

CONTENTS

<i>Introduction</i>	vii
<i>How to use this book</i>	xi

PART 1: RESILIENCY AND RELIABILITY 1

Accelerating a digital future	4
<i>Elvia</i>	
Moving from CAD to ArcGIS	8
<i>Austin Utilities</i>	
Supporting efficiency across the organization	11
<i>Padre Dam Municipal Water District</i>	
Lead reduction program protects customers	16
<i>Denver Water</i>	
Getting started with GIS	22

PART 2: OPERATIONAL FLEXIBILITY 29

Dashboards improve utility performance	33
<i>Greenville Utilities Commission</i>	
Making business decisions with GIS	35
<i>St. Johns County Utilities</i>	
GIS touches each aspect of a utility's operations	39
<i>Central Arkansas Water</i>	
Asset inspection app increases efficiency	47
<i>Black & Veatch</i>	
Getting started with GIS	50

PART 3: SAFETY AND SECURITY	57
Reducing risks, increasing productivity	60
East Bay Municipal Utility District	
Faster service restoration after a major hurricane	66
Brunswick Electric Membership Corporation	
Reducing accidental powerline contacts	69
Energy Queensland	
Transformational damage assessment	72
Avista Utilities	
Getting started with GIS	78
PART 4: CUSTOMER CARE	85
Empowering workers and keeping customers informed	88
St. Johns County Utilities	
Online calculator boosts solar connections	96
Dubai Electricity and Water Authority	
GIS communication tools improve customer satisfaction	99
Lehigh County Authority	
Tools to meet audience needs	102
American Electric Power	
Getting started with GIS	108
<i>Contributors</i>	117