Abstract

The Greater Cincinnati Water Works (GCWW) has completed its water main and service branch infrastructure conversion project. All customer accounts are plotted and graphically tied to water mains that serve these customers, via their service branches. A customized version of ArcView 3.2 is being used to analyze these relationships, resulting in surprising information. As an example, it was discovered that many customers were associated with the wrong service branch, within the GCWW billing system. This was only apparent by using these graphical relationships. Now, shutdown analyses, meter reading routing, and many other software applications are using the data.

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