A VANTAGE PRODUCT

CORE TIER

Priimal Pulse NRW

Full case investigation for non-revenue water. AI-scored, investigator-ready case management for water utilities.

WATER NRW

THE CHALLENGE

Most water utilities already hold the data that points to unbilled and uncollected water. It sits in a meter read export, a billing system or a field report. The problem is turning that data into something an investigator can actually work: a prioritised list of the connections most likely to be losing revenue, with enough context to justify sending someone out to check, and a record that holds up when a recovery is challenged.

Pulse NRW is the part of Vantage that does exactly that. You upload or send your data in, the platform scores it, and your team gets a working case queue instead of a spreadsheet.

KEY CAPABILITIES

1 AI Risk Scoring, Built for Water Loss

Every record you upload or send through the API passes through Vantage's scoring pipeline. Records that show a pattern worth investigating are assessed by AI and, once they cross your configured threshold (set to 60 by default and adjustable per tenant), created as a case in your queue. Each case comes back with a risk score from 0 to 100, a risk band of critical, high, medium or low, a confidence level, one or more flags, and a plain English explanation of why it was flagged. If circumstances change, an investigator can trigger a re-score on any case and see the score history on the case page. Scores are decision support for your investigators, not an automated decision: a case is reviewed by your team before any action is taken on it.

Night Flow Near Zero | Tamper Flag | Zone Gap Unexplained | Gradual Drift | Read and Invoice Mismatch | Low Reading Route

2 Full Case Investigation Workflow

A sortable, filterable case queue sits at the centre of Pulse NRW at the Core tier. Every case can be assigned, re-assigned, moved through statuses such as open, under review and resolved, and set to a priority level. Investigators keep a threaded notes panel on each case, and any note can be marked internal only or left visible in the field work orders, with the author's name and timestamp attached automatically. Every meaningful action on a case, from a status change to a re-score, is logged to a full audit trail that sits alongside the case and travels with it into any export.

3 Assignment Alerts and a Personal Case Inbox

When a case is assigned to someone, an email goes out automatically, carrying your organisation's name alongside Vantage module branding, with the case reference, risk score, value at risk and a direct link. Nobody has to check the platform to know work has landed on their desk. Each investigator also gets a personal "My Cases" inbox showing only their open and under review cases, sorted by priority and then by risk score, so the highest value work is always at the top.

4 Branded PDF Case Export

Any case can be exported as a PDF in one click, carrying your organisation's name alongside Vantage module branding. The export carries the risk score, identity and confidence details, the value at risk, a full AI explainability breakdown, the evidence table where one exists, the recovery log, every investigator note, and the complete audit trail. It is built to stand on its own in a legal, audit or regulatory conversation, not just as an internal summary.

5 Recovery Tracking

Once a recovery is confirmed, it is logged against the case with the gross value recovered. You get a clear, auditable record of what has actually been recovered rather than an estimate reconstructed after the fact.

6 Field Work Order Dispatch

An administrator can manually trigger a field work order directly from any case, sent as a signed, one-time dispatch to whichever field management system your team already uses, connected through a webhook you configure in settings. The dispatch, its destination and the response status are all recorded in the case's activity log, so there is never any doubt about whether an order actually went out.

7 Natural Language Query

Instead of building a report or waiting on an analyst, anyone on your team can ask Pulse NRW a plain English question about their case data and get an answer straight back. It is built for the people who use the data day to day, not for people comfortable writing queries.

8 REST API Access

Pulse NRW includes REST API access as standard, using a bearer token unique to your tenant. You can score a single record, or send up to 100 in one batch call, directly from your own billing or metering systems. A public sandbox with pre-scored demo records and live documentation is available so your technical team can evaluate the API before committing to anything.

WHAT YOU RECEIVE

- **Case queue:** an AI-scored, prioritised list of water connections worth investigating.
- **Explainability:** a plain English reason and flag breakdown behind every score, not just a number.
- **Full workflow:** assignment, threaded notes, status tracking and a complete audit trail on every case.
- **Branded exports:** case reports ready to hand to legal, audit or a regulator without further work.
- **Recovery tracking:** a clear, auditable record of confirmed recoveries.
- **Field dispatch:** the ability to push any case straight to your field team's own system.
- **NL query and API:** plain English answers for your team, plus programmatic access for your systems.

WHO IT IS FOR

Non-revenue water and loss reduction managers | Revenue protection teams | Field investigation units | Commercial and finance teams tracking recoveries | Utility executives who need an auditable case trail

2 SUBSCRIPTION TYPES

Every capability described above is available either way. What changes is how you pay for it. The billing unit is meters scored.

CORE VOLUME

Pay a predictable package. Know your cost before you start.

- **Billing:** one of thirteen fixed monthly packages, billed in advance.
- **Additional usage:** billed per unit at your package's own rate, disclosed up front, so the package that matches your expected volume is always the best value.
- **Obligations:** none beyond the standard subscription terms. No documentation, no agreement to sign.

CORE VALUE

Pay a share of what you recover. Recover nothing, pay nothing.

- **Billing:** a share of the recovered value you document, billed after the fact, never more than 1.5 times what the matching Core Volume package would have cost you. You can move to Core Volume at any time.
- **Requires:** a signed Value Agreement and documentation of every closed case.
- **Best for:** teams who would rather see results before committing to a subscription.

Both are Pulse NRW at the Core tier: same scoring, same workflow, same everything above. The only difference is how the bill is worked out.

DEPLOYMENT AND INTEGRATION

Pulse NRW is a cloud-hosted SaaS platform with role-based access, so there is nothing for your team to host or maintain. Data comes in either through the upload manager or the API, and can be sourced from existing billing exports, meter read files or district meter area input volumes. Once your application is approved, a new tenant can be provisioned in minutes, with sandbox demo data available immediately so your team can start evaluating the platform before a single real record is uploaded.

Core Volume and Core Value are two ways to pay for the Pulse NRW Core tier, the same product either way. Pulse NRW Score is a different, lighter product: API-only scoring without the case investigation workflow described above, available separately for teams that just want to plug Vantage's risk engine into an existing system.