



NEWS RELEASE

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IBM National Executives Make Closing Presentation, Recommendations

A team of senior IBM executives spent three weeks with Tucson Water and City staff to provide recommendations on how to monitor water usage, demand, and leaks in real time with improved technology and customer service.

The team made its final presentation to City staff and stakeholders, with many of its suggestions referencing the implementation and acceleration of Automatic Meter Reading (AMR)/Automatic Meter Infrastructure (AMI) and Supervisory Control and Data Acquisition (SCADA) Systems.

“IBM noted four key components: Customer Service, Meter Management, Operations Management and Information Technology,” said Alan Forrest, Tucson Water Director. “Essentially, that makes every Tucson Water employee and customer a stakeholder in what IBM refers to as an optimized water delivery system.”

IBM’s donation of its employees’ time was made possible through a 2013 IBM Smarter Cities Challenge grant to Tucson Water and the City of Tucson. The value of the grant is estimated at approximately \$400,000.

IBM’s final presentation and recommendations, as well as information on AMR/AMI and SCADA, the Smarter Cities Challenge Grant, and activities of IBM’s Team are online at tucsonaz.gov/water/IBM_grant.

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