Chatbot Applications for Water Utilities
Overview

Chatbots are 24/7 cognitive agents that provide numerous benefits to water utilities:

- **Availability:** Chatbots are available to engage with customers on a 24/7 basis, 365 days a year

- **Processing:** Chatbots can process large volumes of requests quickly and simultaneously

- **Customer Service Enhancements:** Chatbots can record data, trends and metrics to subsequently monitor interactions and adjust their processes and responses accordingly. Companies can also get real insight into what they’re customers are asking for, and provide improved offers.

- **Maintenance:** Once chatbots have been developed, the cost of updating them is low
"How much water have I used this month?"

"You have used 1,274 gallons inside the house and 4,650 gallons outside.

"How much would it cost to water my lawn today?"

"According to your smart watering plan, your lawn requires 350 gallons of water for normal irrigation. This would cost you $4.55. Would you like to adjust your watering schedule?"

"Yes. Adjust to hold until the first of the month."

"Okay. This will save 700 gallons and $9.10. Do you need anything else?"

"No, thanks."
Farmer: “I don’t need to use all of my water rights this year. Are there any buyers?”

“There are 5 interested water purchasers in your watershed. Their bids can be found here. Today’s rate for water is $25.76 per acre foot. Would you like to sell?”

“Yes, 2 acre feet”.

“$51.52 has been credited to your account. Thanks.”

“I am leaving 200 acres fallow next year. Can I lease 300 water rights?”

“There are 32 interested parties. Would you like to add 300 units of water rights to our auction platform? You will be charged 5% as a processing fee.”

Farmer: “Yes.”
About Water Foundry

Water Foundry is a trusted advisor to select global clients in the public and private sector and technology providers in solving water related challenges. In partnership with Posh Development, Water Foundry has created a chatbot to facilitate easy interaction between consumers and their service providers. For water utilities, this function could enable water users to more readily monitor water use, pay bills, track their water budget for conservation, and integrate with smart watering systems to effectively and efficiently manage landscape irrigation.