

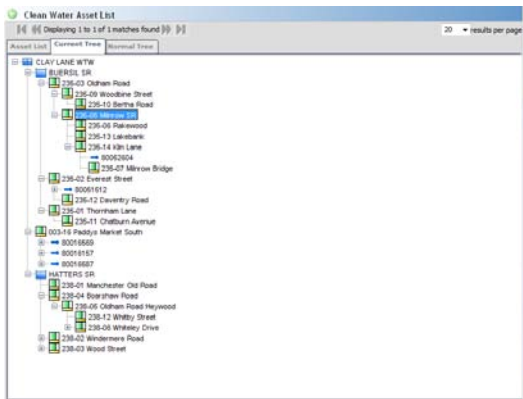


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eRespond Clean Water Product

The eRespond Clean Water product provides a comprehensive set of features designed to simplify the end-to-end process of fault management in a water distribution network, from customer trouble call management - through workforce management and dispatching and onto regulatory reporting.

Key Functions:

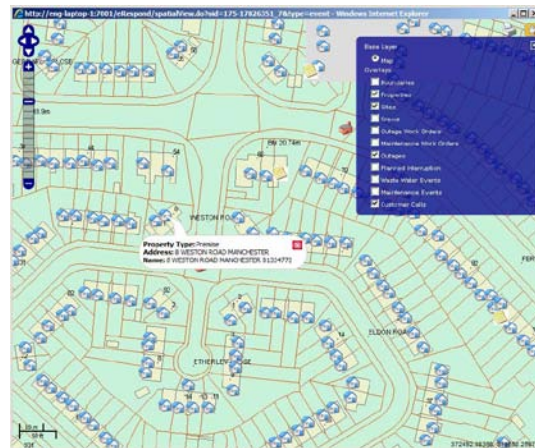


eRespond provides a 'source to tap' interactive network model to support key fault management functions of fault localisation and call grouping, as well as providing support to control room remedial assessments

The Clean Water system has the following key features:

- Specially tailored call grouping, event identification and localisation algorithms to suit the clean water environment, including special facilities to minimise multiple reporting of leakage events
- An integral clean water distribution network model to support fault localisation and general network visualisation
- Standard interfaces to customer call handling systems to improve event/incident feedback at point of call
- User friendly facilities to support timely and accurate event management, and minimise regulatory reporting 'rework'
- Background 'monitoring' of key event parameters with automatic user alerting

- Clean Water –tailored event reporting functions to support accurate regulatory and management reporting
- A suite of clean water –specific operational reports, available anytime directly via a few clicks of the mouse
- Standard interface allowing you to maximise the benefits of eRespond through automated timely information flow from telemetry, field, and ERP systems etc.
- Multi-mode display of fault information, including tabular, schematic and spatial displays.



Events, Customer Calls, Network Assets, and Properties can be displayed on the spatial viewer to aid fault and incident assessment

Benefits:

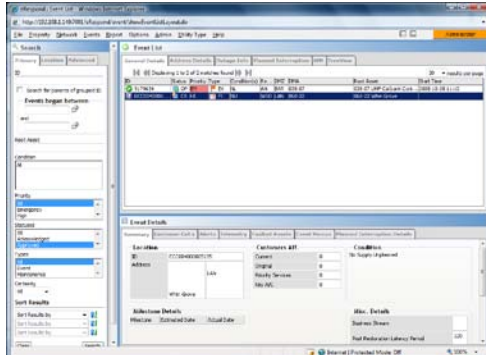
The Clean Water system will provide significant benefits in the form of:

- Significantly improved call grouping reducing the instances of 'duplicate work creation'
- Quicker and more accurate fault location identification, with consequent reduction in fault durations
- Improved and more timely customer feedback
- Extensive fault history for assets and individual customers/premises
- Reduced data collation effort for management and regulatory reporting
- More accurate and easier DG3 reporting
- Improved management of leakage events



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- Improved supervisory 'situational awareness' during major incidents.



The eRespond vent List provides an easy to use tool to filter and manage all events on the network, allowing incident managers to focus on just the key events

Further Information

This is intended to give a brief overview of the main functions and benefits of eRespond. For further details:

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