



Township of Livingston

Reducing High Bill Complaints with a Self-Service Consumer Water Portal

Home to more than 30,000 residents, the township of Livingston, New Jersey, is one of the most affluent communities in the state. With its many single-family homes and widespread use of lawn irrigation systems, the township's water department manages a particularly high volume of residential water service activity

"We frequently have high bill inquiries, and we have long been using Neptune® 360™ to address those high bill inquiries," Nathan Kiracofe, the utility engineer and water operator for the department explained.

However, while they're happy with the Neptune 360 meter data management platform, he says, they had long been looking for a way to get the same information to their end users.

So, when the Neptune® My360™ consumer portal became available, they quickly took advantage of the opportunity.

CUSTOMER HIGH BILL INQUIRIES

With the nearly 2,000 residential lawn sprinkler systems in the township, high bill inquiries took a lot of time and effort for Kiracofe and his team.

Plus, they bill quarterly, so by the time customers get their bill, if there were ongoing issues that resulted in an unexpectedly high bill, there was nothing that could be done, leading to a consistent barrage of upset customers.

"It's not that unusual for some of these people with sprinkler systems to get a \$1,000 bill a quarter, because they didn't know they had a sprinkler head that was broken and just hemorrhaging water," he said.



CUSTOMER

Township of Livingston, New Jersey

SERVICE TERRITORY

The township serves an affluent community of 30,000+ residents with high water usage from widespread lawn irrigation systems.

SOLUTION BENEFITS

Reduced high bill inquiry calls by 5% and improved customer satisfaction.

Enabled customers to monitor usage via a branded portal seamlessly integrated into the township's website.

Facilitated quick registrations and ongoing support for 500+ customer accounts.

The best they could do was send customers screenshots from inside Neptune 360 with the data they were seeing on their end, however they were eager for a way to empower their customers by giving them the ability to manage their own water consumption 24/7 from any device at their fingertips.

“With the customer portal, [consumers] can set up their own alerts, they can see their own usage, they can do all of that themselves,” Kiracofe said. He says that because of this, they’ve seen a roughly 5% drop in calls.

ENSURING CUSTOMER ADOPTION

Kiracofe has been pleasantly surprised by the level of adoption as more and more residents sign up for the My360 portal. As of October 2025, they had more than 500 accounts registered, with more joining every day. He attributes the success to the availability of Neptune’s onboarding support and a dedication to communication with their customers.

“The [Neptune] onboarding team was really helpful,” he said. “The portal site was set up so it mimics our URL for our township website. They helped us with the color schemes just to help brand and everything, and they had a lot of good resources.”

Resources like guided videos and communications that were crafted by Neptune were made available so that the utility didn’t have to worry about creating their own collateral and could focus on the day-to-day management of their area’s water.

During the initial roll-out they were pleased with the large surge of sign-ups. To continue that momentum, the city promotes the consumer portal in all communications sent to consumers, including emails, bills, and especially during high bill complaints.

“It really just helps us put it out there and say, “Set up these alerts and then you might not have this issue in the future,” Kiracofe explained. He said those usage alerts have been very well received by area residents because it helps them manage their own consumption without having to get the utility involved.

What has stood out to Kiracofe isn’t just that they’ve gotten praise from their customers, but rather that the number of complaints has precipitously dropped, which to him points to the fact that the portal is working as intended. Further confirmation that they’re more than happy to be in the Neptune ecosystem.

“Neptune 360 has been very valuable for us. Now, the new Neptune My360 translates the value we, as a utility, derive from consumption data into benefits for our consumers,” Kiracofe said. “I think My360 is very good, I’m really happy with it, and I’m happy to be an early adopter of the product.”



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