



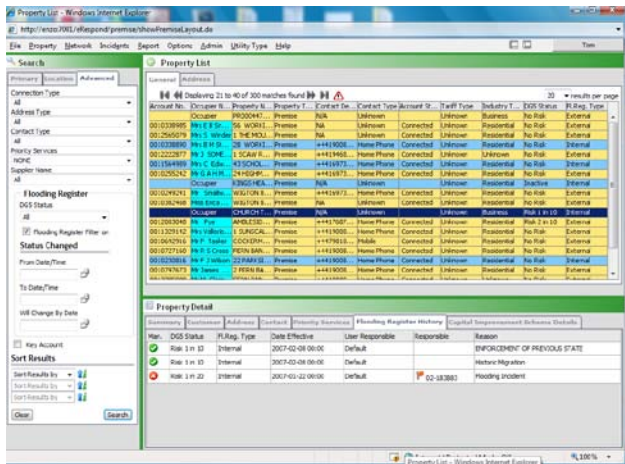
## Software Solutions for Utilities

# eRespond Waste Water Product

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

increasing accuracy, and minimising reporting backlogs

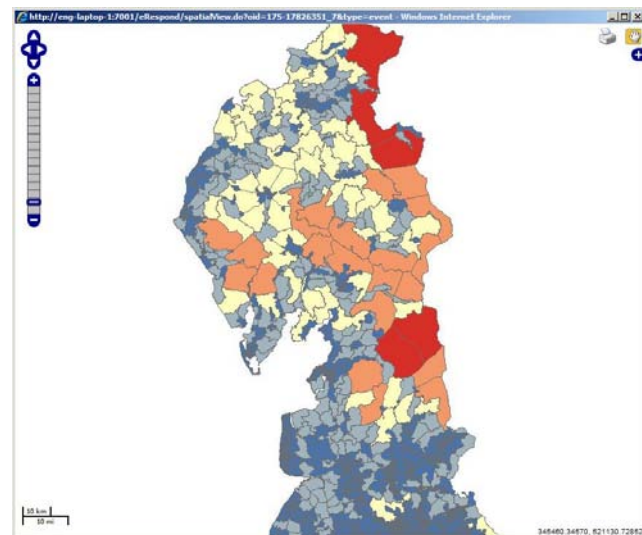
- User friendly facilities to support timely and accurate event management, and minimise regulatory reporting 'rework'
- Background 'monitoring' of key event parameters with automatic user alerting – allowing the user to become more supervisory
- A suite of waste water-specific operational reports, available 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.



eRespond provides all the functionality required to manage the OFWAT waste water regulatory requirements, including internal and external flooding registers

### The Waste Water system has the following key features:

- Specially tailored call grouping event identification and localisation algorithms to suit the waste water environment. Spatial grouping algorithms are designed to minimise the likelihood of duplicate work creation.
- A fully integrated waste water regulatory reporting module, linking event assessment to automatic updates to the flooding register.
- Advanced spatial features to allow for red lining of flooding areas. Identification of flooding incidents spatially.
- Standard interfaces to customer call handling systems to improve event/incident feedback at point of call.
- Mobile extensions to the event reporting facilities to allow direct collection of cause and effect data –



The spatial view offers thematic displays to allow incident managers a clear view of the 'hotspots' for major flooding incidents

### Benefits:

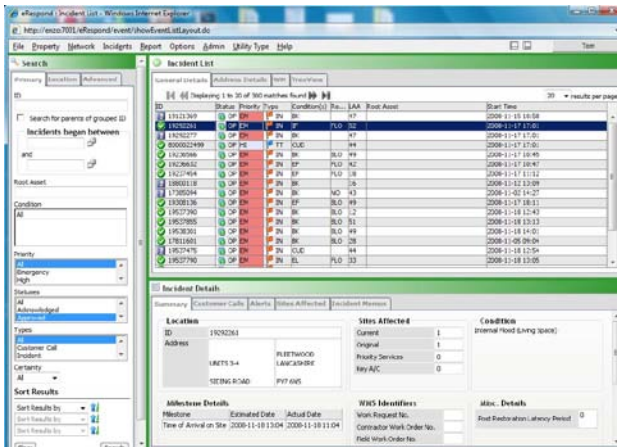
The Waste Water system will provide significant benefits in the form of:

- Significantly improved call grouping reducing the instances of 'duplicate work creation'
- Quicker and more accurate fault location identification, with consequent reduction in fault durations
- More accurate and efficient regulatory reporting



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- Improved and more timely customer feedback
- Extensive and immediately accessible flooding history for assets and individual customers/premises
- Reduced data collation effort for management and regulatory reporting
- Improved management of flooding and pollution events
- Improved supervisory 'situational awareness' during major incidents.
- Increased traceability / prediction of potential network impacts of incidents or events



The eRespond Event 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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