



# CARMEL AREA WASTEWATER DISTRICT REDEFINES SAFETY WITH NEW TECHNOLOGY

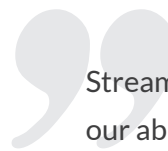
While most of us were busy buying toilet paper, stocking up our pantries, and downloading Zoom, the Carmel Area Wastewater District (CAWD) went to work - literally. They not only needed to continue normal operations, they also had to ensure that their filtration systems and treatment plants were able to handle potential viruses properly. CAWD understands the importance of their services so their emergency preparation measures kicked in right away - including creating different schedules for employees, forming smaller teams, and upgrading the tools used to increase efficiency within these teams.

The COVID-19 crisis has had a severe impact on organizations across the world. However, if you're a special district providing essential services, staying home and waiting for things to settle down is not an option. Many districts have struggled to adjust and keep operations going at full speed; keeping the public safe requires not only internal and operational changes, but a means of communicating these changes clearly.

## UP FOR THE CHALLENGE

The district was able to not only continue standard daily operations, but to also tackle the multiple projects that were already in the works pre-covid. This in itself is impressive, however, it's only half of the story...

Public perception is a critical component of a district's ability to be effective. One of the most impressive things about CAWD's response during this time was their dedication to communicating with the community in a timely manner. Utilizing Streamline Engage, they were able to post important information to their website and then send that information out via email to community members interested in keeping up on a swiftly-changing situation.



Streamline has been a game changer for CAWD and our ability to make real time changes in our 'NOW' world. I truly believe Streamline and their staff has made a significant difference in the way CAWD communicates. I am extremely grateful to Streamline for making our jobs much easier, and always excited about what is coming down the pike.

– Domine Barringer, CAWD Board Secretary

The district's intent has always been to be as transparent as possible with the public. Streamline Engage is a valuable tool to help them do just that.

CAWD uses their email campaigns as a way to track the success of their online communications and see what type of information the public is interested in. As they understand more of how the public interacts with them online, CAWD can continue to rise to the needs of their community and show how essential they really are.