



The difference is what you see

Moreton Bay Regional Council

Moreton Bay Water



Located in one of the fastest growing areas in the country, the Moreton Bay region comprises the former Pine Rivers, Caboolture and Redcliffe Council areas. It is situated immediately north of Brisbane and is served by an amalgamated "super-council" - Moreton Bay Regional Council (MBRC).

A commercial business unit of the Council, Moreton Bay Water provides quality water and wastewater services to the regional community and has an annual business turnover of about \$134 million.

Pine Water, now part of Moreton Bay Water, was established in July 2001, and operates two water treatment plants and three wastewater treatment plants in the former Pine Rivers Shire Council area. It services approximately 105,000 people, with over 44,000 water meters and 39,300 sewer connections.

// Outcomes

- **Response time for any utility related event such as a damaged pipe has been less than three hours in 95% of cases**
- **Unplanned interruptions per 1,000 rateable properties have been kept to fewer than 100 per year**
- **Network tracking and defining business rules takes 50% less time**
- **Moreton Bay Regional Council now has an information base which will set it up for the next 20 years**
- **The network tracing and analysis functionality allows the Council to run a more reliable and efficient service for its customers**

// Challenge

In an environment of drought, rising water costs, and increasingly unpredictable weather, it is vital that the Council's water services are responsive to customer needs in the face of potentially threatening climate conditions.

As such, the Council's water business is committed to providing the best possible service to its residents and is subject to stringent public performance targets which it is imperative for them to meet.

The water business has a public commitment to meet set response times for any utility related event. For example, a damaged water pipe has to be repaired in less than three hours in 95 per cent of cases and unplanned interruptions per 1,000 rateable properties (properties eligible for rates charges) have to be kept to fewer than 100 per year.

To assist this, MBRC engaged ESRI Australia to provide a location intelligence solution that would enable the capture and maintenance of the Council's water networks, wastewater and storm water asset information. To eliminate the need

for paper plans and to increase Council efficiency and business processes, a solution was needed that was easy to use, logical and could aggregate information stored across disparate systems.

// Solution

In consultation with ESRI Australia, MBRC implemented a new water asset Geographic Information System (GIS). The Council chose an enterprise location intelligence solution from ESRI Australia to enhance data capture in order to significantly improve asset management, data integrity and planning capability. ESRI Australia's solution enables editing, modelling, maintaining and managing facility information for the Council.

The former Pine Water had a successful eight year partnership with ESRI Australia. It decided to implement an ESRI Australia enterprise GIS solution for its water assets because it contained additional editing and analysis functionality that was crucial to its strategy moving forward.

Moreton Bay Regional Council



“ESRI Australia’s solution gives us a platform to build on for the next 20 years. The infrastructure will change, but the capability that the enterprise GIS gives us will be used as our basis for the future.”

Moreton Bay Regional Council

// Solution

The implementation of the new solution has been seamless and its effect has been felt across the organisation due to the ability to locate and manage Council’s assets better than ever before.

The location intelligence solution provides exact locations of facilities, customers, roads and geographic landmarks to enable staff to better determine the precise location of a problem. By knowing the exact location of all water assets, in an emergency event such as a burst water main, staff know unequivocally which valve to turn off and what type of valve it is, ensuring they have the right tools to fix the problem in a timely manner. This information can be permanently stored to be made available for later analysis in order to identify ongoing problems and locate where additional maintenance needs to be carried out.

// Benefits

ESRI Australia’s solution had to meet a number of criteria to be chosen as MBRC’s solution of choice. A key component of this was the ability of the solution to help achieve its crucial customer service performance indicators. Since implementation, the business has met all of its response time KPIs.

Following the implementation of the solution, information has moved from being known by just a few, to being integrated into corporate systems, thereby allowing wider access to corporate information. In addition, the solution has network tracing and analysis functionality that provides a more reliable and efficient service for its customers.

The Council’s ability to access the latest asset information has allowed it to plan its operations in greater detail, such as scheduling and resourcing of routine maintenance to head off any potential problems in the future.

As a tool for network tracking and defining business rules it has cut the time it takes to perform these tasks by almost 50 per cent. And it’s not just office staff that see the benefit. Field personnel can now call in and request a valve isolation trace for urgent tasks, or as a casual affirmation.

The Council’s GIS section also employs a large number of custom business rules to automatically enforce data domains and integrity, and ensure correct connectivity between assets during the asset data capture process.

The benefits for customers are two-fold, with ratepayers receiving a higher service level as well as greater value for their rate payments.

MBRC, Pine Rivers office, is benefiting from having one integrated, cohesive data repository for all its water networks, wastewater and stormwater assets.

This allows the team to share information throughout the enterprise, as well as enabling field crews to respond to issues immediately with all the relevant information and correct resources.

This streamlining of internal processes is ultimately beneficial to the 70,000 customers whose historical data is now easily accessed and analysed to prevent future problems.

// The Future

Moreton Bay Regional Council is now focused on amalgamating the three district data sets from the former Pine Rivers, Caboolture and Redcliffe Councils. This will provide MBRC with a single view of the entire area, delivering efficiencies across the organisation. With this system in place, MBRC will continue to build on the benefits that location intelligence has already brought to the Council, leading to further gains in customer service and reliability.