



Hard work and testing pays off in CIS v. 4 upgrade

By Steve Schneider

After three years of testing and tweaking, CIS v. 4 went live April 4 without a hitch.

Thanks to the extensive testing and planning that went on behind the scenes with key personnel, the new system was launched with minimal disruption to staff and customers. Due to the similarity in appearance and functionality to CIS v. 3, the new system was easy for staff to adjust to and learn to operate.

Back in May of 2013, the utility became one of five beta testers for what would become CIS v. 4. We got to tailor the new system to our needs. But with that advantage came a lot of extra testing and work to ensure the system was doing what our business needs required. Testing would reveal areas where the system did not work, and Advanced Utility Systems would make adjustments. The process of testing and fixing and testing and tweaking was extensive.

Though tedious, that testing process was crucial to the successful go live.

AUS was on hand during the week of the go-live, April 4 – 8 to fix any minor glitches in the system. They worked closely with Elena Iliarski, IS systems consultant II, to fix any problems or access issues staff was having as they began working in the new program.

Elena was the primary beta tester and influenced the CIS v. 4 designs. Marie Weinhandl and Gayle Moser were business process subject matter experts and proposed enhancements along the way. CIS V4

CIS continued on page 2

Clearing the rail lines



Mike Bailey, water system worker, clears concrete away from a street car rail line so the rail can be removed from the street as his crew prepares to put in an 8-inch autofire in on West 7th Street in downtown Saint Paul on Wednesday, April 13. Bailey was working with Pete Davis' crew, which included Pete Hollis, Travis Seidl, and Joe Moy. They worked on that site most of the week to complete the project.

Understanding lead and what we do to minimize it in our drinking water

There has been a lot of news lately about elevated levels of lead in drinking water due to the problems in the water supply in Flint, Michigan.

To help our customers understand the situation here in Saint Paul, we have posted some information online and are publishing it in the *Customer Service Connections* newsletter for April - June.

To help us have a consistent understanding, the information we have posted online and in the *Customer Service Connections* is as follows:

Lead continued on page 2

What we do to minimize lead in our drinking water

[Lead continued from page 1](#)

Where does lead come from?

Lead is not found in our source water. It is not in the water leaving the treatment plant. Lead in drinking water comes from lead service lines to the home, brass fixtures in the home, and lead solder in the home. Lead also comes from a variety of sources other than water that are more common. These sources include lead paint in older homes, lead dust, and lead in soil.

What we do to reduce lead

To reduce leaching of lead from lead service lines or lead solder in the home, we treat our water to produce a small amount of scale on the pipes by adjusting the pH levels and alkalinity levels.

Our treatment processes are in strict compliance with the EPA Safe Drinking Water Act and the Minnesota Department of Health regulations. Every three years, the MDH requires sampling and testing for lead or copper in our drinking water. We monitor pH levels around the clock.

Which homes have lead

Most lead service lines were installed in homes built prior to 1927. There were also a small percentage of homes built between 1942 and 1947 that have lead service lines. These homes are at higher risk of lead leaching from the pipes. We offer free lead testing for

these customers and help them to interpret the results of their tests. Eliminating these lead service lines is the best long-term solution to the problem of lead in drinking water.

We own and maintain that portion of the water service line in the street right of way and we replace that portion of the service in conjunction with street maintenance projects.

The property owner owns and is responsible for maintenance and replacement of the service line within private property. We offer an assessment program for St. Paul residents that allows for the costs of such replacement work to be assessed and collected through property taxes.

More resources

To find out about the effects of lead and how to reduce lead exposure from water, go to our website at www.stpaul.gov/water, select publications, and select *Get the Lead Out* brochure.

For more information on whether a property might have lead service lines, our customers are instructed to contact the SPRWS engineering division at 651-266-6270.

Those who live in our service area and would like to know more about the testing and monitoring of our drinking water, or to get water tested for lead, are instructed to contact our water quality lab at 651-266-1635.

Hard work and testing pays off in CIS v. 4 upgrade

[CIS continued from page 1](#)

was fully developed in spring of 2015 and ready for the marketplace. Being conservative, SPRWS opted not to be the first beta testers to go live. We began planning in earnest in fall 2015 for SPRWS go-live. Elena planned all the detail testing necessary for SPRWS go-live looking to Marie and Gayle for confirmation that all matters were covered.

Instrumental in testing the system over the course of the last six months were Elena, Marie, Gayle, Krista Anderson, Derek Olson, Karen Sullivan, Kathy Travis, and Brent Marsolek. Don Cheney and the SPRWS information services staff worked through some very challenging technical and interface issues, especially

Todd Freking, who worked extensively on Infinity Link, (the online bill payment system), Tom Buth on the IVR (phone system) and Blong Lee on data base integrity and management.

These individuals gave extensively of their time to ensure the new program worked properly when the go-live came. Due to their expertise in testing the system, many of them were also called upon to train their fellow employees on the changes in the system and how to navigate them.

It is through their hard work that this program had a successful launch.