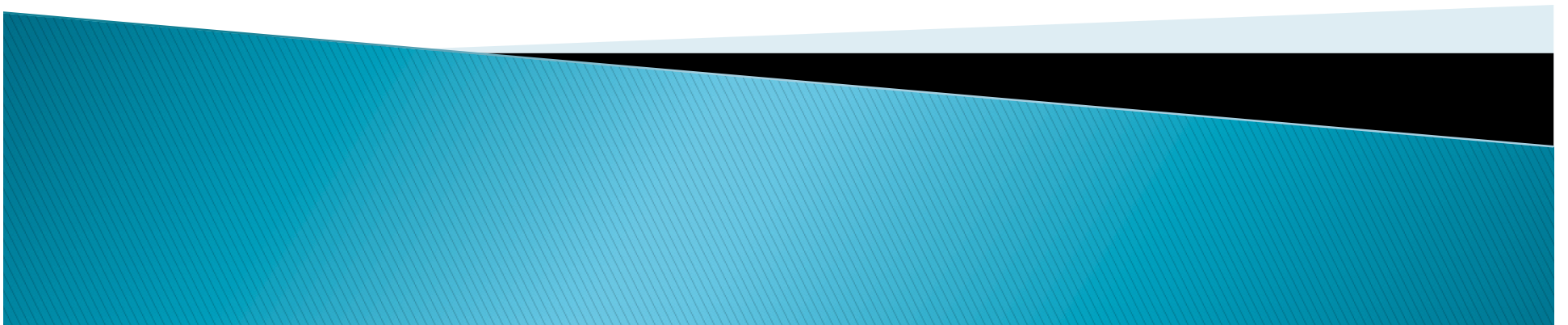


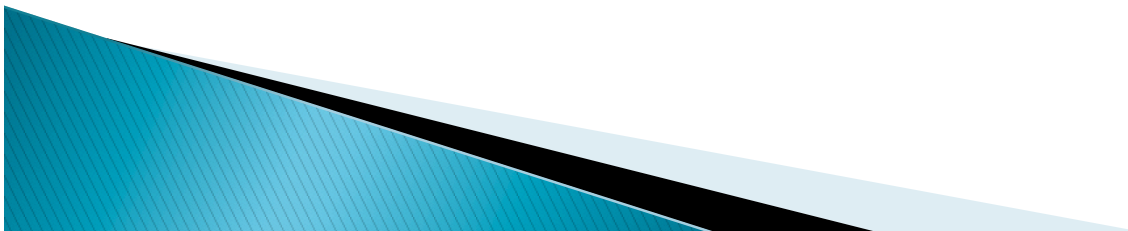
Emergency Callouts Made Easy

Jeffrey W. Szabo, CEO
Suffolk County Water Authority



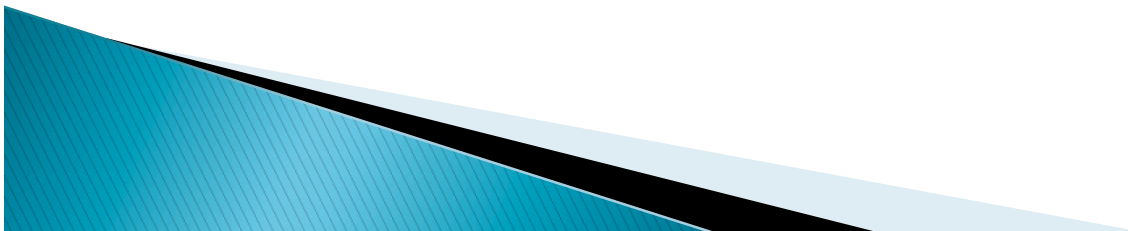
Overview

- ▶ The Suffolk County Water Authority
- ▶ Service Territory and Logistical Challenges
- ▶ Old Manual Emergency Callout System
- ▶ Seeking an Automated Solution
- ▶ Implementing the Automated Solution
- ▶ How Automated Callout Works
- ▶ Results
- ▶ Questions



The Suffolk County Water Authority

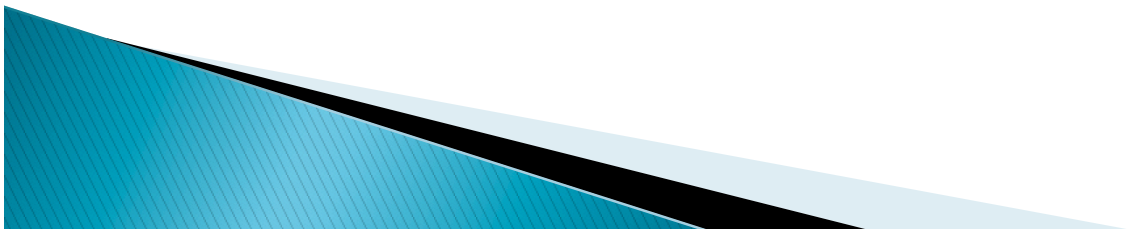
- ▶ We are a public benefit corporation that began operations in 1951.
- ▶ Our headquarters are located in Oakdale, Long Island.
- ▶ We currently serve approximately 1.2 million customers.
- ▶ We maintain approximately 390,000 commercial and residential accounts.





Service Territory and Logistical Challenges

- ▶ Our service territory stretches nearly 100 miles.
- ▶ During emergencies, we may need to call up staff stationed from seven different offices throughout our service territory.
- ▶ Approximately 350 employees are eligible to be called out.
- ▶ These employees work for three different departments.
- ▶ And so conducting manual callouts could be a bit stressful...

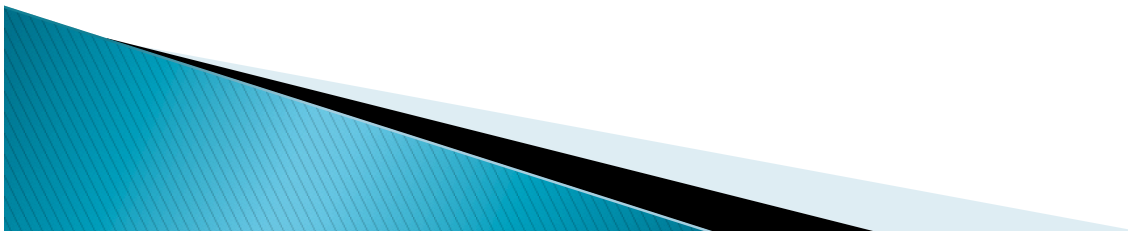


*(not an actual SCWA callout supervisor)



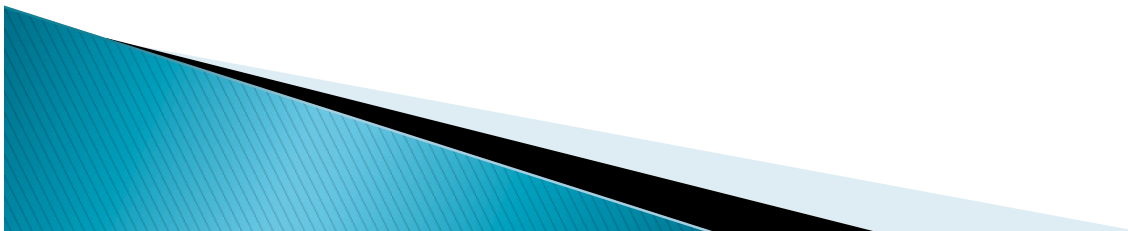
Old Manual Emergency Callout System

- ▶ Supervisors needed to find the right call out list, made more difficult by the fact that there were many different lists, per our collective bargaining agreement, within the some department.
- ▶ Then they needed to check to see if those on the right list indicated they would be available to work.
- ▶ They also needed to check to see who may be on light duty or on workman's comp.



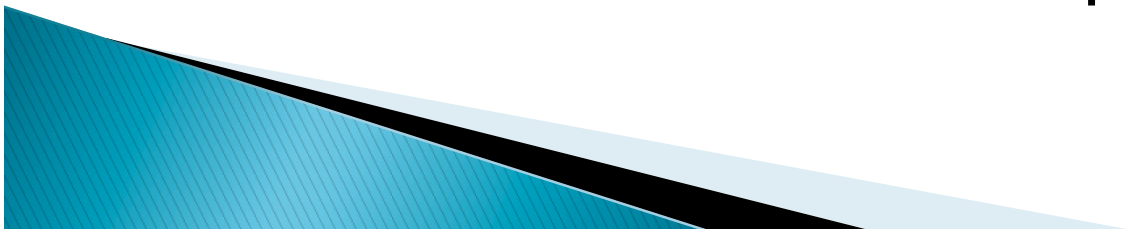
Old Manual Emergency Callout System

- ▶ Then they had to start making the manual phone calls.
- ▶ The supervisor would have to leave a message for each number called.
- ▶ Each individual call could take up to five minutes.



Old Manual Emergency Callout System

- ▶ This cumbersome system led to delays in responding to emergency situations and conducting repairs.
- ▶ That in turn meant that our customers were without service for longer periods of time.
- ▶ Supervisors were wasting their time on the phone instead of supervising emergency situations.
- ▶ And grievances from employees who felt they were not contacted or skipped were common.

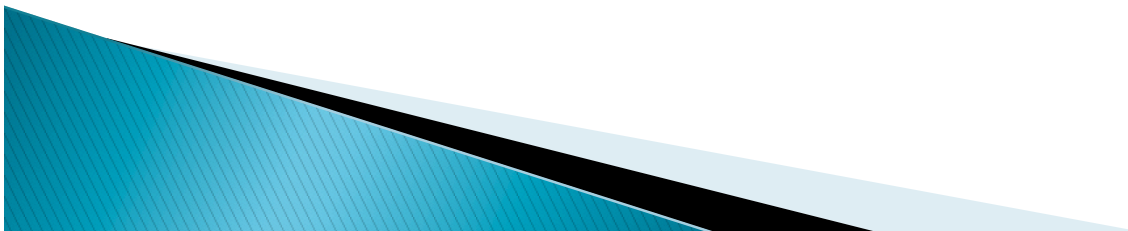


An SCWA supervisor conducting a manual callout.



Seeking an Automated Solution

- ▶ We issued an RFP to find an automated system to make this process easier.
- ▶ The winning bid came from ARCOS LLC, which offered a callout and scheduling suite simplifying and automating our emergency callout response.



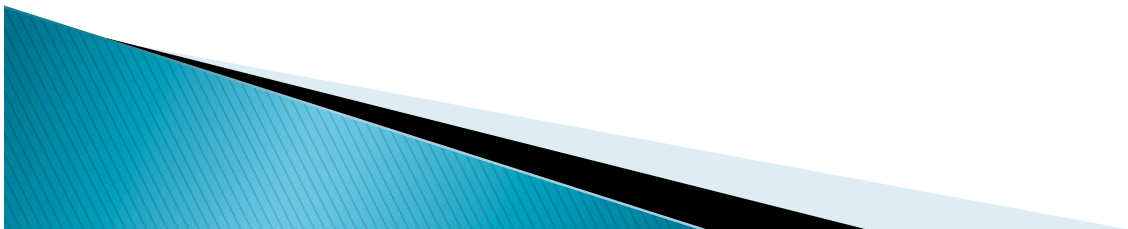
Implementing the Automated Solution

- ▶ We integrated the system within our ERP System.
- ▶ We then held a kickoff meeting to introduce the system to the union board for feedback.
- ▶ This was a key step in ensuring buy in from our union employees.
- ▶ We were able to demonstrate how the system will benefit not just supervisors and customers, but our union employees as well.

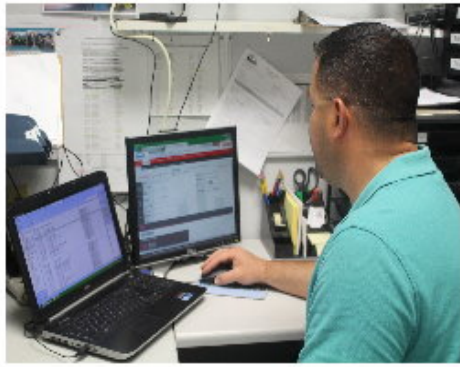


How Automated Callout Works

- ▶ First, the service interruption or emergency is reported.
- ▶ A supervisor then automatically activates a callout with job details.
- ▶ The employees receive a text, email or call on their mobile device depending on how they personalized their account.
- ▶ The employee responds “yes” or “no” as to whether they’re coming in and the supervisor who initiated the call out receives an instant notification once the callout was completed.
- ▶ The employees report to their designated yards to load up to respond to the emergency.

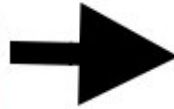


How Automated Callout Works



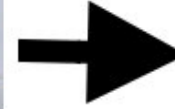
Service interruption event reported

Supervisor launches callout w/ job details



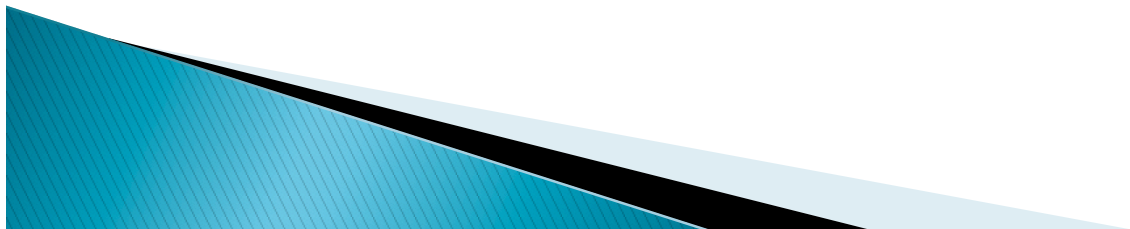
Workers receives text, email or call

Workers responds Yes/No



Crew assembled and sent to yard or sent to job site

Repair is made



How Automated Callout Works

- ▶ All at the click of a mouse!



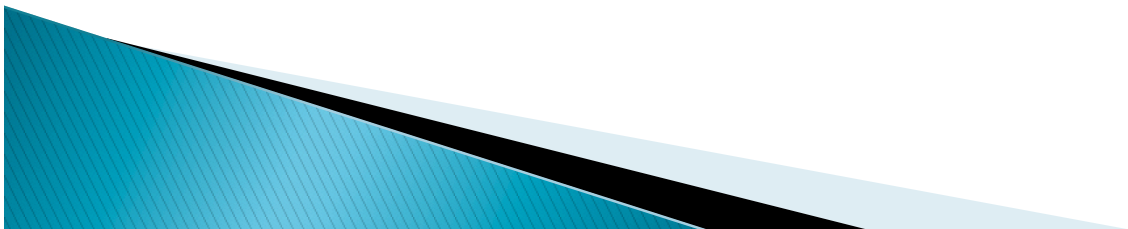
Results

- ▶ Quicker response to work sites with no staff increase (shaved 40 minutes on average from manual process).
- ▶ Supervisors spend time supervising, not making hours of phone calls.
- ▶ Enhanced ability to ensure the right staff person is available for the right job.
- ▶ Grievances caused by human error during manual callouts reduced sharply (50%).



Results

- ▶ More flexibility for union employees responding to overtime requests.
- ▶ All analytics at the tip of a supervisor's fingertips.
- ▶ Data related to what you're calling employees out for (i.e., service leak, main break, no water complaint, pump station coverage) compiled for later statistical analysis.



Questions?

