

WATER NETWORK MANAGEMENT

Real-time monitoring and proactive decision making

CUSTOMER CASE



Optimized Knowledge Sharing and Improved Customer Service



Case
Birkørød Waterworks a.m.b.a.
Country
Denmark
System Integrator
ALECTIA
Application
AQUIS Operation
Data
Area
29 km ² ~ 11 miles
Consumers
~ 22,000
Main pipes
~ 149 km ~ 93 miles
Service Pipes
~ 38,5 km ~ 24 miles
Maximum pipe diameter
400 mm ~ 15.75 inches
Distributed water annually
~ 1,300,000 m ³ ~ 343 mio. gallons (US)
Maximum daily capacity
400 m ³ ~ 106,000 gallons (US)
Non Revenue Water
~ 6-7 %

When you have real-time information about the operation, the state of the network and consumer demands you can react quickly to changes.

Birkørød Waterworks is a privately owned company and have been using AQUIS since 2001. As the waterworks is based in the same area as 7-Technologies, it was natural to ask Managing Director Henning Saabøll if Birkørød would like to be a test installation for AQUIS Operation.

The Challenge

Generational handover

When the Operation Manager through 25 years was about to retire, Birkørød Waterworks were faced with the challenge of potentially losing a lot of valuable knowledge. The Operation Manager was a key person with comprehensive insight of the network. It was, however, difficult to transfer this knowledge directly to a successor. In order to deal with this challenge, it was decided to investigate which system or solution could provide the new Operation Manager with the best conditions for taking over.

The Solution

Improved overview of network and operation

After a thorough investigation of the various solutions which should help secure a frictionless generational handover, the choice in 2006 fell on AQUIS Operation, as a continuation of the AQUIS implemented in 2001. The introduction of AQUIS secured a better overview of the network. As a consequence of the increased knowledge, provided by AQUIS, the operation could be optimized on an ongoing basis. When the opportunity of participating in a pilot project for the development of AQUIS Operation posed itself in the spring of 2007, it didn't take long to decide to accept.

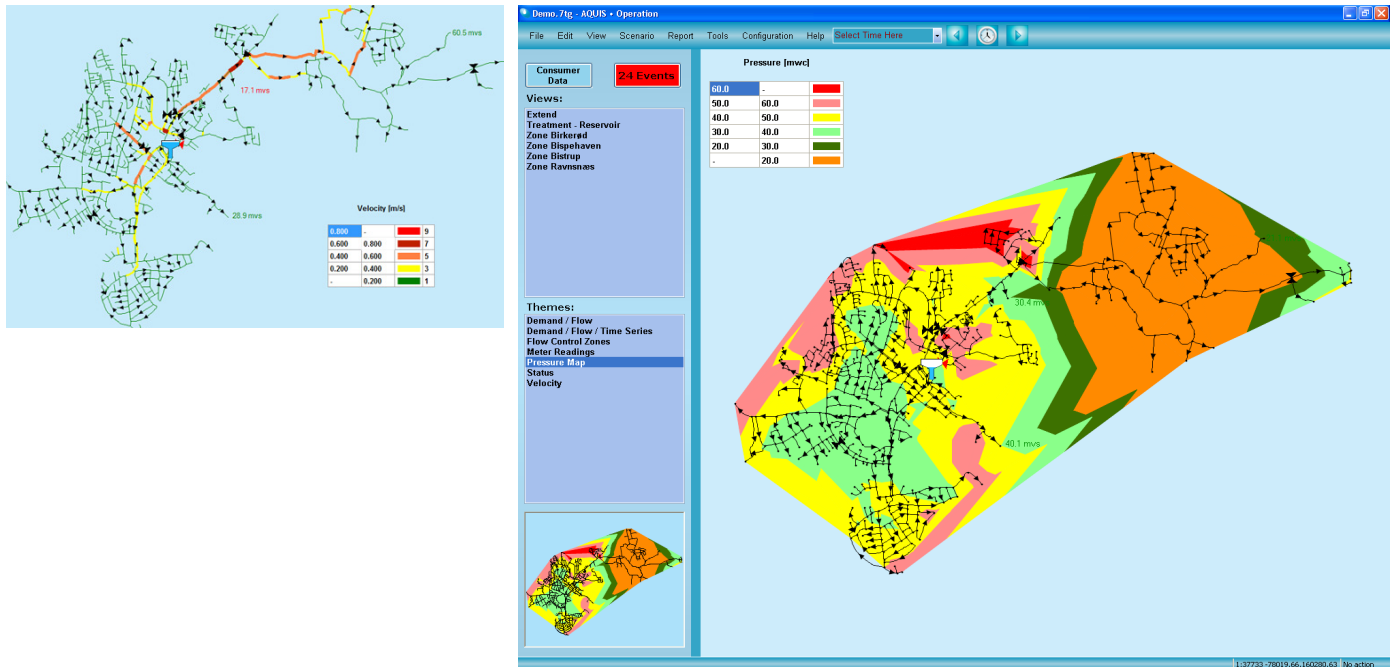
The investment made in AQUIS has been transferred to AQUIS Operation, and the expertise achieved at Birkørød Waterworks is increased. AQUIS Operation has proven itself as an intuitive operating tool.

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„AQUIS has digitalized our knowledge and experience. We are therefore less dependent on each individual. At the same time our customers can have an even better water quality and customer service.“

*Henning Saabøll,
Managing Director,
Birkerød Waterworks*

The Result

Calculations instead of guessing

Birkerød has obtained significant savings in connection with replacement of pipes. In several instances it has been possible to shoot plastic pipes into already existing pipes, as a smaller dimensioning than originally assumed has been adequate to maintain the required pressure of 20 meters column of water.

Another area where the system is expected to contribute with savings is in dig work, where Birkerød Waterworks often spend a lot of time informing consumers that the water supply will be disrupted. In non urgent instances AQUIS Operation can determine the ideal time for closing the water supply, so that fewest possible consumers will be affected.

Advantages for the consumers

Improved water quality and customer service

Water Quality can be improved, as AQUIS Operation quickly identifies problem areas, like those with stagnant water and areas with too low or too high flow. A better and more proactive customer service can be provided, as a detailed overview of the state of the network always is available. This enables qualified answers to consumer enquiries. AQUIS Operation has default a mail and sms module, so that urgent as well as not so urgent information about disruption in the water supply easily and effecently can be passed on to the consumers.