

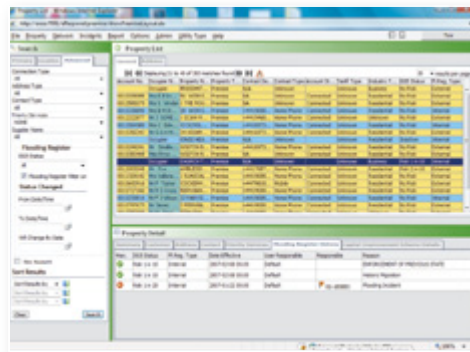
OUTAGE AND INCIDENT MANAGEMENT SOLUTION BENEFITS

Trimble eRespond helps utilities reduce costs and increase revenue by providing incident management software solutions which:

- Support global "best of breed" business processes
- Provide control center staff with tools and time to be more effective
- Improve day-to-day performance/regulatory metrics
- Facilitate end-users via user friendly graphical user interfaces
- Guarantee better customer service
- Ensure better utilization of field resources
- Deliver more billable utility services
- Reduce planned maintenance costs
- Reduce call center costs
- Reduce staffing requirements during major incidents
- Reduce IT TCO via next generation architecture and technology
- Are multi-franchise capable—electricity, water, wastewater, and gas
- Easily localized—English, Thai, Polish, Slovak, Spanish
- Have standardised and certified integration capabilities
- Can be customized if required
- Provide data quality validation and improvement
- Have auditable regulatory and management reporting
- Are part of a COTS product strategy
- Support IEC61968 CIM Standard
- Are designed by our customers to solve their problems in the real world collection and management
- Associates maintenance data with GIS assets
- Improves field worker productivity and reduces costs

INCIDENT MANAGEMENT FOR WASTEWATER UTILITIES

Trimble® eRespond™ Incident Management for Wastewater Utilities provides a comprehensive set of features designed to simplify the end-to-end process of fault management in a wastewater collection network. In addition, eRespond acts as a 'bridging' or 'data fusion' application between the other 'typical' enterprise systems such as customer relationship management (CRM), work management, and geographic information system (GIS). It provides a single window for key operational users who want to know overall incident status without having to look at different systems eRespond has optional capabilities in call take, work and resource management, and reporting—however it is just as comfortable integrated with third party systems supplying those capabilities.



Trimble eRespond provides all the functionality required to manage the wastewater regulatory requirements (e.g. OFWAT, USEPA), including internal and external flooding registers.

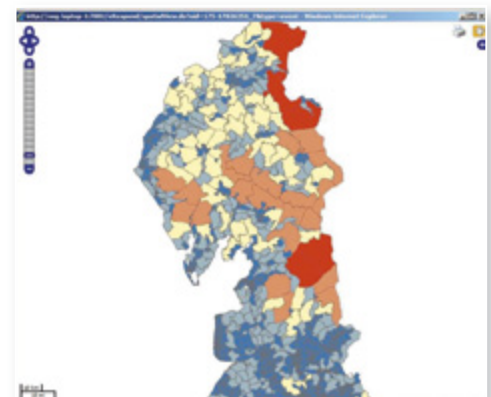
Benefits:

The Trimble eRespond Wastewater Utility solution provides significant benefits in the form of:

- In an environment of regulatory scrutiny, reporting, accountability and fines. eRespond will aid in the reduction of fines and reduce data collation

effort for management and regulatory reporting.

- Extensive and immediately accessible flooding history for assets and individual customers/premises.
- Reduced data collation effort for management and regulatory reporting.
- Improved management of flooding and pollution events.
- Improved customer service/expectations.
- Significantly improved call grouping reducing the instances of 'duplicate work creation'.
- Mobile workforce management.
- Improved supervisory 'situational awareness' during major incidents.
- Input into capital investment and feedback on the success of capital investment.
- Prepare for major incidents.

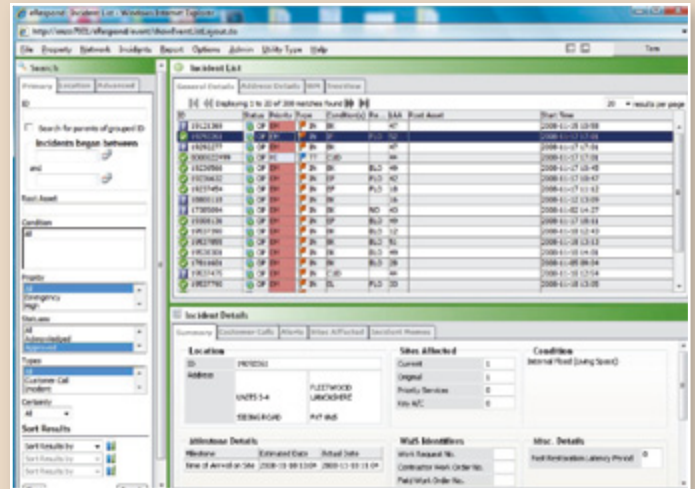


The spatial view offers thematic displays to allow incident managers a clear view of the 'hotspots' for major flooding incidents.

Trimble eRespond for Wastewater Utilities

Key Features:

- Specially tailored call grouping event identification and localization algorithms to suit the waste water environment. Spatial grouping algorithms are designed to minimise the likelihood of duplicate work creation.
- A fully integrated waste water regulatory reporting module, linking event assessment to automatic updates to the flooding register.
- Advanced spatial features to allow for mobile red lining of flooding areas. Identification of flooding incidents spatially.
- Standard interfaces to customer call handling systems to improve event/incident feedback at point of call.
- Mobile extensions to the event reporting facilities to allow direct collection of cause and effect data—increasing accuracy and minimising reporting backlogs.
- User-friendly facilities to support timely and accurate event management, and minimize regulatory reporting 'rework'.
- Background 'monitoring' of key event parameters with automatic user alerting—allowing the user to become more supervisory.
- A suite of wastewater specific operational reports, available anytime directly via a few clicks of the mouse.
- Management of capital improvement schemes and mitigation measures with their impact on flooding status.
- Standard interface allowing you to maximize the benefits of eRespond through automated timely information flow from telemetry, field, and ERP systems.
- Multi-mode display of fault information, including tabular, schematic, and spatial displays.
- Full real-time asset and premise event history.
- Provide summary screens for management.



The Trimble eRespond Event List provides an easy to use tool to filter and manage all events on the network, allowing incident managers to focus on just the key events.

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