



San Francisco Public Utilities
Commission
San Francisco, CA
www.sfwater.org

Industry:

Utilities

Annual Revenue:

US\$700 million

Employees:

2,300

Oracle Products & Services:

Primavera P6 Enterprise Project
Portfolio Management
Primavera Contract Management
Oracle Utilities Customer Care
and Billing

“With Oracle’s Primavera applications, we are already seeing remarkable improvements in average transmittal and return time for RFIs and submittals. The system is incredibly powerful. We will see it pay for itself many times over.” – Harvey Elwin, Deputy Director of Construction, San Francisco Public Utilities Commission

San Francisco Public Utilities Commission Manages US\$4.6 Billion Infrastructure Improvement Program

The San Francisco Public Utilities Commission (SFPUC) is a department of the City and County of San Francisco that provides water, wastewater, and municipal power services. Under contractual agreement with 26 wholesale water agencies, the SFPUC supplies water to 2.5 million customers within four Bay Area counties. The SFPUC system provides four distinct services: regional water, local water, wastewater (collection and treatment), and municipal power.

Challenges

- Implement a comprehensive contract management system to support the US\$4.6 billion Water System Improvement Program (WSIP)—the largest infrastructure program ever undertaken by the City of San Francisco
- Improve project data visibility, accelerate interdepartmental workflows, and enhance reporting for timely decision-making

Solution

- Upgraded to Oracle’s Primavera P6 Enterprise Project Portfolio Management to provide visibility into planning, design, and reconstruction data across projects—helping improve management of scores of projects over 7 counties.
- Deployed Oracle’s Primavera Contract Management to provide comprehensive construction management—from submittals, to requests for information (RFIs), to change management, to payment applications—for 25 concurrent WSIP projects with contracts valued at US\$1.3 billion
- Reduced the number of overrun project schedules from approximately 20 to only 3—an 85% reduction
- Allowed SFPUC to undertake 129 WSIP shutdowns and hot taps over five years, vs. four or five annually, by synchronizing overlapping and interrelated shutdowns, providing alerts for unscheduled developments, minimizing water system risk, and allowing real-time adjustments
- Improved report delivery times for SFPUC’s monthly and quarterly reports to the commission and the public from 60 days to just 14—a reduction of more than 75%
Cut the time needed to process RFIs from 14 days to 8 days—a 43% reduction—and sped submittal processing time from 21 days to 15 days—a 29% reduction