

Case Study

THE CLIENT

A Texas Water Utility

Bistone Municipal Water Supply District (Bistone) is a Texas wholesale and retail water supplier for the City of Mexia, Mexia State Supported Living Center, City of Tehuacana, White Rock S.U.D. and the City of Coolidge (for emergency supply only). Bistone also has 235 direct retail customers. The City of Mexia sells purchased water to their citizens inside the City limits and to Shiloh W.S.C., White Rock S.U.D. (Forest Glade area), West 84 W.S.C. and the City of Wortham. Bistone currently owns and operates two separate water treatment plants from separate water sources, the Carrizo-Wilcox aquifer (ground water) and Lake Mexia (surface water) which primarily supplies make up water during peak usage months.



THE CHALLENGE

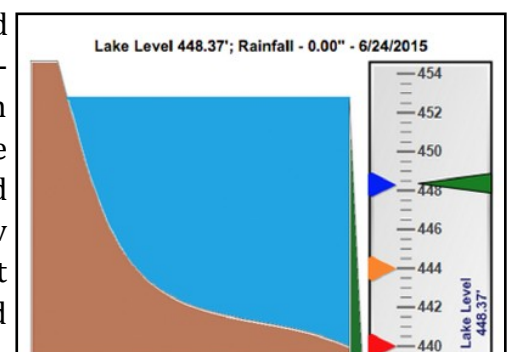
Consolidating Accurate Data In the Field for Reporting

Bistone operators were logging their well and ground water plant data and documenting operational tasks using paper based logbooks and checklists. Managers would then spend a significant amount of time manually gathering and organizing this information to prepare its regulatory compliance reports or addressing plant issues. This created a big challenge especially when a plant or well issue needs to be addressed immediately. This manual data collection process also resulted in unintentional human errors creating more work for managers and staff to resolve and making corrections. Bistone was looking to address these concerns and create a more efficient approach to managing its operations.

THE SOLUTION

An Operational Intelligence Platform

Bistone selected the FLOWatch team to transition its paper-based data collection process to FLOWatch 3.0, a cloud-enabled, web-based data management system. The FLOWatch team worked in collaboration with Bistone to set up digital log sheets, a proactive workflow with quality control checks, state regulatory reports, and operational dashboards. Adoption is very critical for any new technology and the Bistone staff quickly embraced using smart tablets and mobile devices to access FLOWatch 3.0 for logging and trending data. This solution now provides Bistone with a stream-



lined approach to consolidate and preserve institutional knowledge of its operations and avoid communication gaps between the field operators, managers, and administrative staff. The Bistone management team now has near real-time visibility into operational performance of its assets and can better meet its overall mission to provide safe and dependable supply of drinking water.

Bistone Municipal Water Supply District

Data Management Solution for Water Utilities



THE BENEFITS

Data Accuracy and Saving Time

By investing in a FLOWatch 3.0, Bistone has empowered its operators to embrace a modern and simple technology to collect accurate operational data allowing the management staff to have near real-time visibility of its wells and plant operations. Bistone is saving approximately 60 to 80 hours per month to log the data and submit monthly and quarterly compliance reports using FLOWatch 3.0. The time saved is a tangible labor savings from streamlining its manual data collection approach. Managers have also added their own new parameters and created their own reports without additional assistance. Having instant views of plant issues, lake levels, or sampling results allows operators and managers to proactively take corrective actions and avoid non-compliance incidents. This investment into the digital space has improved data accuracy, cut labor costs, and generated operational efficiency gains. Adopting this new technology to improve its processes aligns with Bistone's goal to produce high quality water at sustainable and economically attractive rates.

THE HIGHLIGHTS

Embracing Technology For Better Operations

Bistone has evolved to adopt new technology to replace its manual paper data collection and reporting process.

Bistone has access to operational knowledge stored in a central location and can efficiently run operational and compliance reports with the click of a button.

Bistone is well prepared to face future challenges such as stricter environmental regulations, capital budget and operating funds constraints and increase customer demand for sustainably produced high-quality water at economical rates.

CONTACT INFORMATION

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