

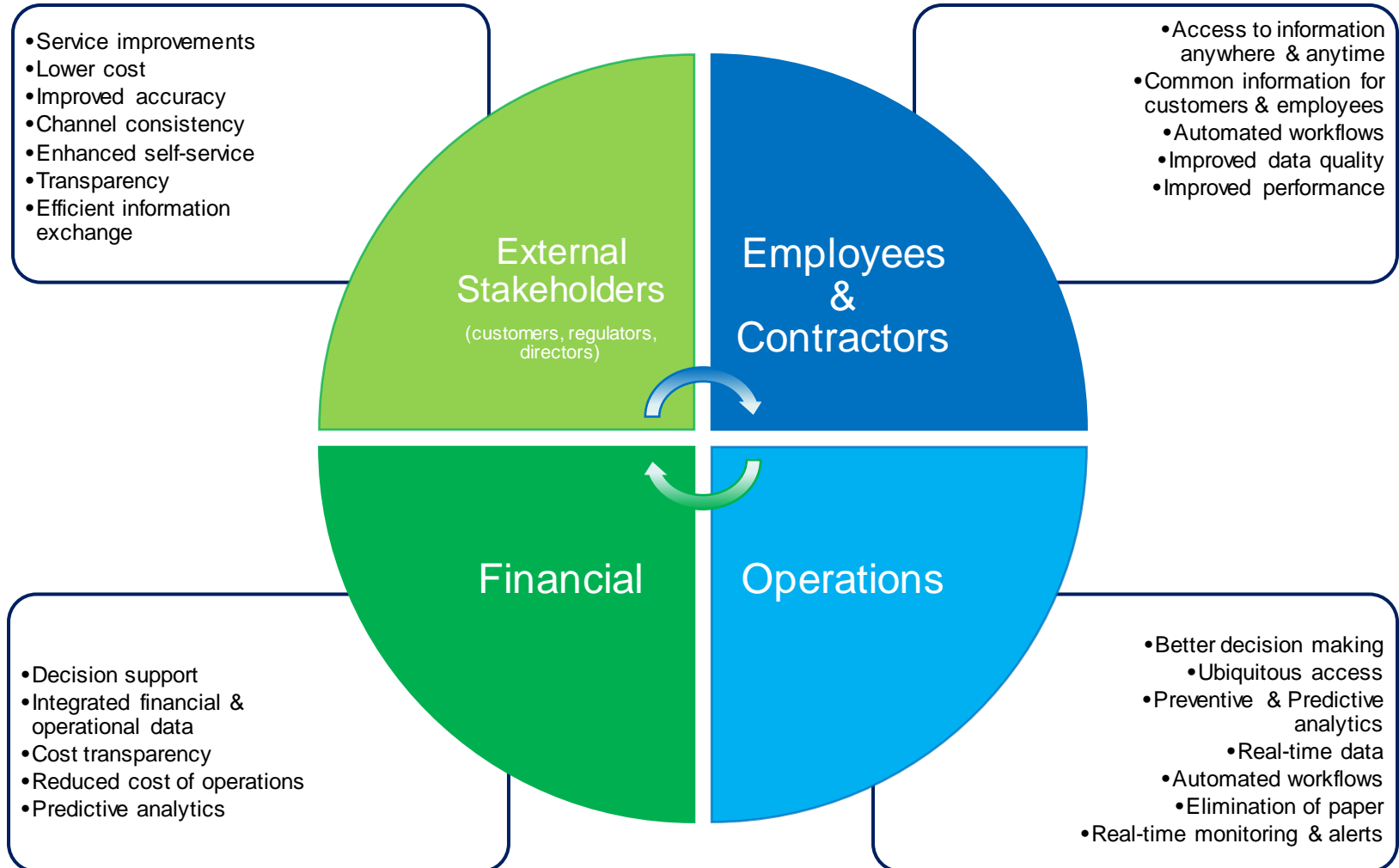
DC Water

A Digital Utility Strategy

**“The foundation of the
Smarter Water Utility”**

Benefits of the Digital Utility

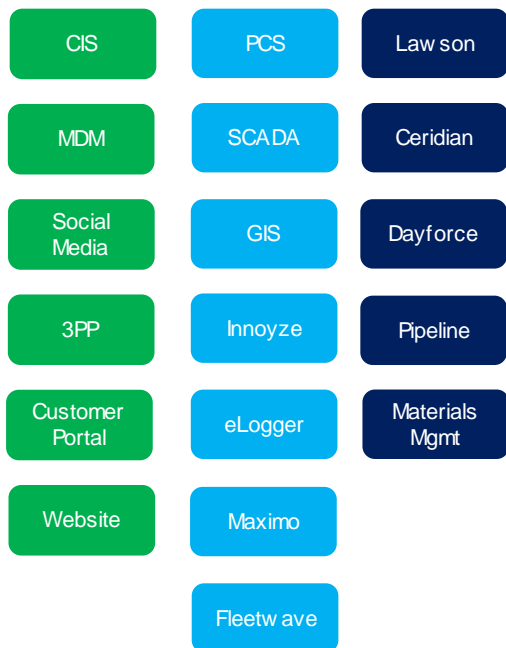
An effective **Digital Utility** strategy has positive impacts across a range of stakeholders and processes both internal and external.



The Digital Utility Transformation

The existence of digital silos and digital islands coupled with the absence of an enterprise data model and standard definitions for core information assets prevents the organization from transitioning to a **Digital Utility**. Synchronization problems persist and more time is spent proving results rather than analyzing trends and driving performance improvements.

Digital Silos



Characteristics:

- Excessive data gathering
- Extensive production cycle
- Limited sharing
- Limited analytics
- Limited time for decision making

The high-level enterprise data model is influenced by 3 primary entities:

CUSTOMER

The information assets that define our customers and the relationships with them. Systems that contain customer data include: CIS, Collections, Meter Reading, Social Media, Customer Portal, 3PP

OPERATIONS

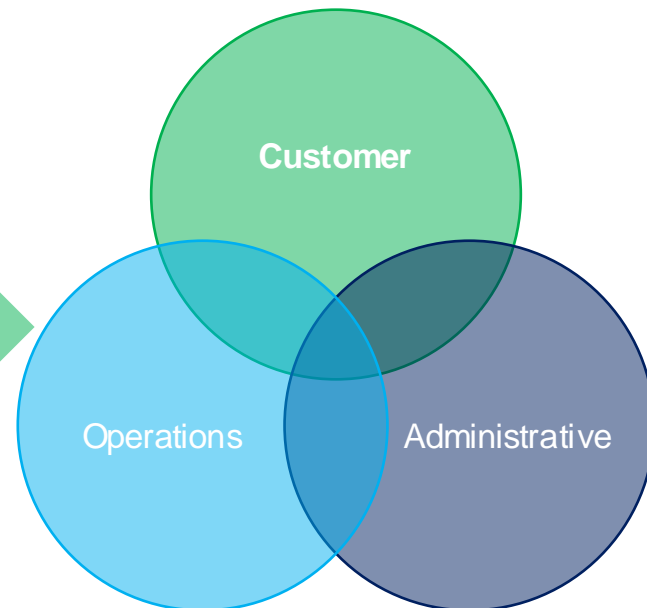
The information assets that define the operational activities the company performs. Systems that contain operational information include: PCS, SCADA, P16, Innozye, eLogger, Maximo

ADMINISTRATIVE

The information assets that define the support functions required to run the company. Systems that contain support data include: Dayforce, Ceridian, Law son, Pipeline

Common relationships exist between the primary entities but are not clearly defined and multiple interfaces exist to move data between applications. The absence of accurate meta-data can lead to inaccurate results and makes end-user reporting and analysis difficult.

Digital Utility

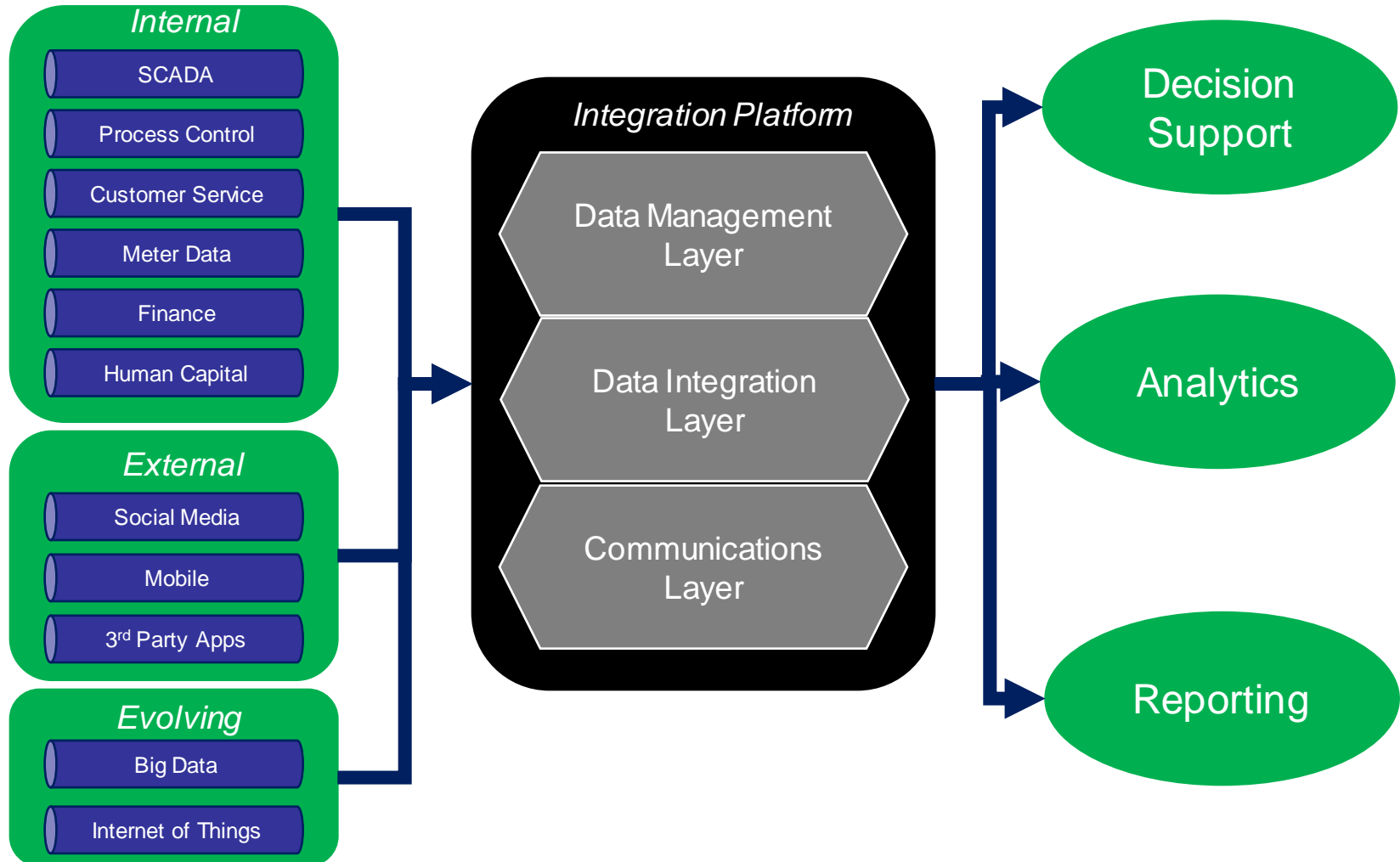


Characteristics:

- Automated data gathering
- Automated data production
- Seamless sharing
- Automated & adhoc analysis
- Informed decision making

Integration is the Key

The heterogenous nature of current solutions and their sometimes unique communication architectures requires an integration platform to support the requirements of the **Digital Utility** of the future until more standards are in place.



The Digital Profile

The **Digital Utility** is characterized by enabling capabilities that allow for proactive management of all aspects of the business. The **Digital Utility** thinks in the terms of a Systems View rather than a single application or transactional requirement. The lines of source systems blur for the **Digital Utility** as the focus shifts from collecting data to applying knowledge.

