TRANSPORTATION AND
ENVIRONMENTAL SERVICES DEPARTMENT
Water Services Division

REGIONAL MUNICIPALITY OF WATERLOO

150 Frederick Street, Kitchener Ontario N2G 4J3
Telephone: (519) 575-4426
Fax: (519) 575-4452

October 9, 2002
File: E03-02/04842-01

Cherniak Software Development Corporation
10 Commerce Valley Drive East, Suite 400
Thornhill, Ontario L3T 7N7

Attn: **Howard Weinstein**

Dear Mr. Weinstein:

Re: **Alacrity Results Management (ARM)**

The Water Services Division of the Region of Waterloo has used Alacrity Results Management (ARM) as part of its Technical Information System (TIS) since January 2001.

The first phase of our system was successfully implemented, providing access to the Region water supply system SCADA data. The Region's water supply system is complex with more than 120 water supply sources and several pumping stations, reservoirs and water treatment plants. The use of ARM has provided Water Services staff with access to water demands, production volumes and other water supply parameters derived from SCADA data. The TIS has enhanced the planning and operation of the Region's system by making valuable data readily available.
Some advantages of ARM identified by TIS users are as follows:

- easy to use and configure;
- possible to integrate information from multiple sources as the system will allow the integration of other databases such as water quality, CMMS, etc.;
- possible to review long term water supply trends;
- information can be viewed at multiple levels such the entire Region, by municipality or pressure zone or a single unit in a facility;
- easy to maintain data by automatically identifying out-of-range data;
- enhanced debugging capabilities allowing users to drill down to formulas.

Cherniak Software has provided good support to the product. Issues are promptly dealt with; questions are answered when required; enhancements are regularly provided through ARM releases. In the second phase of the TIS implementation, the Region intends to use ARM to integrate other existing databases into the present system. Other data systems to be connected to the TIS are:

- water-quality data;
- financial data;
- geographic information systems (GIS) data;
- asset and equipment information from the computerized maintenance-management system (CMMS).

The Region's Information Systems (IS) Division is considering using ARM as a data management tool in other Regional departments.

Water Services staff are satisfied with the use of ARM in the TIS. The Region is looking forward to a lasting relationship with Cherniak Software enhancing and further developing this product.

Sincerely,

Thomas Schmidt, P.Eng.
Director, Water Services Division
Regional Municipality of Waterloo