



CUSTOMER CASE STUDY



Mississippi Rural Water Association
Water Utility Organization
Raymond, Mississippi
IRIS Customer Since 2014
9536 Users



COMPANY OVERVIEW

The Mississippi Rural Water Association (MsRWA) provides leadership, training programs, technical assistance and other services to support the state's utility members and their communities. Especially after natural disasters, MsRWA members assist in restoring clean water service to severely impacted communities. MsRWA has grown to be the state's largest water and wastewater utility membership organization, and is recognized at all government levels. MsRWA provides training sessions held at various locations throughout the state for operators, managers, bookkeepers and other decision-makers.



USE CASE

The Mississippi Rural Water Association has almost 10,000 users across the state of Mississippi. The MsRWA primarily utilizes IRIS's text messaging feature to provide updates and notifications, training alerts and links to other important information to their members and water operators. Additionally, they have been able to instantly deliver emergency notifications during hurricanes and other severe weather situations, as well as important updates during the COVID 19 pandemic.

"We have utilized IRIS alerts to send emergency alerts during hurricanes and severe weather situations. I recommend the platform to all water systems and similar organizations."

*Monica Adcock, Administrative Assistant,
Mississippi Rural Water Association*

INCIDENT SPOTLIGHT

During the COVID 19 pandemic, members and water operators were required to provide a Water System ID in order to access online systems. MsRWA was able to utilize the IRIS platform to instantly notify all users that an ID would be required, how to receive theirs if they did not already have one, or retrieve theirs if need be. By contacting users across multiple channels simultaneously, they were able to save valuable time and manpower.



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