

Water Management Profile

Lowell Regional Water Utility, Lowell, Mass.



Each year the Lowell Regional Water Utility purifies and provides 4.7 billion gallons of potable water to over 135,000 customers in the City of Lowell and surrounding communities. It also monitors daily water production and maintains 215 miles of water main, 2,300 fire hydrants and over 25,000 water service connections.

In 2014, LRWU awarded Water Management Services an \$8.5 million material and labor contract to replace the utility's existing direct-read water metering system with an automated metering infrastructure (AMI) system including new fixed-network smart meters.

The new AMI system allows the utility to remotely retrieve data from individual meters on-demand or at scheduled intervals over secure radio frequencies without physically entering the customer's home or business, thereby enabling the utility to improve its water flow and consumption monitoring, billing accuracy, maintenance and customer service.

WMS provided project management and installation services, which included purchasing and managing the inventory, overseeing the radio propagation study and installing data collection units and antenna towers throughout the utility service area, contacting every utility customer to schedule water meter replacements, and installing a new meter and remote reading device at 24,683 locations. WMS also identified potential service issues and manually collected critical infrastructure data at each location, including GPS coordinates, water meter serial numbers, piping, valve and pump information. This project was completed on time and under budget.

THE NEED

- Turnkey installation of an automated metering infrastructure system
- Accurate water flow and consumption data monitoring
- Efficient, proactive utilization of maintenance staff

THE SOLUTION

- Purchased and managed equipment and materials inventory
- Conducted radio propagation study & installed data collection units
- Conducted community outreach and scheduled meter installations
- Replaced direct-read meters with fixed-network smart meters
- Obtained critical water infrastructure data at each location
- Recycled old water meters and credited scrap metal back to utility

THE OUTCOME

- Improved customer service
- Significantly reduced non-revenue water
- Lower operating and maintenance costs
- Constant revenue stream (accurate, monthly billing)
- Increased water conservation

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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