

## ***PRESS RELEASE***

### **New Process Improvement for Water/Wastewater**

Houston, 09-02-2008 - BirdNest, a company that develops proactive management systems for the water/wastewater industry, has created a tool that greatly improves a critical process. It is called Automated Exception Reporting, and it saves any municipality or private management company significant time and resources, allowing them to more effectively and responsibly manage our most important natural resource, water. The tool was initially developed for one of BirdNest's clients, SouthWest Water Company (SWWC).

SouthWest Water Company provides efficient reliable delivery of water, wastewater and public works services to 2 million Americans in 10 states. Companies like SWWC must proactively improve their operations in order to meet growing challenges from increasing population and development in urban areas, along with a rapidly aging water infrastructure.

Daily operations require dependable data. BirdNest's new tool provides a running 24 / 7 real-time view across any size organization of all the data that has not yet been submitted by field operators. This saves significant time and money for any municipal or private water management company, since they are all responsible for meeting regulatory requirements and submitting monthly reports to the state.

Within a short window of time at the end of each month, large amounts of data from daily operations are organized and compiled into reports. Unplanned absences, missed substitution of personnel, accidents, etc., can cause gaps in the data ("exceptions") that if not discovered at that time cause problems. BirdNest's Automated Exception Reporting helps to prevent bottlenecks in this process, which is especially prone to backups, delays and unproductive expenditures of time and effort.

With the Automated Exception Reporting feature, gaps are obvious at a glance, 7 days a week, using the new Dashboard feature within BirdNest. Now they can be promptly acted upon without backing up the timetable for submitting compliance reports. This is a much more efficient approach than backtracking at the end of the month to find out where the gaps are, then contacting the various field operators involved, then collecting and compiling the missing data and backfilling into the report system.

Jim Brown, Managing Director, Texas MUDs, SouthWest Water Company says, “We are always looking for cost effective ways to enhance the service we offer our customers. This new innovation from BirdNest gives us real-time data, freeing up valuable operator time to focus on managing our customers’ vital water and wastewater resources.”

Saving time and resources allows more focus on maintaining water quality and services in the face of increasing demand in a tightening regulatory environment.

BirdNest is a technology company, based in Houston TX that is devoted to sustainable accountability in water and wastewater management. The company’s offerings make managing operations and the regulatory compliance process more efficient and effective for insuring clean and abundant water into the future.

For more information contact

Gary Lassin

Ph: 713-868-2900 x2

Email: [glassin@birdnest.com](mailto:glassin@birdnest.com)