KloudGin

Customer Service Line Lead Identification

Lead service line identification is a critical function of water quality management, made even more pressing by the Environmental Protection Agency's updated Lead and Copper Rule for 2024.

Water utilities must effectively identify and inventory lead service lines in their networks to safeguard public health, ensure the safety of their drinking water supply and fulfill their regulatory obligations.

Ensure safe water and compliance

KloudGin's Customer Service Line Lead Identification solution is a powerful end-to-end tool that helps water utilities efficiently identify, document, and replace lead service lines.

The KloudGin Difference

Automatic Case Generation

Generate cases for each lead service line automatically, allowing users to generate bulk cases with sketch options and asset groups on GIS maps. Case generation allows organizations to follow standardized processes while easily tracking customer communications.

Comprehensive Reporting

Manage lead service line identification initiatives easily by tracking the status of notices sent, contact attempts, responses received, and pending notices.

Multi-Channel Notifications

Ensure the execution of an effective customer communication strategy with a structured notification process spanning key outreach channels, including phone calls, text messages, emails, and door tags.

GIS Map Views

Facilitate the efficient planning and coordination of your lead service line identification and management by enabling technicians and GIS teams to view and manage cases with an interactive GIS map view.

The KloudGin Difference

QR Code-Enabled Customer Interactions

Enhance customer engagement by enabling customers to easily upload pictures and share information via QR codes sent over emails, text messages, and door tag notifications. Customer photos are uploaded into case notes to assist and streamline the review process.

GIS Data Updates

Easily update your GIS with the identified lead line information, ensuring accurate records and streamlined decision-making. Use this vital information to help identify other lead service lines.

Field Technician Integration

Create work orders equipped with complete case information and customer notes to help technicians in the field undertake lead service line work effectively and efficiently.

Transform your lead service line identification

Improved Workflow Efficiency

Streamline your organization's lead service line identification process through structured and automated workflows.

Stronger Risk Mitigation

Improve your ability to identify and reduce the risk of lead exposure in drinking water, ensuring compliance with new regulatory standards.

Enhanced Customer Engagement

Effectively involve customers in the identification process, fostering collaboration, awareness, and goodwill.

Accurate Data Management

Ensure accurate documentation and GIS data updates to help inform better decision-making.

Simplified Compliance

Monitor lead service line identification initiatives and maintain comprehensive reports for regulatory authorities.

KloudGin: Powering the World's Most Innovative Utilities

KloudGin is the only cloud provider to combine Enterprise Asset & Field Service Management and AI-powered algorithms into a single solution which connects the back office, customers, mobile employees, and assets. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify systems, resources, and processes in real time so they can transform the customer experience and improve worker productivity.

Connect with the KloudGin team to learn more.

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