



## City of Evansville

*Water & Light*

www.evansvillewi.gov  
31 S Madison St  
PO Box 529  
Evansville, WI 53536  
Phone (608) 882-2266  
Fax (608) 882-2282

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### **Evansville Water and Light is implementing a new platform.**

The management system will be in place Monday June 2nd to streamline response times and customer communications.

Evansville Water and Light has enhanced its capability to respond in emergencies. The utility will implement a new management system Monday, June 2, 2025 to help better coordinate responses and collect data to gain insight into its operations.

Daupler software provides response management solutions to cities and utilities across the country to improve customer experience and outage management. This technology makes it easier for crews to keep residents updated while responding to service requests and emergencies.

Evansville Water and Light will use the new system to simplify the dispatch process, as well as automating steps and documentation where possible. It will also centralize data and connect separated systems, which means Evansville Water and Light can access information quickly. With these added capabilities, the utility will have an accurate and more complete understanding of work performed in the field.

Residents of Evansville can expect after-hours calls to be answered quickly and handled by a trained professional. Community members can also choose to receive a link where they can upload photos and add additional details to their request. In the event of a bigger emergency, such as a large-scale power outage, citizens can stay informed on the restoration of their service.