

# WONDER WHAT WE'RE DOING?

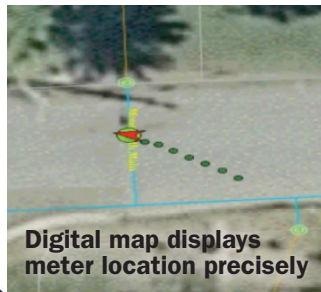
Improving  
service through  
technology



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New Jersey American Water's distribution system comprises 1.5 million assets including valves, hydrants, curb stops, meter pits, plus 9,500 miles of water and sewer main. Throughout the year, our employees conduct thousands of site visits to inspect, maintain and upgrade these facilities. The faster we can find them, the better.

## Locating hidden assets in seconds made simple using GIS



## What are we doing in your neighborhood?

Historically, we printed out maps of our distribution system to locate facilities when needed. These maps often included reference points. Over time, however, we found that reference points can be altered as a result of construction, vegetation growth or even natural disasters.

## Goodbye paper maps. Hello GIS.

We're moving away from paper-based maps with the use of Geographic Information System (GIS)—a sophisticated software that helps us to better locate and log our underground facilities. Once our assets are entered into the system, which is what we're doing today, it helps us to work more efficiently because we can locate our facilities much faster and with precision, which is critical in times when every minute counts.

## What are the benefits?

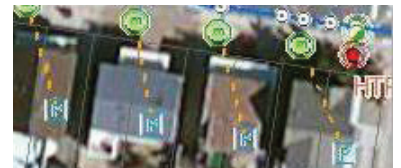
GIS benefits the company and our customers by allowing us to more effectively and efficiently manage our assets across the state. Here are a few examples.

- Greater accuracy of data
- Improved response time during emergencies (better data can help make decisions that lead to reducing the area of impact and duration of main break outages)
- Improved service times
- Improved quality of service
- More effective emergency communication or alerts
- Gain operational efficiencies – reduction in fuel use, staff time, rework

## Have more questions?

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## Before Hurricane Sandy



## Post Hurricane Sandy

GIS enabled us to locate the buried facilities.

