

CASE STUDY
SACRAMENTO SUBURBAN
WATER DISTRICT

How Sacramento Suburban Water District maximizes efficiency with automation and streamlined processes



“Without tried-and-true software tools such as TruePoint BPM and the TrueVCP tester portal to manage the District’s Cross Connection Control Program, compliance with the requirements set forth in the State of California Division of Drinking Water’s new Cross Connection Control Policy Handbook would be impossible. The TruePoint BPM and TrueVCP tester portal have been and will remain key elements in maintaining regulatory compliance and ensuring the safety of the public water system.”

*Sacramento Suburban Water District
Environmental Compliance Supervisor*

Challenge

The Sacramento Suburban Water District (SSWD) was operating its cross connection control program using a software solution that required substantially manual, paper-based processes, requiring an inordinate amount of staff hours, manual tracking, and effort to manage the 5000+ devices under its purview.

About Sacramento Suburban Water District

Population Served:

195,000 constituents within 36 square miles in the greater Sacramento area

Location:

SSWD is in Sacramento, the state capital of California, located in Northern California

Website:

www.sswd.org

Challenges:

- Not integrated with related systems
- Manual tracking and entry
- No automation
- Limited licensing

Solutions:

- Reliable and accessible data
- Transparency and easy tracking
- Quick, easy, and reliable reporting
- Easy insight into compliance

Products Used:

TruePoint BPM
TrueVCP

Solution

TruePoint BPM is a comprehensive solution that provides staff with all the necessary tools to manage your backflow compliance program. Its built-in automation and validation features eliminate tedious, manual, and convoluted work. It equips agencies with state-of-the-art management of and full visibility into all devices, contractors, test kits, testing status, and compliance. It automates, streamlines, and simplifies existing processes to be significantly more accurate, effective, and efficient.

TrueVCP is a critical component of TruePoint BPM that provides backflow testers with a web-based portal to submit backflow test results and other testing-related documentation, tester certification, and test kit information. TrueVCP alleviates manual data entry for staff, and validates all data entered by testers and contractors. With TrueVCP, test results are validated and entered directly into the portal by the testers and are immediately available for review by backflow program staff, taking the guesswork out of device and test status for any property.



Results

The Sacramento Suburban Water District adopted TruePoint BPM and TrueVCP tester portal to manage, automate, and improve its cross connection control program.

Since adopting TruePoint BPM and the TrueVCP tester portal, the District's cross connection control program is operating with dramatically improved efficiency, maximum effectiveness and compliance, and staff hours required for the program have been reduced to one full time staff member. Data is validated when entered to ensure consistency and reliability. Because TruePoint BPM retains and tracks key information, lookups are significantly faster, and staff can easily run reports to get the information that they need. Test, retest, and status queries eliminate the need for constant paper tracking.

About GovPath

At GovPath, we help state and local agencies modernize operations, unify systems, and improve public access so your team can focus on serving the community, not fighting software. We support more than systems – we support the people behind them with integrated services and technology, that remove barriers. We are your trusted partner with your existing government technology or implementation of new systems.

Contact us:
info@govpath.tech
www.govpath.tech

