

Water Management Profile

City of Pasadena, Texas



The City of Pasadena Water Services Department provides safe drinking water to 149,000 residents within the 44.5-square-mile city limits. The Department's Water Distribution Division maintains, through repair and replacement, approximately 400 miles of water mains and thousands of service connections, water meters, fire hydrants and valves.

In 2016, the City awarded Water Management Services a six-year, \$2 million labor contract to provide water meter replacement services. WMS won this contract, in part, due to its proven track record – it previously surveyed all the City's large commercial meters – and because WMS possesses a regional workforce of highly experienced, full-time employees.

Each year of this contract WMS shall replace 7,000 small water meters and 200 intermediate-to-large meters with a Neptune® automated metering infrastructure (AMI) solution that includes new fixed-network smart meters. The AMI system can communicate with and remotely retrieve data from individual water meters on-demand or at scheduled intervals over secure radio frequencies. It also integrates with the utility's billing system. This remote collection of real-time data enables the City to improve its water flow and consumption monitoring, billing accuracy, maintenance and customer service.

WMS is tasked with first replacing previously identified nonfunctioning water meters and systematically conducting complete street routes. In addition to swapping out old direct-read meters with new smart meters, WMS is identifying potential service issues and manually collecting critical infrastructure data at each location.

This project began in early 2017 and is progressing on-schedule.

THE NEED

- A reliable partner capable of scheduling resources over multiple years
- More accurate water flow and consumption data monitoring
- Greater utility operational efficiency
- Better conservation of water resources

THE SOLUTION

- Replaced direct-read meters with fixed-network smart meters
- Collected critical water infrastructure data at each location
- Recycled old water meters

THE OUTCOME

- Significantly reduced non-revenue water
- Improved customer service and billing accuracy
- Lower utility operating and maintenance costs
- Millions of gallons of water saved

About Water Management Services:

A leader in the water meter industry, Water Management Services delivers innovative, cost-effective solutions to utilities' and commercial property owners' water resource management challenges. Our 20-year track record includes data collection and analysis, installation, testing, recalibration and repair of more than one million residential and commercial water meters of all brands and sizes throughout the United States.

*For more information, call us at (401) 467-6454
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