

Customer Impact Simulator

**Scottish
Water**
Trusted to serve Scotland

in Partnership with Matrado

Customer Impact Simulator

**9346 Network Access Numbers
raised**

**6839 Non-complex DOMS IAF
submitted**



Customer Impact Simulator

An innovative application which allows field operatives to access network simulations from the field using a hydraulic model-based application



Watermain Shutdown

Isolate a watermain by selecting it on the right.

Base Model - Done ✓
Incident (XXXXX001147.100596Y.1) - Done ✓

Isolation Valves:

Alternative Supplies:

V100594

Supply Interruptions ☰

- 52 properties isolated
- 33 with an alternative supply

Network Issues

- 2 hydrants offline
- 53 with inadequate pressure
- 52 low customer pressure
- 0 high customer pressure
- 0 flow reversals
- 4 sedimentation lift

INFO SHUTDOWN

A map interface showing a network of blue lines representing water mains. Three specific valves are highlighted with red 'X' marks: V100596, V100597, and V100594. The map also shows street names like 'Berg Rd' and 'Sims Rd'.

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INFO SHUTDOWN



Customer Impact Simulator

Supply Interruptions

Valves

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INFO SHUTDOWN

V100596 V100594 V100597

Network Issues

Customer Impact Simulator



Instils confidence

Reduced time on administration tasks

Comparative network assessment

Improved network understanding



Customer Impact Simulator



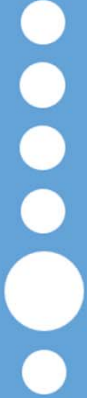
“The application is easy to understand and uncomplicated to use”

Scottish Water Leakage Field Technician

“This application definitely builds confidence and understanding.”

Hydrosave Leakage Manager

Customer Impact Simulator



Reduced risk of secondary bursts

Reduced risk of WQ events

Reduction in Interruption to supply events (ITS)

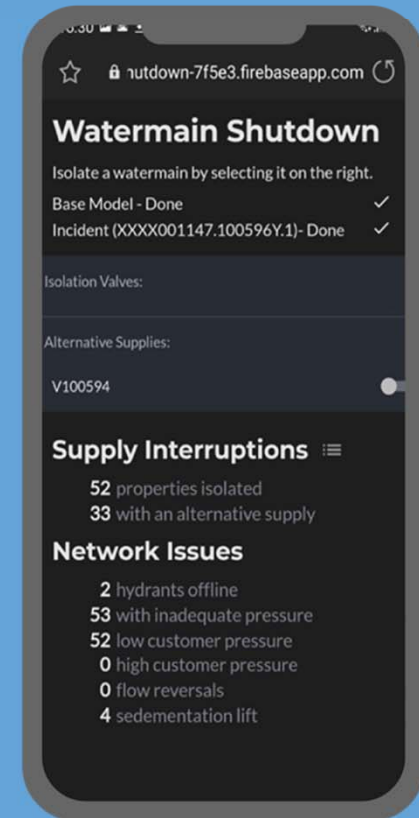
Enriched customer relationship



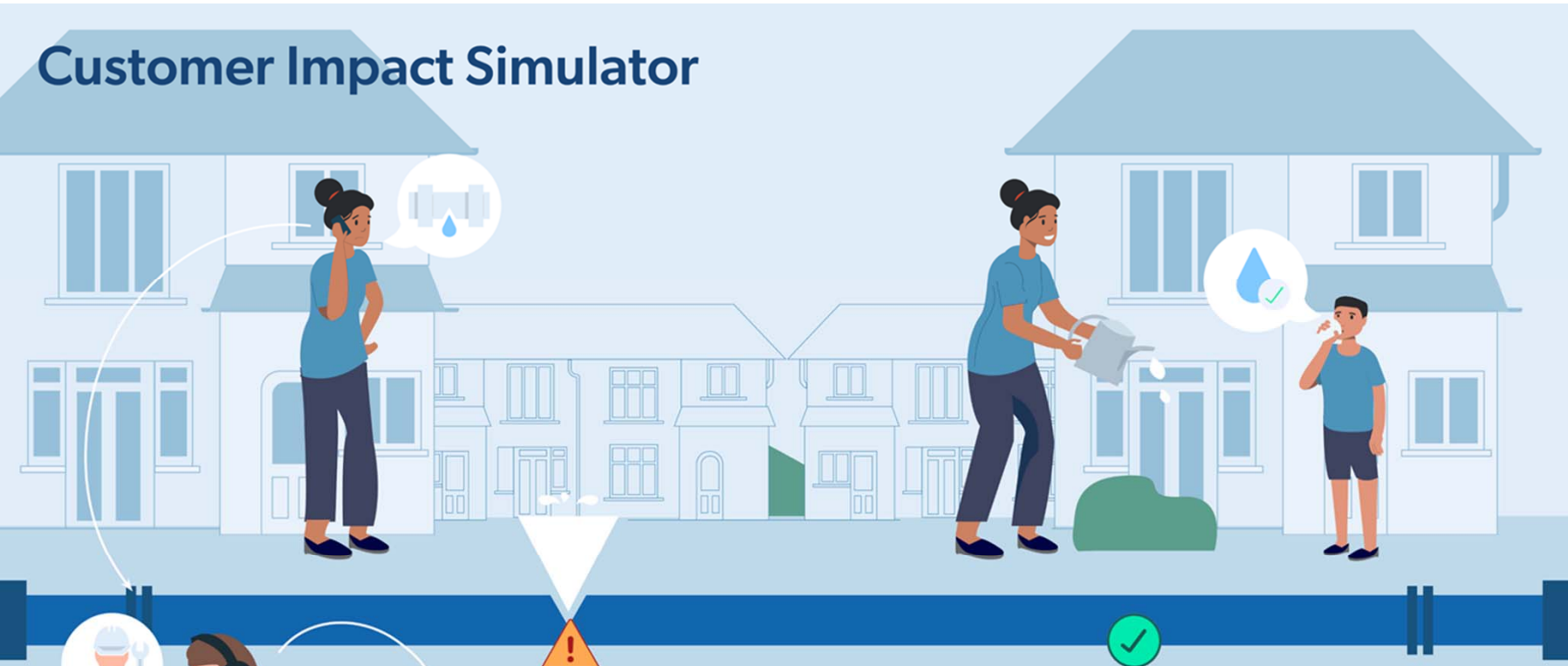
Customer Impact Simulator

1139 Hours completing Non-complex DOMS IAF

911 Hours saved through use of the Customer Impact Simulator



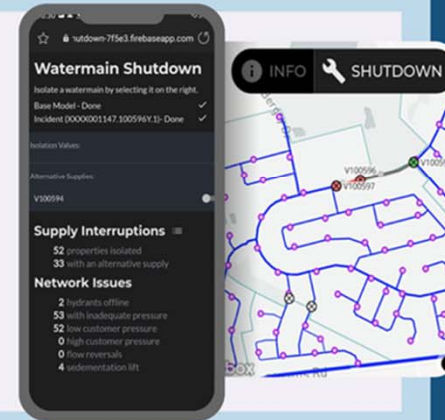
Customer Impact Simulator



Confident Decision Making in Your Hands Anywhere, Anytime

The Customer Impact Simulator is accessed via any device through the web browser and can be used **offline**.

- 1 Customer service desk sends operator
- 2 Operator investigates
- 3 Operator runs customer impact simulator
- 4 Operator chooses the watermain to shutdown
- 5 Repair fixed with the lowest level of impact



Customer Voice

I called and the problem was quickly fixed!



Frontline Voice

I can actually see the impact of my decision before I make it. Now I feel that I can make decisions with confidence!



Service Desk Voice

We receive a continual feedback loop from the field. Data is much more accurate!

