

Aqua Water Supply Corporation

Data Management Solution for Water Utilities



Case Study

THE CLIENT

A Texas Water Utility

Aqua Water Supply Corporation (Aqua WSC) is a water supplier for rural farm and domestic use in Bastrop County, Texas, and nearby counties like Caldwell, Fayette, Lee, Travis, and Williamson. Water comes from a groundwater source known as the Carrizo-Wilcox Aquifer. Aqua WSC rapidly expanded from 900 members in 1971 to over 30,000 in 2025. This growth highlights the organization's commitment to supporting rural communities with high-quality water services.



THE CHALLENGE

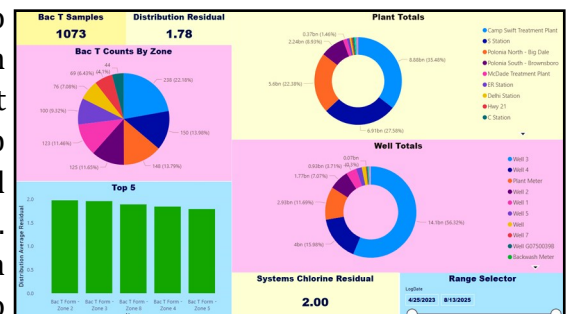
Consolidating Accurate Data In the Field for Reporting

Water utilities can have a hard time trying to keep up with new technology and tight budgets. Like many water utilities, Aqua WSC operators and managers were using a combination of paper daily logs sheets and spreadsheet data to manage the multitude of tasks all utilities grapple with on a daily basis. Managers spent a significant amount of time manually gathering and organizing this information to prepare its regulatory compliance reports or addressing plant issues. This manual paper-based data entry was cumbersome, especially when system issues 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. Aqua WSC was looking to address these concerns and create a more efficient approach to managing its operations and assets.

THE SOLUTION

An Operational Intelligence Platform

Aqua WSC chose FLOWatch 3.0, a data management solution to transition and consolidate its paper-based data collection process to a cloud-enabled, web-based data management software platform. FLOWatch worked with Aqua WSC 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 Aqua WSC staff quickly embraced using mobile devices and tablets to access the platform for logging data and viewing trending dashboards. This solution brings Aqua WSC a more streamlined approach to have quick access to daily operation information, preserve institutional knowledge and avoid communication gaps between the field operators, managers, and administrative staff. The Aqua WSC management team now has near real-time visibility into overall operational performance of its assets and can better meet its overall mission to provide safe and dependable supply of drinking water services.



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THE BENEFITS

Data Accuracy, Saving Time & Labor Costs

Aqua WSC's adoption of a cloud-based platform has empowered its operators to embrace a simple operator-friendly technology to collect paperless plant data allowing the management staff to have near real-time visibility of its groundwater operations. FLOWatch users are saving 15 to 20 hours per month for each plant logging data and preparing reoccurring compliance tasks using this platform. For Aqua WSC, the amount of time saved results in tangible overtime labor savings from streamlining its manual data collection process. Managers and operators within Aqua WSC have been trained to add new parameters and created their own reports as needed. Having instant views of plant issues or lab sampling results allows operators and managers to proactively take corrective actions and avoid non-compliance incidents. Aqua WSC's investment in the FLOWatch software has dramatically improved data reporting accuracy, cut labor costs, and manage operational efficiencies throughout all the plants in Texas. Adopting this new technology to improve its processes aligns with Aqua WSC's goal to produce high quality water services in a sustainable manner.



THE HIGHLIGHTS

Embracing Modern Data Management For Better Operations

Aqua WSC has evolved to adopt new technology to replace its manual paper and excel data collection effort and simplified its regulatory and managerial reporting process, along with viewing flow trends and other analytics with the click of a button.

Aqua WSC now has access to instant operational knowledge by combining its newly developed web-based digital log sheets, and storing institutional expertise all in one central location.

Aqua WSC is now even more prepared to serve the homeowners, farmers, and ranchers who count on safe and reliable drinking water. They are ready 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.

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