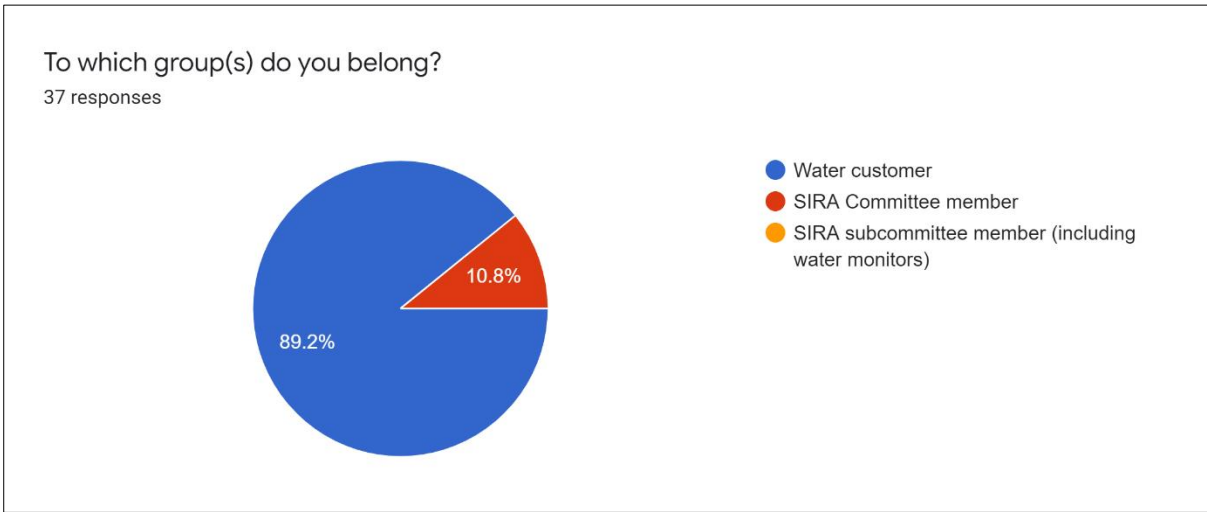
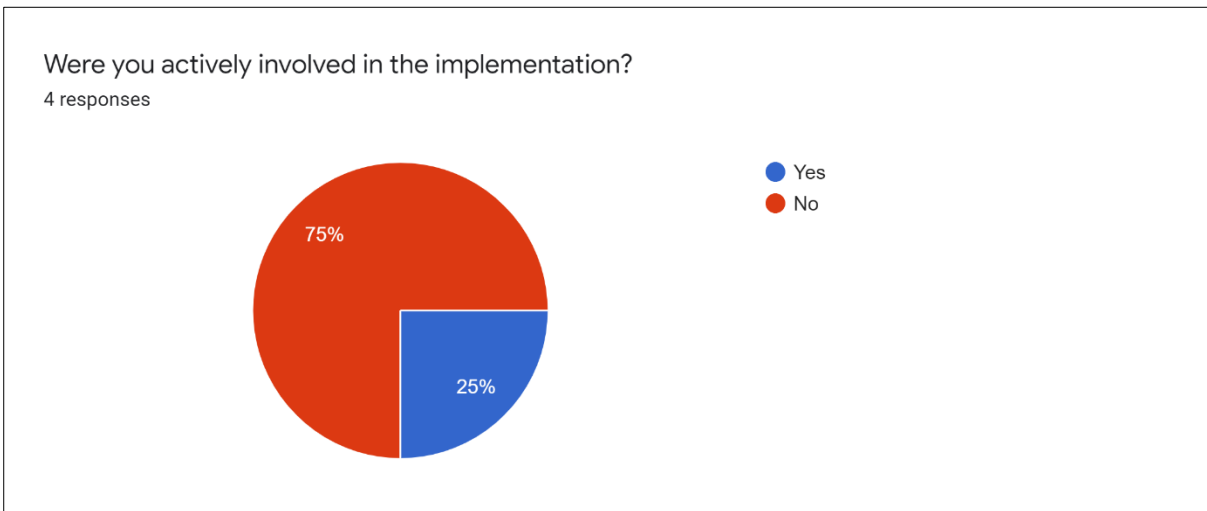


SIRA WATER SYSTEM POST IMPLEMENTATION REPORT

(JULY 2020)



The following questions were answered by people who indicated they were SIRA Committee members. 4 responses were received.



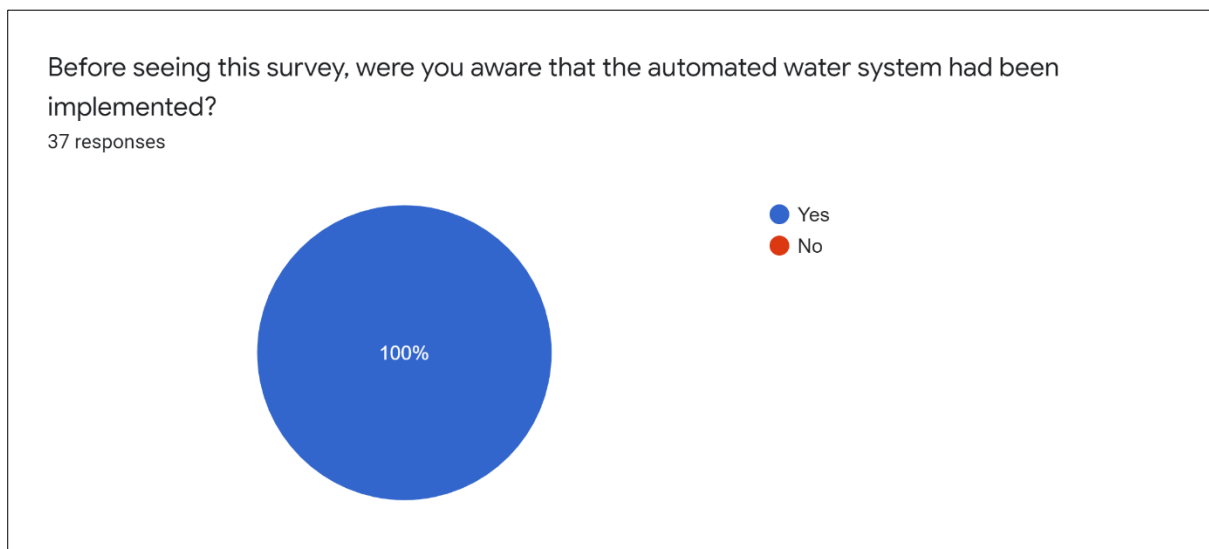
One respondent indicated that they were involved in the implementation. Here are the responses.

Question	Response
Were you actively involved in the implementation?	Yes
The objectives of the implementation were clearly communicated	Agree
I was able to provide feedback on the implementation plan	Agree
There was enough time to prepare for the implementation	Strongly Agree
From my perspective, customers were given enough information beforehand (or opportunity to receive information)	Agree
The implementation did not encounter any major issues	Agree
I received good feedback from customers	Agree

	N/A	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was timely armed with enough information to answer questions regarding the project		1			2	1
The info about the implementation was timely and sufficient for customers to engage with the system		1			2	1
It was my impression that the implementation went well		1			2	1
I received good feedback from customers/members		1			2	1
My involvement with the implementation did not put a higher than acceptable strain on me	1					1

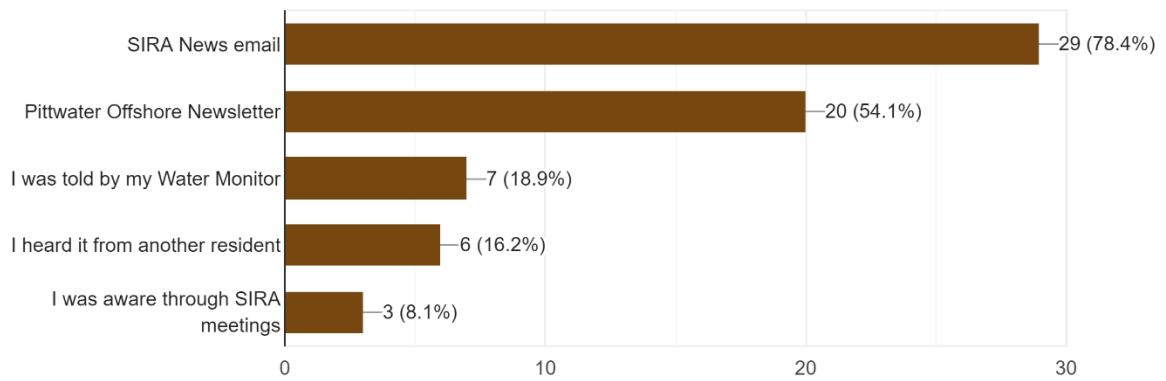
Note: The committee member who strongly disagreed with all the statements, indicated that they do not buy SIRA water and solely rely on rainwater. It seems an odd this person did not know about the implementation.

The following questions were answered by all respondents.



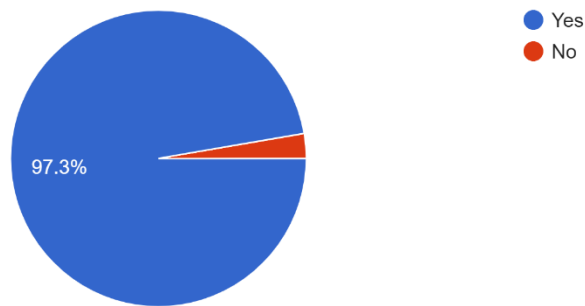
How were you made aware of the implementation?

37 responses



Does your household ever buy water from SIRA?

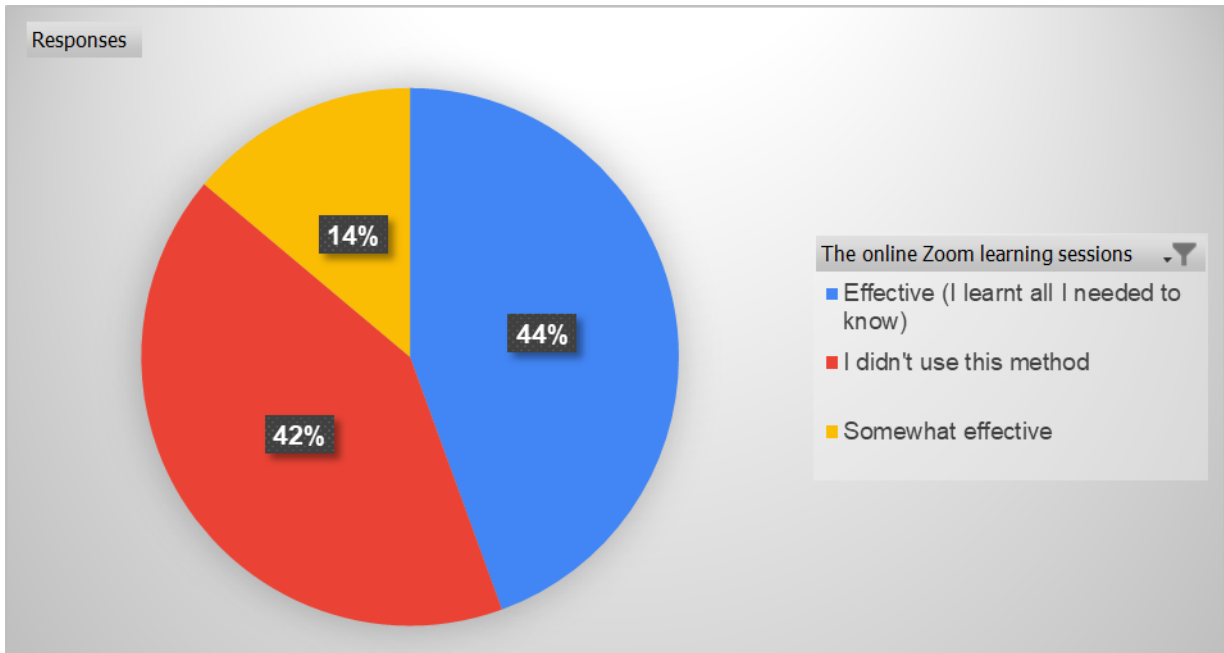
37 responses



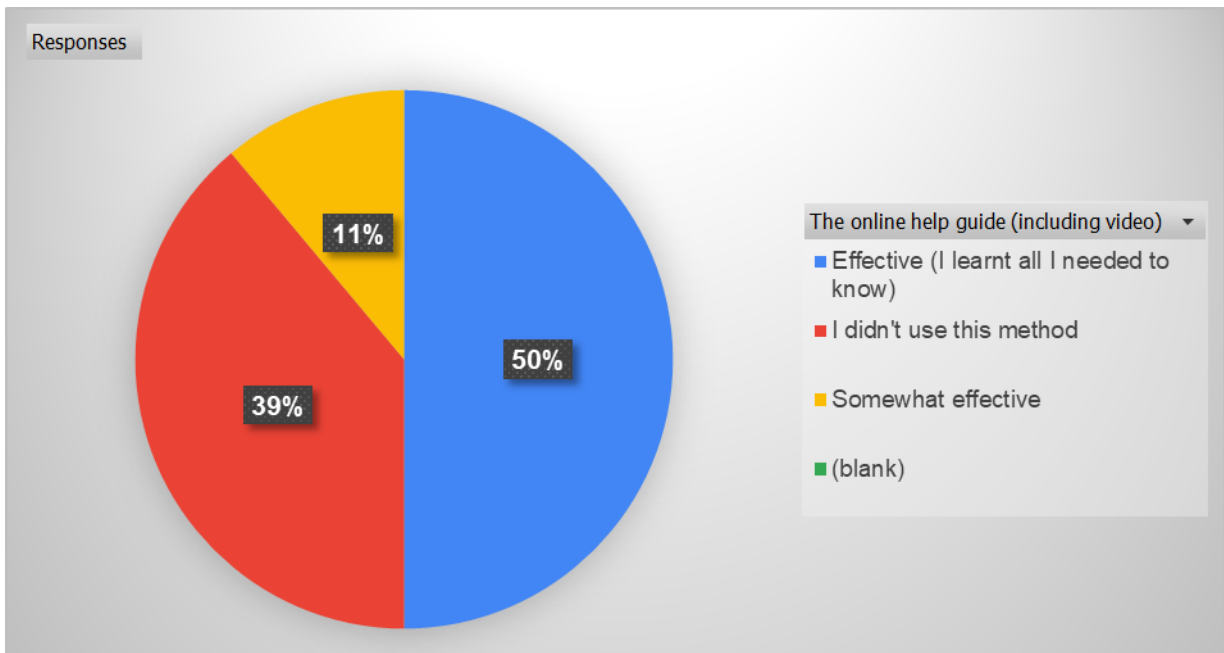
The following questions were answered by those who indicated that they are purchasing water from SIRA

SIRA offered a number of methods for you to learn about the system and there are also other residents that potentially helped you. How would you rate the effectiveness of each of the methods?

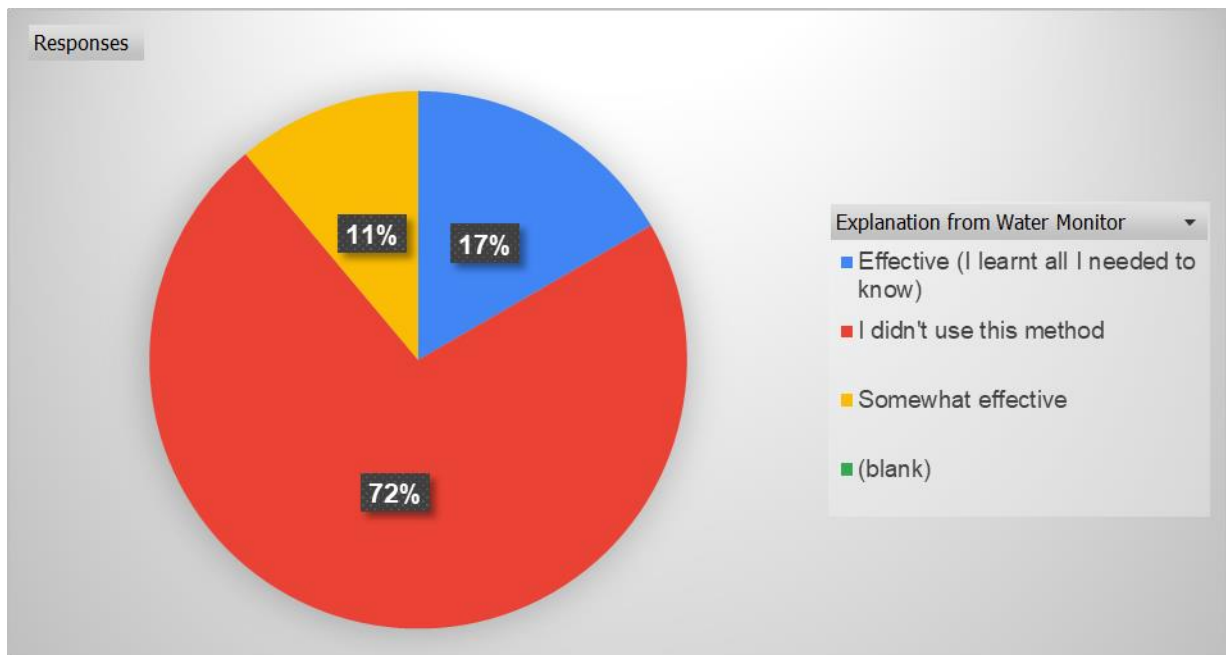
1. The online Zoom learning sessions



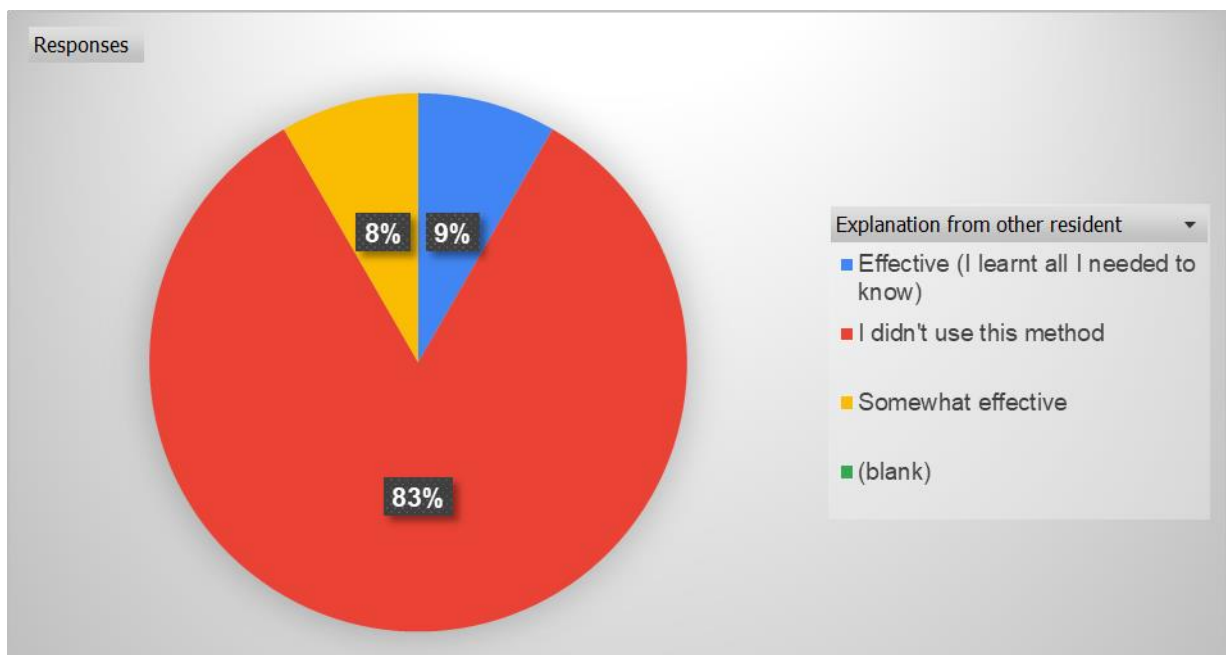
2. The online help guide (including videos)



3. Explanation from Water Monitors



4. Explanation from other resident

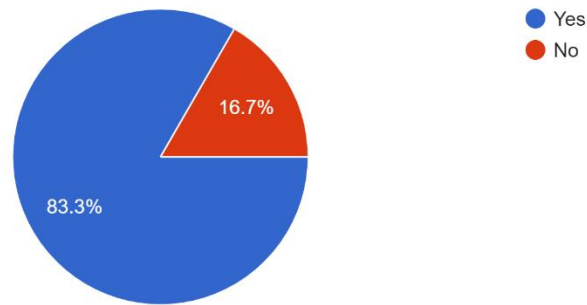


Do you have any further feedback about the learning opportunities?

Great support provided for those who needed it led to calm and effective implementation
the payment option page of the website was confusing - hard to see what I had to click to select the crad option Better graphics would help
The video from the zoom learning
it's simple enough

Have you bought any water from 12 May 2020?

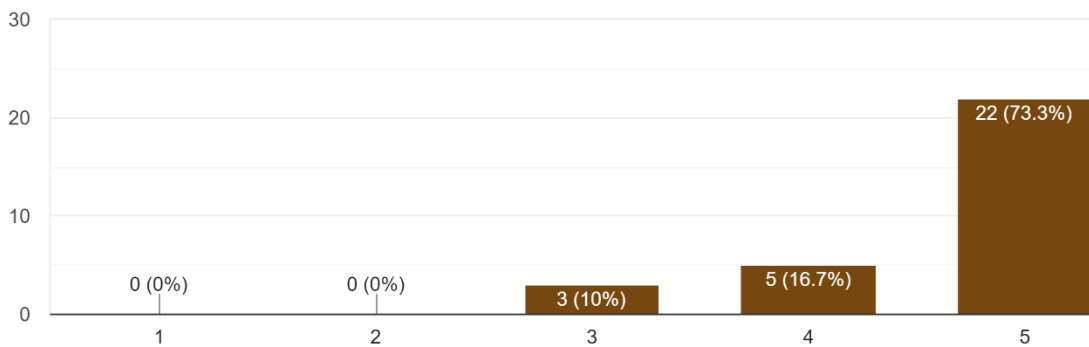
36 responses



In the scale from 1 to 5 (with '1-very bad' and '5-very good'), how would you rate the experience of using the new system?

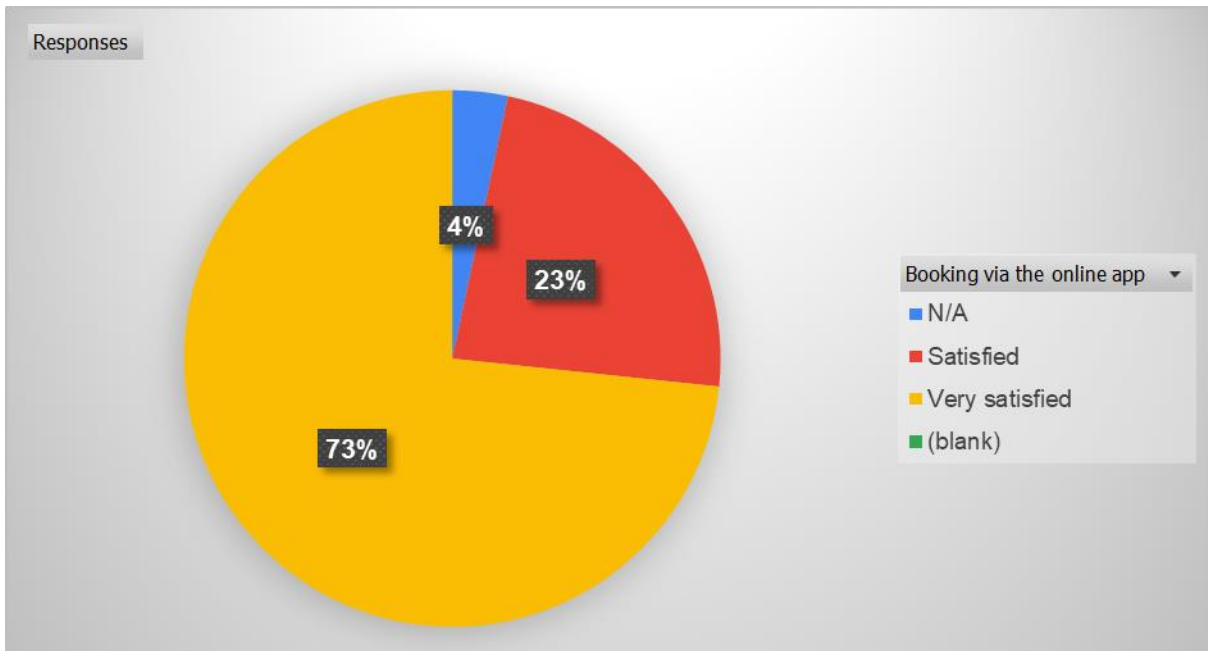
How would you rate the experience of using the new system?

30 responses

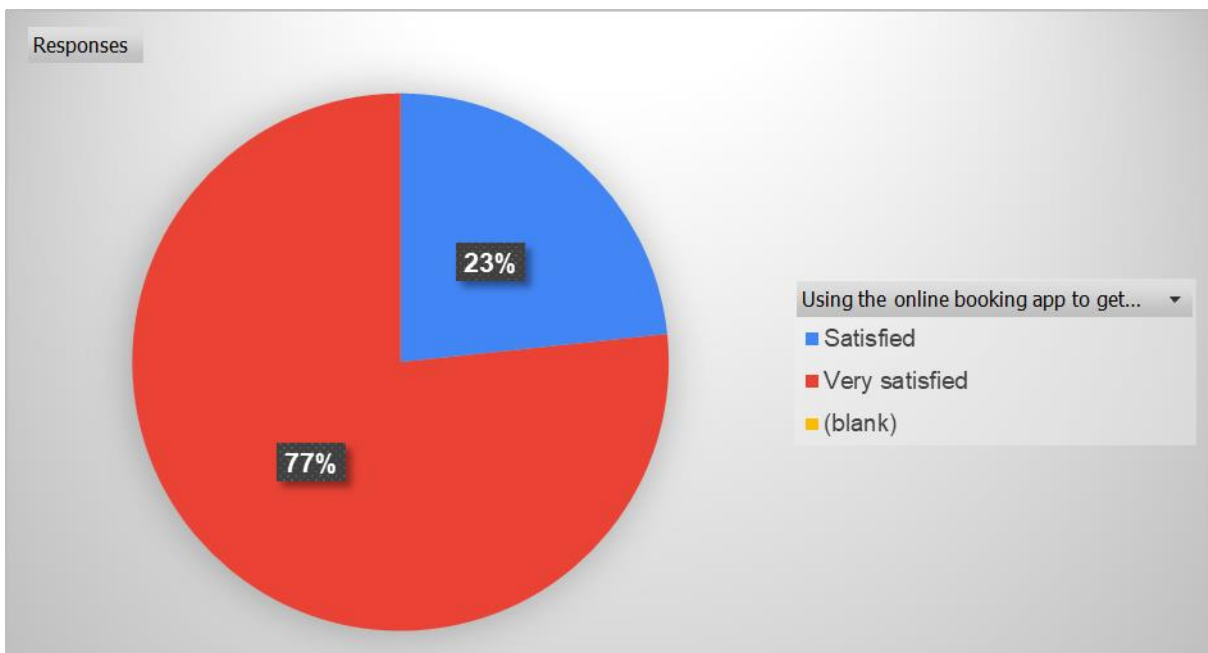


What is your level of satisfaction with these processes?

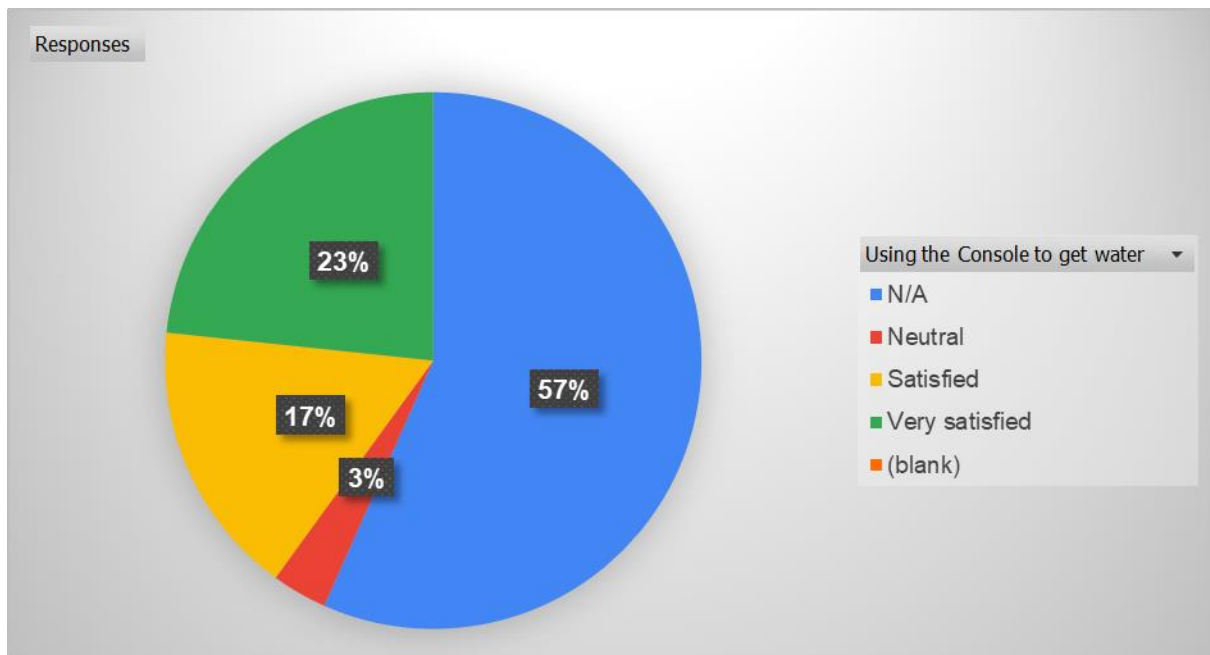
1. Booking via the online app



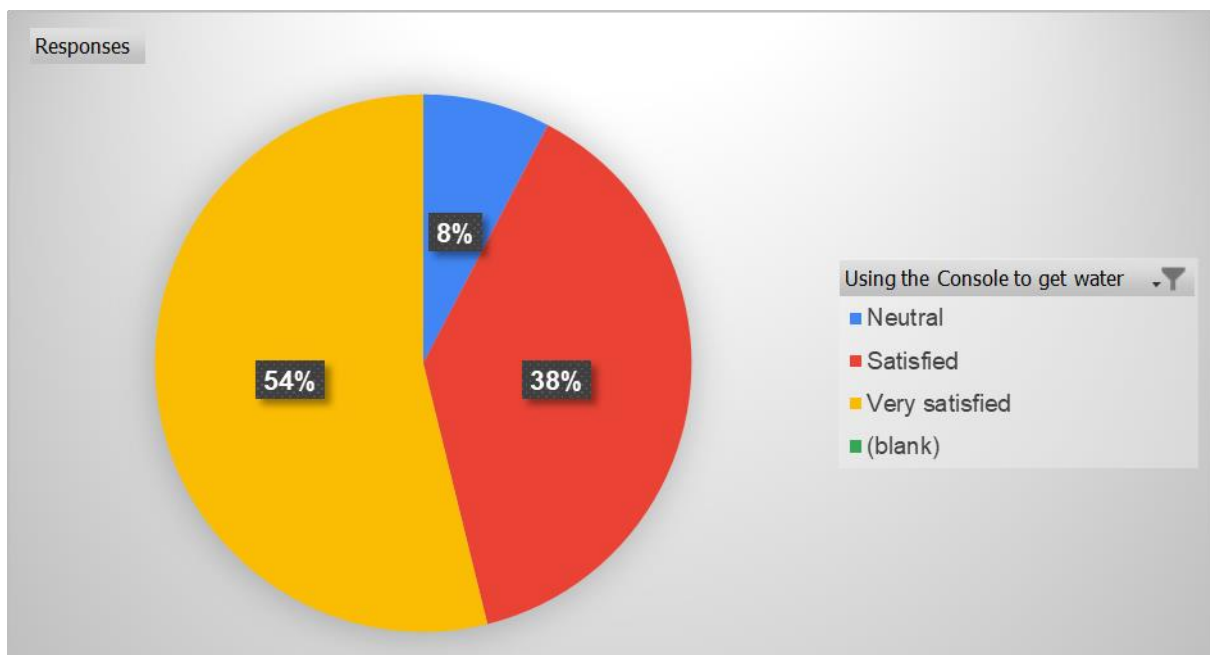
2. Using the online app to get water



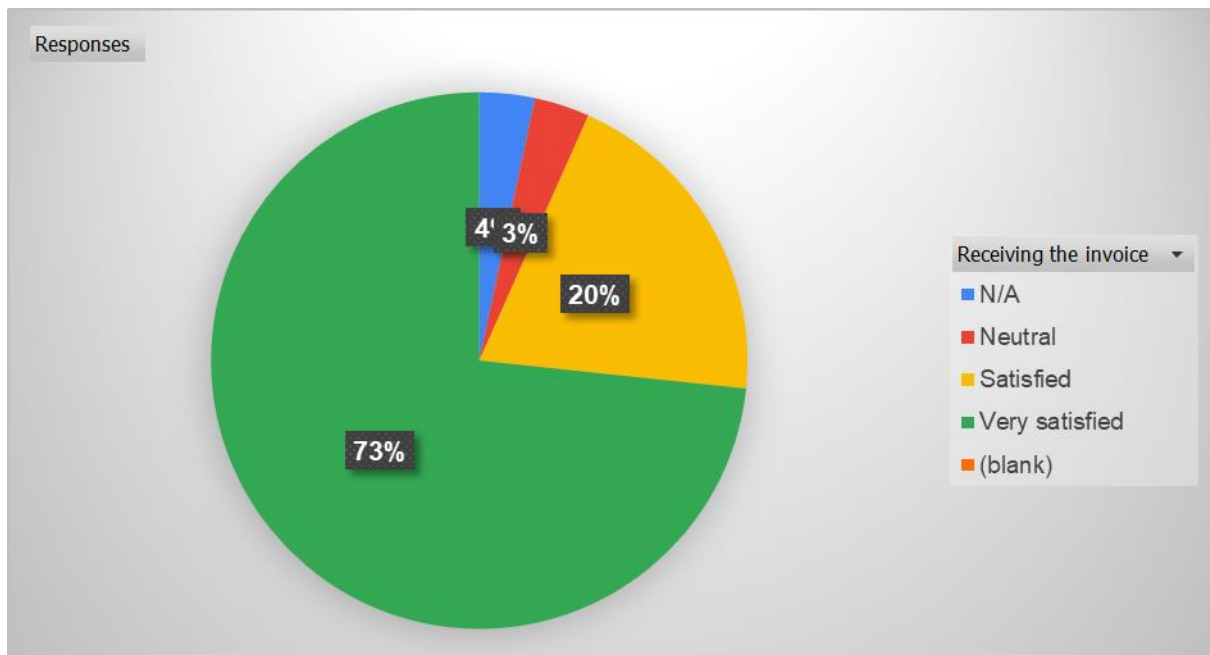
3. Using the Console to get water



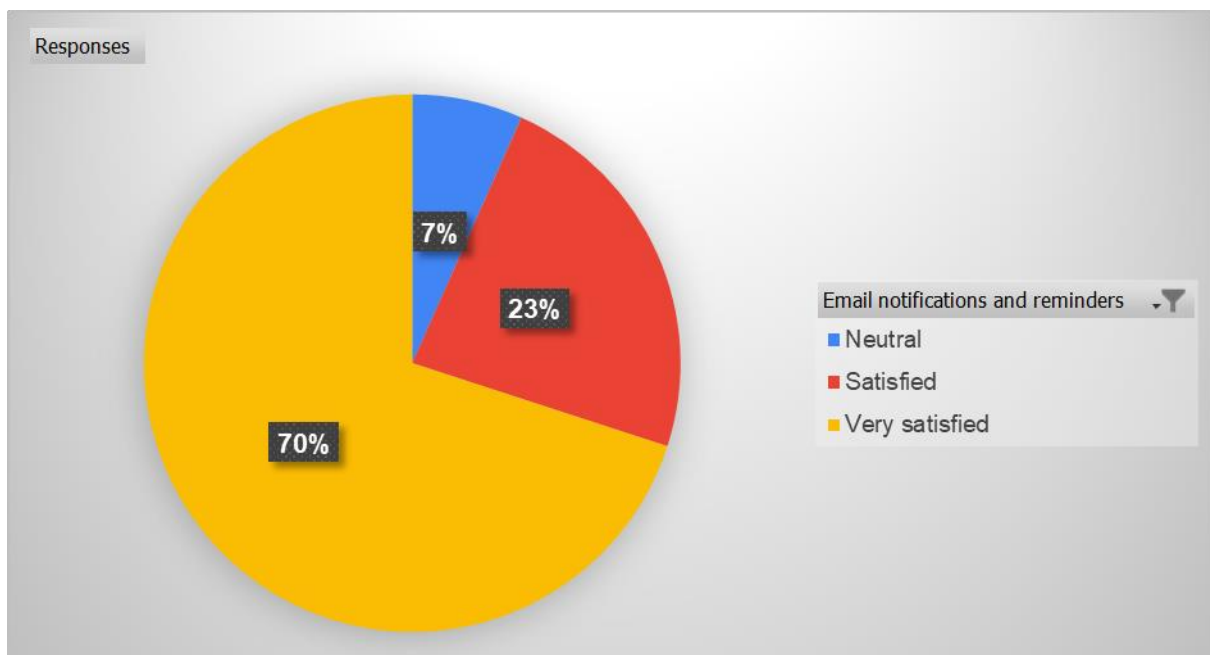
The chart below excludes the people who didn't use the Console



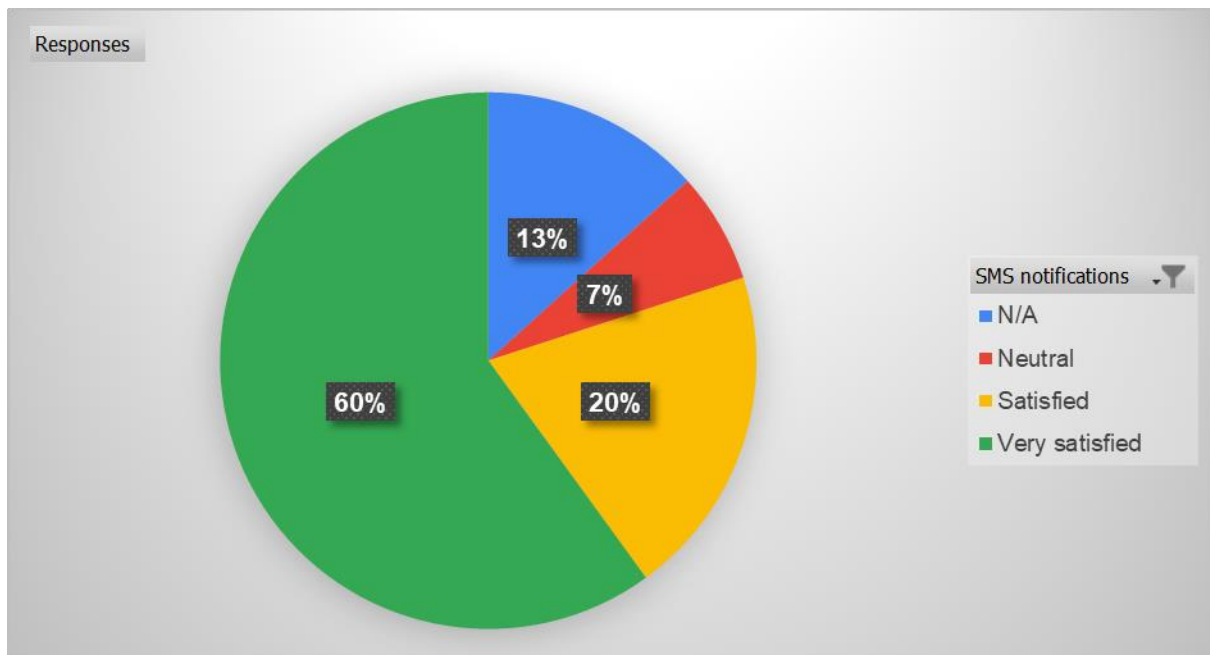
4. Receiving the invoice



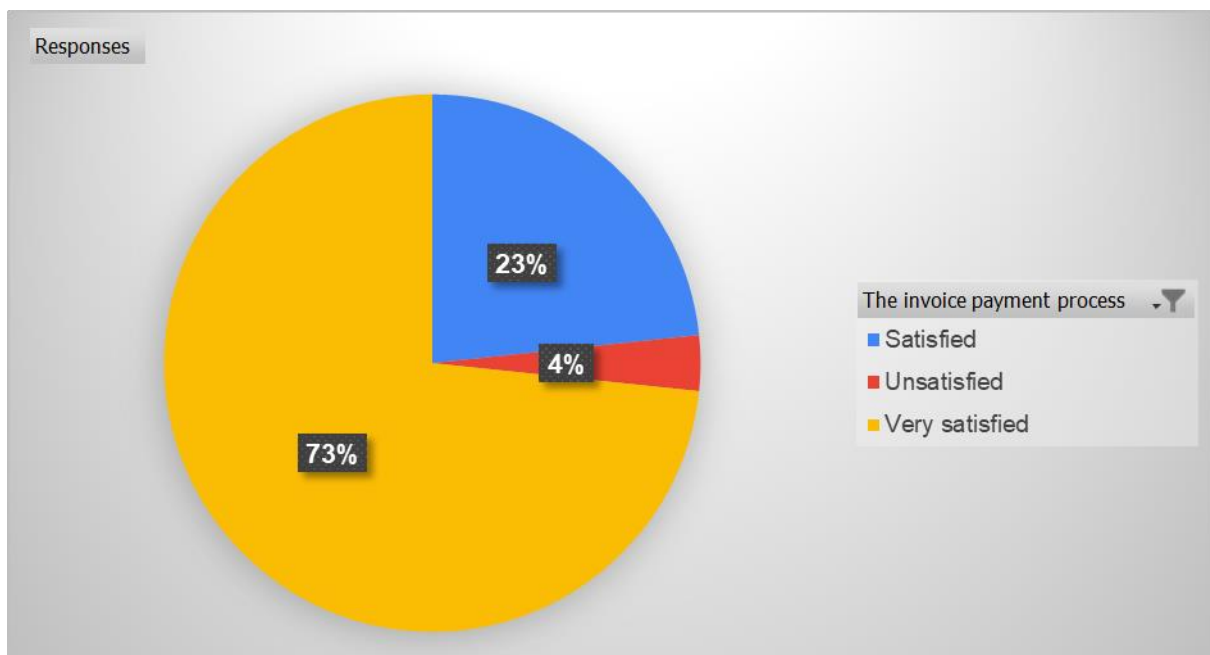
5. Email notifications and reminders



6. SMS Notifications



7. The invoice payment process



Have you needed help from a Water Monitor to complete the processes since 12 May? Please explain what help you required. Skip this question if you didn't need help.

Yes on 1 occasion the valve at Bells for line 3 didn't open when the get water button was activated on my phone
When our pump leaked,Nikki had to help me with an urgent order as I was unable to book online, I was very grateful that she helped me straight away.

Please add any comments, ideas or feedback you may have.

Comment	Response
Please add any comments, ideas or feedback you may have.	
Love the new system!	
Brilliant. Thanks heaps.	
Excellent initiative	
It would be useful to know where on the Island the person before my booking was as I am never sure whether I am going to need to head to Cargo to change the valve there - of course in an ideal scenario, we wouldn't need to do this either! However I think the new booking system is a fabulous improvement on the previous version - it's very easy to use and much more convenient	The booking reminders that are sent 30 hours and 1 hour before the booking, contain this information.
It would be good if for line 3 valve that sets the line to line A and B could be controlled electronically to eliminate the need to set this valve manually (as this can involve a lot of walking for someone on the south eastern side of the island) I think further investigation should be carried out as to whether there is any need for this valve as the system has operated successfully in the past without it. Also I think there should be provision made for every household that wants it to have a permanent connection to their relevant stand pipe and water meters to be installed on their dedicated lines so that comparisons can be made between the flow rate of water they are actually receiving and the flow rate shown at the main valve at Bells. As on quite a few occasions it has been necessary for me to walk the circumference of the island to determine if the flow water i was receiving was actually the flow going through the main valve. if there were strategically placed electronically controlled valves (similar to those at Bells) along lines 1,2 and 3 the water monitor could ensure that water was being directed to the correct destination.	<p>To automate the valves A and B or other valves would make the system a lot more complex and prone to faults that would be harder to remedy. Besides that, be cost would probably be prohibitive, as this would mean more electronics and power supply installed at these valves).</p> <p>To have permanent connections to the water line is in principle possible, however would have to be agreed by SIRA. It would mean a departure from the current policy. Meters would only indicate a different flow if there was water going elsewhere (or leak out of the network).</p> <p>We think that with the installation of the proposed pump on line 3</p> <p>SIRA is investigating the installation of a pump on Line 3 to increase the water pressure and flow to the top of the island which would remedy many of the issues highlighted.</p>
Still wondering how the new system allows (and informs) people to jump in early on their booking, if the previous booking finishes early.	This function has not yet been added and is still under discussion. There are several ways this could be done and SIRA is learning from current practice.

Thank you this is a great improvement. It would be good if we could start water early if person before you finished early. I heard this may occur in future. Thanks	See response above.
It's all really good and much appreciated, but I'm interested to see if the system will be perfected by eliminating the need to walk the water line. (Not that I don't enjoy the walk).	Unfortunately, this is not possible unless the waterlines could not be manipulated and if all valves were automated.
Water pressure seems to have dropped significantly	This is not true for line 1 and 2. For line 3 there is a drop of flow, presumably due to a drop of pressure. This drop in flow rates occurred after the system was installed for some time and more than half a year after the new valves were installed. We think this is a drop in pressure of the water supply from Church Point. Please see the graph below – 18 months of data extracted from the system,
Positive progress	
Excellent initiative	
Which sms reminders?	SMS was implemented soon after the automation went live, so you may not have experienced it at the point of responding to the survey.
The purchaser should be required to enter the Console No. to complete the supply transaction. The current system allows anyone to interfere with the supply	This statement is not correct. Console codes are unique by customer and only the holder of the current booking is able to access the Console's functions.
Positive progress	
Excellent system well done	
password input field is slow	Agree that this is the case. There is an upgrade of technology we are looking at to improve this.

Flow rates Lines, 1, 2 and 3 showing no drop in Lines 1 & 2, but a significant drop in Line 3.

