

Colorado Springs Utilities



Colorado Springs Utilities (CSU) chose RouteSmart to shift its water hydrant preventive maintenance (PM) and gas leak detection program toward efficient routing methods for savings.

SERVING CUSTOMERS, PROTECTING THE COMMUNITY

CSU utility regularly tests hydrants so firefighters can depend on them to protect residents. The utility also performs yearly PM on hydrants considered critical because they are near hospitals and large apartment buildings. Additionally, they must annually conduct gas leak checks at residences and businesses, and monitor steel and plastic pipes on a three-to-five-year basis.



Regularly test
17,000 hydrants



Prioritize hydrants
near hospitals,
churches and large
apartment buildings



Ensure gas line safety
across Colorado's
second largest city



EFFICIENCY SKYROCKETS

Colorado Springs Utilities increased the efficiency of its water hydrant maintenance prevention program by 100% and saved about \$160,000.

100%

EFFICIENCY IMPROVEMENT

SAVINGS OF

\$160,000

The crews loved RouteSmart because they could just pick a route and go.

- Matthew Wagers, Applications Senior, Colorado Springs Utilities

CSU SAVES WITH ROUTESMART

CSU required a routing solution that could deliver efficiencies and savings while integrating with its existing workforce scheduling system and meeting the different demands of hydrant PM and gas leak detection. They found the answer in RouteSmart.

Where CSU previously serviced an average of 22-26 hydrants per day, routes optimized by RouteSmart allowed them to accomplish 45-52 hydrants a day – a 100% improvement. They continue to increase efficiency by increasing route size and decreasing the number of routes.

RouteSmart delivered even greater benefits for CSU's gas leak surveys, allowing the utility to deliver the most efficient routes directly to crews on handheld devices. Crews could trust the routes and get right to work.

"RouteSmart came and saved a lot of time and headaches and improved efficiency," explained Matthew Wagers, Applications Senior, Colorado Springs Utilities. "I see RouteSmart as a great tool to aid in preventative maintenance programs."

In total, by combining the power of RouteSmart with its existing software, CSU saved roughly \$160,000. The utility also applauded RouteSmart's responsive customer service.



"When I couldn't figure out a problem, I've received a response and a solution within the hour," Wagers said. "I'm very pleased with the support we receive from RouteSmart."

CSU used RouteSmart to further streamline their bare steel pipe inspection routes. With RouteSmart, Wagers says, they've moved from a four-to-five-month project to an anticipated month-and-a-half to two months. "It's going to be a good win."

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- Matthew Wagers,
Applications Senior,
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ABOUT COLORADO SPRINGS UTILITIES

Colorado Springs Utilities is a locally owned nonprofit utility that provides approximately 193,000 customers with gas, electric, water, and wastewater services in Colorado Springs, CO.