

# Owners & General Managers (GMs)

## **1. Reduce Non-Revenue Water and Respond to Leaks Faster**

Non-revenue water represents a silent, ongoing drain on a utility's financial health and resource sustainability. For executive leadership, closing this gap is a strategic imperative that directly protects the bottom line. By integrating advanced geospatial technology, GMs gain executive-level visibility into network vulnerabilities, empowering teams to spot leaks earlier and mitigate water loss before it escalates into a costly crisis. Investing in GIS-driven leak detection transforms water management from a reactive expense into a proactive driver of operational efficiency and revenue protection.

## **2. Locate Buried Assets with Confidence**

Operational uncertainty carries a heavy price tag in the form of project delays, safety liabilities, and bloated repair budgets. For utility owners and GMs, deploying reliable GIS mapping ensures that everyone from office engineers to field supervisors operates with absolute clarity regarding underground infrastructure. By removing the guesswork from buried asset management, organizations protect their capital investments, eliminate costly errors, and ensure that every maintenance dollar is spent with proven, data-backed confidence.

## **3. Avoid Utility Strikes and Unplanned Shutdowns**

Catastrophic utility strikes and unexpected service outages can instantly damage a brand's reputation and trigger severe financial penalties. GIS serves as an invaluable risk-management shield for executives overseeing complex AEC and utility projects. By establishing a shared spatial framework that bridges departments, contractors, and municipalities, leadership can drastically reduce the risk of third-party strikes, eliminate emergency repair overruns, and keep major construction schedules safely on track.

## **4. Prioritize Infrastructure Replacements and Upgrades**

Capital improvement planning is one of the heaviest responsibilities carried by utility leadership, requiring smart allocation of limited funds across aging systems. GIS revolutionizes this process by transforming raw historical data and asset inventories into strategic spatial intelligence. Decision-makers can visualize infrastructure through the lens of risk, condition, and performance, ensuring that capital is targeted precisely where it yields the highest return on investment and long-term network resilience.

## **5. Improve Field Productivity and Customer Service Through Accurate Isolation**

Customer satisfaction and regulatory compliance heavily depend on how swiftly a utility can contain emergencies like main breaks. For owners and GMs, maintaining a reliable public image means minimizing the radius of service disruptions. Accurate GIS

integration gives organizations the exact value and asset intelligence needed to shrink isolation zones instantly, protecting thousands of customers from prolonged outages and safeguarding the utility's reputation for dependable service.

## **6. Reduce Drive Time, Fuel Consumption, and Equipment Wear**

Operational overhead, fueled by excessive mileage, heavy fuel consumption, and premature fleet wear, eats away at operational budgets every single day. By leveraging enterprise GIS solutions, executive leadership can optimize routing and dispatching across the entire organization. This strategic shift not only slashes vehicle maintenance and fuel expenses but also lowers the organization's overall carbon footprint, proving that environmental stewardship and fiscal responsibility go hand in hand.

## **7. Respond Faster and Make Better Decisions**

In high-pressure situations, organizational silos can paralyze decision-making and delay emergency responses. GIS unifies critical infrastructure data into an executive-level dashboard that bridges the gap between management, office staff, and field crews. This single source of truth empowers GMs to make fast, confident, data-driven decisions during crises, ensuring optimal resource allocation and maximum organizational agility when every second counts.