

# FAQs



## What are the main objectives of Digital Water's energy monitoring solution?

The platform has been built to deliver three core objectives:

1. To provide visibility of energy consumption over a specific time period with asset-level detail,
2. To leverage real-time energy consumption with a customer-specific electric tariff to understand when and how energy is consumed and at what cost, and
3. To utilize rules and alerts to balance water quality data and other key operational metrics to make adjustments and lower operating costs.

## How is the Digital Water platform different than other solutions available in the market?

The platform has been built **for** water professionals **by** water professionals. By combining real-time energy consumption, operational (SCADA) data, and actual electric tariff information, we create both visibility and actionable intelligence. The solutions are designed to provide tangible benefits in an industry that consumes vast amounts of energy but struggles to control costs while maintaining water quality.

## How do the solutions get implemented?

Our team works with you and our industry partners to identify the core issues you seek to solve. We evaluate what data is available, how it can be extracted, and what are the financial benefits to implementing a solution. The process starts with a straightforward discovery call with our team to discuss what is possible.

## What industries are a good fit for the platform?

While we are focused in the water sector, our solutions are highly valuable to any entity seeking to better understand how, when, and at what cost energy is consumed. We utilize our flexible infrastructure to ingest vast amounts of data and create a set of user-based rules to help you manage your energy use.

## Is hardware included?

Hardware is not included in our subscriptions as a standard offering. However, our team works closely with leading-edge providers of hardware including sensors, sub-meters, and gateways to help solve the data extraction requirement. Review ***Energy Monitoring Hardware*** for more detailed information.

## How is my data protected? Can the software access my SCADA system?

The data flow is one-way only, from your gateway to our cloud. There is no outside access to your system as part of our solution.

Digital Water utilizes industry-standard security measures to protect the loss, misuse, and alteration of the information under our control. Information submitted through our portal or any other action forms is encrypted through a Secured Sockets Layer (SSL) connection, which protects the information while in transit.

The Digital Water portal is secured using Hypertext Transfer Protocol Secure (HTTPS), which utilizes an SSL certificate. HTTPS provides a secure channel over which data can be transferred from your computers to the web servers that host the Digital Water portal.

For more information, visit [digitalwater.com](https://digitalwater.com)  
or contact us at 843.573.7510 or [info@digitalwater.com](mailto:info@digitalwater.com).