Preparation for deployment of TaKaDu and post-go live usage – Customer's activities

1. Nominate a project manager who will be the main focal point for TaKaDu for the duration of the deployment. The project manager will meet with TaKaDu on a weekly basis and will mobilize the relevant subject matter experts from the utility as needed during the various stages of the deployment.

2. Prepare a list of all the assets the solution will monitor. This includes a list of DMAs organized in hierarchy, all relevant network meters such as flow, pressure, PRV, level, water quality, and the association between the meters and the DMAs. At the beginning of the deployment, TaKaDu will provide detailed guidelines about the way to collect this information.

3. Collect the GIS data about the network, including the polygon of each DMA, the pipe layout, valves and additional information organized in shapefiles.

4. Extract historic readings of all the relevant network meters for a duration of one year. Organize this data in a few files and upon request upload these files to TaKaDu's cloud.

5. Develop automatic scripts that extract the ongoing readings of all relevant network meters in predefined schedules (for example, every hour) and time resolution (for example, four readings per hour per meter plus the readings of the previous 24 hours). Organize this data in a few files, zip the files and upon request start uploading them automatically to our cloud to a designated section dedicated for that customer.

6. At the beginning of the deployment, TaKaDu will provide detailed guidelines about the format and structure of the data files (historic and real time).

7. Prepare a list of servers that will be used to send the data to TaKaDu and share with TaKaDu the IP address of each server.

8. Nominate at least one operator (user) from the core of the network operation who understands how the assets and the water network work. Operators should have access to all other relevant solutions the utility uses in order to analyze every incident. TaKaDu will train the operators soon after going live about the way to use the system. Operators should use the system on a daily basis, triage every new event the system detects, when needed assign field teams to fix the problems, follow up on the repair progress, update the events along their lifecycle and, after completing the repair activities, close them. This means that in addition to nominating operators who work in the office, utilities should assign field teams, who will respond and fix the problems in a reasonable timeframe.

9. Nominate an executive manager from the network operation to sponsor and lead the adoption of the new solution. Since TaKaDu is an enterprise solution it takes a few months

to adopt and gradually experience benefits. During the adoption it is common to review and enhance working procedures and allocation of personnel to gain the most out of the new technology. This transformation journey is sensitive and requires a top-down support that can only be provided by executive managers.

10. Following the go-live, we highly recommend holding recurring video calls with us every 1-4 weeks. During these calls we will assess together the latest adoption status of the solution and articulate benefits for the utility. We will also help with ad-hoc challenges related to using the solution, meters and DMAs requiring extra attention, configuration updates, knowledge sharing about new features and best practices. We recommend key users and project managers attend these meetings.