KloudGin

Connecting the Field Workforce: Louisville Water's Best-in-Class Backflow and Cross Connection Solution

About Louisville Water

Louisville Water Company, founded in 1860, was Kentucky's first public water provider. Today, the company supplies water and fire protection to nearly one million customers in the Louisville Metro area and surrounding counties. They are a lifeline to the region, providing safe, high-quality drinking water for homes, businesses and schools.

The Challenge: Ensuring Safety and Compliance Across Utility-Owned and Customer-Owned Assets

Effective backflow and cross-connection management was one of Louisville Water's biggest priorities, as any backflow issues could create serious public health and safety risks for the communities they serve. They needed a solution that would connect their hybrid network of assets - a complex mix of both company and customer-owned - to digitize and streamline their backflow and cross connection management; drive efficiency; and ensure compliance; all while improving their customer experience.

Louisville Water had their cross connection management split between customer care & billing (CCB) and field operations, with customer risk assessment and equipment falling within CCB and field work management formerly handled via Oracle Mobile Workforce Management's (MWM) on-premises solution. Previously, Louisville Water's Backflow Prevention Device (BFPD) management lived as equipment on service points, and certification reminders were sent manually via letter.

Louisville needed to implement this solution with a careful change management process that would ensure an easy transition and optimal adoption by their teams in the field, as it would require the utilization of new mobile devices and applications that would significantly impact the day to day workflows of their users.

The Solution: A Unified Work Management System Across All Work Groups and Work Types

With Oracle MWM reaching depreciation, Louisville Water had transferred the majority of their fieldwork from MWM to KloudGin. Cross connection was the remaining function still on MWM, and once Louisville Water was ready to complete the transition to KloudGin, the project kicked off with a short two-month implementation timeline.

The KloudGin team worked closely with project leaders at Louisville Water to implement their Backflow and Cross Connection Management solutions to digitize their processes. New developments needed included surveys for cross connection risk assessment and a new form for BFPD management with the ability to easily add, update, and remove devices. This helped Louisville Water improve the capture and consolidation of their backflow and cross-connection data - including service point data and addresses - in KloudGin's centralized, cloud-based platform, while integrating seamlessly with their customer care and billing systems.

KloudGin's mobile-native application was provided on iPads to field crews, making it easy to access, accept and modify work orders on-the-job, while receiving real-time updates in the field.

Crucial to the success of this implementation was the support and buy-in of the end users in the field. Louisville proactively handled the change management process by involving key stakeholders as they went through the implementation and testing phases, incorporating user feedback along the way. This helped them gain internal advocates amongst their core user group, who championed the new system as it was rolled out.

> We gave the KloudGin team the whole list of things we needed and how it should look, and they were amazing - they set it up exactly the way we wanted it. Since the transition to KloudGin, we've gotten great feedback from our users, both in the field and in the office.
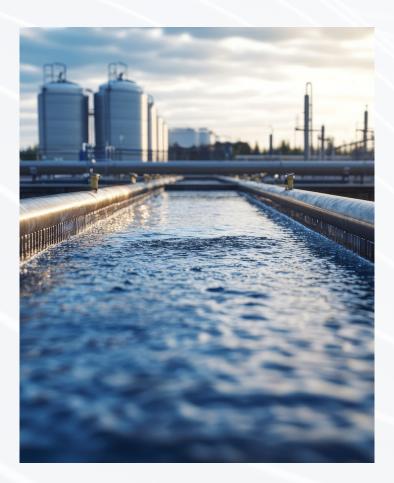
Emily O'Mara
Business Systems Analyst, Louisville Water

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Conclusion

The successful implementation of KloudGin's Backflow and Cross Connection solution has further strengthened the partnership with Louisville Water, while supporting their mission of providing safe and high-quality water to their customers. KloudGin's purpose-built solutions have connected and empowered Louisville Water's field crews, helping transform their workflows, increase operational efficiency, and drive informed decision making. This has enabled Louisville Water to elevate the quality of their service delivery and improve their customer experience, all while maintaining safe, reliable, and compliant operations.

Solution Components

- KloudGin Work Management
- KloudGin Core
- Backflow and Cross Connection Management

Results

- Backflow prevention device management paperwork reduced by 100%
- Elimination of 10 hours of work per employee per week for transcription of updates, retirements or additions of backflow prevention devices
- Enabled automatic update of customer records in CCB via KloudGin
- Optimized workforce and contractor management with performance and integration improvement over Oracle MWM
- Improved in-field device data capture with 100% device-based processes
- Streamlined reporting process through digital collection of found backflow devices and automatic integration

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