SmartSA Vendor Summit

Sustainability
Karen Guz
Director, Water Conservation
San Antonio Water System
SAWS Operations Innovations

Just a few examples...

• Water Operations
  – Remote Sensing; leak ID
  – Camera Pipe Assessment

• Sewer Operations
  – Smart Manholes
  – Pipe Replacement Technology

• Contractor Locate Requests
  – GIS enabled on-line system

• Advanced Meter Integration
  – Pilot expected late 2019
Customer Relationships Innovations

Meeting Customer Needs:

• Call Center Improvements
• Customer Service CRM soon!
• My Account Portal
• New saws.org soon!
• High Bill Self Help Tools..soon!
Conservation Program Innovations

• CRM Platform: Salesforce
  – Electronic Coupon Tools
• Weekly E-Newsletter with Weather Based Watering Advice
• Personalized Monthly WaterSmart Reports
• Random Control Trials: App Based Irrigation Controllers, Flume Flow Sensors, Report Responses
Working With SAWS

• Check our www.saws.org procurement information for services & produces needed

• Have a solution for us? Send us information telling us about it.