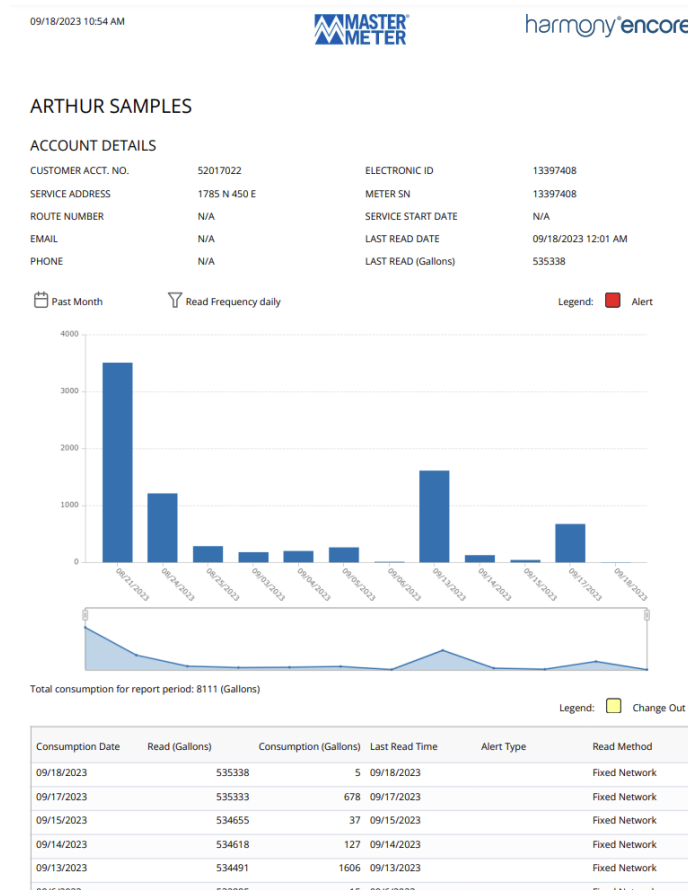
Harmony Encore – PDF export

Advanced Search allows you to filter the report based on certain criteria you set. This allows you to narrow down the data to display exactly what you need. The example below shows using Advanced Search to only show days with Consumption greater than 500 Gallons.

Harmony Encore – Advanced Search

ALERTS

The Alerts section of the Meter Card displays the alerts (active and/or archived) for the meter, and the sent message details if an email and/or text message was sent out from Harmony Encore for an alert.

Harmony Encore – Alerts Section

The **Alert** table includes the following columns:

- Severity
- Status
- Alert Type
- Details
- Alert Started On
- Alert Last Received On
- Snoozed Until
- Last Comment
- Last Type of Handling
- Last Handling Time
- Last Handling User

The **Sent Messages** table includes the following columns:

- Alert Type
- Message Type
- Message Time
- Sent By

- Handling Comment

METER DETAILS

The Meter Details section of the meter card will display the Meter Specifications, Read Setup, Meter Timeline, and Meter Connectivity.

| Consumption | Alerts | Meter Details | More Acct. Details | Related Entities | Customer Portal |

METER SPECIFICATIONS

UNIT TYPE:	Allegro 4GBL / UT-21
METER SIZE:	N/A
MANUFACTURER:	N/A
MODEL:	N/A
FACTOR:	1
LONGITUDE:	-111.96683
LATITUDE:	41.29063

READ SETUP

PREVIOUS BILLED READ (GALLONS):	517622
LAST READ (GALLONS):	534522
READ DEVICE:	1127683
DEVICE TYPE:	Repeater
READ METHOD:	Fixed Network
MESSAGE TO OFFICE:	N/A

METER TIME LINE

INSTALLATION DATE:	N/A
PURCHASE DATE:	N/A
REMOVAL DATE:	N/A

METER CONNECTIVITY - ONLINE

Harmony Encore – Meter Details

The following table provides descriptions of the fields under Meter Details.

Field	Description
Unit Type	Type of meter
Meter Size	Size of the meter
Manufacturer	The manufacturer of the meter
Model	Model of the meter
Factor	The factor that is set on the meter
Longitude/Latitude	The geocoded/provided longitude and latitude of the meter *Note*: This can come from different sources and may not be exact.
Installation Date	The date the meter was installed
Purchase Date	The date the meter was purchased
Removal Date	The date the meter was removed
Previous Billed Read	Previously billed consumption in gallons
Last Read	Most current reading recorded for the meter
Read Device	The device name/ID the recorded the last read
Device Type	The type of device that recorded the last read
Read Method	The method the last read was recorded
Message to Office	The message input by the meter reader in Harmony Mobile during last read

MORE ACCT. DETAILS

The More Acct. Details section of the meter card will display the Location Notes, Account Comments, Meter History, and Meter Pictures.
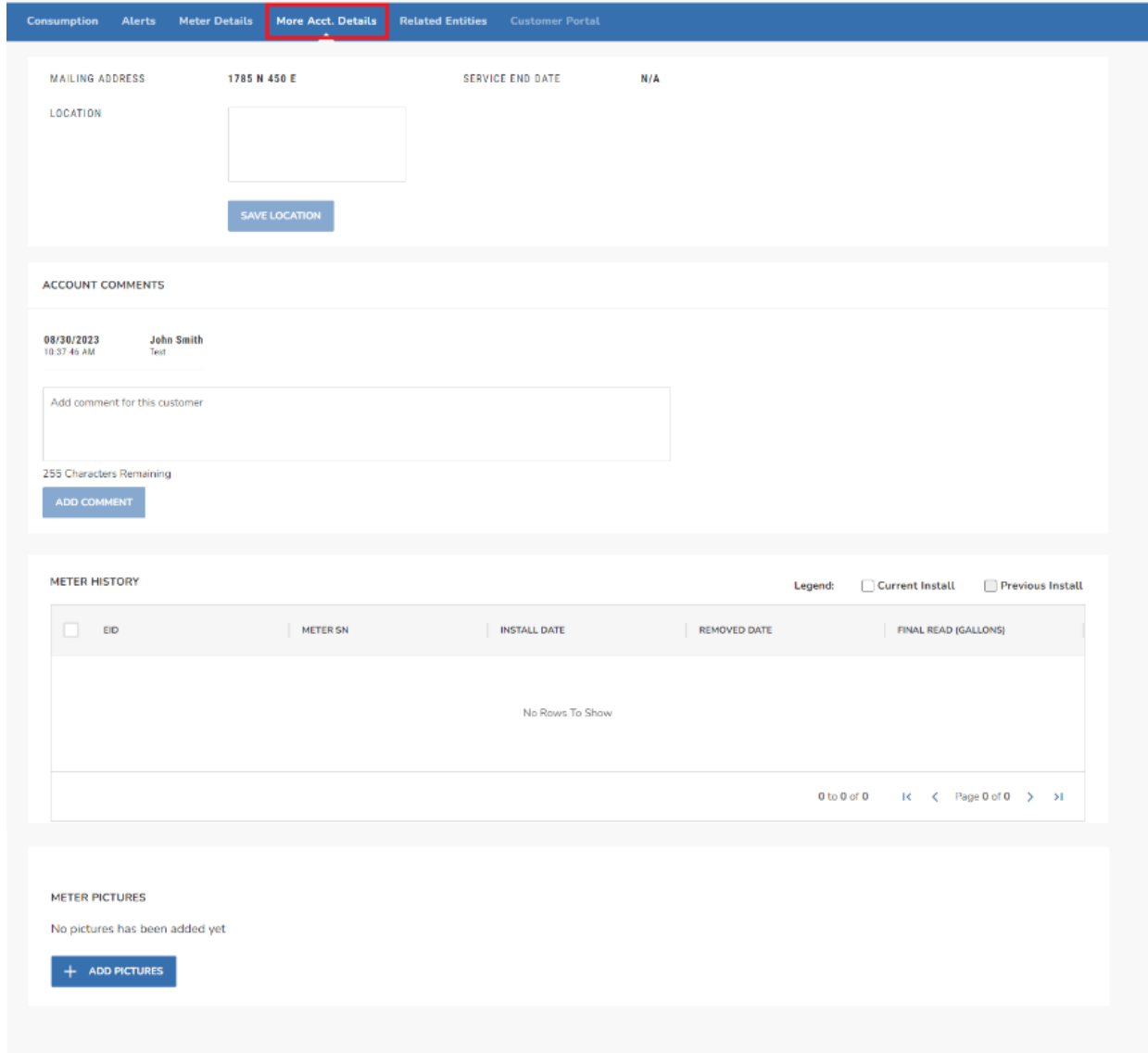
Harmony Encore – More Acct. Details

The **Mailing Address** and **Service End Date** will be displayed under More Acct. Details in the Meter Card.

The **Location** note box gives you the ability to add/update any Location notes describing the property or the location of the meter on the property. Location notes are synced between Harmony Encore and Harmony Mobile. Type in the text box to add/edit any Location notes and click 'Save Location' to save. (Each account/meter only has 1 Location notes field.)

The **Account Comments** section allows you to add any comments about the account/meter for future reference. Each comment is timestamped with the date and time the comment was created along with the username of the user who created the comment and the comment itself. (Comments are a maximum of 255 characters).

To add a comment, type in your comment in the comment textbox and click **'Add Comment'**.

The **Meter History** section will display any installations/removals/changeouts regarding the meter.

The columns displayed are as follows:

- EID
- Meter SN
- Install Date
- Removed Date
- Final Read

The Meter Pictures section allows you to add/view/edit pictures regarding the account/meter.

To add a picture:

1. Click the **'+ Add Pictures'** button
2. Click the **'+ Upload File'** button
3. Navigate to the location on your computer with the picture (.jpg, .png) you want to upload
4. Upload the picture
5. (Optional) Add any comments for the picture
6. Click **'Save'**

Once saved you will now see the image and image details in the Meter Pictures table. The table includes the following columns:

- Image
- Comments
- Uploaded On
- Uploaded By
- Date Taken

You can click the pencil icon   to the right of the table row and that will bring up the edit window to edit the comment or delete the picture.

RELATED ENTITIES

The **Related Entities** section displays the **Meter Groups**.

Meter Groups displays any Groups this account/meter may belong to. The Meter Groups table includes the columns:

- Group Name
- Group Type
- Meter Role

GROUP NAME	GROUP TYPE	METER ROLE
Irrigation	Read Group	Sub meter

1 to 1 of 1   I< < Page 1 of 1 > >I

Harmony Encore – Related Entities

RUNNING

REPORTS

RUNNING REPORTS

Reports show trends and issues in a meter or group of meters. Harmony Encore can run many types of reports, by selecting Reports in the top navigation menu.

Harmony Encore reports are highly customizable. You can filter, sort by columns, add/remove columns, and rearrange the columns all based on your preferences to give you the data you need.

You will notice Harmony Encore reports are designed to be consistent throughout Harmony Encore and user-friendly. Most reports have the same options in the same locations.

Search By

Search By is the initial criteria you need to set to run a report. Search By is the initial filter set to give only the meters or accounts to view on the report.
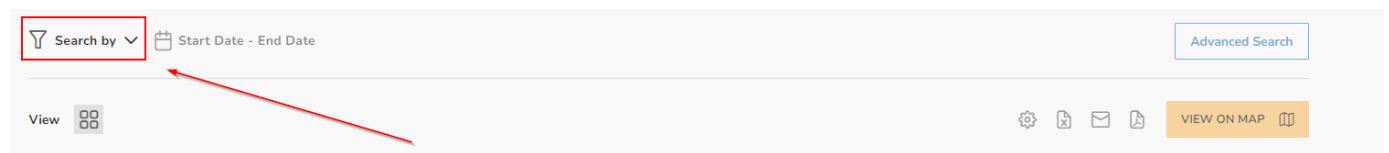
Harmony Encore – Search By

Date Range

The Date Range can be adjusted by clicking the calendar icon on the top left side of the report.
Set the Date Range for the data you want to view and click Apply.
The Time Range may be included in some reports as well.
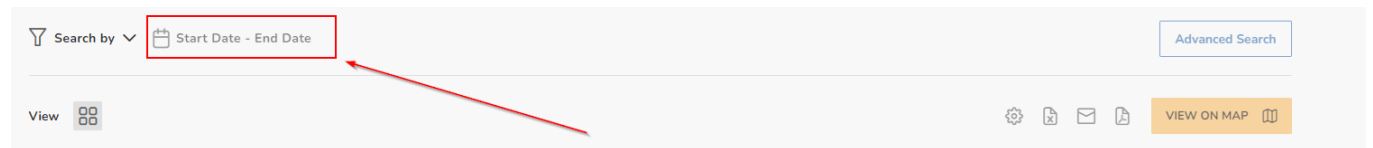
Harmony Encore – Date Range

View

The View can be adjusted by clicking one either the Table icon or View on Map.
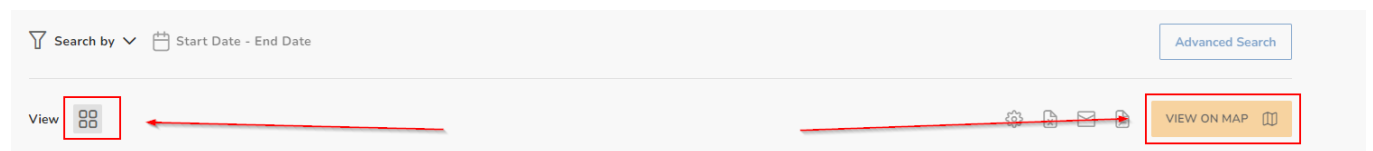
Harmony Encore - View

Column Settings, Exporting, and Advanced Search

Column Settings, Exporting, and Advanced Search are only available in Table view. These options are located at the top right of the meter's consumption data table.
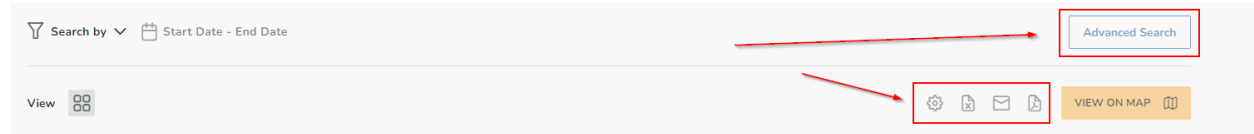
Harmony Encore – Table View Settings

Column Settings allows you to add/remove columns in the table and designate them as either Primary or Secondary columns.

There are 3 exporting options: **Excel** , **Email** , and **PDF** .

Excel will export and download the Primary columns in a .xlsx format.

Email will allow you to enter the recipient's email address to email the report in a PDF or CSV format.

PDF will export and download the Primary columns in a .pdf format.

Advanced Search allows you to filter the report based on certain criteria you set. This allows you to narrow down the data to display exactly what you need. The example below shows using Advanced Search to only show Consumption greater than 500 Gallons.
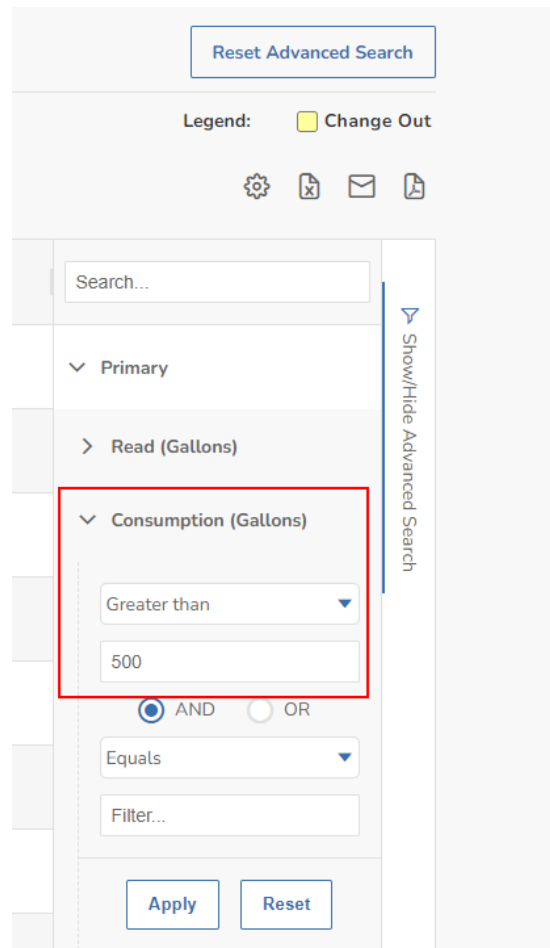
Harmony Encore – Advanced Search: _Consumption_

Reports in Harmony Encore include:

Consumption

- [Consumption](#)
- [Consumption for Period](#)
- [Consumption for Group](#)
- [Inactive with Consumption](#)

Meter Reads

- [Meter List](#)
- [Meter Reads](#)
- [Unread Meters](#)
- [Hi/Low Reads](#)
- [Static Meters](#)
- [Manual Reads Only](#)

Infrastructure

- [Meter Change Outs](#)
- [Duplicate Meters](#)

CONSUMPTION

The Consumption section of Reports includes several different reports you can run for consumption data. The reports include Consumption, Consumption for Period, Consumption for Group, and Inactive with Consumption.

CONSUMPTION REPORT

The Consumption Report will display the consumption for a date range in certain intervals and/or total. For example, use this report if to view the monthly consumption for each of the previous 3 months or the total for those 3 months in a specific route.

		ELECTRONIC ID	METER SN	ACCOUNT NO.	CUSTOMER NAME	PROPERTY ADDRESS	JULY/2023	AUGUST/20...	SEPTEMBER...	TOTAL ↓
>	☐	10481551	10481551	70001801	ULTIMATE EXPRES...	1848 N 385 E	665977	538567	340632	1545176
>	☐	6756936	06756936	70001741	SMITH'S FOOD & D...	2434 N 400 E	154308	140316	176345	470969
>	☐	13125767	13125767	70330011	AMERICA FIRST CR...	2575 N 400 E	153567	123306	88119	364992
>	☐	10482252	10482252	60370013	BANDED PROPERT...	2211 N 400 E	240344	60725	46050	347119
>	☐	10474786	10474786	70510016	REESE REAL ESTAT...	1964 N 400 E	109278	107602	73378	290258
>	☐	2236510	02236510	70014201	BIG O TIRES	1893 N 400 E	132592	83208	38133	253933

Harmony Encore – Consumption Report

The totals for each consumption Interval and Total will be displayed at the bottom of the Consumption Report.

The Consumption Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Consumption Report**:

1. Go to **Reports** > **Consumption**
2. The default selection should be the **Consumption Report**
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list

5. Select the **Interval** in the drop-down list
6. (Optional) Check/uncheck 'Include removed meters' box
7. Click **Apply**
8. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Month', 'Past Month', 'Year to Date', or 'Past 3 Months'
9. (Optional) Select the **Time Range** if you want to only view consumption in between certain times
10. Click **Apply**
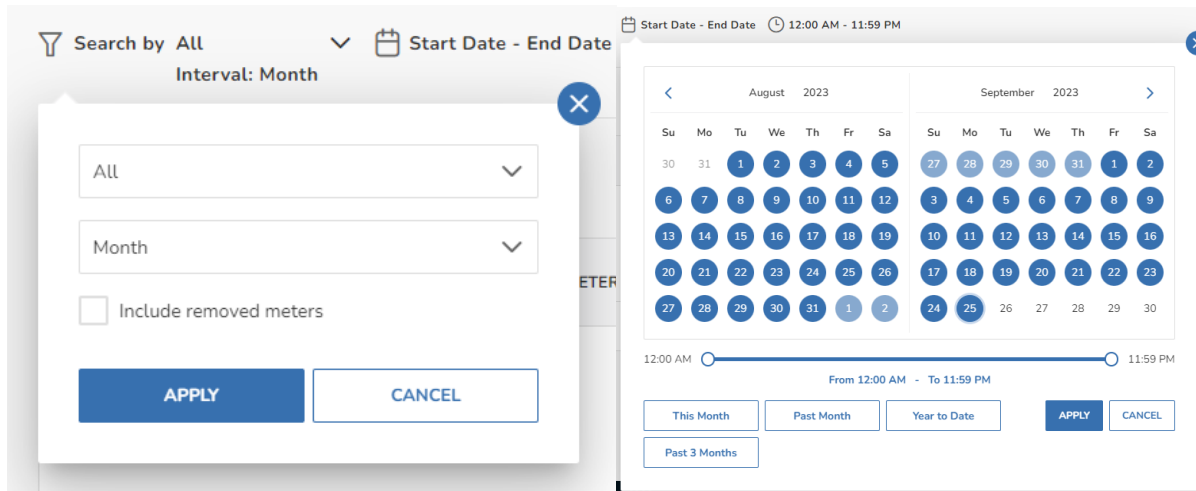
Harmony Encore – Apply Changes

Search by options available are as follows:

- All
- Route
- Meter Group
- Billing Cycle
- Meter Size
- Unit Type

Intervals available are as follows:

- Date
- Week
- Month
- Year
- Total Only

You can also check or uncheck 'Include removed meters'.

The following table provides descriptions of the fields available as columns in the Consumption Report.

Field	Description
Electronic ID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Account No.	The account number associated with the meter
Customer Name	The customer's name on the account associated with the meter
Property Address	The address of the property associated with the meter (also known as the Service Address)
Routes	The route(s) associated with the meter
Meter Sizes	Size of the meter
Installation Date	The date the meter was installed
Read Method	The method the last read was recorded
Base Station (Fixed Only)	The Base Station ID the meter is registered to
Repeater (Fixed Only)	The Repeater ID the meter is registered to

The Advanced Search options available are:

- Total Consumption

CONSUMPTION FOR PERIOD REPORT

The Consumption for Period Report will display the consumption for a date range with consumption and read data. An example would be if you wanted to see the consumption for a specific date to date.

<u>Harmony Encore – Consumption for Period Report</u>

The total consumption for the report will be displayed at the bottom of the Consumption Report.

The Consumption for Period Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Consumption for Period Report**:

1. Go to **Reports** > **Consumption**
2. Select **Consumption for Period** at the top of the Consumption section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. Click **Apply**
6. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Month', 'Past Month', 'Year to Date', or 'Past 3 Months'
7. Click **Apply**

Harmony Encore – Apply Changes

Search by options available include the following:

- All
- Route
- Meter Group
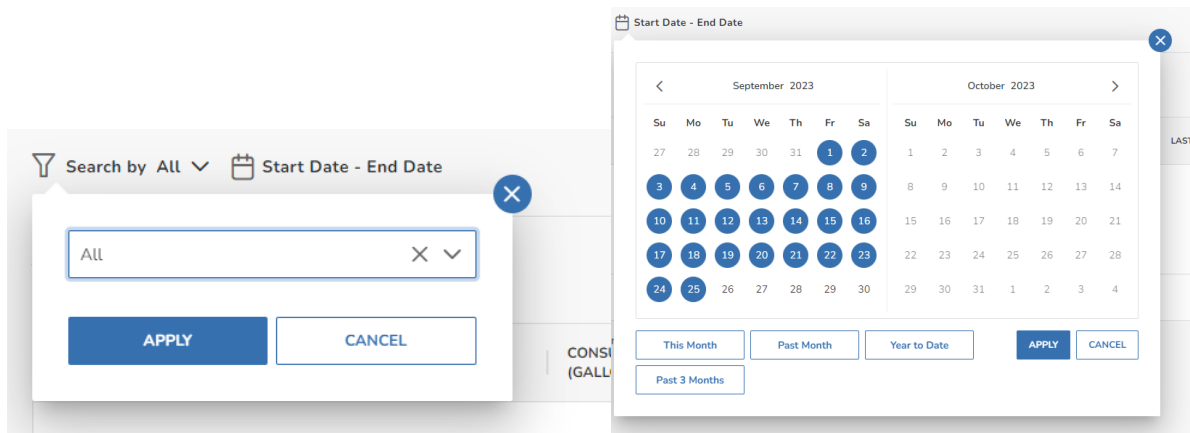
The following table provides descriptions of the fields available as columns on the Consumption for Period Report.

Field	Description
EID	The Electronic ID of the meter
Acct. No.	The account number associated with the meter
Route	The route associated with the meter
Consumption	The total consumption for the date range selected
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Start Date	The start date of the report
Last Read Time	The date and time of the last meter read
Start Read	The first meter read from the start date of the report
Last Read	Most current reading recorded for the meter

The Advanced Search options available are:

- Consumption

CONSUMPTION FOR GROUP REPORT

The Consumption for Report will display the consumption for a Meter Group in certain intervals and/or total. This report will also calculate Non-Revenue Water (NRW), the main meter consumption minus the child meter's consumption, if applicable. An example would be if you wanted to see the NRW of a Meter Group you have set up in Harmony Encore with a Main Meter and its Meters for a certain date range.



<u>Harmony Encore – Consumption for Group Report</u>

The Main Meter and Child Meter(s) totals for each consumption Interval and Total will be displayed at the bottom of the Consumption Report. The NRW and NRW % will also be displayed if applicable.

The Consumption for Group Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Consumption for Group Report**:

1. Go to **Reports** > **Consumption**
2. Select **Consumption for Group** at the top of the Consumption section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. Select the **Interval** in the drop-down list
6. Click **Apply**
7. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Week', 'This Month', or 'Past Month'.
8. Click **Apply**
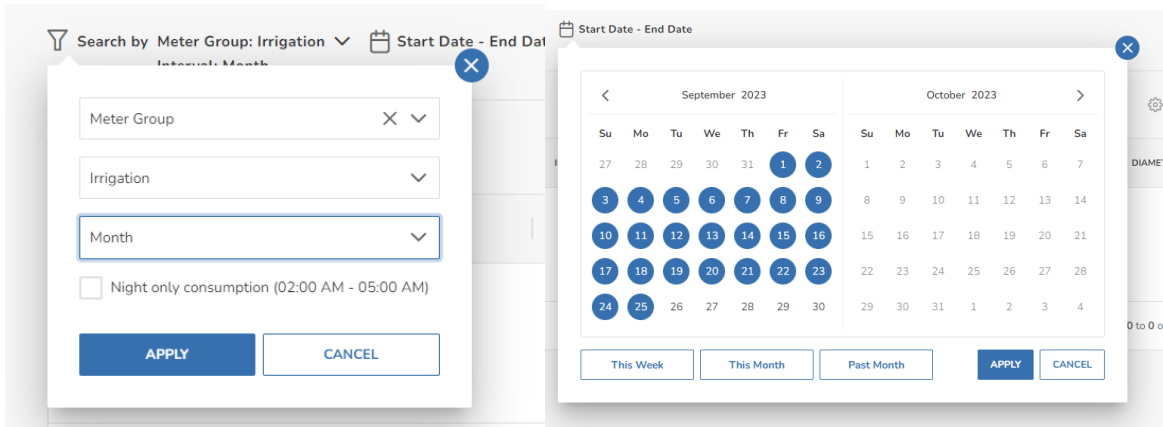
<u>Harmony Encore – Apply Changes</u>

Search by options available include the following:

- Meter Group
-

Intervals available include the following:

- Date
- Week
- Month
- Year
- Total Only

The following table provides descriptions of the fields available as columns in the Consumption for Group Report.

Field	Description
EID	The Electronic ID of the meter
Is main?	Displays if the meter is designated as a Main Meter (True or False)
Meter SN	The serial number of the meter
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Diameter	The diameter of the meter
Customer ID	The Account Number associated with the customer/meter
Billing Cycle	The Billing Cycle of the meter
Meter Type	The type of meter (Water/Gas)
Install Date	The date the meter was installed
Alerts	Any alerts currently active for the meter
Last Read Date	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Route	The route associated with the meter

INACTIVE WITH CONSUMPTION REPORT

The Inactive with Consumption Report will display the inactive meters that recorded consumption for a date range. Use this report to detect unauthorized water usage.

The total consumption for the report will be displayed at the bottom of the Consumption Report.

The Inactive with Consumption Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate an **Inactive with Consumption Report**:

1. Go to **Reports** > **Consumption**
2. Select **Inactive with Consumption** at the top of the Consumption section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. Click **Apply**
6. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Month', 'Past Month', 'Year to Date', or 'Past 3 Months'
7. Click **Apply**

<u>Harmony Encore – Apply Changes</u>

Search by options available include the following:

- All
- Route
- Meter Group
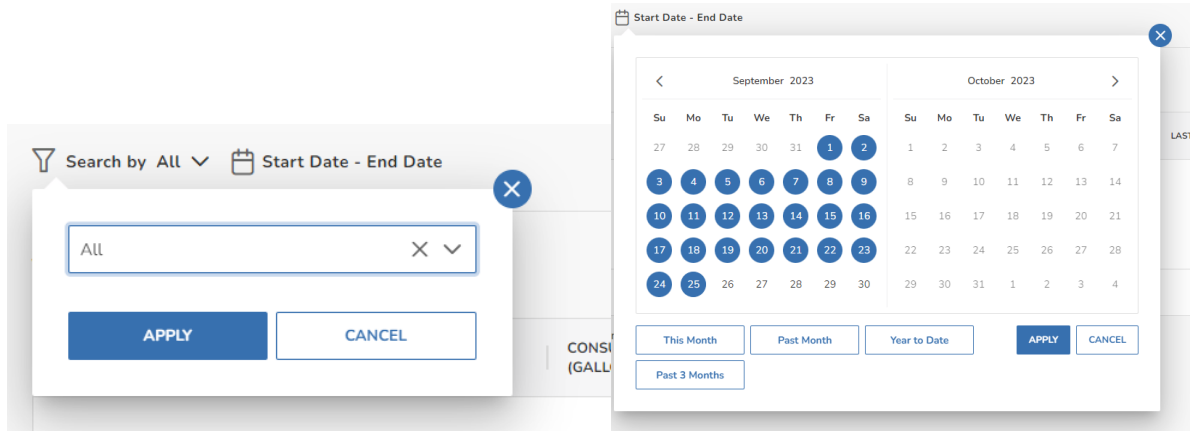
The following table provides descriptions of the fields available as columns in the Inactive with Consumption Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Customer Acct. No.	The Account Number associated with the customer/meter
Customer Name	The customer's name on the account associated with the meter
Location Number	The Account Number associated with the customer/meter
Address	The address of the property associated with the meter (also known as the Service Address)
Consumption	The total consumption for the date range selected
Start Date	The start date of the report
Start Read	The first meter read from the start date of the report
Last Read Date	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Route	The route associated with the meter

METER READS

The Meter Reads section of Reports includes several different reports you can run for meter and reads data. The reports include Meter List, Meter Reads, Unread Meters, Hi/Low Reads, Static Meters, and Manual Reads Only.

METER LIST REPORT

The Meter List Report will display a list of the meters in your system based on the selected criteria. This is the most common report to run for meter information.

The Meter List Report will display a list of the meters in your system based on the selected criteria. This is the most common report to run for meter information.

		ELECTRONIC ID	METER SN	ACCOUNT NO.	CUSTOMER NAME	PROPERTY ADDRESS	LAST READ (GALLONS)	LAST READ TIME	METER STATUS
>	☐	2164533	02164533	2298011	Scott Chang	3030 N 425 E	416286	09/26/2023 12:00 ...	OK
>	☐	2164729	02164729	21391011	Evan Aguilar	2767 N 900 E	361331	09/26/2023 12:00 ...	OK
>	☐	2164954	02164954	40004682	Heath Gill	902 E 1510 N	93851	09/26/2023 12:01 ...	OK
>	☐	2164990	02164990	40004803	Annette Werner	2408 N MOUNTAI...	316318	09/26/2023 12:00 ...	OK
>	☐	2165374	02165374	40003621	Cheryl Webster	2677 N 1325 E	112122	09/26/2023 12:00 ...	OK
>	☐	2165727	02165727	30624014	Shawna Richards	635 E 2300 N	186257	09/26/2023 12:00 ...	OK
>	☐	2165728	02165728	41001011	Wendi Bradley	950 E 1700 N	89402	09/26/2023 12:00 ...	OK

Harmony Encore – Meter List Report

You can also assign meters to a group from this report. Just checkmark which meters you would like to add to a group and click the button 'Assign meters to group'. Select the group you want to assign the selected meters to.

NOTE: The group must already be created.

Harmony Encore – Assign Meters to Group

The Meter List Report will display 20 rows at a time, and you can switch pages at the bottom of the report. If there are over 10,000 meters then the first 10,000 meters will be displayed and a .CSV file will be generated to view all meters.

To generate a **Meter List Report**:

1. Go to **Reports** > **Meter Reads**
2. The default selection should be the **Meter List Report**
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. (Optional) Check/uncheck 'Include removed meters' box
6. Click **Apply**
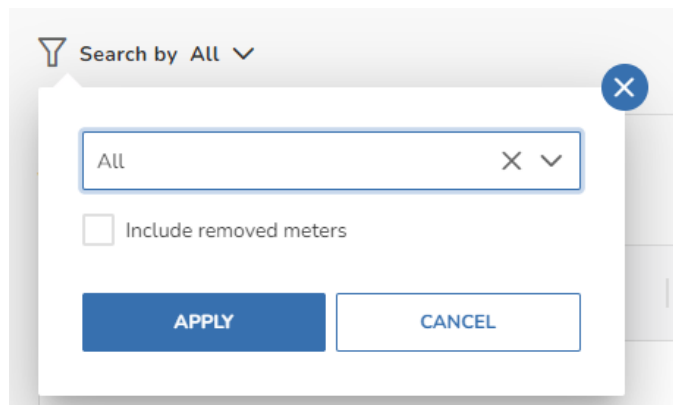
Harmony Encore – Apply Changes

Search by options available include the following:

- All
- Billing Cycle
- Route
- Model
- Unit Type
- Property Address
- Meter Size
- Meter ID

- Meter SN
- EID
- Base Station ID
- Repeater ID
- Customer Name
- Old Meter Number
- Meter Group

The following table provides descriptions of the fields available as columns in the Meter List Report.

Field	Description
Electronic ID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Account No.	The Account Number associated with the customer/meter
Customer Name	The customer's name on the account associated with the meter
Property Address	The address of the property associated with the meter (also known as the Service Address)
Last Read	Most current reading recorded for the meter
Last Read Time	The date and time of the last meter read
Route Number	Route number associated with the meter
Email	Email address of the customer associated with the meter
Phone	Phone number of the customer associated with the meter
Service Start Date	The date service started for this account/meter
Meter Size	Size of the meter
Manufacturer	The manufacturer of the meter
Model	Model of the meter
Factor	The factor that is set on the meter
Longitude	The geocoded/provided longitude of the meter
Latitude	The geocoded/provided latitude of the meter
Installation Date	The date the meter was installed
Removal Date	The date the meter was removed
Previous Billed Read	The previous read that was billed for the meter
Repeater ID (Fixed Only)	The Repeater ID the meter is registered to
Read Device	The device name/ID the recorded that last read
Device Type	The type of device that recorded the last read
Read Method	The method the last read was recorded
Message To Office	The message input by the meter reader in Harmony Mobile during last read
Service End Date	The date service ended for this account/meter
Route Name	The route associated with the meter
Base Station (Fixed Ony)	The Base Station ID the meter is registered to
Last Name	The last name of the customer associated with the meter
First Name	The first name of the customer associated with the meter
No. Of Pictures	The number of pictures uploaded for the account/meter
Consumption	The total consumption for the date range selected

The Advanced Search options available are as follows:

- Last Read
- Last Read Time
- Meter Status
- Base Station
- Billing Cycle
- Location Notes
- Message to Office
- Meter Size
- Model
- Read Status
- Technician Value
- UFR

METER READS REPORT

The Meter Reads Report will display detailed meter read data of the meters in your system.

	EID	METER SN	ACCT. NO.	CUSTOMER NAME	ADDRESS	READ TIME	READ (GALLONS)	METER STATUS	ROUTES	COMMENT DESCRIPTI...	MESSAGE TO OFFICE	READ METHOD (DESCRIPT...	READ DEVICE
☐	10966807	No Numb...	152	Russell_ ...	102 CR 9...	09/5/202...	4560	OK	route 1, R...	N/A	N/A	VRS Man...	Encore t...
☐	13290581	10743646	694	Brooke_ ...	103 FCR ...	09/6/202...	6540	OK	route 1, R...	N/A	N/A	VRS Man...	Test enc...
☐	15512837	2120684...	653	SLAUGH...	101 FM 2...	09/6/202...	7890	OK	route 1, R...	N/A	N/A	VRS Man...	Test enc...
☐	9533329	20243601	760	ALLEE_ ...	103 FCR ...	09/6/202...	1230	OK	route 1, R...	N/A	N/A	VRS Man...	Encore t...
☐	15519080	2120684...	688	FLATT_ JI...	1825 H...	09/6/202...	5630	OK	route 1, R...	N/A	N/A	VRS Man...	Test enc...
☐	15515725	2120684...	333	ADAMS_ ...	1825 W ...	09/6/202...	2350	OK	route 1, R...	N/A	N/A	VRS Man...	Test enc...
☐	16725574	6952599	430	GATLIN_ ...	1029 FM ...	09/6/202...	123400	OK	route 1, R...	N/A	N/A	VRS Man...	Encore t...
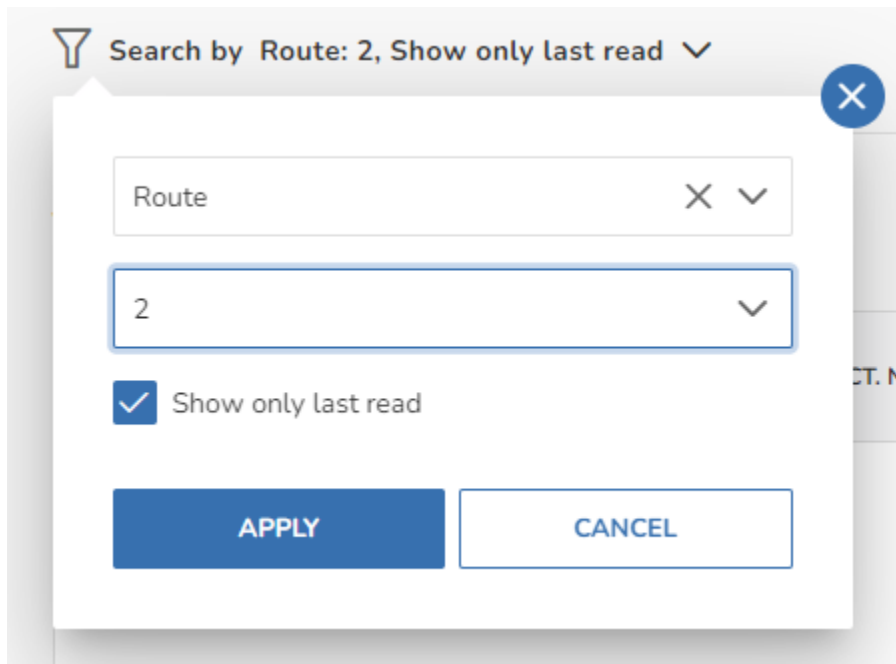
Harmony Encore – Meter Reads Report

The Meter Reads Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Meter Reads Report**:

1. Go to **Reports** > **Meter Reads**
2. Select the **Meter Reads Report** at the top of the Meter Reads section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. (Optional) Check/uncheck the 'Show only last read' box
    a. If you uncheck the 'Show only last read' box, you will need to enter a Date Range
        Note: If your system is an AMI/Fixed Network system, then you can only select a date range of 2 days.
6. Click **Apply**

Harmony Encore – Apply Changes

Search by options available include the following:

-   Route
-   Meter
-   Meter Group

The following table provides descriptions of the fields available as columns in the Meter Reads Report.

Field	Description
Electronic ID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Account No.	The account number associated with the meter
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Read Time	The date and time of the meter read
Read	The reading recorded for the meter
Consumption	The total consumption for the date range selected
Routes	The route(s) associated with the meter
Location Number	The account number associated with the meter
Route Numbers	Route number associated with the meter
Message to Office	The message input by the meter reader in Harmony Mobile during last read
Read Method	The method the read was recorded
Read Device	The device name/ID that recorded the read

The Advanced Search options available are:

- Read Time
- Read
- Meter Status
- Comment Description
- Message to Office
- Read Method

UNREAD METERS REPORT

The Unread Meters Report will display meters that have not been read during the date range selected.

Harmony Encore – Unread Meters Report

You can also perform an 'Expect Technician Visit' on select meters from this report. Just checkmark which meters you would like to disconnect from the base station during a designated time and click the button 'Expect Technician Visit'.

Harmony Encore – Expect Technician Visit

The Unread Meters Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate an **Unread Meters Report**:

1. Go to **Reports** > **Meter Reads**
2. Select the **Unread Meters Report** at the top of the Meter Reads section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list

5. (Optional) Check/uncheck the 'Include never read meters' box
6. Click **Apply**
7. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'Past 7 Days' or 'Past Month'.
8. Click **Apply**
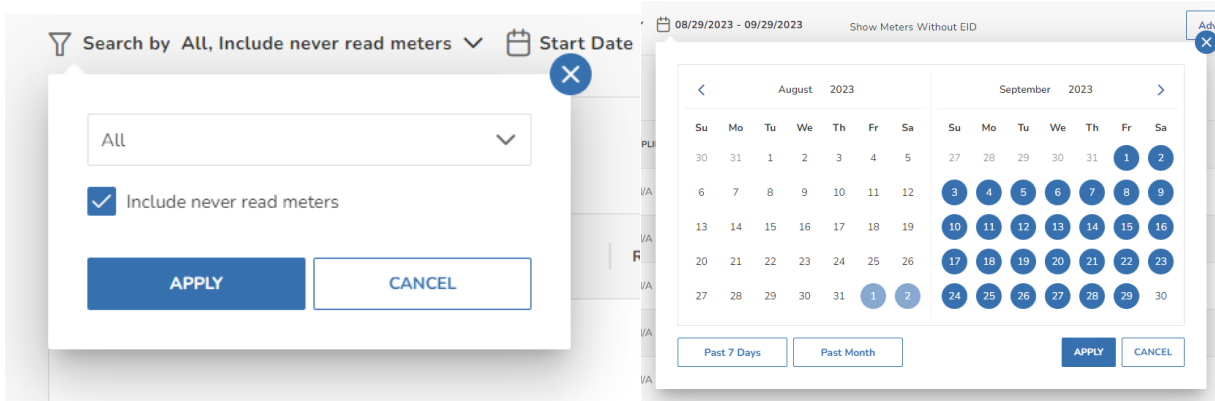
Harmony Encore – Apply Changes

Search by options available include the following:

- All
- Route
- Meter Group

The following table provides descriptions of the fields available as columns in the Unread Meters Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Account No.	The account number associated with the meter
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Read Time	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Uplink RSSI	The uplink Received Signal Strength Indicator (RSSI) of the meter
Downlink RSSI	The downlink Received Signal Strength Indicator (RSSI) of the meter
Routes	The route(s) associated with the meter
Location Number	The account number associated with the meter
Route Numbers	Route number associated with the meter
Reception Quality	The reception quality of the meter (No reception,
Longitude	The geocoded/provided latitude of the meter
Latitude	The geocoded/provided longitude of the meter

The Advanced Search options available are:

- Routes

HI/LOW READS REPORT

The Hi/Low Reads Report will display meters which have gone over their high limit or below their low limit.

Harmony Encore – Hi/Low Reads Report

Search by options available include the following:

- All
- Route
- Meter Group

The following table provides descriptions of the fields available as columns in the Hi/Low Reads Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Low	The low limit set for the meter/account
High	The high limit set for the meter/account
Read Date	The date of the last meter read
Last Billed Read	Most current billed reading recorded for the meter
Out of Range Read	The meter read that caused the meter to be out of the hi/low range
Consumption (Since Last Billed Read)	The total consumption from the last billed read to the most current read
Exception Type	Displays High or Low depending if the meter read was over their high limit or below their low limit
Routes	The route(s) associated with the meter
Location Number	The Account Number associated with the customer/meter
Route Numbers	Route number associated with the meter
Last Billed Read Date	The date of the last billed meter read

The Advanced Search options available are:

- Exception Type

STATIC METERS REPORT

The Static Meters Report will display meters with unchanged readings during a date range.

Harmony Encore – Static Meters Report

The Static Meters Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Static Meters Report**:

1. Go to **Reports** > **Meter Reads**
2. Select the **Static Meters Report** at the top of the Meter Reads section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. Click **Apply**
6. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'Past 7 Days', 'Past Month', 'Past 3 Months', or 'Past 6 Months'.
7. Click **Apply**

Harmony Encore – Apply Changes

Search by options available:

- All
- Route
- Meter Group

The following table provides descriptions of the fields available as columns in the Static Meters Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Customer Name	The customer's name on the account associated with the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Read Time	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Static Since	The date that the meter has been static
Days Static	The number of days the meter has been static
Routes	The route(s) associated with the meter
Location Number	The Account Number associated with the customer/meter
Route Numbers	Route number associated with the meter

The Advanced Search options available include the following:

- Read Time
- Days Static

MANUAL READS ONLY REPORT

There may be times (such as equipment failure) that you will need to read your meters manually. The Manual Reads Only Report will display meters that have been manually read in a date range. If a meter has had to be read manually more than once, it may need repair or replacement. This specifically indicates meters that were read manually and not by a radio device within the specified period.

Harmony Encore – Manual Reads Only Report

The Manual Reads Only Report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a **Manual Reads Only Report**:

1. Go to **Reports** > **Meter Reads**
2. Select the **Manual Reads Only Report** at the top of the Meter Reads section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. (Optional) Check/uncheck the 'Include removed meters' box
6. Click **Apply**
7. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'Past 3 Months', or 'Past 6 Months'.
8. Click **Apply**

Harmony Encore – Apply Changes

Search by options available:

- All
- Route
- Meter Group

The following table provides descriptions of the fields available as columns in the Static Meters Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Customer Name	The customer's name on the account associated with the meter
Acct. No.	The Account Number associated with the customer/meter
Address	The address of the property associated with the meter (also known as the Service Address)
Last Read Time	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Last Read Method	The method the last read was recorded
No. of Reads	Displays how many manual reads have been performed on the meter

INFRASTRUCTURE

The Infrastructure section of reports includes two reports dedicated to infrastructure data. Those reports are Meter Changeouts and Duplicate Meters.

METER CHANGE OUT REPORTS

The Meter Change Outs Report will display a record of when new meters were installed and the meter data it replaced if applicable.

Harmony Encore – Meter Change Outs Report

To generate a **Meter Change Outs Report**:

1. Go to **Reports** > **Infrastructure**
2. Select the **Meter Change Outs Report** at the top of the Infrastructure section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. Click **Apply**
6. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Week', 'This Month', 'Past 3 Months', or 'Past 6 Months'.
7. Click **Apply**

Harmony Encore – Apply Changes

Search by options available:

- All
- Route
- Meter Group

The following table provides descriptions of the fields available as columns in the Static Meters Report.

Field	Description
Customer Name	The customer's name on the account associated with the meter
Acct. No.	The Account Number associated with the customer/meter
Address	The address of the property associated with the meter (also known as the Service Address)
Routes	The route(s) associated with the meter
Install Date	The date the meter was installed
Old EID	The Electronic ID of the previous meter that was changed out
New EID	The Electronic ID of the new meter
Old SN	The Serial Number of the previous meter that was changed out
New SN	The Serial Number of the previous meter
Final Read	The Final Read of the previous meter
First Read	The First Read of the new meter
Last Read Time	The date and time of the last meter read
Last Read	Most current reading recorded for the new meter
Location Number	The Account Number associated with the customer/meter

DUPLICATE METERS REPORT

The Duplicate Meter Report displays the duplicate meters in your system where the same meter is listed in more than one service location.

	EID	METER SN ↑	ACCT. NO.	CUSTOMER NAME	ADDRESS	ROUTES	LAST READ TIME	LAST READ (GALLONS)	DUPLICATES WITH
☐	12352227	11034900	0815-00	BURRIS, RITA~0...	104 HILLSIDE CT	2	09/25/2023 09:1...	239730	15928110
☐	15928110	11034900	0812-00	ENGRAM, WILLI...	105 HILLSIDE CT	2	09/25/2023 09:1...	52950	12352227
☐	783837	11180457	171	Scott_ Gregory/Si...	11965 Long Tree	route 1, Test Route	11/21/2023 12:0...	0	12934186
☐	12934186	11180457	722	Marquez_ Filiberto	15223 White Oa...	route 1, Test Route	11/21/2023 12:0...	0	783837
☐	12946596	11220381	823	Paddie_ Tyler	13961 Millmac	route 1, Test Route	11/21/2023 12:0...	0	5241408
☐	5241408	11220381	210	Beeson_ Kim	1625 Rolling Hills	Route 100, route ...	11/21/2023 12:0...	0	12946596

Harmony Encore – Duplicate Meters Report

To generate a **Duplicate Meters Report**:

1. Go to **Reports** > **Infrastructure**
2. Select the **Duplicate Meters Report** at the top of the Infrastructure section
3. The **Duplicate Meters** Report will be generated automatically and display all duplicate meters in your system

The following table provides descriptions of the fields available as columns in the Static Meters Report.

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Customer Name	The customer's name on the account associated with the meter
Acct. No.	The Account Number associated with the customer/meter
Address	The address of the property associated with the meter (also known as the Service Address)
Last Read Time	The date and time of the last meter read
Last Read	Most current reading recorded for the meter
Routes	The route(s) associated with the meter
Location Number	The Account Number associated with the customer/meter
Route Numbers	Route number associated with the meter
Duplicates With	The other meter that is listed as duplicate to this meter

WORKING

WITH ALERTS

WORKING WITH ALERTS

Adverse events, such as water leaks, trigger alerts in Harmony. These alerts can be viewed and handled in numerous ways.

SETTING UP ALERTS

Define default thresholds, handling methods, and notification templates for alerts in the Alerts Settings area.

To set up alert parameters:

1. Go to **Settings** > **Alerts**
2. Under **Alerts,** there are 3 submenus: **Measurement issues**, **Negative Common Consumption**, and **Consumption exceptions** select one based on which alert you want to set up (See Table of Alerts below)
3. At the top of the Alerts Setting section, select the drop-down menu to select the specific alert you want to set up

Harmony Encore – Measurement Issues Alert

Harmony Encore – Negative Common Consumption Alert

Harmony Encore – Consumption Exceptions Alert

4. Each Alert will have different parameters: **Alert parameters**, **Generic parameters**, and/or **Notification template** (*Note***:** Some alerts may only have 1 of these parameters)
5. **Alert parameters** will be your alert thresholds. Drag each severity level on the scale to set the desired thresholds.

6. **Generic parameters** will be your automated Alert settings. Set each generic parameter based on your preference.
7. **Notification template** will be where you set your Email, SMS, and printed letter message templates. Create and format each template using the dynamic tags available based on what you would like to send to consumers for customer-facing alerts.
8. Click **Save** on each parameter section to save your changes.

Alert	Category	Alert Parameters	Generic Parameters	Notification Template
Above Maximum Consumption	Consumption exceptions	N/A	N/A	Email, SMS, and Printed Letter
Cut Wire	Measurement issues	N/A	• Disable New Alerts • Auto Archive Alerts • Available for municipal • Default handling option • Pending Time • Default snooze time • Available to the customer	Email, SMS, and Printed Letter
Dry Pipe	Consumption exceptions		• Disable New Alerts • Auto Archive Alerts • Available for municipal • Default handling option • Default snooze time • Available to the customer	Email, SMS, and Printed Letter
Leak	Consumption exceptions	Available	• Disable New Alerts • Auto Archive Alerts	Email, SMS, and Printed Letter
Leak In Main Meter	Consumption exceptions	Available	• Disable New Alerts • Auto Archive Alerts	Email, SMS, and Printed Letter
Reverse Flow	Negative Consumption exceptions	Available	• Disable New Alerts • Auto Archive Alerts	N/A
Static	Measurement issues	Available	• Disable New Alerts • Auto Archive Alerts • Default handling options • Default snooze	N/A
Tamper	Measurement issues	N/A	• Disable New Alerts • Auto Archive Alerts	N/A
Tilt	Measurement issues	Available	• Disable New Alerts • Auto Archive Alerts • Available for municipal • Default handling option • Default snooze time • Available to the customer	Email, SMS, and Printed Letter

NOTE: Disable new alerts – This does not disable the alert at the meter level but stops the alert from appearing in Harmony Encore.

Auto archive alerts will automatically archive alerts that are no longer being transmitted by the meter/data.

WORKING WITH FIXED NETWORK FUNCTIONS

WORKING WITH FIXED NETWORK FUNCTIONS

Customers who have meters connected to a fixed network can and sometimes must perform several tasks.

These tasks include:

REQUEST AN ON-LINE READ

You can get a read from a meter on-demand by utilizing the On-Line Read Request.

To Request an On-Line Read:

1. Go to **Reports** > **Fixed Network**
2. The default selection should be **On-Line Read**
3. Click '**Send On-Line Read Request**'
4. **Enter the EID, Customer Name, Location, Account No., etc.** to search for the meter you want to request a read from
5. **Select the Meter/Account** from the search results
6. (Optional) You can select multiple meters to send an On-Line Read request to by repeating Steps 4 and 5 until you have selected the meters you want.
7. Click **OK**

Harmony Encore – On-Line Read

A job will be created to get the On-Line Read from the meter(s). This usually takes anywhere from 5-8 minutes and Harmony Encore will let you know when a response is due.
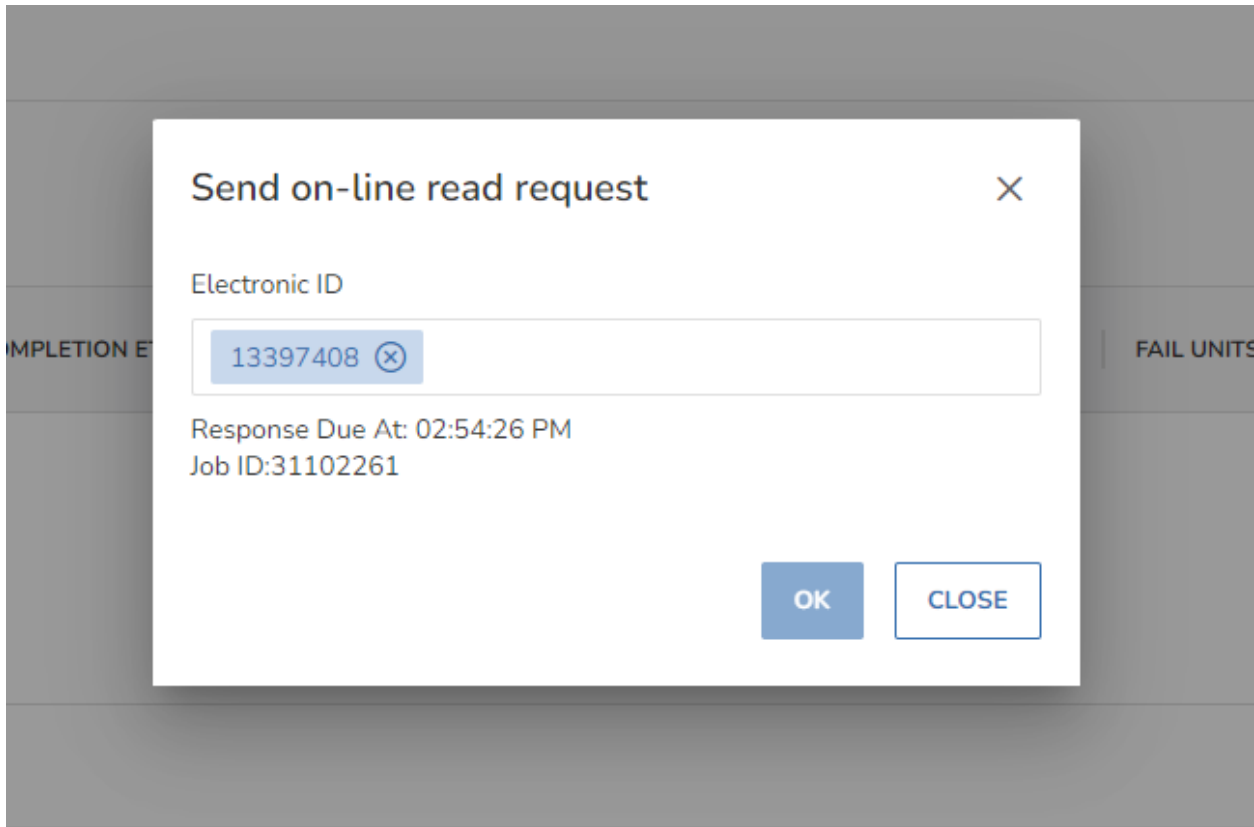
Harmony Encore – Send On-Line Read Request

Once a job has been created, you can view the job and job status in the table. You can toggle between 'My jobs', which show only the on-line reads you requested, or 'All jobs', which show all the on-line reads requested in your system.
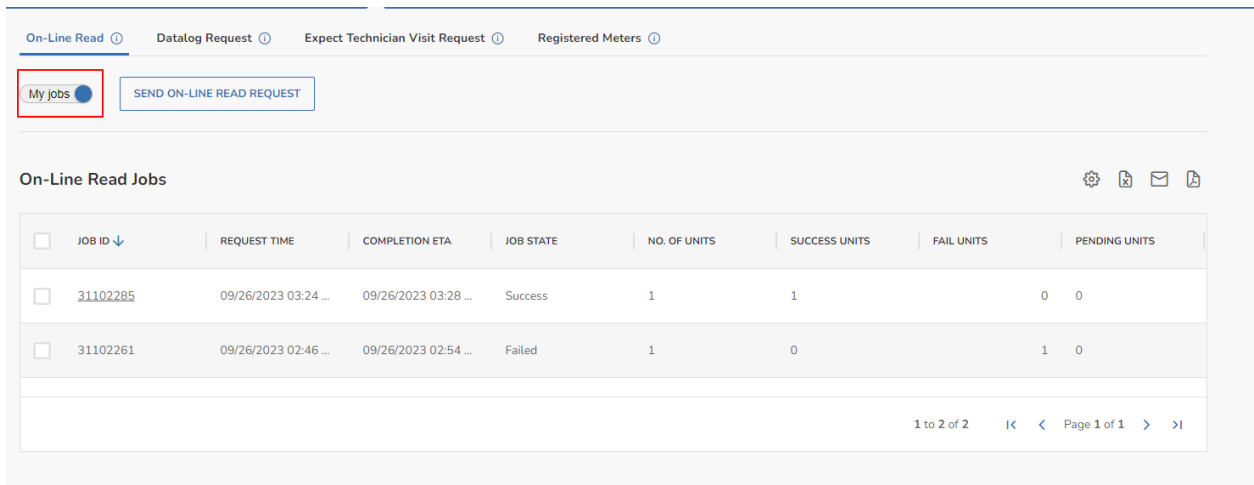
Harmony Encore – My Jobs

You can also add/remove columns and export the report in Excel, PDF, or email as CSV.
The following table provides descriptions of the fields available as columns in the On-Line Read Jobs table.

The following table provides descriptions of the fields available as columns in the On-Line Read Jobs table.

Field	Description
Job ID	The ID of the job created
Request Time	The time the job was requested
Completion ETA	The estimated time the job will be completed
Job State	The status of the job (Pending, Success, or Failed)
No. of Units	The number of meters requested in the job
Success Units	The number of meters that successfully completed an On-Line Read
Fail Units	The number of meters that failed an On-Line Read
Pending Units	The number of meters that are still pending in the job
Requesting User	The user who requested the job

REQUEST DATA LOGS

Data Logs can be retrieved to view more granular reading data or fill in missing periods of reading history. You can request data log for a meter(s) by utilizing the Data log Request.

To Request a Data Log:

1. Go to **Reports** > **Fixed Network**
2. Select **Datalog Request** at the top of the Fixed Network section
3. Click '**Send Datalog Request**'
4. **Enter the EID, Customer Name, Location, Account No., etc.** to search for the meter you want to request a read from
5. **Select the Meter/Account** from the search results
6. (Optional) You can select multiple meters to send an On-Line Read request to by repeating Steps 4 and 5 until you have selected the meters you want.
7. Enter the **Start Date and Time** from when you want the meter data logs to start
8. Enter the **End Date and Time** to when you want the meter data logs to end
9. Select your **Reads Interval**
10. Click **OK**

Harmony Encore – Datalog Request

A job will be created to get the Data Log from the meter(s). This usually takes anywhere from 5-8 minutes and Harmony Encore will let you know when a response is due.

Harmony Encore – Send Datalog Request

Once a job has been created, you can view the job and job status in the table. You can toggle between 'My jobs', which show only the on-line reads you requested, or 'All jobs', which show all the on-line reads requested in your system.

Harmony Encore – My Jobs

You can also add/remove columns and export reports in Excel, PDF, or email as CSV.

Field	Description
Job ID	The ID of the job created
Request Time	The time the job was requested
Completion ETA	The estimated time the job will be completed
Job State	The status of the job (Pending, Success, or Failed)
No. of Units	The number of meters requested in the job
Success Units	The number of meters that successfully completed the Data Log
Fail Units	The number of meters that failed a Data Log
Pending Units	The number of meters that are still pending in the job
Requesting User	The user who requested the job

EXPECT A TECHNICIAN'S VISIT

When a meter is connected to a base station, it cannot be read via drive-by. If a technician needs to visit a meter and read it, follow these steps to disconnect the meter from the base station during a designated time.

To Expect a Technician's Visit:

1. Go to **Reports** > **Fixed Network**
2. Select **Expect Technician Visit Request** at the top of the Fixed Network section
3. Click '**Send Expect Technician Visit Request**'
4. **Enter the EID, Customer Name, Location, Account No., etc.** to search for the meter you want to request a read from
5. **Select the Meter/Account** from the search results
6. Enter the **Start Date and Time** from when you want the meter to go into 'drive-by' mode

7. Select the **Duration** you want the meter to stay in 'drive-by' mode before it reconnects to the base station/repeater
8. Click **OK**
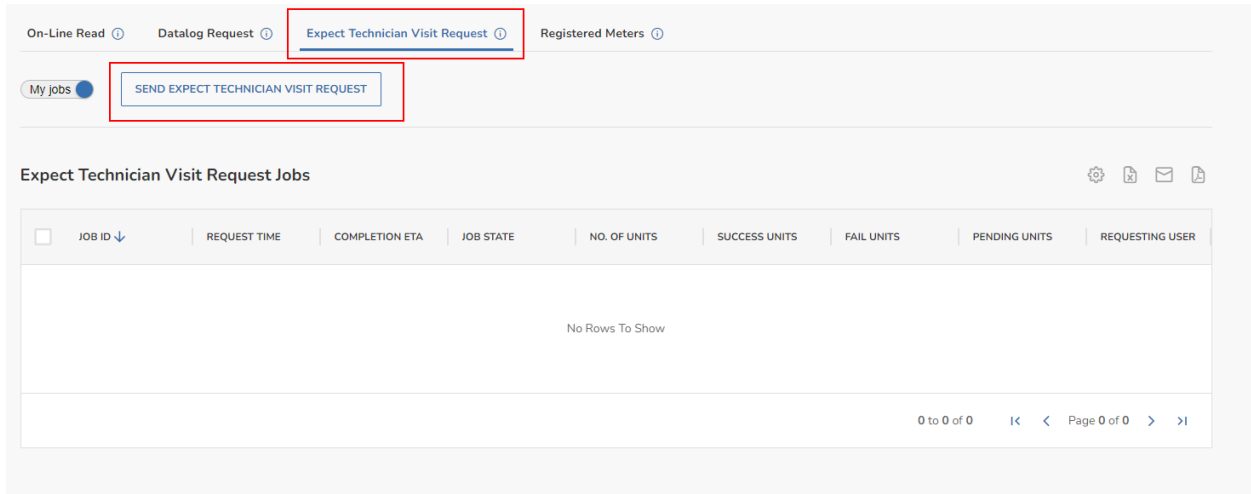
Harmony Encore – Expect Technician Visit Request

A job will be created to send the Expect Technician Visit Request to the meter. Harmony Encore will let you know when a response is due.
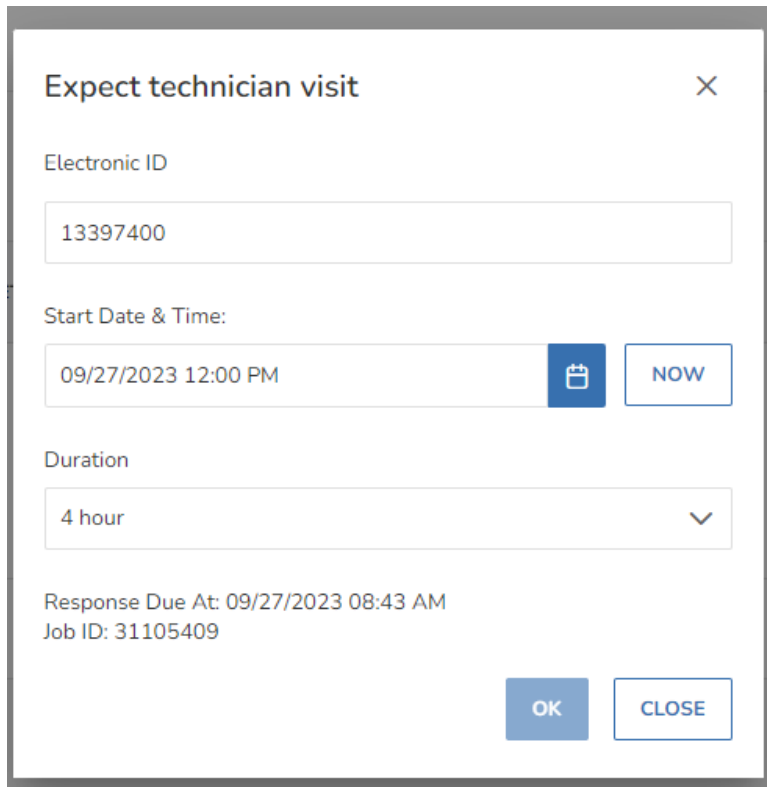
Harmony Encore – Expect Technician Visit

Once a job has been created, you can view the job and job status in the table. You can toggle between 'My jobs', which show only the Expect Technician's Visit you requested, or 'All jobs', which show all the Expect Technician's Visit requested in your system.

Harmony Encore – My Jobs

You can also add/remove columns and export the report in Excel, PDF, or email as CSV.

Field	Description
Job ID	The ID of the job created
Request Time	The time the job was requested
Completion ETA	The estimated time the job will be completed
Job State	The status of the job (Pending, Success, or Failed)
No. of Units	The number of meters requested in the job
Success Units	The number of meters that successfully completed an Expect Technician Visit
Fail Units	The number of meters that failed an Expect Technician Visit
Pending Units	The number of meters that are still pending in the job
Requesting User	The user who requested the job

VIEW REGISTERED UNITS

Registered units are meters that have called in to the base station/repeater and successfully registered on the network.

Harmony Encore – Registered Meters

The Registered Meters report will display 20 rows at a time, and you can switch pages at the bottom of the report.

To generate a Registered Meters Report:
1. Go to **Reports** > **Fixed Network**
2. Select **Registered Meters** at the top of the Fixed Network section
3. Click **Search By**
4. Select the parameter you want to **Search By** in the drop-down list
5. (Optional) Check/uncheck 'First Registration Only' box
6. Click **Apply**
7. Enter the **Date Range** for the report by selecting dates on the calendar or using the quick options 'This Month', 'Past Month', 'Year to Date', or 'Past 3 Months'.
8. Click **Apply**

Harmony Encore – Apply Changes

Search by options available:

- All
- Base Station ID
- Repeater ID

The following table provides descriptions of the fields available as columns in the Registered Meters Report

Field	Description
EID	The Electronic ID of the meter
Meter SN	The serial number of the meter
Base Station	The Base Station ID the meter is registered to
Repeater	The Repeater ID the meter is registered to
Last Registration	The date and time the meter last registered to the base station/repeater
No of Registration	The number of registrations for the meter
Uplink RSSI	The uplink Received Signal Strength Indicator (RSSI) of the meter
Downlink RSSI	The downlink Received Signal Strength Indicator (RSSI) of the meter
Address	The address of the property associated with the meter (also known as the Service Address)
Longitude	The geocoded/provided longitude of the meter
Latitude	The geocoded/provided latitude of the meter

The Advanced Search options available are as follows:

- Number of Registration
- Uplink RSSI
- Downlink RSSI

SETTINGS AND
ADMIN FUNCTIONS

SETTINGS AND ADMIN FUNCTIONS

FORGOT PASSWORD/PASSWORD RESET

If you have forgotten your password or need to reset your password for Harmony Encore:

1. Click the **'Forgot your password?'** link on the Login page
2. Enter your **Email Address**
3. Click the **'Send Instructions'** button

Harmony Encore – Send Instructions

4. You will receive an email to the email address provided, (if valid)
   NOTE: If you do not receive the email, please check your spam/junk folder.

5. Click on the reset password link provided in the email. The email will look like below:
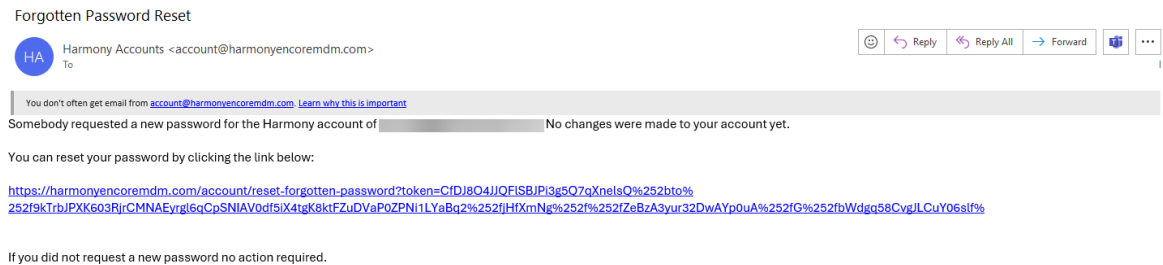
Harmony Encore – Forgot Password Reset

Master Meter, Inc. • 101 Regency Pkwy, Mansfield, TX 76063 • T: 817-842-8000 • innovate@MasterMeter.com • MasterMeter.com

GLOSSARY

GLOSSARY

- **Advanced Metering Infrastructure – AMI**
  Integrated system to collect and transmit meter data through two-way communication.

- **Automated Meter Reading – AMR**
  System where meters are read electronically either by a walk-by or drive-by method.

- **Billing Import**
  A process of importing meters and demographic data from a billing software into an MDM (Harmony Encore).

- **Billing Export**
  A process of exporting readings data to a billing software.

- **Billing Software**
  A software system which utilizes MDM (Harmony Encore) data to bill a customer. Sometimes referred to as Customer Information System (CIS).

- **Customer Information System (CIS)**
  A software system which utilizes MDM (Harmony Encore) data to bill a customer. Sometimes referred to as Billing System.

- **Data Log**
  Readings and alerts data stored in the meter's memory. Data logs can be retrieved to view more granular reading data or fill in missing periods of reading history.

- **Drive-by System**
  Alternative naming for an AMR system in which a meter's data is electronically collected by a vehicle driving by them.

- **Fixed Network**
  Alternative name for an AMI network – Network to collect meters' data.

- **Geographic Information System – GIS**
  A system that creates, manages, analyzes, and maps all types of data. In our software it displays the meters and communication devices over a map.

- **Harmony Mobile**
  Master Meter's software for AMR systems.

- **Main Meter**
  The primary meter for a building that has submeters.

- **Meter Data Management – MDM**
  A software system that performs long-term data storage and management for data delivered by smart metering systems. The software manages meters and meters' reading data, alerts, consumptions, etc.

- **Microsoft Azure**
  Microsoft's cloud hosting service. Harmony and Encore are hosted in Azure.

- **Routes**
  A group of meters maintained by the billing software. Each meter is part of a route.

- **Software as a Service – SaaS**
  A software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted. Harmony and Encore are SaaS systems.