Case Study

Organization
Clayton County Water Authority

Location
Clayton County, Georgia

Industry
Water, Sewer, Stormwater

Georgia Utility Saves 37.5 Hours per Week with Meter Maps

Clayton County Water Authority provides water, sewer, and stormwater services to more than 75,000 customers in six cities south of Atlanta, Georgia. Clayton County has a transient population, with people moving in and out. Meter technicians service approximately 800 accounts a day, turning meters on and off as needed. In the past, routing the day's tasks was a manual process that took each technician up to an hour.

What Did Clayton County Water Authority Do?

Clayton County Water Authority has automated route planning. Each morning, personnel export a text file from the customer service system. This CSV file gets geocoded as a batch file and is dragged onto a master web map. Next, each technician's assignment is filtered to an individual web map, named for the technician, and accessed in the field via ArcGIS℠ Online. Each map includes a basemap, stops layer, route, directions widget, and tasks (turn off/on). Managers and supervisors can view all the day's routes on one web map that also allows them to see when technicians mark accounts as being completed. Technicians can receive new stops throughout the day via phone or email and easily add them to the map and use them to rebuild routes in the field.

Could You Use This?

If you would like to streamline route planning, speed field tasks, and gain visibility into meter-reading progress, Esri® technology may help you. Clayton County Water Authority estimates that it is saving 45 minutes per technician, per day. The hour-long planning process has been reduced to minutes. Technicians complete more work, faster. Supervisors also have greater accountability for technicians.

For more information, visit esri.com/agol.

"ArcGIS Online is really taking an inefficient process and making it efficient. We're gaining 45 minutes on 10 people a day per week. That's a lot of time. [ArcGIS Online] made it so we can get more work done more efficiently."

Bryan St. Mary
GIS Coordinator
Clayton County Water Authority

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Understanding our world.