

Customer Notification Application

Robert Conrad – Western Municipal Water District

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Western Municipal Water District

THE DISTRICT



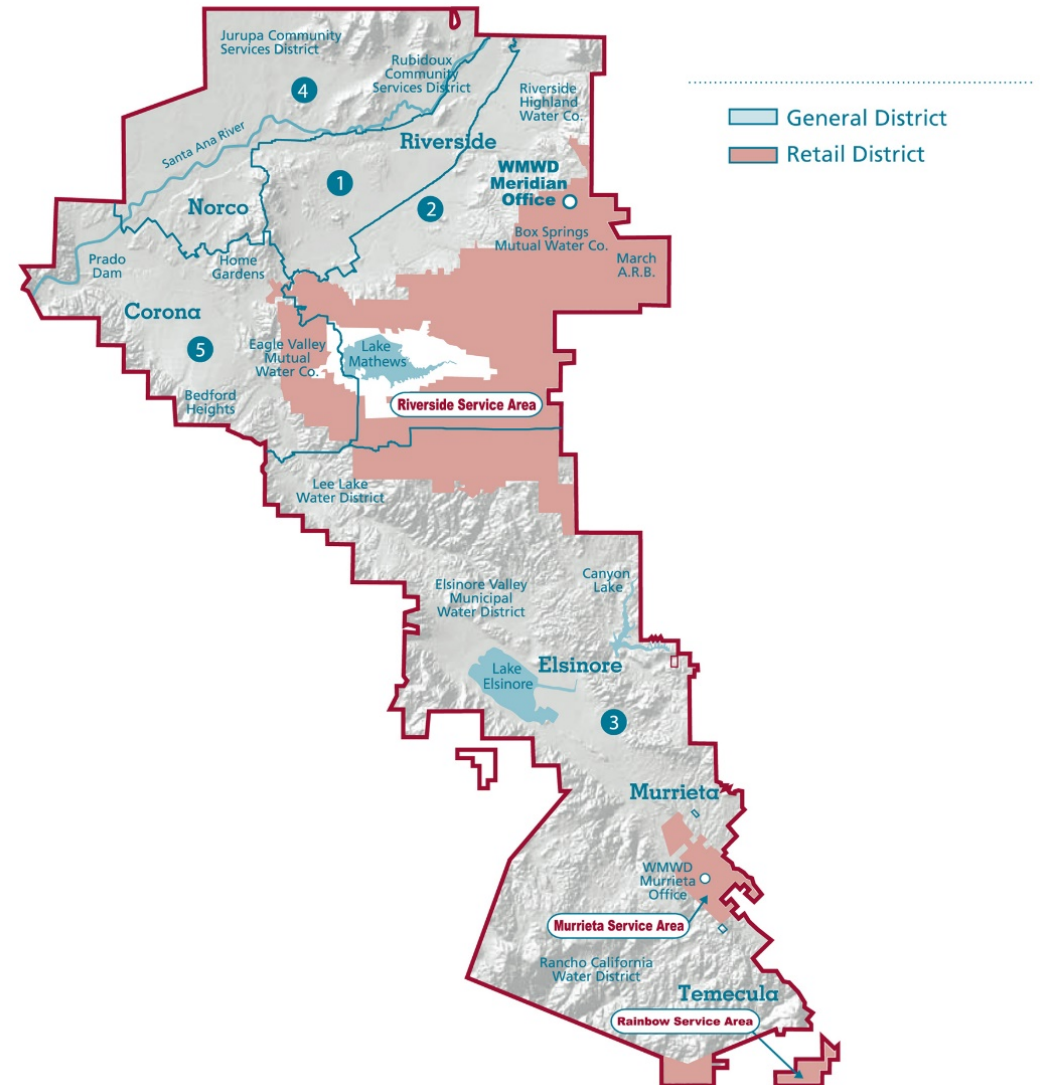
- **Independent Special District**
- **Formed in 1954**
- **Imports supplemental water to Western Riverside County**
- **Water resource management**



Western Municipal Water District



- 527-square miles of western Riverside County
- Population of nearly 1 million ...1.5 million by 2030
- 13 member agencies
- 25,000 retail customers
- 89,000 acre-feet of water annually
- 435 miles of pipelines
- 38 water storage reservoirs
- Metropolitan Water District member agency



Workflow Desired



Information Needed

- Selection of affected customers
- Create phone number list to inform customers of disruption in services.

Main Issue

- Data resides in two different systems (GIS) (CIS)

Original Work Flow

Old School Way

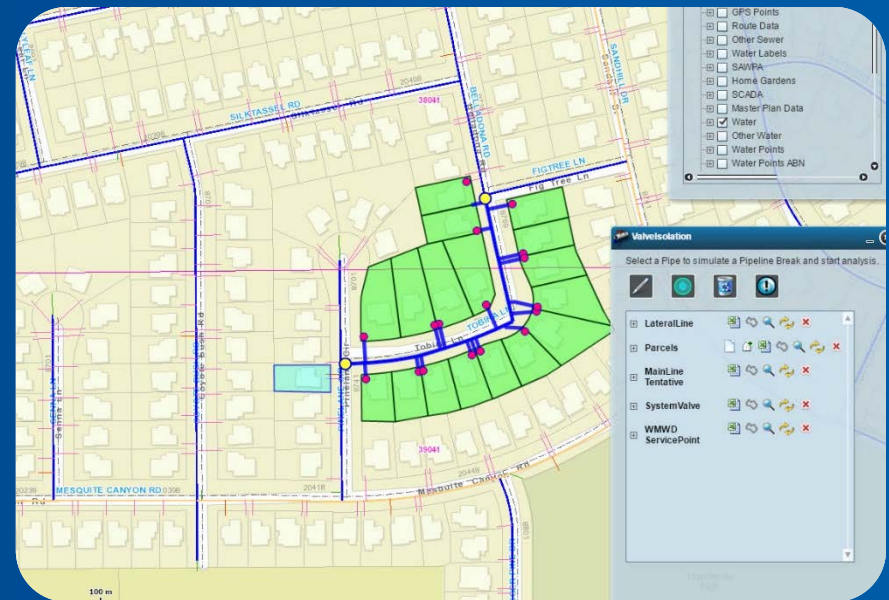
- Field crew created a list from our GIS viewer
- Passed off list to office crew
- Looked up customers one by one in the financial system (CIS)



1st solution

Geoviewer and Excel

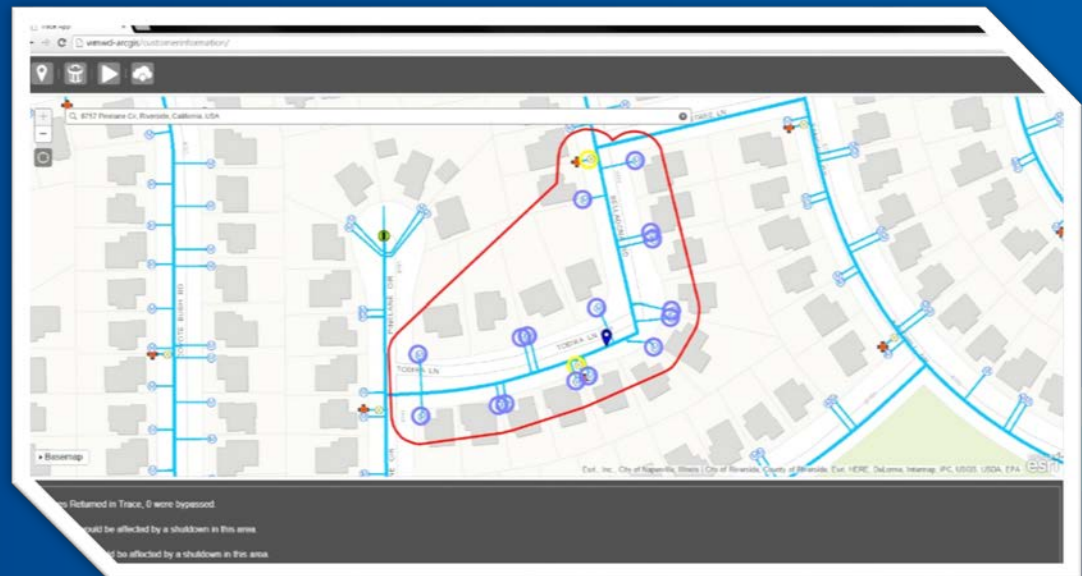
- Two tiered solution
 - Geoviewer (Nobel)
 - Excel
- Issues
 - IT Push Updates
 - Ease of use
 - Installed on individual machines



New Solution

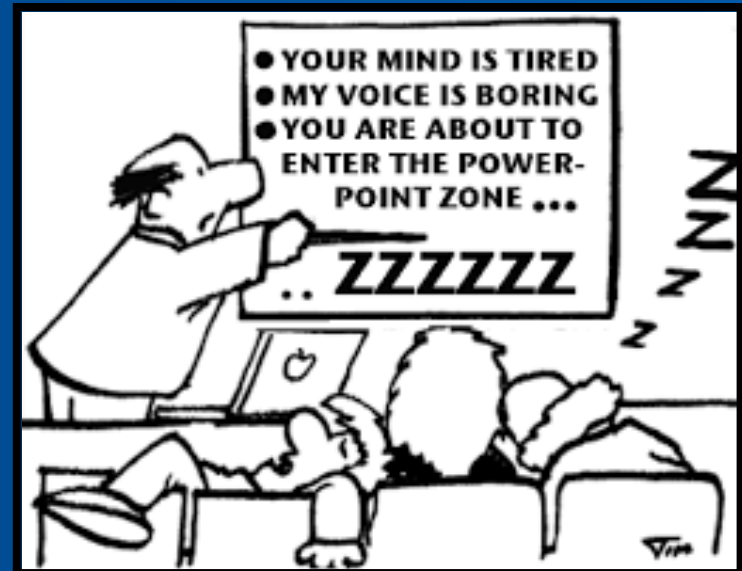
Utility Isolation Trace

- All in One Solution
 - Using Valve Isolation Trace Application
- Very Seamless
 - User doesn't see any of the data processing



Utility Isolation Trace

- Only minor tweaks to the out of the box version of the utility trace.
- Inserted an Add Join into the model
- Also wrote a small python script.



Additional Future Enhancements

- Interactive selection component
- Making this into our mailing list apps as well
- Selection of different distribution networks
- Feed directly into our automated phone system.



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QUESTIONS?