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## **London Hydro Wins International Award for MyWater Portal**

**Phoenix, Arizona** – Today London Hydro and the City of London won an international award at the CSWeek for Innovation in Digital Customer Engagement for the development of the MyWater Portal.

MyWater, built on the same Green Button platform as MyLondonHydro, MyIDC, Trickl and other London Hydro developed applications has already provided impressive benefits to the City of London and London water customers. In fact, the MyWater portal has already achieved the following:

The portal was a hit with customers and had some impressive results,

- 18% reduction in customer billing inquiries (rates, infrastructure charges and meter readings)
- 23% reduction of high/low billing inquiries
- 70% reduction in customer escalations

London Hydro provides customer and billing services to the City and was pleased to collaborate with the City of London to develop an online portal that is easy to use and provides a wealth of information to customers.

Phase 1 helped customers understand the transition to new pricing tiers and Phase 2, introduced in 2018, uses the Green Button platform to readily provide more timely information and enhance the customer experience of 77,034 customers with hourly interval water data. Once the balance of the water meters are exchanged over the next couple of years, all customers will experience the same benefits.

“MyWater has provided excellent value to the City given that the software solution, leveraging existing hardware and not requiring costly retrofits or the deployment of fixed network systems, permits an evidence based approach to managing our customer programs while also placing

the data in the hands of the public for self-service,” said Daniel Hsia, P. Eng., Water Demand Manger, City of London.

London Hydro is one of the first utilities in Canada to offer Green Button standard based mobile applications for water, gas and electricity consumers. The MyWater application provides granular water meter data to its customers in hourly, daily, weekly and monthly formats, and helps to address leak detection, high billing complaints and Leak Allowances.

Using granular data allows customer service staff at London Hydro and the City of London to pinpoint specific dates within the billing period in question to provide reasoning for a high bill. The customer is then able to look into their increased usage during the specified times in order to avoid or be prepared for high bills in the future.

Proving that high water usage was due to a leak and not excessive water usage could be both difficult and time-consuming for customers and City of London employees. Granular data has allowed for a detailed verification process where both the customer and the customer service representative have the ability to see the exact hour a leak began as well and the reduction in water usage when the leak was repaired. This has helped immensely in streamlining the leak allowance claim process resulting in more effective customer service.

“London Hydro is very pleased with the results of the MyWater portal and how helpful it has become to customers to understand and manage their usage,” says Vinay Sharma, CEO. “Many of our commercial customers use the MyWater feature to assess their usage in multiple facilities to help them understand the water consumption and correlating costs. Hourly data provides an added ability to pinpoint high water usage quickly.”

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