



# Information Technology Manager's Report

Organization, Personnel and Technology Committee

Item 7b

June 8, 2021

# Service Connection Portal

- The Service Connection Portal is a means for member agencies to report any service connection issues like calibration errors, billing errors, shutdown outages, high/low flow charges, etc. through a web portal
  - **Old Method – Phone Calls**
    - May not reach the right person
    - Delays
    - No documentation
  - **New Method – Web Portal**
    - Secure access, designed as part of WINS; accessible from [mwdh2o.com](http://mwdh2o.com)
    - Familiarity of interface for member agencies
    - Easy to use
    - Routing to the right team based on category type of the issue
    - Quick acknowledgement via email
    - Documented
    - View status updates
    - Builds knowledge-base for service connection issues

# Service Connection Portal Access

The screenshot shows a web browser window with the URL [mwdh2o.com](http://mwdh2o.com) in the address bar. The page is the "Operations Data" section of the Metropolitan Water District of Southern California website. A blue arrow points from the address bar to the "Report Service Connection Issue" link in the right-hand sidebar.

**Address Bar:** [mwdh2o.com](http://mwdh2o.com)

**Page Title:** THE METROPOLITAN WATER DISTRICT of SOUTHERN CALIFORNIA

**Navigation Menu:** Who We Are, About Your Water, In the Community, Doing Business With Us, Careers, Newsroom

**Breadcrumbs:** Home > About Your Water > Storage And Delivery > Operations Data

**Left Sidebar (About Your Water):**

- Sources Of Supply
- Storage & Delivery
  - Reservoirs
  - Pumping Plants
  - Pipelines & Tunnels
  - Operations Data
- Quality & Treatment
- Planning
- Capital Projects

**Right Sidebar (Operations Data):**

- Sales Information
  - Agency Water Sales Report
- Meter Usage
  - Data by Meter ID
  - Data by Meter ID (API)
- WINS Online Certification
- Report Service Connection Issue**

# Service Connection Screens

- Ease of use – Clearly labelled menu items in the web portal app



- Simple Request Form for submitting by choosing type of issue

Home > Meter > Report Service Connection Issue

Home Meter

**Service Connection Request**

Category: Technical Engineering Issue

Member Agency: Anaheim

Service Connection: A-01

Description

Submit

# Service Connection Screens

- Status can be viewed from a single screen



The screenshot shows a web application interface for "Service Connection Issues". At the top, there is a breadcrumb trail: Home > Meter > View Service Connection Issues. Below the title, there is a filter section with radio buttons for "Not Started", "In Progress", "Complete", and "All" (which is selected). The main content is a table with columns: PROJECT ID, DESCRIPTION, SERVICE CDWL, MEMBER AGENCY, REQUESTED BY, ASSIGNED, DATE RECEIVED, STATUS, and LAST UPDATED. There are two rows of data, each with an "Edit" link to its left.

PROJECT ID	DESCRIPTION	SERVICE CDWL	MEMBER AGENCY	REQUESTED BY	ASSIGNED	DATE RECEIVED	STATUS	LAST UPDATED
<a href="#">Edit</a> 2	Central Basin is requesting that the master documents indicate that SGV (through CENB-40) took "0" water	CENB-40	Central Basin	u104683L	u104683L	05/06/2021	Not Started	05/06/2021
<a href="#">Edit</a> 1	John Robinson, a consultant for Central Basin has requested calibration records for the following	CENB-25	Central Basin	u104683L	u104683L	05/06/2021	Not Started	05/06/2021

- Categories can be managed easily



The screenshot shows a web application interface for "Category Maintenance". At the top, there is a breadcrumb trail: Home > Meter > Admin. Below the title, there is an "Add New" link. The main content is a table with columns: CATEGORY\_ID, SHORT\_DESC, LONG\_DESC, USERNAME, and LAST\_UPDATE\_DATE. There are six rows of data, each with an "Edit" link to its left.

CATEGORY_ID	SHORT_DESC	LONG_DESC	USERNAME	LAST_UPDATE_DATE
<a href="#">Edit</a> 1	Technical Engineering Issue	Technical Engineering Issue	MeterCpt	3/26/2021 1:03:16 PM
<a href="#">Edit</a> 2	Billing or Flow Overcharge	Billing or Flow Overcharge	system	3/22/2021 9:10:37 AM
<a href="#">Edit</a> 3	High/Low Flow & Capacity Charge	High/Low Flow & Capacity Charge	system	3/22/2021 9:11:15 AM
<a href="#">Edit</a> 4	Policy Issue	Policy Issue	system	3/22/2021 9:11:29 AM
<a href="#">Edit</a> 5	Shutdown/Outage Schedule Request	Shutdown/Outage Schedule Request	MeterCpt	3/25/2021 3:30:00 PM
<a href="#">Edit</a> 6	Groundwater Replenishment Request	Groundwater Replenishment Request	system	3/22/2021 9:12:27 AM

# Service Connection Screens

- Assigning right team/people to each category

The screenshot shows a web application interface. At the top right, there is a breadcrumb trail: [Home](#) > [Meter](#) > [Issue Contacts](#). Below this, there is a navigation bar with 'Home' and 'Meter' with a dropdown arrow. The main heading is 'Service Connection Assignments'. Below the heading is a dropdown menu currently showing 'Calibration Records Request'. Underneath is a table with the following data:

<u>FIRST NAME</u>	<u>LAST NAME</u>	<u>EMAIL</u>	<u>USERNAME</u>	<u>Active</u>
Jonah	Lee	JMLee@mwdh2o.com	u10468JL	<input checked="" type="radio"/>

