Revitalizing North Weld County Water District

Water | North Weld County Water District | Case Study

![Pathways International logo]
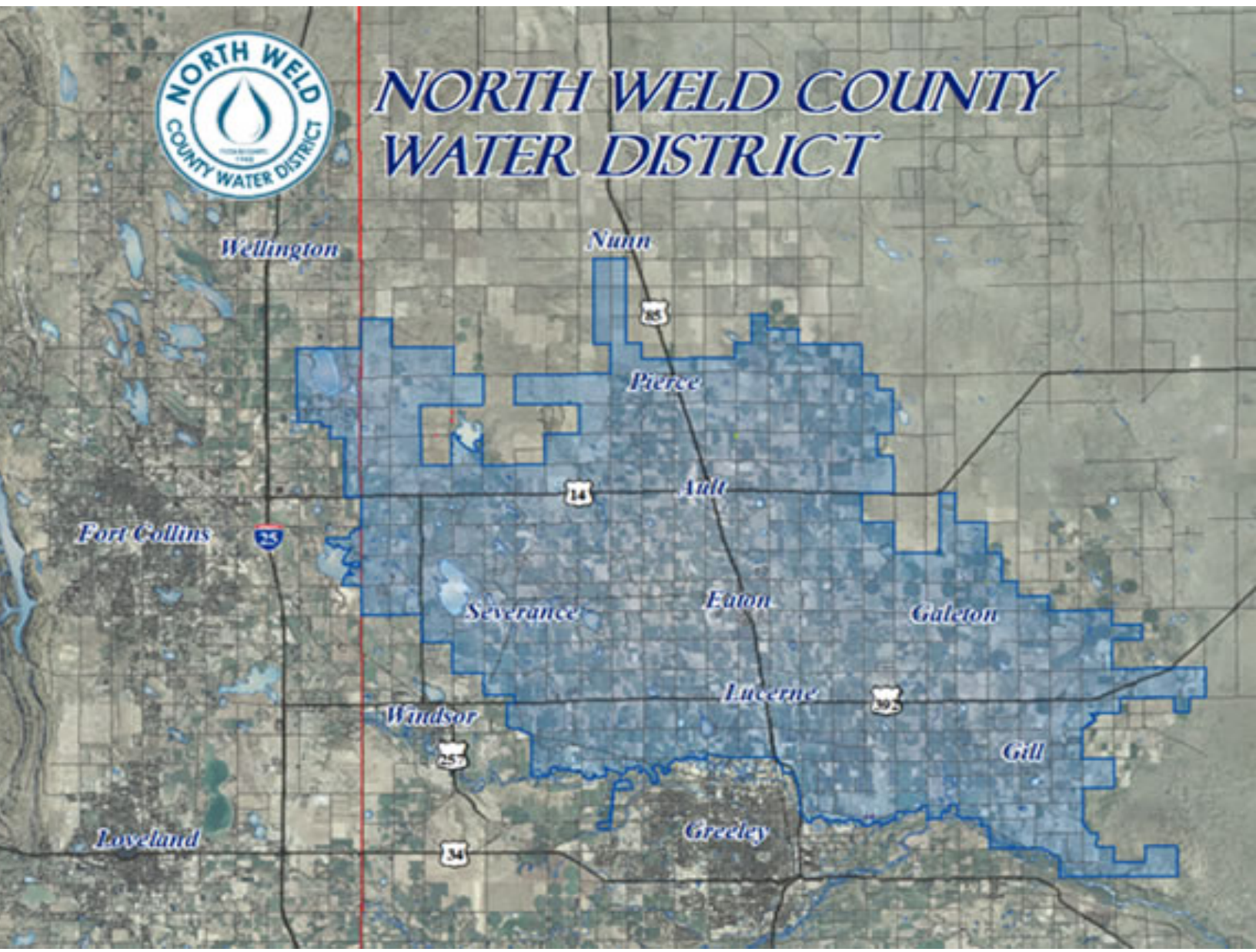
North Weld County Water District provides 1.75 billion gallons of water annually for some of Colorado's most fertile farmland. After learning and understanding pain points in their legacy system, NWCWD made Pathways International their system support specialists and benefited from integration and reporting.

Problem

North Weld County Water District is a quasi-municipal corporation servicing the water needs of 3,800 taps. The company has grown since its humble beginnings in 1962 and now provides drinking water to homes, businesses, agricultural, and livestock operations. As the only water supplier in its region, NWCWD provides an essential service to the community it serves.

North Weld County Water District developed a custom billing application referred to as Drip. When Pathways was brought in, the application was functional but outdated and needed improvements.

In addition to maintenance on the legacy system, NWCWD needed third party integration to streamline the billing process. Time was lost compiling billing information each month to create a file needed by the external billing software, LocBox. On the other side, after payments were received, NWCWD was losing time manually keying each payment into Drip.

Key Technologies:

- Java
- SQL Server Integration Services
- LocBox
- Drip (Legacy System)

Sample Requirements:

- Legacy System Support
- Third Party Integration
- Payment Processing Automation
- Reporting and Forecasting

Solution Steps and Implementation

Pathways International began its work with North Weld County Water District through a thorough study of the Drip system. This system was designed and implemented well before Pathways was brought on. The team at Pathways learned the ins and outs of this Java system before improving and maintaining the system.

North Weld County Water District needed to automate its billing process. LocBox, a billing software that creates and sends bills to customers was implemented in 2014 (?). While this software saved time by removing the manual bill creation process, in order to generate bills, the software required a .xml file. Pathways built a billing module to generate the .xml file needed by LocBox. The module pulled the required customer and billing information directly from Drip. The module was developed using Java.

After a customer receives a bill from LocBox and sends a payment to the bank, the bank sends an excel file with received payment information to North Weld County Water District. Pathways automated the billing data entry process using SSIS. Through etract, transform, and load, SSIS pulls the billing data from the excel document and enters the data into Drip.
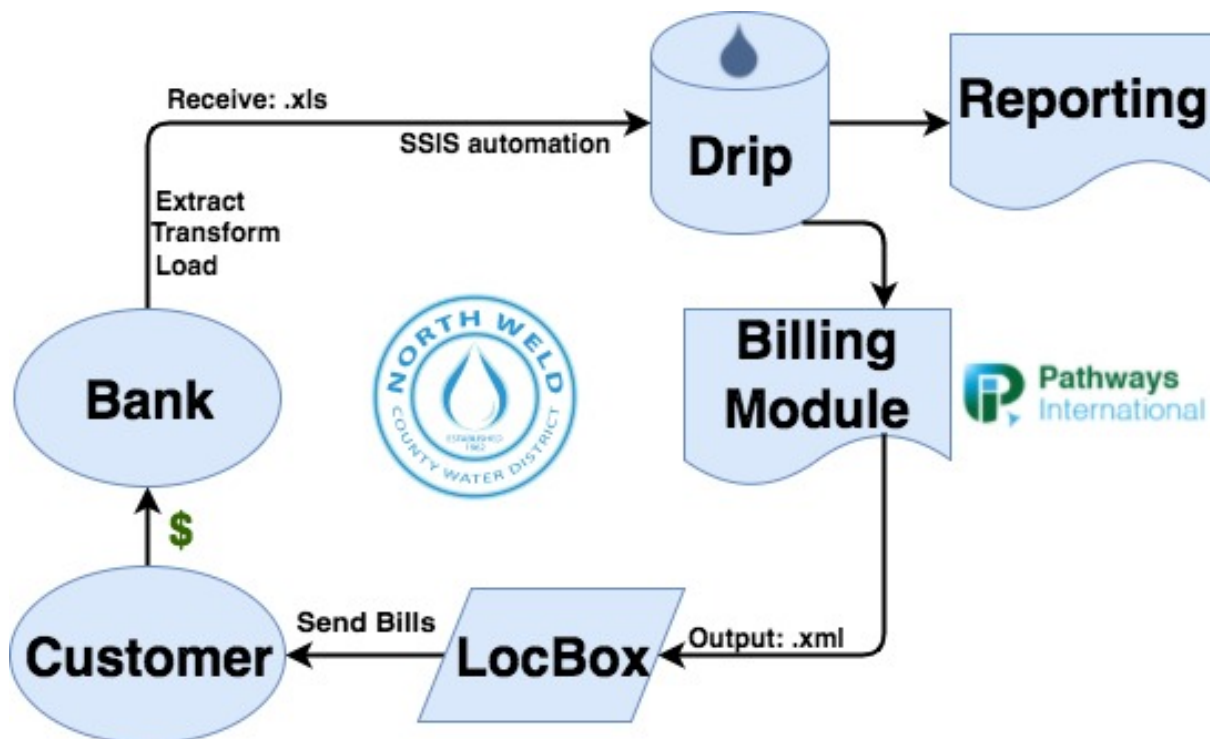
Final Outcome

Legacy System Support: The Pathways team studied the Drip application to gain a strong understanding of the business processes, cycles, and properties of the system. Once the team saw how all the pieces fit together, Pathways was able to support North Weld County Water District through on-going maintenance of Drip.

Pathways designed and implemented a Time Off System Application allowing managers to easily update leave balances.

Third Party Integration: LocBox was implemented to send bills to customers, eliminating time consuming activities. LocBox requires NWCWD to submit a .xml file in order to send out bills. Pathways International built a module that automatically grabs all required billing info and creates a .xml file, integrating Drip and LocBox. Integrating third parties saves North Weld County Water District time and money through eliminating manual processes.

Payment Processing Automation: To increase process efficiency in recording payments, Pathways automated data input. The excel file NWCWD received from its bank which initially had to be keyed line-by-line, can now be automatically loaded into the Drip data warehouse using SQL Server Integration Services. The customer account data and payment information held within the excel file is now extracted, transformed, and loaded into the Drip warehouse eliminating the need for manual entry.

Reporting and Forecasting: Taking advantage of the plethora of data collected by NWCWD, Pathways provides ad hoc reporting. Pathways has analyzed water usage data, discovering customer trends.

Conclusion
Pathways International looks forward to a continued relationship of success working with North Weld County Water District's Drip system. Pathways sees automation as a key factor to increase operational efficiency for NWCWD. At Pathways International, we look forward to creating additional modules and applications to help North Weld County District get the most out of their system.