

aqualogic
water conservation

Home

Water Saving Visits





Water Auditing at
home.
Proven success.

WATER SAVING VISIT

- The home audit is a retro fit home visit
- Aqualogic experts visit and fit water saving devices
- Educational and behavioural visit undertaken
- Highly valued service with 97% satisfaction rating

CONNECTING CUSTOMERS

- Acquaint call and customer management
- Appointment arranged
- Visit completed by expert and report sent

A photograph of a plumber in a dark blue uniform working inside a white kitchen cabinet. The plumber is holding a blue clipboard and looking down at it. The cabinet is open, revealing pipes and a water filter. A blue speech bubble is overlaid on the left side of the image, containing the text "Working with Covid 19".

Working with Covid 19

Resilience

How can water utilities continue to meet WRMP AMP7 commitments during and after C19?

Key factors

- **Complying with C19 regulations in a home:**
 - PPE
 - Distance
 - Hygiene
- **Product installations**
- **Customer demand**
- **Planning work safely**



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How about a
virtual visit with
video?

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Let's talk about
water!

water?



Stage 1

Call Centre working from database, calls to offer free virtual water audit.

save?



Stage 2

Timed appointment made. Preparation pack sent detailing journey to customer.

please!

yes!



Stage 3

Video call with auditor at scheduled time. Recommendations made.

home?

safely?

Virtual
:-)



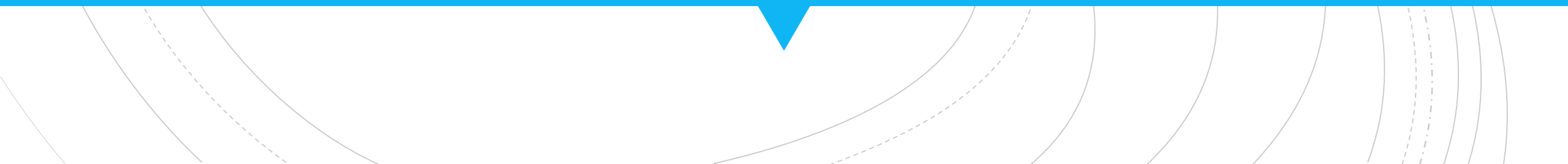
Stage 4

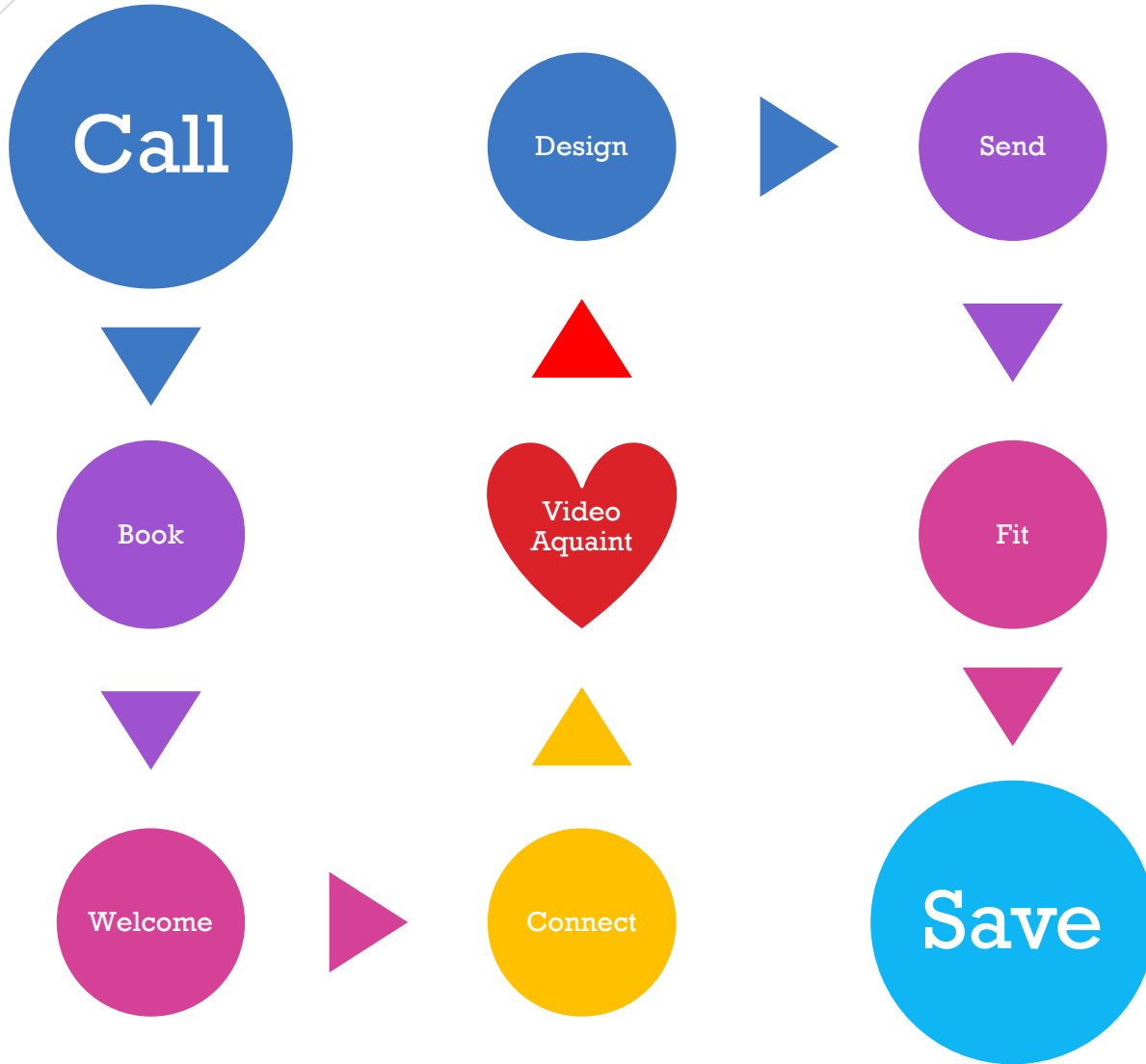
Pack Sent for self fit. Follow up call to help fit and talk about products

If we can't access your home,
let's bring your home to us!



The digital world, the new normal.





How WATCHAT works



Aquaint, our proven **audit tool** at the heart of every audit.

Aqualogics unique powerful and secure **connectivity** suites replacing the **van***

*we still have vans but are moving to EV.



2 Participants



WATCHAT

0:35

Hi Marc, are you ready to save some water and money today?



Unterborn, Craig (LYNC TEST)



Seigfred, Marc



Our experienced water advisors are here to help, from a distance! Virtual Video Chat

Our trained auditor will take a virtual tour of your home.

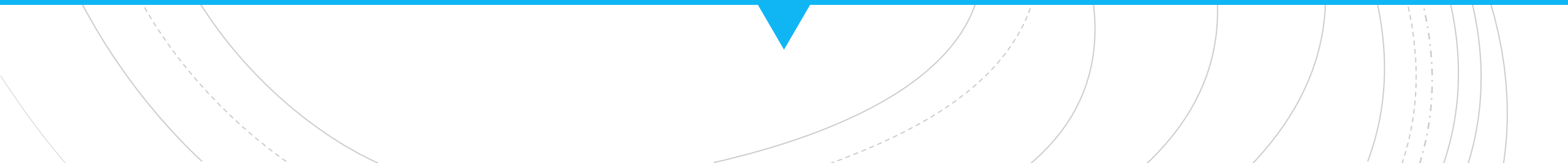


- The customer is in complete control.
- Only 16yrs and over permitted.

- Room by room assessment
- Measure flow rates
- Look for leaks
- Make upgrade recommendations
- Show how to fit the devices
- Talk about other ways to save water and help the environment



Virtual Benefits

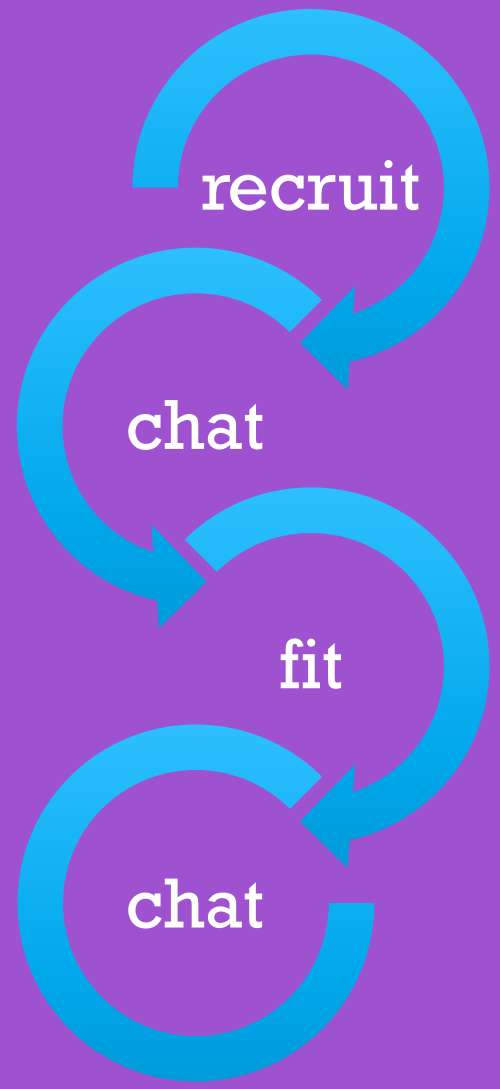




ENGAGING

Continual
engagement
process.

Valuable
customer time
gained with
limited
disruption.

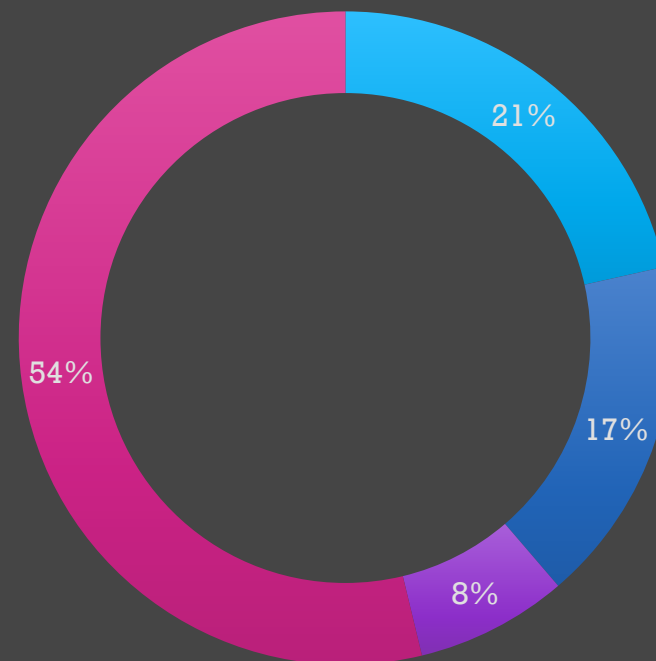




DEMAND

Customer research suggests that water saving is firmly on the Nations agenda, safely!

Uptake



■ No Visit ■ Maybe next year ■ Yes visit now ■ Yes virtual video



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Re-Engage

Expectation



Result

Anticipation

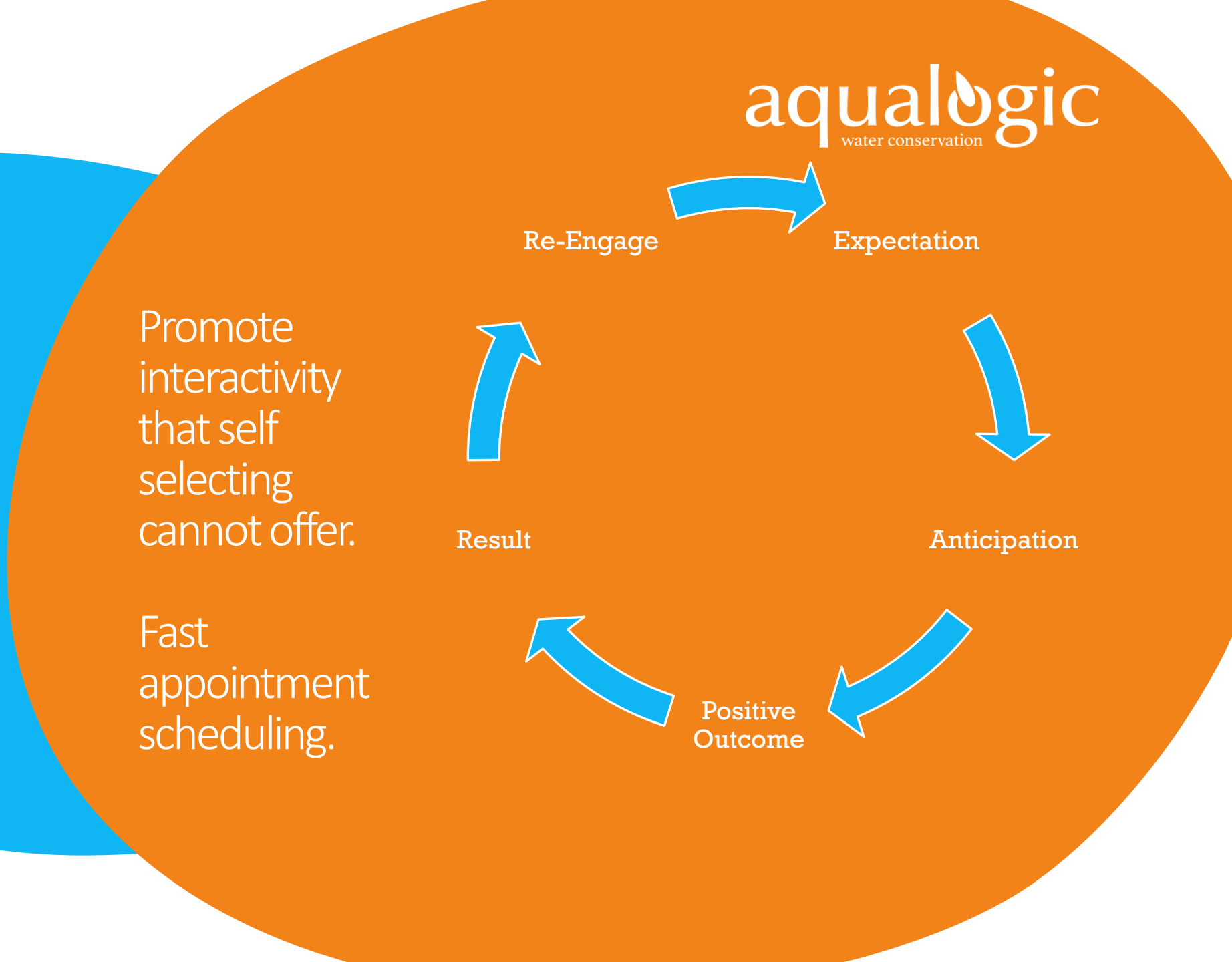
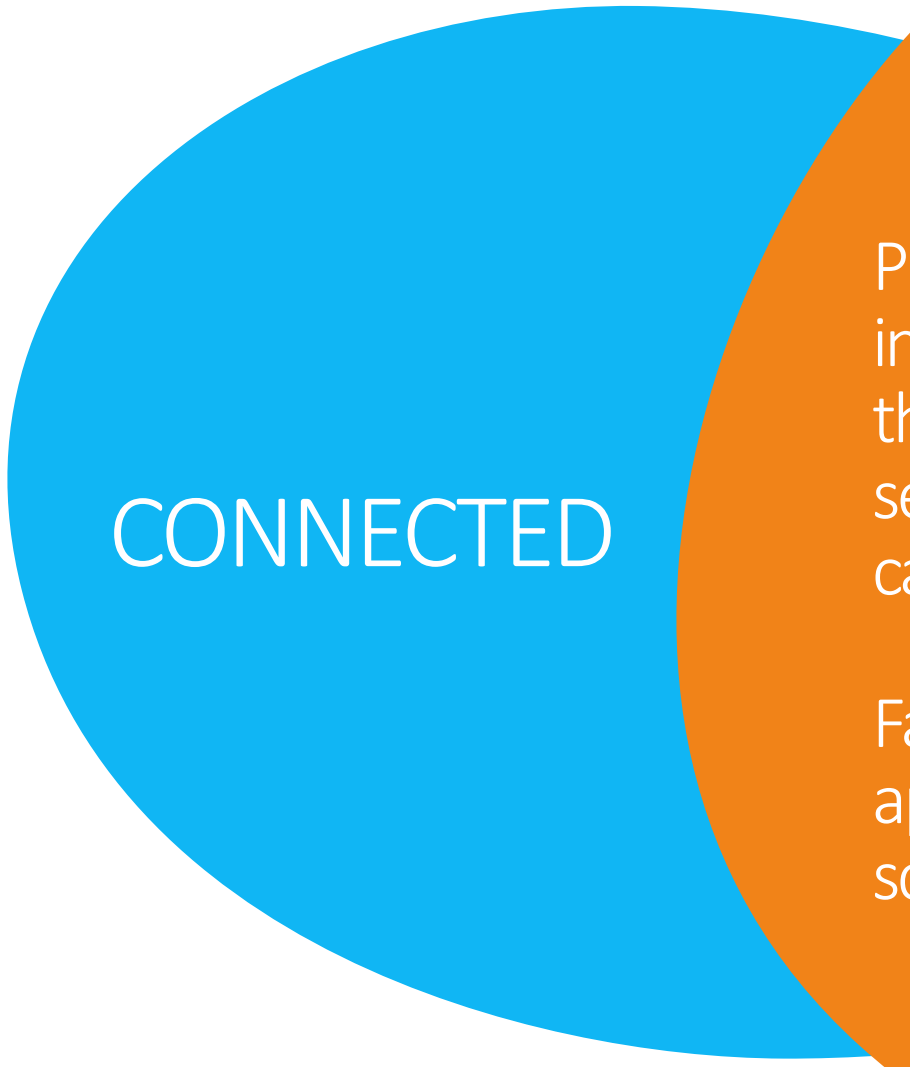


Positive Outcome

CONNECTED

Promote interactivity that self selecting cannot offer.

Fast appointment scheduling.



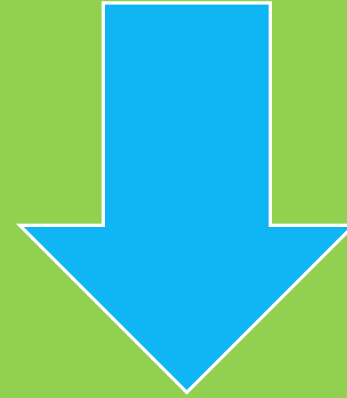


VALUE

Reset the balance and invest more in customer time.

Reduce Co2.

Deliver more audits



Less

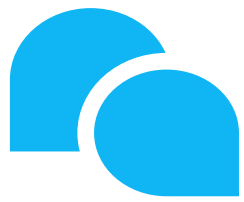
- Driving
- Co2
- Travel
- Cancellations



More

- More time spent with customer
- Audits completes
- Satisfaction
- High Conversion



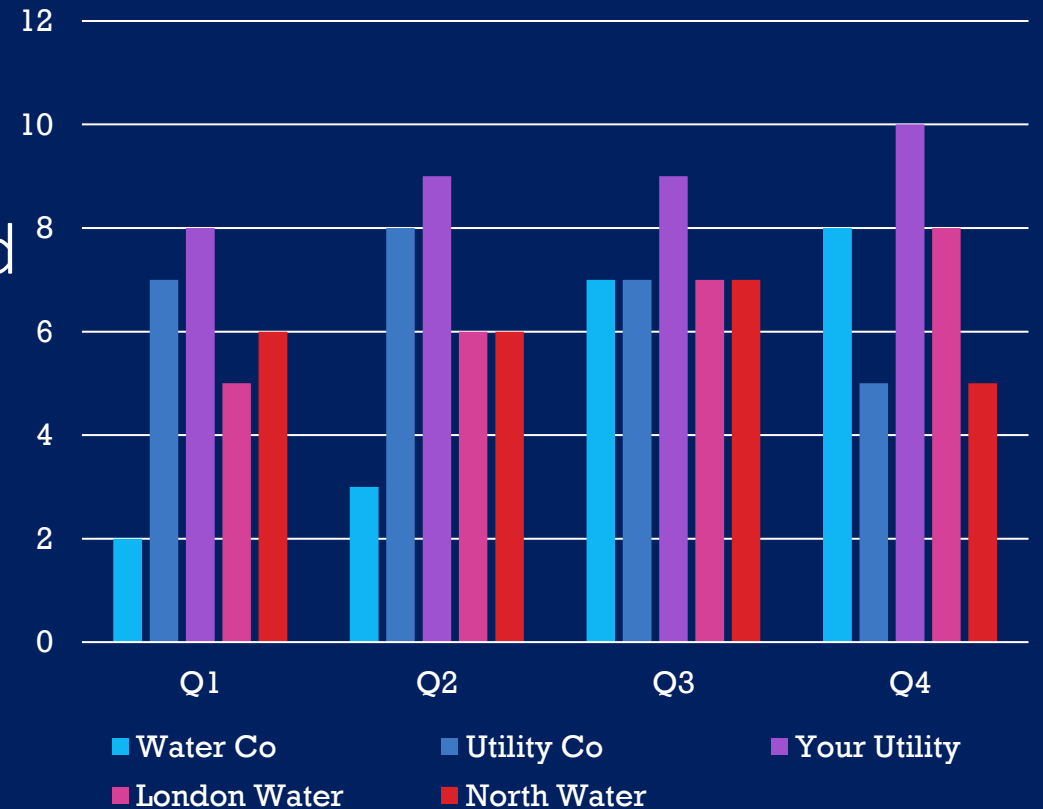


SATISFACTION

Improve customer experiences and relationships.

Our personal approach to needs goes a long way.

C-MeX





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Virtual Realtime Water Auditing



WATCHAT 
connected sustainability

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aqualogic-wc.com

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