Mi.Net®

Enhancing Customer Service and
Utility Efficiency with Smart Water Networks

Mueller SYSTEMS®

The solution to manage your entire smart water program.

Mi.Net®

Intelligence meets infrastructure with the Mi.Net® system, the comprehensive data gathering solution for water utilities from Mueller Systems. An open standards-based system, the Mi.Net system manages your entire smart water program with an innovative and advanced network solution that enables you to implement existing and future smart technologies.

Mueller SYSTEMS®

Smart capabilities that evolve with your needs.

- **True two-way, command and control functionality**

- **Industry-leading, long-range capability featuring licensed and unlicensed frequencies**

- **Easily migrate from a drive-by to fixed AMI system**

- **Designed to meet the needs of any size utility, geography, and budget**

- **Network, meters, sensors, control devices and leak detection all provided by Mueller**

The Mi.Net system links service connections, distribution sensors, and control devices in a technology ecosystem for real-time access and control. This smart solution provides the ultimate in cost-effective scalability that enables your utility to add advanced capabilities to your network as your smart city program evolves — and new technologies that generate additional revenue streams as they become available.

The Mi.Net system is designed to LoRa open architecture standards that enables data to travel faster and further, while communicating with more devices.

LoRa™ **Alliance**

Manage water connections remotely.

Reduce OPEX costs and control usage at each customer site with a proven remote-disconnect meter.

Whether you have a fixed network or a migratable drive-by solution, Mueller Systems' 420 RDM (remote disconnect meter) enables your crews to connect and disconnect water services from the safety and security of your office or vehicles. Especially helpful if you have high account turnover, the 420 RDM protects employees, lowers labor and operational costs, reduces your carbon footprint, and shortens wait-times for better customer service. With more than five years of operational experience on the Mi.Net network, the 420 RDM is a tested and proven smart-city solution.

- Improve customer service
- Reduce truck rolls
- Increase employee safety
- Improve cash flow

Fixed leak detection for distribution mains.

Automatically detect leaks to prioritize repairs and reduce OPEX spending.

The *EchoShore®-DX* leak detection platform incorporates the latest generation of acoustic sensors to transform your existing field assets into a smart water network. A proven leak detection technology, the *EchoShore-DX* platform has been successfully deployed on virtually every type of pipe material, and operates seamlessly over a Mi.Net or cellular network. The acoustic technology is built into a standard fire hydrant pumper nozzle cap, maintaining a stealth appearance. *EchoShore-DX technology* enables you to find leaks sooner, monitor leak progression, assign field crews based on actual leak criticality, and become proactive with your pipe repair program.
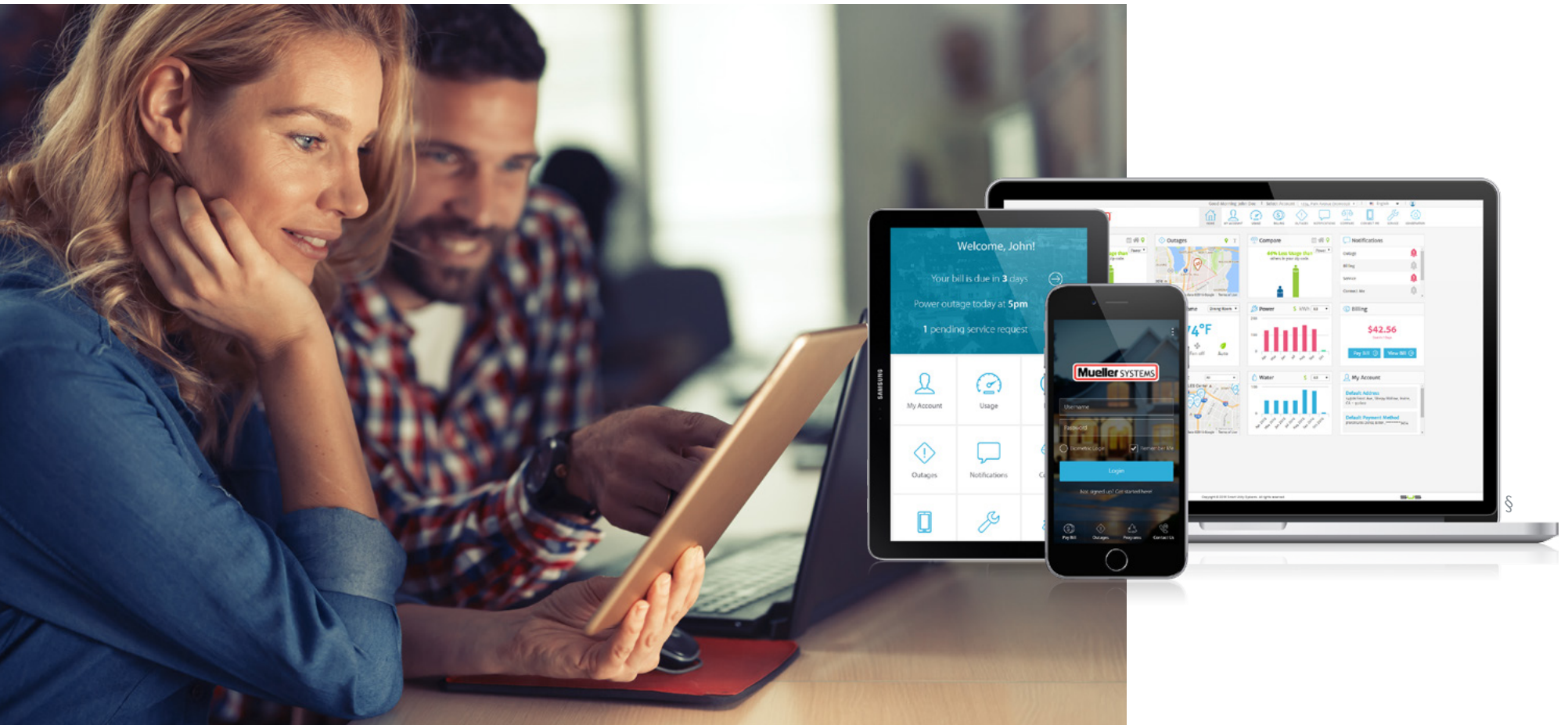
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- Water loss reduction

- Leak management

- Aging pipe infrastructure management

- Customer service improvement

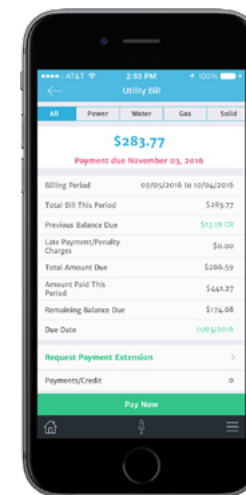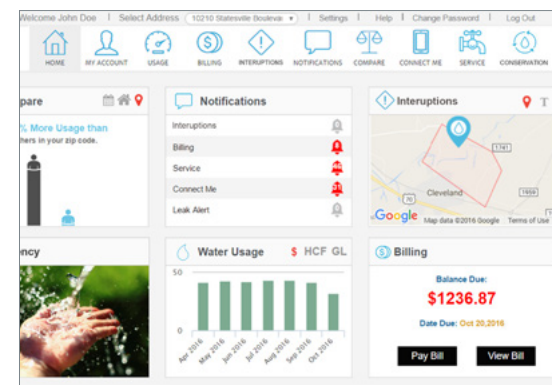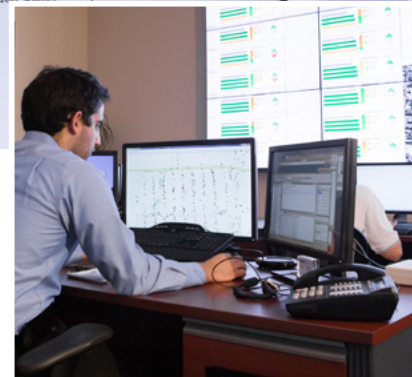# Deliver enhanced services through a customer portal.

Strengthen the relationship between your utility and your customer — the smart way.

The Mi.Net data portal improves your service and conservation efforts by providing customers an online view of their water usage using a personal computer or mobile app. The interactive portal graphically presents real-time and historical usage data collected by the Mi.Net system, enabling customers to:

- **Simplify billing processes**

- **Enable customer pre-payment**

- **Monitor water usage**

- **Compare current usage to previous periods**

- **Configure individual alerts**

- **Set budget and water conservation goals**

- **Estimate usage costs before receiving a monthly bill**

- **Identify inconsistencies that may indicate the presence of leaks**

Customize your portal with images and logos to reinforce your brand and location. Promote conservation efforts by posting articles and videos that educate customers how to change consumption habits to meet usage or budget goals.

Network Operations Center.
Maximize your smart city investment.

The Mueller Systems Network Operations Center (NOC) based in the United States monitors water infrastructure for utilities across North America. The NOC is staffed by highly skilled analysts, each responsible for a specific group of Mi.Net customers. Proactively monitoring real-time network performance on the NOC's nine-foot-high command screen, our analysts immediately alert you if they detect an anomaly — enabling quick resolutions to problems, and a highly optimized network. Freeing your utility staff from monitoring network data enables focusing on your core utility activities, improving your infrastructure efficiency, and boosting your return on investment.

Mueller Systems enables you to tackle tough water utility challenges with the confidence of knowing that a stable, long-term partner is supporting your smart city efforts — every step of the way.

LoRa Alliance.
Moving smart cities forward.

Leveraging Internet of Things (IoT) technologies, municipalities are transforming their water networks into open standards-based systems, improving service offered to customers, and enhancing the connectivity of a wide range of city services.

As a member of the LoRa Alliance, Mueller Systems is bringing IoT technology to water infrastructure through the Mi.Net® system. Other members of the alliance include multi-national telecommunication companies, equipment manufacturers, system integrators, sensor manufacturers, and entrepreneurial start-ups.

LoRa™ Alliance

The Mi.Net system employs LoRa technology. LoRa, short for "low power, long range," is an RF modulation technique that offers high-power transmissions and increased range over traditional systems with lower battery usage.

Your partner for smart city solutions.

Mueller Systems is part of Muller Water Products, Inc., a supplier of leading solutions for smart city infrastructure that is exclusively focused on the needs of water utilities, offering AMI, leak detection, remote shutoff, automated flushing, pressure management, pipe condition assessment, and more. Mueller Systems is driving the development of technologies that incorporate sensor-based data gathering and next-generation networking capabilities. Mueller Systems enables you to tackle tough water utility challenges with the confidence of knowing that a stable, long-term partner is supporting your smart city efforts — every step of the way.

Find out how Mueller Systems can help you by calling 800-323-8584 or visiting www.muellersystems.com.

Mueller SYSTEMS ®