

TIDEWATER

UTILITIES, INC.

A Middlesex Water Company Affiliate

50 Years of Quality Service





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*Tidewater
Service
Areas*

- Serves over 50,000 homes and businesses
- Operates 50 active water districts that serve over 400 separate communities in New Castle, Kent and Sussex Counties, Delaware
- Operates 83 active water plants and 158 active wells

**We Delivered
2.1 Billion Gallons
of Water in 2017**

Operate about 150 Water & Wastewater Facilities

– *Water Plants – 83 Total*

- New Castle County – 10
- Kent County – 30
- Sussex County – 43

– *Wastewater Plants – 7 Total*

- Sussex County – 7

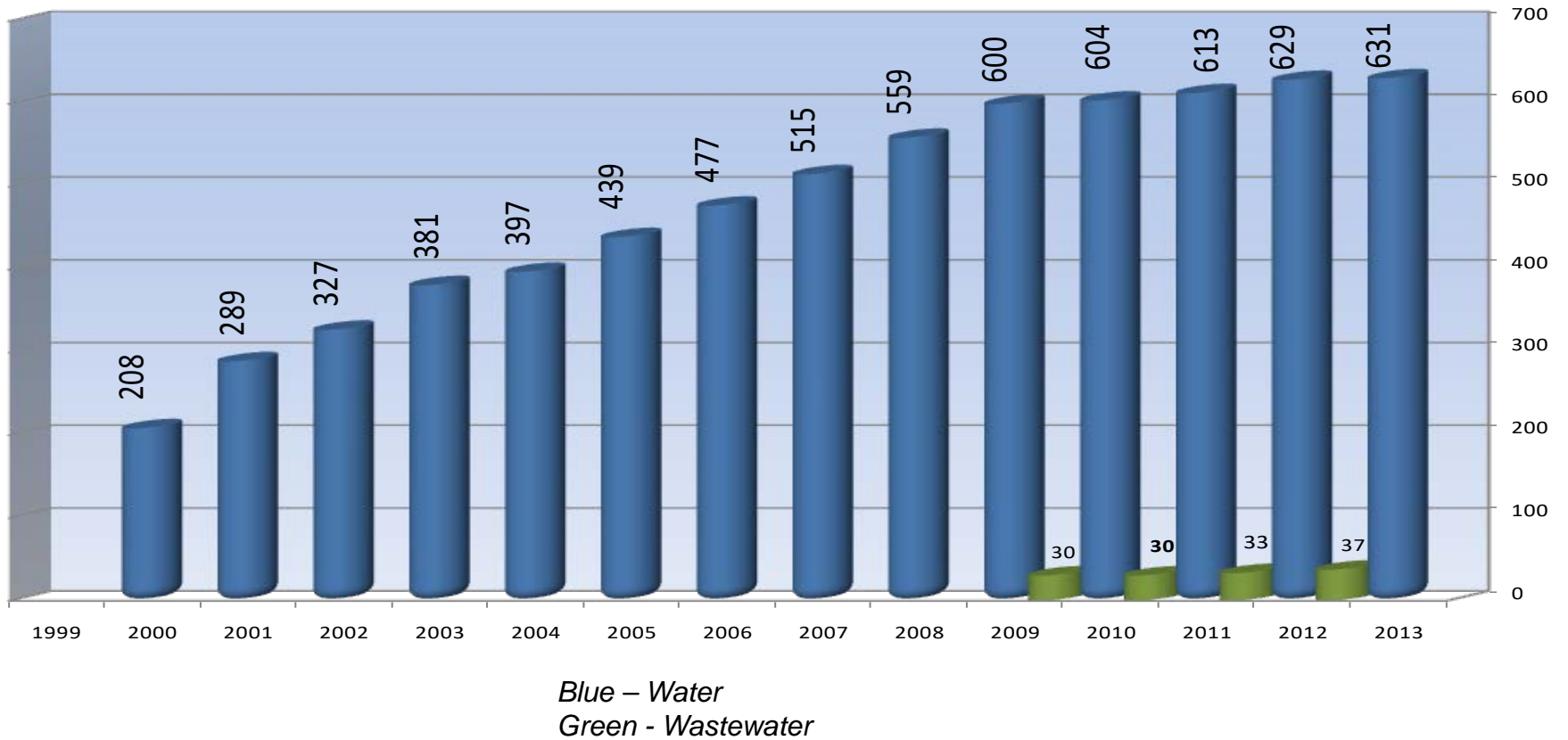
*Bay Front, Country Grove, Harts Landing, Milton,
Plantations, Retreat, Ridings,*

– *Contract Operations – 50 Total*

- *Delaware – 47*
- *Maryland - 3*



Miles of Main – Water / Wastewater



Geographic Information System

- *GIS system implemented in 2009 – horizontal assets*
- *CAD files, paper drawings, other data sources converted*
- *As-builts, GPS, GIS updates are now standard business process*

Work and Asset Management System

- *Oracle WAM implemented in 2012*
- *Geoworks syncs WAM with our GIS to manage spatial work orders*
- *Vertical assets included in WAM, i.e. plants, wells, tanks, etc*
- *Purchasing, Works Orders, Capital Projects, Timekeeping*

Softer Side of Asset Management

- *Business Processes evolve due to Asset Management because personnel have a new 'tool' in the 'toolbox'. People now have info/data at their fingertips to make better management decisions*
- *Asset data accuracy improves over time. Further accurate data collection can be integrated into business processes. Need to start somewhere, take a stepwise approach.*
- *"Culture eats Strategy for breakfast". Is the culture ready for technological changes? For higher levels of transparency? What about Mobile Roll-out, Field Devices, tablets, laptops, vehicle mounts, etc.? Change management...*

What's Next?

- *We now have 5 years worth of data in WAM...*
- *Can we conduct life-cycle analysis based on our data?*
- *Can we measure Level-of-Service being provided?*
- *What additional functionality does the system offer that we can further leverage?*
- *What additional training can we provide to enhance user experience and increase benefits of the system?*

*Our Most Valuable Asset
is Our Staff*

