



Self-service solution for water and sewerage services

Within Oslo Water and Sewerage Works, the process of improving existing services and to simplify work processes started as a project some years ago due to feedback from customers as:

- the difficulty of finding parking places when visiting our customer service department
- time-consuming services
- the need for increased availability and longer opening hours

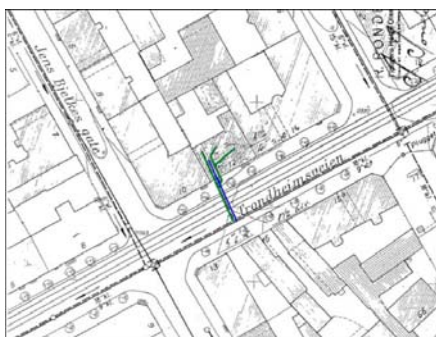
The main targets for this project are professionals, such as consultants and contractors, engineers, architects and plumbers.

These companies make contact with us in connection with building projects, repairs, the laying of cables and the purchase and sale of real property etc. and they need detailed information such as the location of underground pipes and their dimensions, the distance and connections between manholes, valves and other case documents pertaining to the property in question.

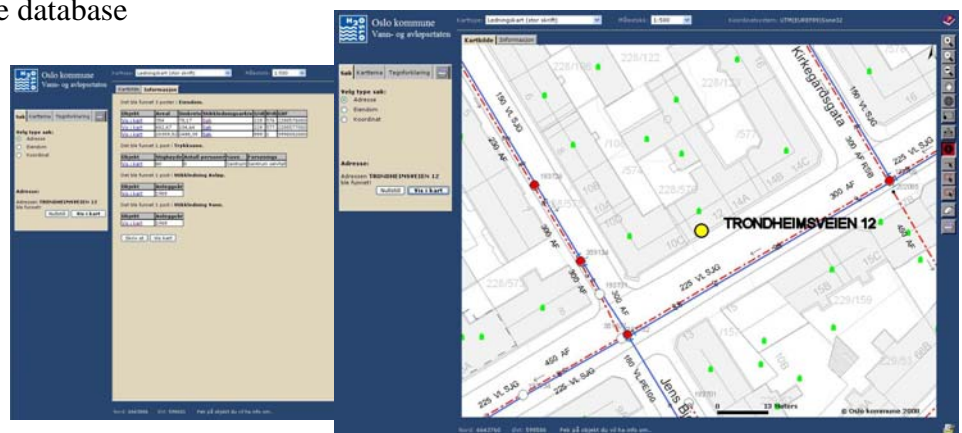
The result of the project is a new map-based self-service solution that facilitated an interactive interface allowing professional players to access up-to-date maps, drawings, and related case documents from their own office or even at home 24 hours a day (24/7). The application will be launched in autumn 2008. So far we have received positive feedback during the trial period.

TECHNOLOGY

The technology used is an ArcIms server with java code, which can run all kinds of web browsers. The digital archive is stored in an oracle database



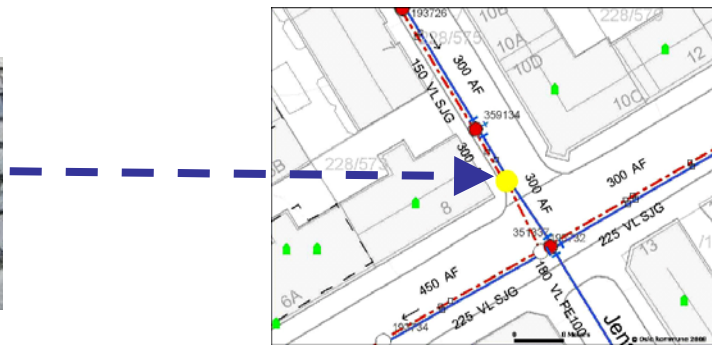
Document from the digital archive



RESULTS

The 2 largest cities in Norway, Oslo and Bergen, agreed on a cooperative project that was developed by a third party, Powel. Oslo Water and Sewerage Works should cover 69% of the anticipated costs and Bergen Municipality 31% of the anticipated costs. The allocation of costs was based on that Bergen already had developed a solution which was suited for further development. However, Oslo and Bergen had specified different requirements for the new solution. The two parties are therefore responsible for maintaining and hosting their own self-service solution.

We expect to achieve an improved level of customer service through rapid and easy access to our infrastructure and related documents. We also expect environmental benefits in the form of a reduction in customers' use of cars. There will be less internal administration and savings in costs because of reduced manual work and therefore savings in costs. Other authorities within the city of Oslo have shown interest in using the application as well.



CONCLUSIONS

Oslo Water and Sewerage Works and Bergen municipality have cooperated in the development of an interactive, self-service solution for water and sewerage information. Under the preliminary launch of the map-based, self-service solution the feedback has been positive. In the future, we plan on opening a limited version of the solution (without any detailed information) for the general public after the launch for the professionals.

The self-service solution will be available for professionals at the following website:

www.underoslo.no

User guide, frequently asked questions and support are also available at the same website. It is also relevant to mention that all professionals need valid user ID in order to access the self-service solution. This is provided by a third party which runs a net portal which facilitates order/payment procedures and which is integrated to the self-service solution.

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