

# Save Water, Save Money:

Transform Your Utility on  
the Esri® Platform

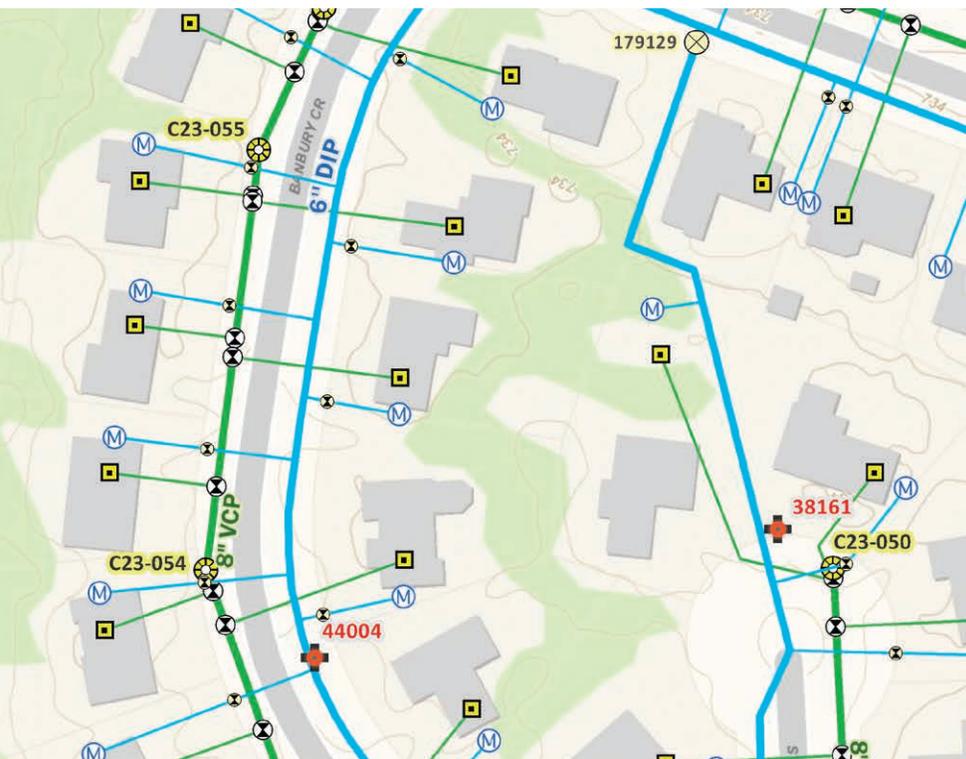


“With ArcGIS, we have saved roughly 50 percent of our time on water main shutoffs just by being able to access maps.”

—Alan Lee, Capital Projects Manager, Opelika Utilities



Any utility can map its pipes and meters. But does your map show which crew could get to the main break fastest? Better yet, does your map alert you when the main breaks? How about a map helping to identify leaks early, from your desk? Esri® maps do that and much more. They tell the evolving story of your utility in real time. So those who need to know, do. From any device. Anywhere. That's the power of Esri maps.



#### How Esri Maps Work

Esri provides a core, scalable program called ArcGIS®, which makes spatial sense of data no matter where it comes from. ArcGIS works in the cloud, on servers, behind firewalls, on desktops, and on mobile devices. It connects your data from existing technologies, and then it helps you build powerful maps to unlock spatial trends. Share your findings with anyone—whether they're a geography professional or novice—for faster decision making.

# Did you know?

## Utilities save an estimated \$10,000 for every small-diameter break Esri technology helps prevent.

### Maps Help Everyone

No matter what your role, Esri maps add value to your work.

#### Role: Executive

##### Goal: Strategic Management

Organize asset data by using executive dashboards. See consumption in real time and compare performance data with historic trends. Monitor service disruptions and the costs of leaks and repairs so you can detect underperforming assets and tackle aging infrastructure.

The NEORSD uncovered \$500,000 in annual wastewater billing due to improved accuracy of customer info using GIS analysis.

#### Role: Planner, Engineer

##### Goal: Gain a Better Understanding

A geographic strategy expands the life cycle of your assets. Esri technology can help you calculate risk of failure and prioritize capital improvements. Map the age of your infrastructure and maintenance and replacement costs. Seeing network data in a graphic, interactive way can give you a deeper understanding of what upgrades you'll need in the near future.

Washington Suburban Sanitary Commission's CIO Mujib Lodhi says the utility has transformed into a smart utility thanks to the adoption of a geographic strategy.

#### Role: Field and Operations Crew

##### Goal: Move Faster, More Accurately

Go mobile. Paper maps are out. Digital is in. Put information and editable maps in the hands of your crews. Esri apps and maps work on any device, with or without a cell or data connection. Sync to the office on your secure network, and you'll slash manual data reentry, redundancy, and error.

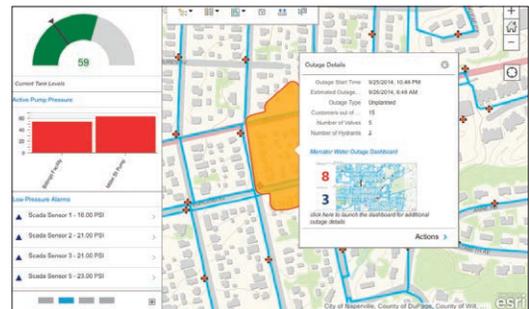
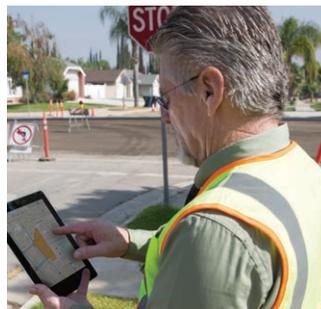
Austin Water Utility saved \$400,000 by improving field workflows with ArcGIS.

#### Role: Customer Service

##### Goal: Be Known for Providing Great Service

Cut call-center costs when you empower stakeholders to find answers themselves. Keep the public informed through access to service updates via searchable web maps. You control the content. Or let customers report problems from mobile devices. Use social media as a convenient way to communicate with ratepayers.

Opelika Utilities has streamlined operations, increased efficiency, and saved money—all while taking care of its most valuable asset: its customers.

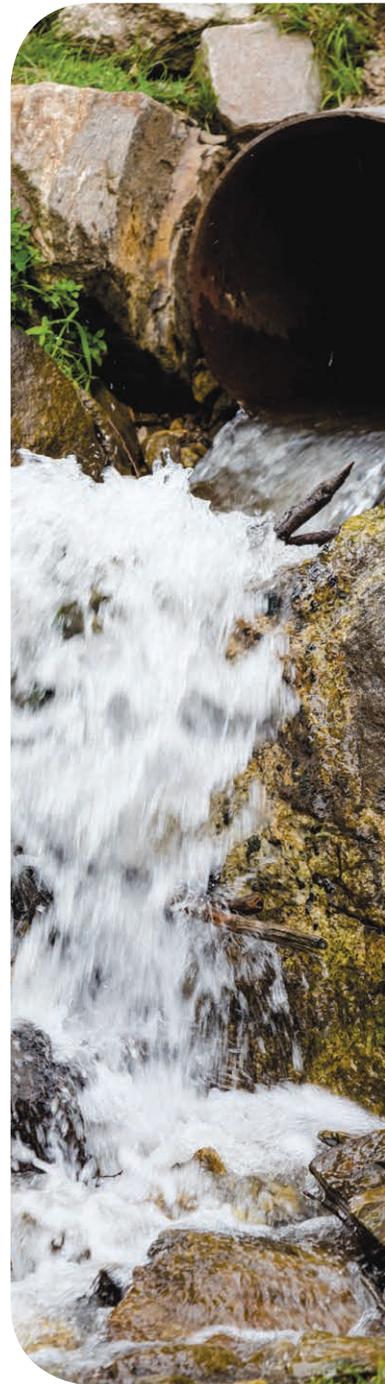


There's more to explore at [esri.com/water](https://esri.com/water).  
Read stories about water, wastewater,  
and stormwater.

### A Suite Snapshot

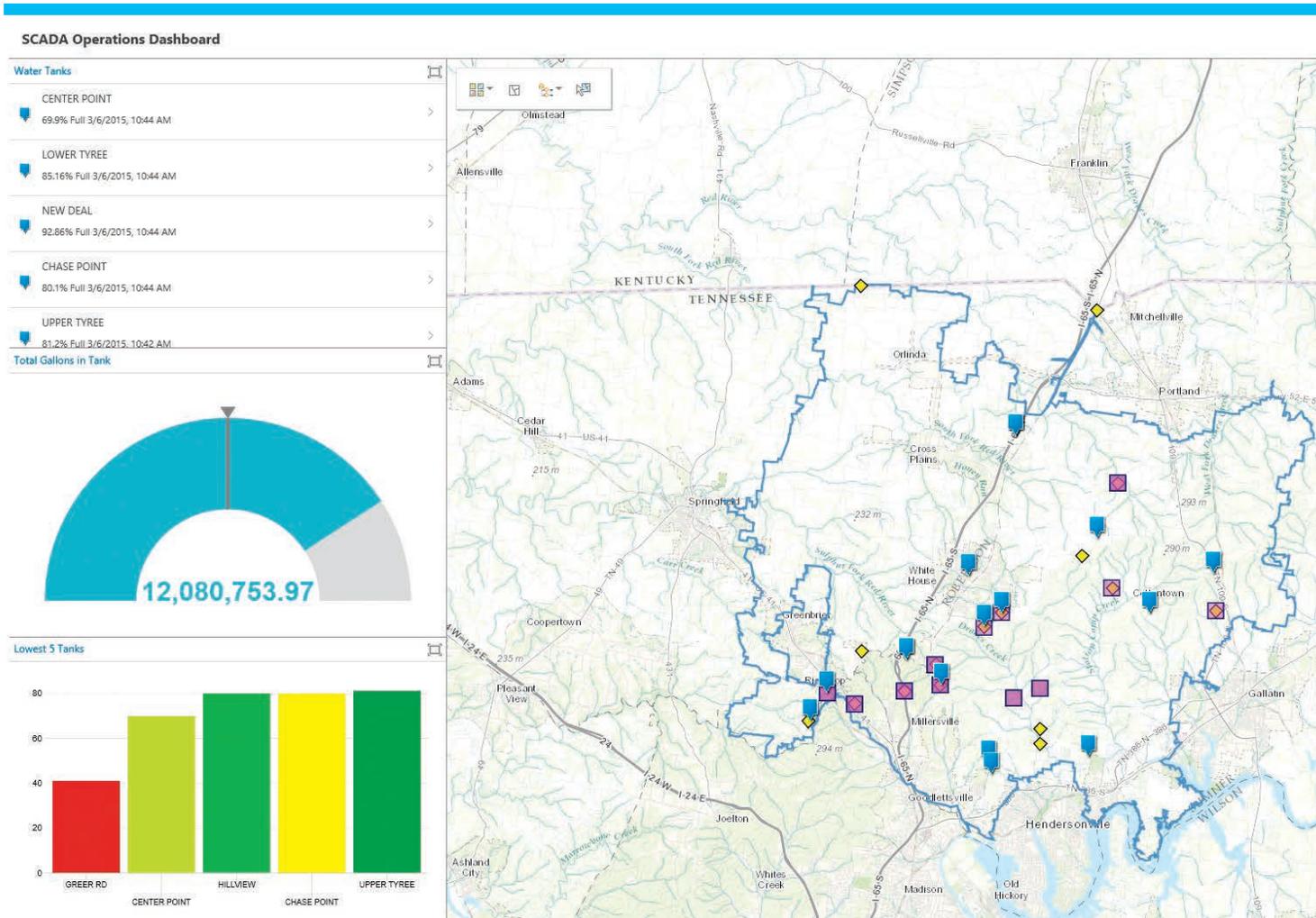
Esri offers a collection of free, downloadable maps, apps, and data. Build your technology platform with proven solutions from a company that shows its commitment through support and results.

- Foundational Solutions (i.e., Asset Networks)
- Asset Maintenance (Utility Maps)
- Emergency Response (e.g., Leaks, Breaks, Outages, Advisories)
- Infrastructure Planning (Capital Improvement)
- Customer Connection (Engagement)
- Field Operations (Inspections, Repairs)
- Water Conservation (Violations, Restrictions, Green Efforts, Water Loss)
- Stormwater Compliance (Inventory, Pollutant ID)
- Spatializing System Data (SCADA, Consumption)
- Fire Services Support (Hydrant Inspection)
- Water Report Generation (Inventory)
- CCTV Observation Visualizer (Vulnerability Assessment)



“What Esri has developed is more than just GIS. At its core, ArcGIS is a vehicle that can transform a utility’s culture in such a way that it can mirror sound business practice.”

—Bill Thompson, General Manager, White House Utility District





Esri inspires and enables people to positively impact their future through a deeper, geographic understanding of the changing world around them.

Governments, industry leaders, academics, and nongovernmental organizations trust us to connect them with the analytic knowledge they need to make the critical decisions that shape the planet. For more than 40 years, Esri has cultivated collaborative relationships with partners who share our commitment to solving earth's most pressing challenges with geographic expertise and rational resolve. Today, we believe that geography is at the heart of a more resilient and sustainable future. Creating responsible products and solutions drives our passion for improving quality of life everywhere.



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