

Scottish Water: Integration to the SRWR

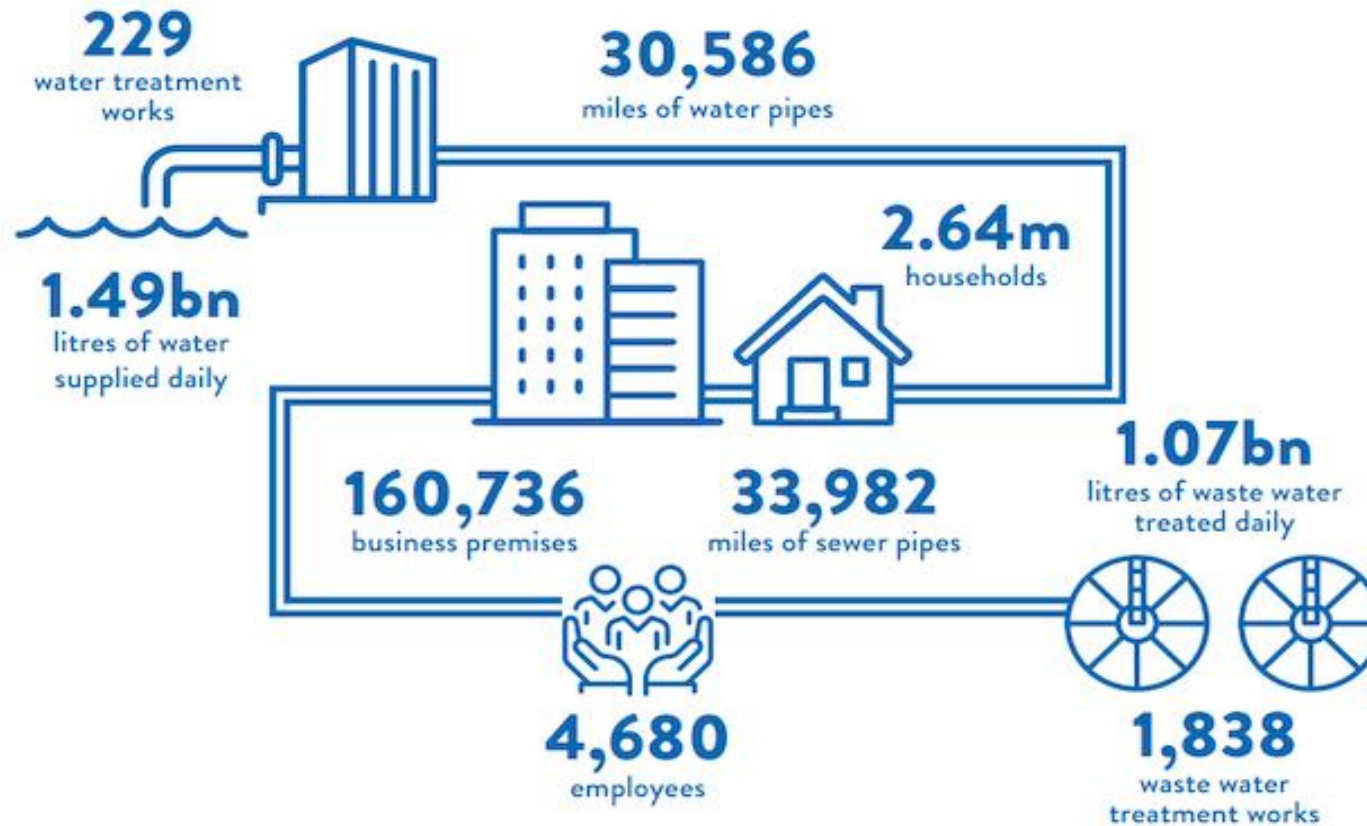
Fiona McInnes

Customer Team Manager- NRSWA



Scottish Water

Our vital role covers:



- Commenced c.26,000 notices in 2023-24
 - 24,000 of these had an associated reinstatement registered.
- 90% of works commenced were carried out by Customer Service
 - c.95% of works carried out on behalf of Customer Service had an associated reinstatement registered



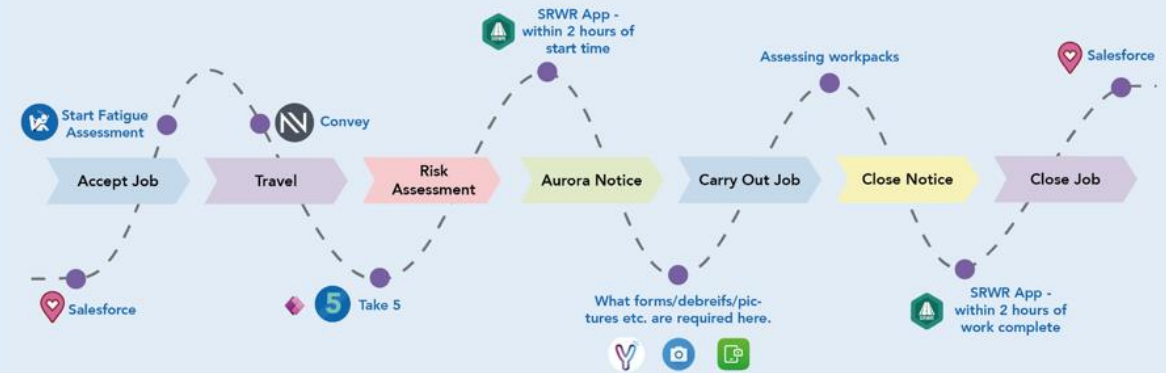
What were the problems?

1. Noticing: Sending Actual Start & Works Closed/ Clear within 2 hours
2. Reinstatement: system, process and manual intervention

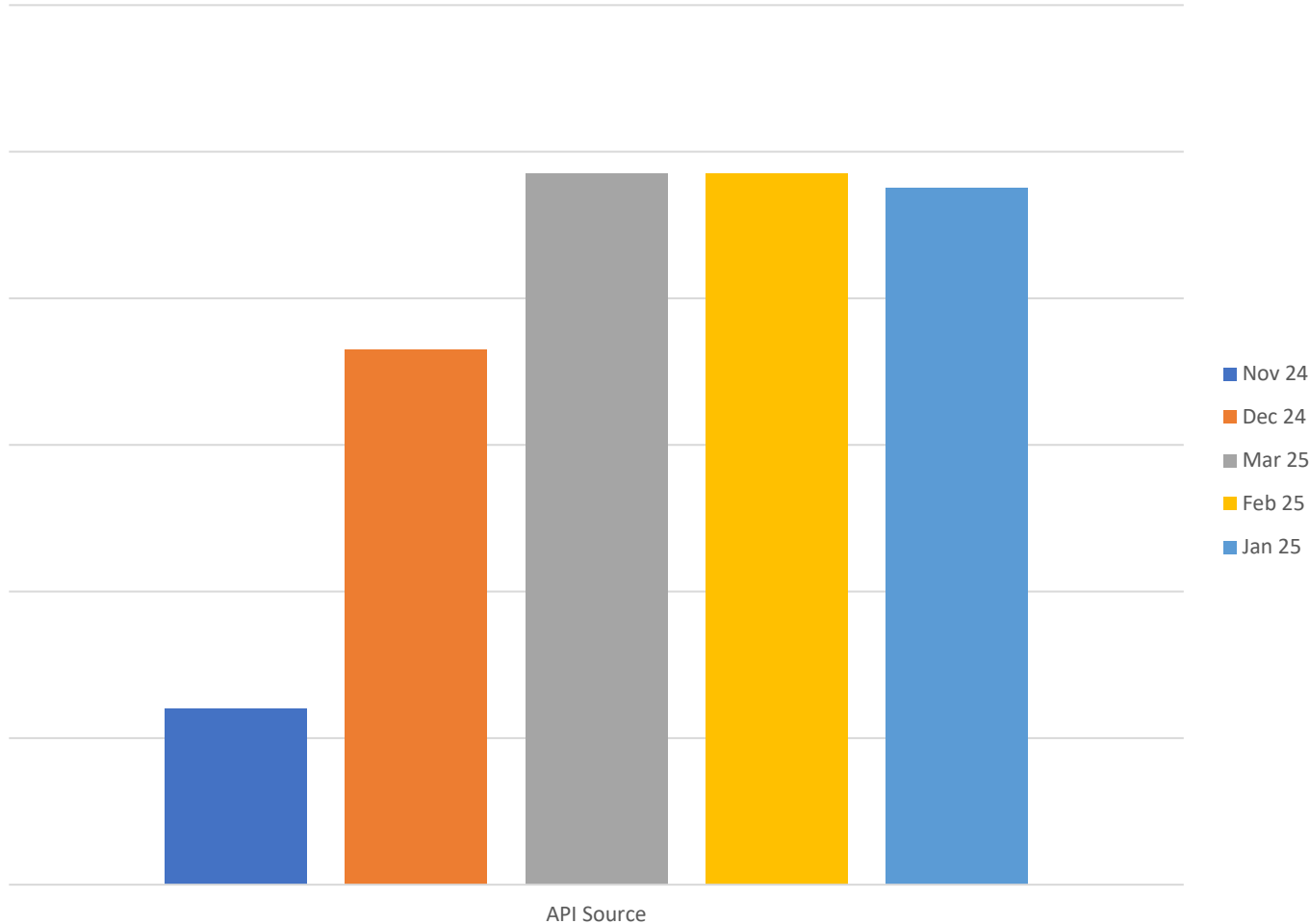
Noticing Process

- Batch interface with Insight removed with Aurora version of the SRWR
- Timescales: moved to 2hrs for Actual Starts & Works Clear/ Closed notices
- Duplication: works started in Scottish Water system and notices manually updated
- SRWR Works Promoter App: Field App Journey already complex

Field User App Journey

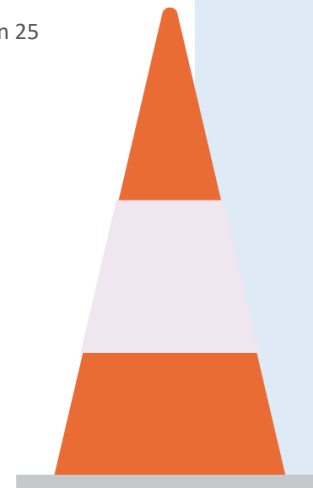


Noticing API Benefits



Benefits:

- All planned notices carried out by CSD must include Local Reference and Notice Type in Salesforce
- For all PLANNED notice types, API will send Actual Start when Salesforce WO is at the correct status.
- For ALL works, where reinstated by CSD, API will send works closed or clear notice.
 - *Registration will be sent directly in the SRWR with site details*
- ✓ Removed duplication
- ✓ Simplified field and officed processes
- ✓ Maintained noticing compliance



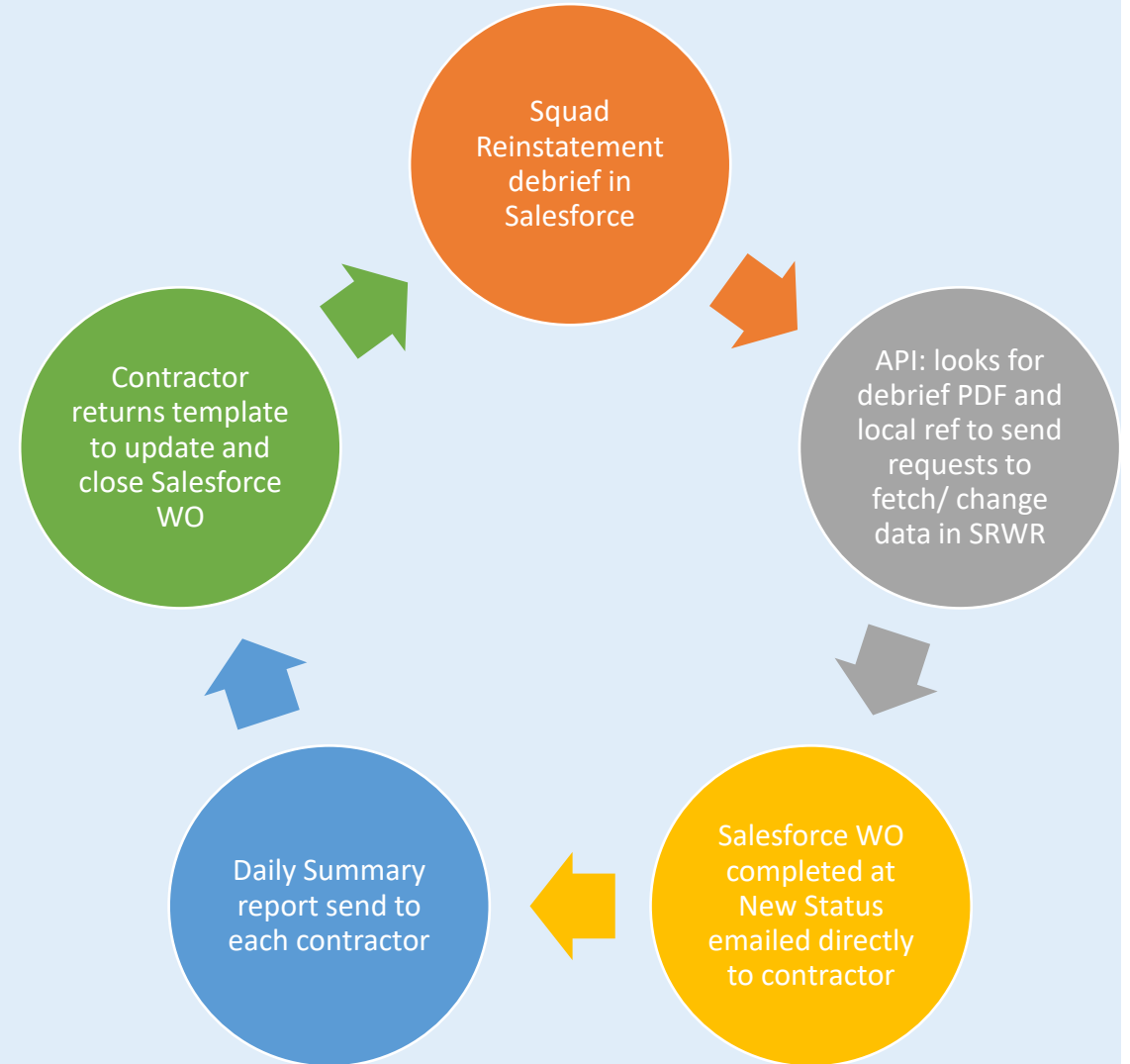
Reinstatement Process

- System: Standalone system
 - Not linked to scheduling system
 - Accessed by VPN
 - Digital efficiency to remove
- Process: manual
 - All jobs created manually in the RA database
 - Squads had to download debriefs and email to reinstatement contractor and admin team.
- Performance Management: limited
 - Information not in data lake
 - Potential for errors & delays



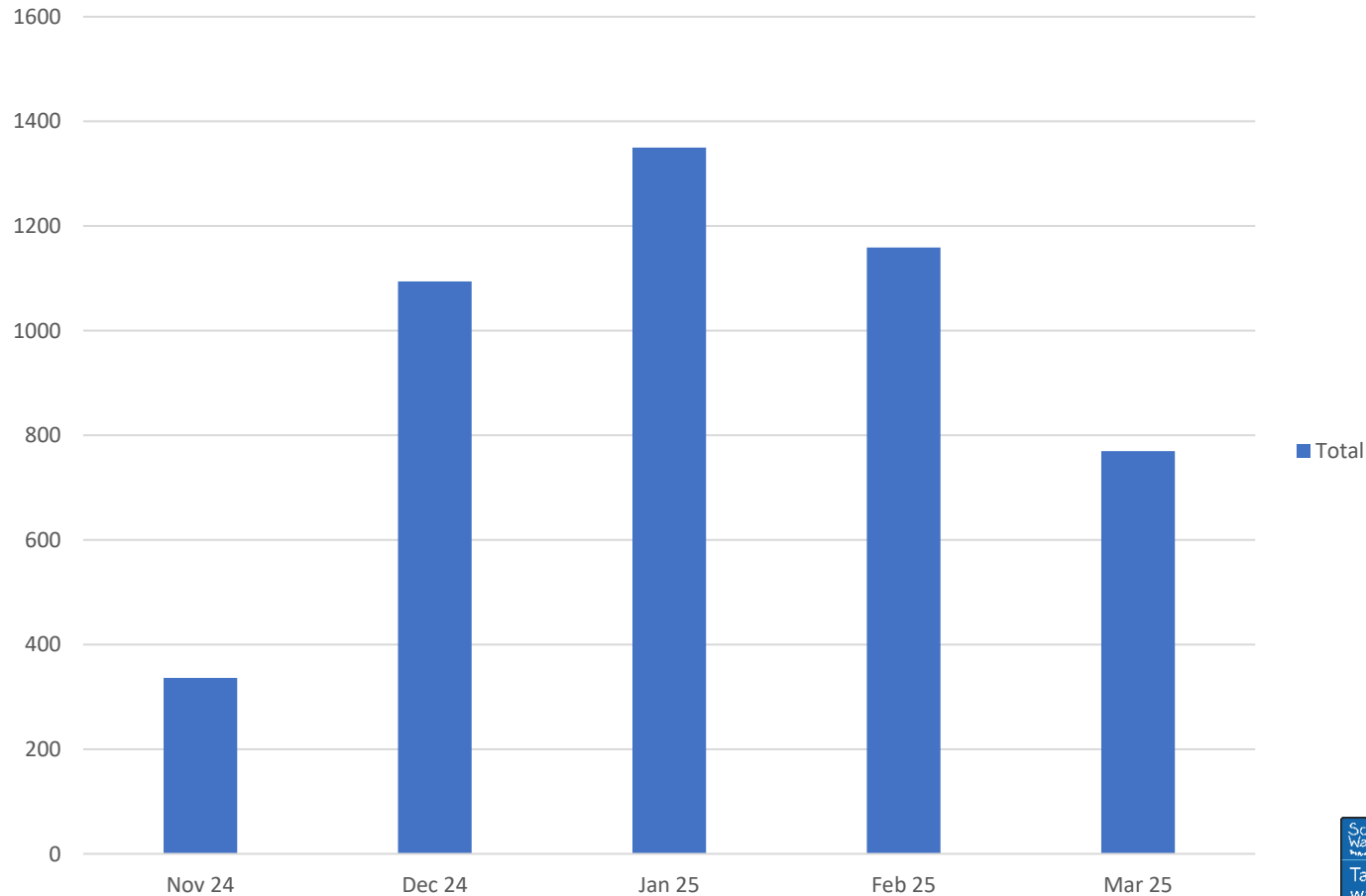
Reinstatement Solution

- Reinstatements created as follow on work orders in Salesforce
- Operatives complete reinstatement debrief to create a follow-on WO for reinstatement contractors
- Salesforce uses 3 APIs with the SRWR to:
 - Fetch notice end date,
 - Fetch carriageway type,
 - Amend the suffix on the activity reference from CSD to a contractor reference
- The completed WO is sent directly to the contractor to plan reinstatement
 - Daily report sent of WOs sent in previous 24/ 72 hrs
- Contractors return standard template daily to be uploaded to close WOs



Reinstatement API

Salesforce Reinstatement WOs to 18/03/25



Reinstatement API Benefits

Processed over 4700 WOs

- ✓ System:
 - work orders managed in a corporate system supported by Scottish Water Digital
- ✓ Process:
 - Reduced processing time for WO creation & closure
 - Reduced errors
- ✓ Performance:
 - Visible in corporate systems
 - Noticing: prevent overruns
 - Reporting

