KloudGin

Solution Sheet

Backflow Prevention and Cross Connection Control

Discover the Future of Backflow Prevention

Backflow and cross-connection issues can pose a significant risk to your company and the communities you serve. A single backflow incidence from an irrigation line can make an entire neighborhood sick in a matter of hours.

The most innovative and award-winning utilities in the country are adopting a connected, mobile-first solution that integrates field service and asset management and optimizes backflow and cross-connection management - enabling informed decision-making, driving efficiency, and ensuring compliance, all while improving the customer experience.

KloudGin's backflow and cross-connection management solution digitizes the process, helping to solve data and regulatory compliance challenges around manual backflow device inspections. KloudGin's platform helps utility organizations gain actionable insights and optimize operations while interacting with customers and backflow testers.

The KloudGin Difference

Centralized Data Management

Consolidate all cross-connection control data - including service point data, addresses, device testing records, and notifications records - in a centralized, cloud-based platform that integrates seamlessly with CIS systems.

Improved Asset Visibility

Get a complete picture of backflow devices, maintenance history, and their relationship with other water system assets for better risk assessment and decision-making. Utilize asset visibility on GIS maps to easily locate customers and devices and schedule inspections.

Optimized Inspections & Testing

Streamline contractor engagement with a fast and efficient onboarding process. Empower approved testers and contractors to accept and assign work via an intuitive, mobile-native application. Users can easily capture costs, validate invoicing, and get real-time updates. Generate operational reports and weekly test submission notifications by date, pending inspections, and profile summary.

The KloudGin Difference

Digitized Processes

Replace error-prone manual processes and paperwork with a user friendly mobile app. KloudGin supports real-time data processing and enables a single system to record and store submitted tests and reports.

Improved Regulatory Compliance

Ensure compliance with state reporting requirements by connecting backflow device inspectors, GIS, customers, and your back office in real time. Prioritize overdue inspections and review and approve results instantly. Ensure that your data is secure and NIST-compliant, and easily generate compliance reports for state authorities.

Enhanced Tracking & Reporting

Improve decision support by utilizing your data to unlock advanced, AI powered analytics. Easily generate detailed reports on completed and pending inspections and compliance metrics, helping track your organization's annual progress.

Powerful GIS and CC&B Integration

Improve collaboration with seamless integrations, including CC&B, to streamline updates to asset information and imports of customer information. Maintain backflow specific customer contacts and mailing addresses within KloudGin's platform as required.

Multi-Facility Management

Seamlessly manage different types of facilities and associated assessments, installation processes, testing, and repairs. Generate reports on facility type, backflow type and testing history to assess cross-connection risk.

Connected Notifications & Communications

Generate multiple notices, including violation and enforcement notices, across work orders based on activity types - including Install, Test, Survey, and Install/Replace Inspections. Send customer notifications via email and text alerts directly directly from the application.

Connected Work Order Automation

Automatically convert email tickets into work orders and present them on the GIS map for field technicians to track all this activity in the KloudGin application.

Custom Integrations

Streamline operations with custom integrations, including integrations with partner software to facilitate various processes - including local public health department software and municipal permitting department software.

Transform your backflow management

A Mobile-Native, Unified Platform

With KloudGin's integrated platform, you gain a complete, unified view of your assets and workforce. This eliminates the need for additional integrations, training, and licensing costs while enabling informed decision making, driving efficiency, ensuring compliance, and improving the customer experience.

A Connected and Empowered Workforce

Manage and empower field workers with processes and tools optimized for the needs of today's utilities. Streamline compliance workflows, automate scheduling testing, generate notifications for customers and testers, and track compliance status to reduce the risk of non-compliance, potential fines, and reputational harm. GIS integration supports automated response capabilities, saving time and resources.

Enhanced Efficiency and Continuous Improvements

With KloudGin, all aspects of your cross-connection control program are managed on a cloud-based, mobile-native platform with pre-configured workflows for assessment, new install/inspection, annual testing (1st, 2nd, 3rd and shutoff notices), and repair/replace functions. By digitizing existing paper-based processes, your organization can enable modern features like automatic customer notifications. Internal and external testers can submit results via a user friend application, reducing time-consuming paper-based data entry and saving costs.

A Trusted Partner of the World's Most Innovative Utilities

"The KloudGin team has extensive experience and a deep understanding of serving the utility industry. They have enabled us to strengthen our decision making and extend the lifecycle of our assets."

Dave Vogel
Executive Vice President, Louisville Water Company

KloudGin

KloudGin: Building the Utilities of Tomorrow, Together

KloudGin is a cloud-native solution provider delivering the utility and public service's only true "Single Face of Work®" platform that unifies Construction Project Portfolio Management, Enterprise Asset Management, and Field Service Management within one operational ecosystem. Purpose-built as the operational engine for utility and public sector workers, our AI-native platform eliminates silos between systems and processes, seamlessly connecting all work operations in real time to empower the workforce that keeps essential services running across communities worldwide.

Connect with the KloudGin team to learn more.

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