

Evesham Municipal Utilities Authority Digitizes Service Line Inventory and Improves Material Identification with leadCAST



CLIENT

Evesham Municipal
Utilities Authority (MUA)

LOCATION

Evesham, New Jersey

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Chris Vandenberg
Asset Manager,
Evesham MUA

The Background

Evesham Municipal Utilities Authority (MUA) serves a rapidly growing community of about 50,000 residents. It manages the full spectrum of water and wastewater services, including water treatment, distribution, sewer collection, and wastewater treatment. With more than 200 miles of water and sewer mains, the organization plays a vital role in safeguarding public health and supporting both residential and commercial development.

The Challenge

With the deadline for the Lead and Copper Rule (LCR) compliance approaching, Evesham MUA grappled with the challenges associated with collecting, reviewing, and consolidating historical documents to create its service line inventory. Identifying service line material for buried infrastructure is all the more difficult, logistically, especially when working with a wide variety of legacy records.

Despite the challenges, Evesham MUA was making steady progress, "I was really proud of the work we were doing and the engagement we were getting with the community," said Chris Vandenberg, Asset Manager at Evesham MUA.

However, when new communication requirements around notifying properties with unknown service line materials kicked in, Evesham MUA determined it needed a technology solution. While the utility had strong confidence in its existing methods, it was seeking a cost-effective method to comply with the regulations and more efficiently reduce the number of unknown service lines in its inventory through the use of predictive modeling.

The Solution

Evesham MUA turned to Trinnex's leadCAST platform to simplify workflows, reduce unknowns, and provide a centralized database for the next phase of its program.

"Due to the short timeframe for implementing our program, we decided that we needed to pick the best product available. After reviewing other options, it was clear that Trinnex offered the best product backed up by exceptional customer service," Vandenberg noted.

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Trinnex's leadCAST brought all service line data into one place, reducing inefficiencies and freeing staff to focus on higher-value work. By combining consolidation with predictive modeling, leadCAST helped the utility target its field efforts with greater confidence and build momentum toward compliance. Here's how:

- **Centralized Data Management:** leadCAST acted as a single funnel for service line observations, consolidating inputs from multiple sources into one system.
- **Refocused Administrative Effort:** By improving manual processes, the utility saved time and directed resources to higher-priority tasks.
- **Predictive Modeling for Stronger Decision-Making:** Validated the utility's existing knowledge, increasing confidence in identifying where lead or galvanized service lines were most likely to be found.
- **Improved Field Accuracy:** With better targeting, Evesham MUA reduced the number of unknowns and increased the efficiency of its dig-up program.

Results and Outcomes

The utility achieved notable time-efficiency gains by streamlining workflows and refocusing administrative tasks. leadCAST enhanced confidence and accuracy for service line identification through predictive modeling, improving Evesham MUA's dig-up program.

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Throughout this journey, the team at Evesham MUA fostered stronger community trust through direct resident engagement, all while providing clear communication about their efforts to protect water safety.

Key Takeaways

Leveraging leadCAST, the utility has:

- Streamlined workflows, reduced administrative burdens, and boosted efficiency
- Improved service line identification, more targeted dig-ups
- Enabled proactive and clear resident communication
- Built community trust while ensuring compliance and minimally disrupting service

About leadCAST

leadCAST is a cloud-based technology platform, that manages compliance with the EPA's LCRR and LCRI. Built by water engineers and seasoned software professionals, leadCAST houses everything related to managing the full array of LCRR/LCRI programs in one place - from kicking off a service line inventory program to embarking on a full-on lead service line replacement program.

Trinnex solutions, including leadCAST are SOC 2 verified. This means we uphold robust industry standards for cybersecurity - a key consideration for critical infrastructure systems.