

MEMORANDUM

DATE: April 27, 2021
TO: Ted Corrigan, P.E., CEO and General Manager
FROM: Jenny Puffer, P.E., Director of Water Distribution
SUBJECT: InfraMap Software

Over the course of the last few years, Water Distribution has been implementing a map-based system for valve and hydrant maintenance. The software being used is called InfraMap and was developed by the company iWater, Inc. This software has been fully in use at DMWW for about a year now. We have been teaming up with iWater to customize the software for our unique needs, as well as working through typical initial software implementation issues.

Previously, the records for our 10,500⁺ valves and 10,100⁺ hydrants were stored in paper booklets. They were organized in alphabetical order by street name. Employees would work their way through the booklets following along one street before proceeding to the next.

One of the issues with the paper booklets was that if a valve or hydrant was maintained as part of another project or main break, it was not recorded in the booklets. Only the employees that had the booklets in their trucks would record maintenance information. This resulted in a number of duplicate efforts – valves and/or hydrants being maintained but not recorded, so they would end up being maintained a second time later.

Water Distribution staff strongly desired a map-based system so that all employees within the department could see the status of all our valves and hydrants. This way employees could work on maintenance in a specific area of town and not have to move along in alphabetical order. This increases the efficiency of our work.

The map-based system also allows employees to see where we are on maintenance for the year. Reports can be run that show numbers of valves/hydrants completed and how many remain. This was not possible to do with many paper booklets being spread out in multiple company trucks.

Water Distribution is pleased with this software and looks forward to a more organized, efficient way to track our valve and hydrant maintenance efforts going forward.