

Data and Alarms Enable Consistent Water Supply and Treatment

RESULTS

- Clear visibility to extreme remote water reservoir
- Scheduled preventative maintenance based on usage
- Awareness of potential pipeline leaks and anomalies
- Better end customer experience with no outages
- Safer operations with knowledge of threats by call-out alarms
- Low-cost initial implementation created fast ROI
- Simplified authorized access to water pressure data



APPLICATION

Zedi Water and Wastewater Management™
Zedi Pipeline™
Zedi Access™ & Zedi Go™ mobile app

CUSTOMER

Small city in New Hampshire had very little visibility to water supply, pressures, pressure changes, and even outages for their end customers and residents. They needed more data insights and analytics to accurately treat wastewater and identify potential leaks and other problems they also had with aging infrastructure.

CHALLENGE

Significant data was needed from extremely remotely located reservoir to save wasted trips to know exact details of levels and supply. Difficulties with drastically changing usage amounts and the extremely remote location of the reservoir added to the increasing outages and high cost of maintenance and service to the location. Seasonal challenges from ice and snow in the winter, to a long-lasting spring with high volumes of mud to power through also made access to site almost impossible at times.

Aging infrastructure also came into play with several days easily eaten up every month by trying to identify where the pipeline was leaking (if at all) or what other problems the pipe was experiencing (mains, balance, etc...).

The city has a limited budget but still wanted a straightforward way to implement and solve these challenges without complexity.

Zedi SaaS SCADA

“Usage volumes were always greatly fluctuating based on high peak of tourist seasons and we didn’t have clear visibility to the wildly significant changes in demand or any potential problems to supply because just getting to the very remotely located reservoir often proved to be a significant challenge in the winter snow and ice and ‘mud season’. Also, addressing pipe issues was basically a horrible guessing game that took far too much time and people power.”

Small city in New Hampshire, Utilities
Water & Wastewater - Sr. Operations Manager

SOLUTION

Strong return on investment was quickly presented with fast access to anytime, anywhere Zedi Access to visualize supply levels, usage volumes, pump and lift stations, even pipeline anomalies were able to be easily and quickly detected to enable City staff to rapidly address problem areas with direct insights to identify and manage risk with certainty.

Alarms were easily set for several critical thresholds and set-points and based on authorized users status and role for pressures data.

It was important to the City employees to not only gain access to the data but to be able to fully understand what it was telling them with clear analytics. Complete training and on-boarding was also provided with 24/7 support if any questions arise by the City end users, at anytime.

The mobile app, Zedi Go was promptly adopted and downloaded by most of the staff to stay up to date on alarms and enter, monitor and manage pressure volumes from anywhere, at anytime as needed.

Preventative maintenance was also easier to schedule based on knowing exact needs and clear usage volumes to plan accordingly and even adjust schedules around threatening storms to avoid safety hazards.

Zedi Access is a budget-friendly, low-cost monthly charge instead of large initial project cost therefore it enabled the City to present a fast and strong return to the residents, that in turn also increased tourist revenue for the city as it was now able to provide consistent water supply and pressure at all times.



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