

My Water Advisor User Guide

ONLINE ACCESS TO YOUR WORLD OF WATER™

VERSION 2.0 | MAY 2024

TABLE OF CONTENTS

CREATING AN ONLINE ACCOUNT
GETTING STARTED
SYSTEM REQUIREMENTS6
LOGIN7
DASHBOARD8
WIDGETS9
NAVIGATION AND MENU BAR13
SEARCH14
WIDGET CONFIGURATION
ADD/REMOVE WIDGETS
ARRANGING WIDGETS
PERFORMING SEARCHES
GLOBAL SEARCH19
USING METER CARDS AND METERS
METER CARD
METER CARD FIELDS AND SECTIONS
RUNNING REPORTS
CONSUMPTION
METER READS
INFRASTRUCTURE
WORKING WITH ALERTS
SETTING UP ALERTS
WORKING WITH FIXED NETWORK FUNCTIONS
REQUEST AN ON-LINE READ67
REQUEST DATA LOGS
EXPECT A TECHNICIAN'S VISIT
VIEW REGISTERED UNITS74
SETTINGS AND ADMIN FUNCTIONS
FORGOT PASSWORD/PASSWORD RESET77
GLOSSARY

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 <u>https://mywateradvisor2.com/register</u>
- 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 <u>https://harmonyencoremdm.com</u>
- 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.

Harmony Encore	Powered by Master Meter Inc. ™	
	LOGIN	MESSAGES
	Email Address	No messages available
	Password	
	LOGIN	
	Fornot your password?	
	<u>, organ jawa padamota .</u>	

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.

MM Demo 🗸 🔤				ф (Д	
METER PROCESSING ~					
					C & @
BASE STATIONS 3 Connected: 3 Disconnected: 0	100% Connected	REPEATERS 12 Connected: 12 Disconnected: 0	Connected	II ALERTS TODAY	X Hynoted today
E RECEPTION QUALITY	×	HONTHLY TOTAL CONSUMPTION			×
Billevil Billevil Mathematica	ved	3000000 2400000 1500000 1200000 000000 000000 000000 000000 000000	Costor Reventer	Desmit: Josay (10 0 7 6 9 7 6 9 4 2 2 2 2 2 2 2 2 2 2 2 2 2
CONSUMPTION MAP	×	ii Alerts			© ×

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





WIDGETS

By default, not every widget displays on the Dashboard. For instructions on how to add a widget, see <u>Add/Remove Widgets</u>. 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
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 × 12 100% Connected: 12 Disconnected: 0
Alerts Today: Displays the number of alerts received in the last 24 hours. A doughnut graph represents the percentage of handled alerts.	Image: ALERTS TODAY X 38 55% Handled today

PAGE 9





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.









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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.

WaterTown Powered by Master Meter Inc.™	Д Ш @ [→
\int_{1}^{1} METER PROCESSING \lor ALERTS REPORTS \lor	

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 Q	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 영	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 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.

1339	×
Electronic ID: 13394674	•
Consumer: DARBY, EMILY	
Address: 8881 PINE CROSSING CIR	
Account: 0000095	
Meter SN: 13394674	
Address: E12 DEPOT ST	
Account: 0132800	
Motor SN: 0222311330	
Electronic ID: 2871100	
Consumer: STEVENSON, HAROLD	
Address: 217 FOURTH AVE	
Account: 0133900	
Meter SN: 0222319436	
Electronic ID: 13396424	
Consumer: JADEN & HEATHER BRISKEY	
Address: 3665 N 650 E	
View All	

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 Maine)

PAGE 14

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.

MM Demo 🗸 Powered by Master Meter Inc. 74	₽ መ ⊜ [→
	\$ \$ D
I BASE STATIONS 1 Connected: 1 Disconnected: 0	Image: Partners Image: Partners <td< td=""></td<>
II RECEPTION QUALITY ×	II MONTHLY TOTAL CONSUMPTION ×
RX Level 1 RX Level 2 Not Received	4000000 3000000 400000 4000000 400000 4000000 4000000 40000000 40000000 400000000

Harmony Encore – Dashboard Widgets

Access the dashboard from any screen by clicking the 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**.

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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.



IAGL I/

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.

	¢	L (\square		[→
Search for EID, Customer Name, Location, Account No., etc.					
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 Maine)

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.

<		00	ctober	2023				1	lovemb	er 2	023		>
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	29	30	31	1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31	1	2	3	4	26	27	28	29	30	1	2
Y	esterday	/	Sir	nce Last Rea	t Billed d		This M	onth			APPLY	C	ANCEL

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.

Y	Read	Frequency: D	aily 🗸						
	0	Monthly	0	Daily	\bigcirc	Hourly	\bigcirc	All Reads Data	
				Harmony	Encore -	Read Frea	uency		_





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.



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.

	Meter Details More Acct. Details	Related Entities Customer	Portal			
					v	_
💾 Past Month 🛛 🗍 Re	ead Frequency: Daily 🗸				Advanced Search	
					Legend: Change Out	
View					\$\$ \$ D \$	
CONSUMPT	TION DATE 🔶 READ (GALLONS)	CONSUMPTION (GALLON	NS) LAST READ TIME	ALERT TYPE	READ METHOD	
	ł	larmony Encor	e – Table View	Settings		
	—					
	-0-					
	503					
olumn Settir	ngs 💙 allows	you to add/rer	nove columns	in the table ar	nd designate ther	n as
		· .			-	
vither Primary	or Secondary ca	numns				
either Primary	or Secondary co	olumns.				
ither Primary	or Secondary co	olumns.		ß		
either Primary here are 3 ex	or Secondary co	Excel , Em	ail 🗖, and P[DF 🚨.		
here are 3 ex	v or Secondary co xporting options:	Excel , Em		DF D.		
here are 3 ex xcel will expo	or Secondary co xporting options: ort and downloa	Excel , Em d the Primary c	ail 🖂 , and PE columns in a .xl:	DF D. sx format.		
ither Primary here are 3 ex xcel will expo	or Secondary co xporting options: ort and downloa	Excel , Em d the Primary c	ail 🗖, and PE columns in a .xl:	DF <u>D</u> . sx format.		
ither Primary nere are 3 ex xcel will expo	v or Secondary co xporting options: ort and downloa	Excel , Em d the Primary c	ail , and PE columns in a .xl:	DF D. sx format.	Read Method	
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ither Primary nere are 3 ex xcel will expo /1s/2023 /1s/2023 /1s/2023 /1s/2023 /1s/2023 /1s/2023 /1s/2023	v or Secondary co xporting options: ort and downloa Read (Gallons) 533 533 534 534 534 534 534 534 534 534	Consumption (Gallons)	ail , and PE columns in a .xl: Last Read Time 5 09/18/2023 678 09/17/2023 37 09/15/2023 127 09/14/2023 15 09/6/2023	DF D. sx format.	Read Method Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network	
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ither Primary here are 3 ex xcel will expo /11/2023 /11/2023 /13/2023 /13/2023 /6/2023 /5/2023 /4/2023	v or Secondary co xporting options: ort and downloa [Read (Gallons) 533 533 533 533 534 533 533 533 533 533	Consumption (Gallons) Consumption (Gallons)	ail , and PE columns in a .xl: Last Read Time 5 09/18/2023 678 09/17/2023 37 09/15/2023 127 09/14/2023 15 09/6/2023 15 09/6/2023 264 09/5/2023 201 09/4/2023	DF D. sx format.	Read Method Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network	
ither Primary here are 3 ex xcel will expo (14/2023 (14/2023 (5/2023 (5/2023 (5/2023 (3/2023 (3/2023 (3/2023 (3/2023 (3/2023 (3/2023 (3/2023) (3/2023 (3/2023) (3/2023 (3/2023) (3/202) (3/20	v or Secondary co xporting options: ort and downloa [Read (Gallons) 533 533 533 534 534 534 534 534 534 534	Consumption (Gallons) (Consumption (Gallons) (Consum	ail , and PE columns in a .xl: Last Read Time 5 09/18/2023 678 09/17/2023 37 09/15/2023 127 09/14/2023 15 09/6/2023 264 09/5/2023 264 09/5/2023 201 09/4/2023 176 09/3/2023	DF D. sx format.	Read Method Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network Fixed Network	
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either Primary	v or Secondary co xporting options: ort and downloa [Read (Gallons) 533 534 534 534 534 534 533 534 534 533 534 533 534 534	Consumption (Gallons) 3338 Consumption (Gallons) 3338 4655 1618 1491 2870 2666 2405 3767	ail , and PE columns in a .xl: Last Read Time 5 09/18/2023 678 09/17/2023 37 09/15/2023 127 09/14/2023 15 09/6/2023 264 09/5/2023 201 09/4/2023 176 09/3/2023 288 08/25/2023 228 08/25/2023	DF D. sx format.	Read Method Fixed Network Fixed Network	

Harmony Encore – .xlsx Export

PAGE 24



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

Daily Consumption For ARTHUR SAMPLES EID 13397408 (Past Month)	Daily Consumption For ARTHUR SAMPLES EID 13397408 (Past Month)
NO To	Image: Non-To To ① Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this me
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this mes Report, Fadf KB	Report cov V
	You don't often get email from noreply@harmonyencoremdm.com. Learn why this is important
You don't often get email from noreply@harmonyencoremdm.com. Learn why this is important	Consumption report file attached to the email.
Consumption report file attached to the email.	

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.

Reset Advanced Sea	arch
Legend: Chang	e Out
\$\$\$ × ×	ß
Search	V
✓ Primary	 Show/Hid
> Read (Gallons)	le Advanc
✓ Consumption (Gallons)	ed Search
Greater than	
500	
Equals	
Filter	
Apply Reset	
Harmony Encore – Advanc	ed Se

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.

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Co	nsump	tion Alerts	Meter Details	More Acct. D	etails Related	Entities Custo	mer Portal						
	All Typ	es 🗸 🗸	Show Archived A	lerts									
											¢	×	ß
		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	
			Archive	Leak	Leak Level:	06/22/2023	06/26/2023	N/A		N/A	06/22/2023	Automation	l
		Δ	Archive	Leak	Leak Level:	06/27/2023	07/21/2023	N/A		N/A	06/28/2023	Automation	l
			Archive	Leak	Leak Level:	07/26/2023	08/10/2023	N/A		N/A	07/26/2023	Automation	l
			Archive	Leak	Leak Level:	08/11/2023	08/24/2023	N/A		Send Email	08/14/2023	Automation	I
										1 to 4 of 4	K 🗙 Page 1	of 1 > >	I.
Se	ent M	essages									¢		4
		ALERT TYPE		MESSAGE TY	PE	MESSAGE	TIME (MST)		SENT BY 🛧	+	ANDLING COMMENT		
		Leak		Email		08/14/20	23 01:57 PM		John Smith	1	4/A		
		Leak		Text messag	je	08/13/20	23 05:08 PM		John Smith	1	4/A		
		Leak		Email		08/13/20	23 05:04 PM		John Smith	1	√A		
										1 to 3 of 3	K < Page 1	of 1 > 🚿	1
										1 to 3 of 3	K < Page 1	of 1 > >	I

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 Po	ortal		
METER SPECIFICA UNIT TYPE: METER SIZE: MANUFACTURER: MODEL: FACTOR: LONGITUDE: LATITUDE:	Allegro 4 N/A N/A N/A 1 -111.96 41.2906	IGBL / UT-21 683 3			PREVIOUS BILLED READ (GALLONS): LAST READ (GALLONS): READ DEVICE: DEVICE TYPE: READ METHOD: MESSAGE TO OFFICE:	517622 534522 1127683 Repeater Fixed Network N/A	
0 METER TIME LINE					METER CONNECTIVITY	- ONLINE	
INSTALLATION DATE: PURCHASE DATE: REMOVAL DATE:	N/A N/A N/A						

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	e 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.

		Meter Details	More Acct. Details	Related Entities	Customer Portal				
MAILING AD	DDRESS	1785 M		SERVI	CE END DATE	N/A			
CCOUNT C	OMMENTS								
8/30/2023 0:37:46 AM	Joh Test	n Smith							
Add comme	nt for this cu	ustomer							
55 Characte	rs Remaininş MENT	9							
METER HIS	TORY							Legend: Current	t Install 📃 Previous Install
	TORY		METER SN		INSTALL DATE		REMOVED DATE	Legend: Current	Install Previous Install
	ID		METER SN		INSTALL DATE		REMOVED DATE	Legend: Current	I Install Previous Install
	D D		METER SN		INSTALL DATE		REMOVED DATE	Legend: Current FIN4 0 to 0 of 0 K	t Install Previous Install
	ID		METER SN		INSTALL DATE		REMOVED DATE	Legend: Current	t Install Previous Install
METER PIC	TURES s has been	added yet	METER SN		INSTALL DATE		REMOVED DATE	Legend: Current	t Install Previous Install
METER PIC	TURES s has been p PICTURES	added yet	METER SN		INSTALL DATE		REMOVED DATE	Legend: Current	t Install Previous Install

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

PAGE 30



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

Consumption Alerts	Meter Details	More Acct. Details	Related Entities	
METER GROUPS				
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.



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.

∑ Search by ∨ 💾 Start Date - E	nd Date	Advanced Search
View		🔅 👌 🖸 🕼 VIEW ON MAP 🛄
	Harmony Encore – Date Range	

View

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





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.

View 🔡 🔅 🖄 VIEW ON MAP 🗍	∑ Search by ∨ 💾 Start Date - End Date	Advanced Search
	View	I VIEW ON MAP



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 E	1, 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.



Reset Advanced Sea	irch
Legend: Chang	e Out
\$\$ × ×	ß
Search	V
✓ Primary	 Show/Hic
> Read (Gallons)	de Advanc
✓ Consumption (Gallons)	ed Search
Greater than 💌	
500	
O AND OR	
Equals	
Filter	
Apply Reset	

Harmony Encore – Advanced Search: Consumption

Reports in Harmony Encore include:

Consumption

- <u>Consumption</u>
- <u>Consumption for Period</u>
- <u>Consumption for Group</u>
- Inactive with Consumption

Meter Reads

- <u>Meter List</u>
- <u>Meter Reads</u>
- Unread Meters
- <u>Hi/Low Reads</u>
- <u>Static Meters</u>
- <u>Manual Reads Only</u>

PAGE 35



Infrastructure

- <u>Meter Change Outs</u>
- 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.

Consu	imption (Consumption 	on for Period (i) Const	umption for Group 🕕	Inactive with Consumption	0				~
<mark>∑ S</mark> e	7 Search by All V H 07/1/2023 - 09/25/2023 Interval: Month									
/iew	88							\$\$ 🗴 E	3 🖪 🕚	
		ELECTRONIC ID	METER SN	ACCOUNT NO.	CUSTOMER NAME	PROPERTY ADDRESS	JULY/2023	AUGUST/20	SEPTEMBER	TOTAL 🗸
>		<u>10481551</u>	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
>		<u>10474786</u>	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

			×	<		A	ugust	2023				9	Septemb	ber 2	2023		
				Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	5
All		\sim		30	31	1	2	3	4	5	27	28	29	30	31	1	
				6	7	8	9	10	11	12	3	4	5	6	7	8	
Month		\sim		13	14	15	16	17	18	19	10	11	12	13	14	15	(
			ETER	20	21	22	23	24	25	26	17	18	19	20	21	22	
Include removed meters				27	28	29	30	31	1	2	24	25	26	27	28	29	1
				12:00 A	мО											-0	11:5
APPLY	CANCEL								From 1	2:00 AM	- To 1	1:59 PI	M	_			
				т	nis Mon	th		Past M	onth		Year to	Date			APPLY	с	:ANC

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 Ony)	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.

Cons	imption (Consumption for	or Period (i) Consum	nption for Group (i)	Inactive with Consum	ption (i)			×
∏ se	arch by	All 🗸 💾 This Mont	th						Advanced Search
View	00							\$\$ X A	VIEW ON MAP
		EID	ACCT. NO.	CONSUMPTION (GALLONS)	CUSTOMER NAME	START DATE	LAST READ TIME	START READ (GALLONS)	LAST READ (GALLONS)
>		10481551	70001801	340632	ULTIMATE EXPRE	09/1/2023	09/22/2023 11:50	3828893	4169525
>		<u>6756936</u>	70001741	176345	SMITH'S FOOD &	09/1/2023	09/25/2023 12:00	17790222	17966567
>		10474642	70110011	163908	BATES SCHOOL	09/1/2023	09/25/2023 12:00	7079528	7243436
>		13125767	70330011	88119	AMERICA FIRST C	09/1/2023	09/25/2023 12:00	3554393	3642512
>		<u>6754647</u>	60013701	75351	BLACKHAWK H.O	09/1/2023	09/24/2023 12:00	3897987	3973338
>		<u>10474786</u>	70510016	73594	REESE REAL ESTA	09/1/2023	09/25/2023 12:03	1667953	1741547
>		10883935	70001142	65079	NORTH OGDEN JI	09/1/2023	09/25/2023 12:01	3379803	3444882

Harmony Encore – Consumption for Period Report

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

PAGE 38



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

			<	<	Se	ptembe	r 2023					Octobe	er 2023	3	>
			Su	u Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th F	Fr S
earch by All 🗸 🛱 9	Start Date - End Dat	ate	27	7 28	29	30	31	1	2	1	2	3	4	5 6	6 7
			3	3 4	5	6	7	8	9	8	9	10	11	12 1	13 1
					_	_		<u> </u>	_						
		×	10	0 11	12	13	14	15	16	15	16	17	18	19 2	20 2
4.IL	×	< ~]	1	0 11 7 18	12 19	13 20	14 21	15 22	16 23	15 22	16 23	17 24	18 25	19 2 26 2	20 2 27 2
All	×	< ~	10	0 11 7 18 4 25	12 19 26	13 20 27	14 21 28	15 22 29	16 23 30	15 22 29	16 23 30	17 24 31	18 25 1	19 2 26 2 2 3	20 2 27 2 3 4

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.

Cons	umptio	n (i) Consumpti	ion for Period (i)	Consumption for Group (i)	Inactive with Consump	tion ()			~
∏ se	arch b	y Meter Group: Irrig Interval: Month	ation 🗸 💾 This M	onth					
View	00						\$		W ON MAP
		EID 🗸	IS MAIN?	METER SN	CUSTOMER NAME	ADDRESS	DIAMETER	SEPTEMBE	TOTAL
>		13397408	False	13397408	ARTHUR SAMPLES	1785 N 450 E	N/A	4348	4348
>		<u>8736746</u>	True	08736746	NO-APTS-LLC	1768 N 400 E	N/A	24097	24097
		1 Main meters						24097	24097
		1 Child meters						4348	4348
		NRW (Gallons)						19749	19749
		NRW %						81.96	81.96
							1 to 2 of 2	IK 🗙 Page 1	of1 >>I

Harmony Encore – Consumption for Group Report

PAGE 40



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**

			<		Se	ptembe	er 2023	3				Octob	oer 202	3		>
Meter Group	X ~		Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
Irrigation	~	1	27	28	29	30	31	1	2	1	2	3	4	5	6	7
			3	4	5	6	7	8	9	8	9	10	11	12	13	14
Month	~		10	11	12	13	14	15	16	15	16	17	18	19	20	21
Night only computing (02)	00.004.05-00.004		17	18	19	20	21	22	23	22	23	24	25	26	27	28
Night only consumption (02:0	JU AM - US:UU AM)		24	25	26	27	28	29	30	29	30	31	1	2	3	4

Harmony Encore – Apply Changes

Search by options available include the following:

- Meter Group
- ٠

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
ls 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**

			<		Se	ptemb	er 2023					Octob	er 202	3		>
			Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
arch by All 🗸 💾	Start Date - End Date		27	28	29	30	31	1	2	1	2	3	4	5	6	7
	jotare bate End bate		3	4	5	6	7	8	9	8	9	10	11	12	13	14
			10	11	12	13	14	15	16	15	16	17	18	19	20	21
AU.	× ~		17	18	19	20	21	22	23	22	23	24	25	26	27	28
		_	24	25	26	27	28	29	30	29	30	31	1	2	3	4

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 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.

Meter	r List 🛈	Meter Reads (i)	Unread Meters (i)	Hi/Low Reads (i)	Static Meters 🕕	Manual Reads Only 🕕			~
7 se	arch by a	All 🗸						Assign meters to group	Advanced Search
iew	00							\$ D D	
		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	ОК
>		2164729	02164729	21391011	Evan Aguilar	2767 N 900 E	361331	09/26/2023 12:00	ОК
>		2164954	02164954	40004682	Heath Gill	902 E 1510 N	93851	09/26/2023 12:01	ОК
>		2164990	02164990	40004803	Annette Werner	2408 N MOUNTAI	316318	09/26/2023 12:00	ОК
>		2165374	02165374	40003621	Cheryl Webster	2677 N 1325 E	112122	09/26/2023 12:00	ОК
>		2165727	02165727	30624014	Shawna Richards	635 E 2300 N	186257	09/26/2023 12:00	ОК
>		2165728	02165728	41001011	Wendi Bradley	950 E 1700 N	89402	09/26/2023 12:00	ОК
				Harmon	v Encore -	- Meter List F	leport		

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.



∏ Se	arch by	All, Include re	moved meter	rs 🗸								Assign	meters to grou	up Adva	nced Search
View	00											ŝ			
		ELECTR ID	METER SN	ACCOUNT NO.	CUSTO NAME	PROPER ADDRESS	LAST READ ↓ TIME	LAST READ (GALLO	METER STATUS	LAST READ COMME CODES	LAST READ COMME	EMAIL	PHONE	COMME	READ METHOD
>		<u>10690</u>	10690	11697	JOSE T	3173 N	09/26/2	627696	ОК	N/A	N/A	N/A	N/A	N/A	Fix Alar
>		<u>10481</u>	10481	60279	NORTH	435 E 2	09/26/2	847726	ОК	N/A	N/A	N/A	N/A	N/A	Fixed N
>		<u>10882</u>	10882	52008	JACOB	146 E C	09/26/2	383584	OK	N/A	N/A	N/A	N/A	N/A	Fixed N
>		<u>10985</u>	10985	11471	CHASE	3169 N	09/26/2	299646	ОК	N/A	N/A	N/A	N/A	N/A	Fixed N

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.

Meter	List 🛈 🛛 M	eter Reads ()	Unread Met	ers (i) Hi/I	Low Reads (i)	Static Mete	rs i 🤉 Man	ual Reads Onl	y ()				~
॑ Sea	rch by Route:	Route 4, Show o	only last read	~								Adva	nced Search
View	00									Ę	» × ×		ОN МАР
	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	ОК	route 1, R	N/A	N/A	VRS Man	Encore t
	<u>13290581</u>	10743646	694	Brooke	103 FCR	09/6/202	6540	ОК	route 1, R	N/A	N/A	VRS Man	Test enc
	<u>15512837</u>	2120684	653	SLAUGH	101 FM 2	09/6/202	7890	ОК	route 1, R	N/A	N/A	VRS Man	Test enc
	<u>9533329</u>	20243601	760	ALLEE	103 FCR	09/6/202	1230	ОК	route 1, R	N/A	N/A	VRS Man	Encore t
	<u>15519080</u>	2120684	688	FLATT_ JI	1825 H	09/6/202	5630	ОК	route 1, R	N/A	N/A	VRS Man	Test enc
	<u>15515725</u>	2120684	333	ADAMS	1825 W	09/6/202	2350	ок	route 1, R	N/A	N/A	VRS Man	Test enc
	<u>16725574</u>	6952599	430	GATLIN	1029 FM	09/6/202	123400	ОК	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

Route	$\times \sim$
2	~
Show only last read	
_	
APPLY	CANCEL

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.



Meter I	List 🕕 Me	ude never read me	Unread Meters 🕕 ters 🗸 💾 Past N	Hi/Low Reads (Static Meter	rs 🛈 Manual	Reads Only 🕕	A	dvanced Search	EXPECT TEC	+NICIAN VISIT
View									\$\$ \$ M		ОМ МАР
	EID	METER SN	UPLINK RSSI	ROUTES	ACCT. NO. 🛧	CUSTOMER NAME	ADDRESS	READ TIME	LAST READ (GALLONS)	RECEPTI QUALITY	DOWNLI RSSI
	<u>13513511</u>	N/A	N/A	Demo135	135A	Jane Demo	144 Main Str	N/A	N/A	No Rece	N/A
	13513522	N/A	N/A	Demo135	135B	John Demo	145 Main Str	N/A	N/A	No Rece	N/A
	23513511	N/A	N/A	Demo 138	138A	Frank Demo	178 Main St	N/A	N/A	No Rece	N/A
	23513522	N/A	N/A	Demo 138	138B	Fran Demo	176 Main Str	N/A	N/A	No Rece	N/A
	9979123	N/A	N/A	Replace Rout	AA-123	John Demo	67 West Elm	05/16/2023 02:48 AM	358400	No Rece	N/A
	9979124	N/A	N/A	Replace Rout	AA-124	Jane Demo	68 West Elm	05/15/2023 09:00 PM	80600	No Rece	N/A

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'.

∏ Se	arch by All, Incl	ude never read m	eters ∨ 💾 F	Past Month	Show Meters W	lithout EID			Reset Advanced S	earch	XPECT TECHNICIAN V	/ISIT
View	00								<u></u>) M ()	VIEW ON MAP	Ф
	EID	METER SN	ROUTES	ACCT. NO.	CUSTOMER NAME	ADDRESS	READ TIME	LAST READ (GALLONS)	RECEPTI QUALITY	UPLINK RSSI	DOWNLINK RSSI	V
	<u>10347649</u>	10347649	N/A	30201011	Alissa Combs	656 E 2650	06/14/2023	276331	No Reception	-121	-108	Show/Hi
	<u>10443364</u>	10443364	N/A	1013013	Eileen Lawr	340 E ELBE	06/15/2023	279564	No Reception	-112	-103	de Advanc
	<u>10443233</u>	10443233	N/A	2322813	Pablo Hend	3216 N 425	08/2/2023	533900	No Reception	-122	-97	ed Search
	<u>10442238</u>	10442238	N/A	2341012	Lydia Olsen	357 E 3325	08/4/2023	520446	No Reception	-93	-74	

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

★ my water advisor

- 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

			•	-	<		A	ugust	2023				s	eptemb	oer 2	2023		
All		\sim		D. I	Su	Мо	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	
				FU	30	31	1	2	3	4	5	27	28	29	30	31	1	
Include never read m	eters			I/A	6	7	8	9	10	11	12	3	4	5	6	7	8) (
				VA	13	14	15	16	17	18	19	10	11	12	13	14	15) (
				F	20	21	22	23	24	25	26	17	18	19	20	21	22) (
APPLY	CANCEL			VA	27	28	29	30	31	1	2	24	25	26	27	28	29)
				110														

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.

Meter List 🛈	Meter Reads (i) Unread Me	ters (i) Hi/Low R	eads () Static Meters	i) Manual Reads Only (D		~
∑ Search by All	~						Advanced Search
View						\$ & A &	VIEW ON MAP
ROUTES	LOW	HIGH	OUT OF RANGE READ (GALLONS)	CONSUMPTION (GALLONS, SINCE LAST (i) BILLED READ)	EXCEPTION TYPE	READ DATE	LAST BILLED READ DATE
Route 1	40800	53900	56140	15340	High	09/19/2023	07/31/2023
Route 1	10700	16100	17980	7280	High	09/19/2023	07/31/2023
Route 1	78000	95600	97440	19440	High	09/19/2023	07/31/2023
Route 1	31800	41900	49380	17580	High	09/19/2023	07/31/2023
Route 1	100	4200	50	-50	Low	09/19/2023	07/31/2023

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.



Meter I	List 🕕 Meter Rea	ds () Unread Meters ()	Hi/Low Reads (j) Static Meters	Manual Reads Onl	у 🛈		~
∏ Sea	rch by All 🗸 💾 Pa	ast 6 Months						Advanced Search
View	88						\$ <	VIEW ON MAP
	EID	METER SN AG	CCT. NO.	CUSTOMER NAME	ADDRESS	READ TIME	LAST READ (GALLONS)	DAYS STATIC 🗸
	10352707	10352707	30566013	Bret Adams	2311 N 600 E	09/29/2023 06:45	801324	400
	10442749	10442749	1035012	Irene Yang	280 E 3000 N	09/29/2023 07:00	340002	400
	<u>10884541</u>	10884541	3019011	Kara Pierce	3333 N 425 E	09/29/2023 05:00	69214	400
	10443537	10443537	11097013	Cory Dominguez	630 E 3225 N	09/29/2023 08:00	396893	400
	10689608	10689608	20075012	Ruben Rojas	1271 E 2925 N	09/29/2023 07:45	406083	400
	<u>10693376</u>	10693376	20231012	April Terrell	1342 E 3000 N	09/29/2023 08:00	281802	400

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.



Meter List ① Meter Reads ① Unre	ead Meters 🕜 Hi/Low Reads 🕜	Static Meters () Manual Reads (Dnly 🕕	~
View				 값 말 값 VIEW ON MAP ([])
ACCT. NO.	LAST READ TIME	LAST READ (GALLONS)	LAST READ METHOD	NO. OF READS
470	08/15/2023 10:45 AM	60	VRS Manual	1
417	06/20/2023 10:44 AM	25820	VRS Manual	1
466	09/19/2023 10:55 AM	0	VRS Manual	5
492	09/19/2023 10:33 AM	4290	VRS Manual	5
				1 to 4 of 4 K < Page 1 of 1 > >

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

		×				March	2023					Apr	1 2023			
			Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	
All	X V		26	27	28	1	2	3	4	26	27	28	29	30	31	
r.u.			5	6	7	8	9	10	11	2	3	4	5	6	7	
Include removed mete	rs		12	13	14	15	16	17	18	9	10	11	12	13	14	
			19	20	21	22	23	24	25	16	17	18	19	20	21	
	[26	27	28	29	30	31	1	23	24	25	26	27	28	
APPLY	CANCEL									30	1	2	3	4	5	

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.

Meter	Change Outs () Duplicat	e meters 🛈								~	
∏ Sea	∑ Search by All ✓										
View	00							ŝ	& 🗠 🗘	VIEW ON MAP	
	CUSTOMER NAME	ADDRESS	ACCT. NO.	ROUTES	INSTALL DATE	OLD EID	NEW EID	OLD SN	NEW SN	FINAL READ (GALLONS)	
	Leyva_ Veronica Hernandez	10011 Lakeside	930	route 1, Test	11/21/2023	9533325	N/A	20243572	19292120	0	
	Hernandez_ Daniela	10063 Lakeside	931	route 1, Test	11/21/2023	9557023	N/A	No Number	5572472	0	
	Sterling_ Charles	1000 Whipporwill	399	Route 100, Te	11/21/2023	3991491	N/A	222305559	11521840	0	
	Barcenas_ Maria Cristina	10028 Deep For	466	route 1, Test	11/21/2023	816900	N/A	19275700	222385673	0	

Harmony Encore – Meter Change Outs Report

PAGE 58



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**

			<	<		March	2023					Apri	1 2023		
			S	iu I	Mo Ti	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr
earch by All 🗸 💾 P	ast 6 Months	1	2	6	27 28	1	2	3	4	26	27	28	29	30	31
			5	5	6 7	8	9	10	11	2	3	4	5	6	7
			13	.2	13 14	15	16	17	18	9	10	11	12	13	14
All	X	~	19	9	20 23	22	23	24	25	16	17	18	19	20	21
Au				6	27 28	29	30	31	1	23	24	25	26	27	28
Au		_	20				\sim	_		_				$\mathbf{-}$	
Au			20	.0						30		2	3	0	6
APPLY	CANCEL		2							30	1	2	3	4	5

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				

PAGE 59



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.

Mete	r Change Outs 🕕	Duplicate meters ①							
View	88							\$ \$ \$	VIEW ON MAP
	EID	METER SN 🛧	ACCT. NO.	CUSTOMER NAME	ADDRESS	ROUTES	LAST READ TIME	LAST READ (GALLONS)	DUPLICATES WITH
	<u>12352227</u>	11034900	0815-00	BURRIS, RITA~0	104 HILLSIDE CT	2	09/25/2023 09:1	239730	<u>15928110</u>
	<u>15928110</u>	11034900	0812-00	ENGRAM, WILLI	105 HILLSIDE CT	2	09/25/2023 09:1	52950	<u>12352227</u>
	783837	11180457	171	Scott_ Gregory/Si	11965 Long Tree	route 1, Test Route	11/21/2023 12:0	0	<u>12934186</u>
	<u>12934186</u>	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
- 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

WaterTown Powered by Master Meter Inc. ™		Search for EID, Customer Name, Location, Account No., etc.
SETTINGS Admin MY ACCOUNT COMPANY A LERTS Measurement issues Negative common consumption Consumption exceptions GROUPS USERS	Measurement issues alerts	

Harmony Encore – Measurement Issues Alert



WaterTown Powered by Master Meter Inc. ™		Д Ш 💩 [→
$\begin{tabular}{lllllllllllllllllllllllllllllllllll$		
SETTINGS Admin	Negative common consumption	
A MY ACCOUNT	Reverse Flow 🗸	
COMPANY	Alert parameters Generic parameters	
▲ ALERTS		
Measurement issues Negative common consumption Consumption exceptions	5 15 25 35 45 55 65 75 85 95 105 115 125 135 145 Min 10 20 30 40 50 60 70 80 90 100 110 120 130 140 Max • No notice 0 -4 5 -14 ΔΔ 15 29 ΔΔΔ 30 150 SAVE CANCEL RESET * * * * No notice 10 110 120 130 140 Max SAVE CANCEL RESET * * * * 15 10 * * 10 10 140 Max * 15 * 10 10 10 10 10 10 10 10 10 10 10 <td>olute numbers) in the 24 hours before the reverse flow alert</td>	olute numbers) in the 24 hours before the reverse flow alert

Harmony Encore - Negative Common Consumption Alert

WaterTown Powered by Master Meter Inc. ™		⊕ @ @ [→
$ \prod_{r=1}^{n} METER PROCESSING \lor ALERTS REPORTS $		
SETTINGS Admin MY ACCOUNT COMPANY ALERTS Measurement issues Negative common consumption Consumption exceptions GROUPS KUSERS	Consumption exceptions	the alert was last received

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 AlertsAuto Archive Alerts	Email, SMS, and Printed Letter
Leak In Main Meter	Consumption exceptions	Available	Disable New AlertsAuto Archive Alerts	Email, SMS, and Printed Letter
Reverse Flow	Negative Consumption exceptions	Available	Disable New AlertsAuto 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 AlertsAuto 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**

On-Lin	e Read (i) D	Datalog Request (j) Expect	Technician Visit Request	Registered	d Meters (j)				
My job:	s SEND	ON-LINE READ REQUEST							
On-Li	ne Read Jobs	5						\$ \$	1 🗅
	Job Job V	REQUEST TIME	COMPLETION ETA	JOB STATE	NO. OF UNITS	SUCCESS UNITS	FAIL UNITS	PENDING UNITS	
	31102261	09/26/2023 02:46	09/26/2023 02:54	Pending	1	N/A		N/A 1	
							1 to 1 of 1 K	< Page 1 of 1 >	ы

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.



114			
	Send on-line read request	×	
	Electronic ID		
MPLETION E	13397408 🛞		FAIL UNITS
	Response Due At: 02:54:26 PM Job ID:31102261		
		OK CLOSE	

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.

On-Line My jobs	On-Line Read ① Datalog Request ① Expect Technician Visit Request ① Registered Meters ① My jobs ● SEND ON-LINE READ REQUEST								
On-Li	ne Read Job	s							\$\$ × > +
	JOB ID 🗸	REQUEST TIME	COMPLETION ETA	JOB STATE	NO. OF UNITS	SUCCESS UNITS	FAIL UNITS		PENDING UNITS
	<u>31102285</u>	09/26/2023 03:24	09/26/2023 03:28	Success	1	1		0	0
	31102261	09/26/2023 02:46	09/26/2023 02:54	Failed	1	0		1	0
							1 to 2 of 2	< <	Page 1 of 1 > >I

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**



On-Line Read	(i) Datalog F	Request i) Exp	ect Technician Visit R	equest () Registe	ered Meters (i)			
My jobs	SEND DATALO	OG REQUEST						
Datalog Re	quest Jobs							\$ & \S &
JOB ID	P↓ R	REQUEST TIME	COMPLETION ETA	JOB STATE	NO. OF UNITS	SUCCESS UNITS FAIL UNITS	PENDING UNITS	REQUESTING USER
3110	2269 0	09/26/2023 02:5	09/26/2023 03:4	Pending	1	N/A	N/A 1	Jared Russum
							1 to 1 of 1 🛛 K 🖌 P	age 1 of 1 💙 🔀

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.

Send Datalog request	×
Electronic ID	
13397408 🛞	
Start Date & Time	
09/18/2023 08:00 AM	Ë
End Date & Time	
09/26/2023 08:00 AM	Ë
Reads Interval	
30 minutes	~
	OK CANCEL
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.

On-Line	Read (i)	Datalog Request (i)	Expect Technician Visit Request 🕧	Registered Meters (i)			
My jobs	SE	ND DATALOG REQUEST					
Datalo	g Reques	t Jobs					\$ & A &
	JOB ID 🗸	REQUEST TIME	COMPLETION ETA JOB STATE	NO. OF UNITS	SUCCESS UNITS	FAIL UNITS PENDING UNITS	REQUESTING USER
	31102269	09/26/2023 02:5	09/26/2023 03:4 Failed	1	0	1 0	Jared Russum
						1 to 1 of 1 K 🔨	Page 1 of 1 > >I

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

PAGE 71



- 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**

	¢; 🗴 🗅 🗳
NO. OF UNITS SUCCESS UNITS FAIL UNITS PENDING UNITS	REQUESTING USER
No Rows To Show	
0 to 0 of 0 K 🗸 Pa	ge 0 of 0 > >I
	NO. OF UNITS SUCCESS UNITS FAIL UNITS PENDING UNITS No Rows To Show 0 to 0 of 0 K < Page

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.

Expect technician visit		×
Electronic ID		
13397400		
Start Date & Time:		
09/27/2023 12:00 PM	Ë	NOW
Duration		
4 hour		~
Response Due At: 09/27/2023 08:43 AM Job ID: 31105409		
	ок	CLOSE
	abniaian	Vieit

PAGE 72


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.

On-Line Read ① Datalog Request ① Expect Technician Visit Request ①	Registered Meters 🕕		
My jobs			
Expect Technician Visit Request Jobs			\$ X M A
JOB ID \downarrow REQUEST TIME COMPLETION ETA JOB STAT	E NO. OF UNITS SUCCESS UNITS	FAIL UNITS PENDING UNITS	REQUESTING USER
31105409 09/27/2023 08:2 09/27/2023 08:4 Pending	1 N/A	N/A 1	Jared Russum
		1 to 1 of 1 🛛 K 🔨 F	age 1 of 1 > >I

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.

On-Li	ine Read 🥡	Datalog Request 🕕	Expect Technician	Visit Request 🕕	Registered Mete	ers ()				~
∑ se	arch by All 🗸	This Month							[Advanced Search
View	00							\$\$ ×		VIEW ON MAP
	EID	METER SN	UNIT TYPE	BASE STATION	REPEATER	LAST REGISTRATION	NO OF REGISTRATI	UPLINK RSSI	DOWNLINK RSSI	ADDRESS
	2240265	02240265	Allegro 4GBL	10013	N/A	09/1/2023 02:23 PM	1	-122	-109	170 W HA
	2240280	02240280	Allegro 4GBL	10013	N/A	09/19/2023 04:14 PM	4	-109	-95	3924 N 22
	<u>10885766</u>	10885766	Allegro 4GBL	10013	N/A	09/21/2023 09:00 AM	1	-98	-107	2854 N CH
	10482015	10482015	Allegro WM E	10013	N/A	09/14/2023 07:28 PM	1	-121	-102	472 E 210
	2240038	02240038	Allegro 4GBL	10013	N/A	09/7/2023 02:59 PM	1	-77	-69	1741 N 42
	2237853	02237853	Allegro 4GBL	10013	N/A	09/7/2023 06:32 AM	1	-122	-118	204 E 390

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

MY WATER ADVISOR | USER GUIDE

my water advisor

			September 2023		October 2023			!3							
			Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr
All	$\times \sim$		27	28	29	30	31	1	2	1	2	3	4	5	6
			З	4	5	6	7	8	9	8	9	10	11	12	13
First registration only			10	11	12	13	14	15	16	15	16	17	18	19	20
inscregistation only			17	18	19	20	21	22	23	22	23	24	25	26	27
		_	24	25	26	27	28	29	30	29	30	31	1	2	3
APPLY	CANCEL			-	-	-									
			т	his Mon	th		Past M	onth		Year to	Date			APPLY	c

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	Powered by Master Meter Inc. M
	FORGOT PASSWORD
	Email Address
	SEND INSTRUCTIONS
	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:

Forgotten Password Reset								
HA Harmony Accounts <account@harmonyencoremdm.com> To</account@harmonyencoremdm.com>	$\textcircled{\begin{tabular}{c} \hline \hline$							
You don't often get email from account@harmonyencoremdm.com. Learn why this is important								
Somebody requested a new password for the Harmony account of No changes were made to your account yet.								
You can reset your password by clicking the link below:								
https://harmonyencoremdm.com/account/reset-forgotten-password?token=CfDJ8O4JJQFIS8JPI3g5Q7qXnelsQ%252bto% 252f9KTrbJPXK603RjrCMNAEyrgl6qCpSNIAV0df5iX4tgK8ktFZuDVaP0ZPNi1LYaBq2%252fjHfXmNg%252f%252fZeBzA3yur32DwAYp0uA%252fG%252fbWdgq58CvgJLCuY06slf%								
If you did not request a new password no action required.								
Harmony Encore – Forgot Password Reset	<u> </u>							

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.