

Case Study:

PWSA REDUCES CUSTOMER REQUEST FULFILLMENT FROM 4 MONTHS TO 14 DAYS



PROGRAM RESULTS

 **14**

Average number of days for test turn-arounds, down from 4 months

 **80%**

Savings on cost of sample Kits

 **24hr**

Electronic Customer Notification of Results

 **14,000**

Hours saved



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The challenge

Due to recent LCR exceedances, PWSA faced skyrocketing customer requests on top of the order to replace 7% of their roughly 18,000-33,000 lead service lines every year. In addition, their Lead and Copper Compliance (LCR) and Lead Service Line Replacement testing program (LSLR) required immense amounts of manpower. These two events combined to require thousands of point-of-use kits to be collected and tested every year. They looked to 120Water to solve the challenges of siloed data sources, kit delivery and pickup, lab coordination, and distribution of results.

The project

To remain within LCR compliance standards as well as fulfill the promised customer requests, PWSA had to send and test more than 4,000 kits. It was vital to keep up with demand in reasonable time frames and to manage the program as it scaled rapidly, minimizing time-intensive tasks like driving kits and bringing them to a lab.

The tactics

PWSA executed their lead sampling effects efficiently by using 120Water software, services and kits. With customer data loaded into the software to trigger kit sends, turnaround time for customer requests went from 4 months to 14 days. 120Water also automated the other end of the process, ensuring that customer notifications went out automatically as soon as results entered the 120Water software - all customer notifications were sent within 24 hours.

The results

The real-time water quality monitoring of lead data afforded by the kits and software combination ensured cost and time savings on the program. Testing turnaround time went down and the automation of testing saved thousands of hours of manual work, while the cost of kits went from \$200/kit to \$60. In addition, that data informed infrastructure and remediation programs, setting PWSA up for success in conjunction with their Lead Service Line Replacement Program.