

# Improve My Water



Improve My Water is a platform for managing local water issues from reporting, to administration and analysis. It is intended for competent authorities seeking collaboration with their citizens.

## Applications



Citizens can report issues from their home using the web version, or while on the street using the mobile app (iOS & Android).



Citizens can describe an issue using title, description, location, category, image(s) and video.



Citizens can post comments or vote for issues that have been submitted by other citizens.



Fully customisable administration system supports the distributed management of issues by different water agency departments.



Issues are analysed and visualised using heatmaps, tag-clouds, colour codes and pie charts.

## Benefits



**Collect Issues via Multiple Channels:** Easy for anyone to report a problem or suggest an improvement to the city's infrastructure.



**Clear View of the Problems:** Able to determine the exact location of the issue on the map and provide more details using text, photos and video.



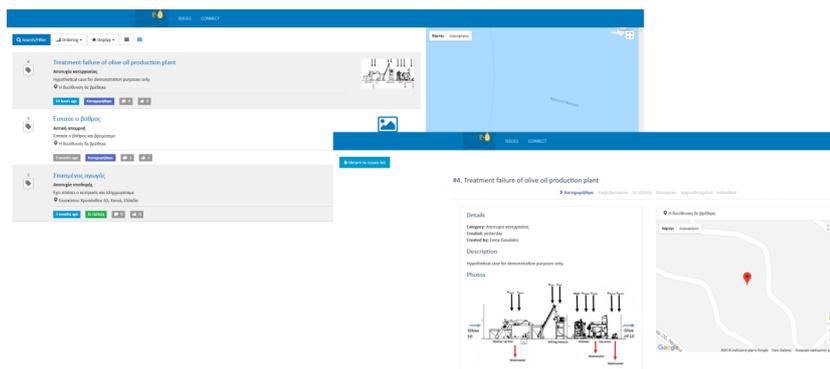
**Civic Participation & Engagement:** Citizens are informed about the resolution process and can be actively engaged by providing their comments.



**Effective, Distributed Management:** The administration effort is split across departments as the issues are automatically routed to the responsible officer.



**Gaining Insights from Aggregated Visualization:** Water Agencies can assess the performance of different departments, as well as reveal areas with dissatisfied citizens, fluctuating problems, etc.



## Product Overview

Improve my Water enables citizens to report non-emergency local problems such as leaks, illegal activities, abnormal findings, etc., regarding the area in and around a lake, reservoir, and any other area of interest for a water manager/operator. The submitted issues are displayed on the city's map. Users may add photos and comments. Moreover, they can suggest solutions for improving the city's/municipality's/region's/etc. water infrastructure. Through this service the competent authorities enables citizens and local actors to take action to improve the provided service and to optimize the performance.

Space Assisted Water Quality  
Forecasting Platform for  
Optimized Decision Making in  
Water Supply Services



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The SPACE-O Consortium



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