

Case Study

Kingbrook Rural Water System

KorTerra Advantage Locate Management



Serving over 5,300 customers throughout 11 counties spanning South Dakota, Kingbrook Rural Water owns and operates nearly 3,000 miles of water pipeline.

WIN #1

30%

reduction in truck rolls costing approximately \$364/roll and 200+ unnecessary field visits avoided monthly

WIN #2

2

eliminated the need to hire two additional locators

WIN #3

400+

hours of administrative time saved annually

Challenge

Kingbrook Rural Water's leadership and field personnel had limited insight into the total number of tickets received and managed monthly. Administrators emailed all tickets and used a service area map to manually assign them to locators. Amidst an environment where they were seeing a 39% increase in ticket volume due to rural fiber projects happening near their assets, the team at Kingbrook Rural Water needed to implement a locate management solution that provided a significant increase in automation so that they didn't have to add additional staff. Kingbrook Rural Water worked with KorTerra to alleviate these organizational challenges.

Solution

- Elevated reporting capabilities and increased workflow insights
- Increased clarity into buffer zones surrounding facility lines
- Streamlined operations and processes in the field and the office
- Automation tools allowing for elimination of manual administrative tasks

“I've always been a firm believer that if you can't measure it, you can't improve it. The automation and reporting capabilities we've gained since implementation have already provided tremendous value to our organization.”

– Erin Hayes

General Manager, Kingbrook Rural Water System

Results

After originally believing they might need to add 2 new locators to support a 39% increase in ticket volume, KorTerra empowered Kingbrook Rural Water to support this increase without needing to add additional staff. By leveraging KorTerra's facility mapping data that enabled the effective screening of tickets where their assets were not at risk, the team was able to save 50 truck rolls per week on average. Considering that each truck roll costs \$364 on average, this was a huge financial savings for their organization. Beyond this, the back-office team was able to save 400+ hours of administrative time which had historically been spent on processes such as printing, dispersing, and having to dig through files for legacy ticket information. The ability to understand and analyze their data in real time has been the catalyst for increased efficiencies. The Kingbrook Rural Water team is empowered to maximize the timeliness and accuracy of their locate management processes while simultaneously minimizing the risk of damages and the negative implications of those damages to their customers.

Contact KorTerra to learn more about how we can help your company maximize efficiency.

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