NEWS RELEASE

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Georgia City Charges Forward on Water Loss Control with Sensus, a Xylem Brand

Smart utility network helps City of Dallas reduce annual water loss by 12 million gallons

RALEIGH, NC (July 23, 2020) – When the City of Dallas, Georgia, launched an initiative to get a handle on water loss, they couldn't know just how far their journey would take them.

The city began with a smart water meter pilot program that helped them reduce non-revenue water (NRW)—an undertaking that netted a $12,000 return in just four months. From there, City of Dallas Billing Clerk Amber Whisner and her team began to explore more ways to reduce water loss and improve service.

The city decided to expand their metering upgrade program to address water loss. They chose to deploy a smart utility network from Sensus, a Xylem brand, as the next step in their journey.

With an aggressive, five-year timeline, the City of Dallas expanded the rollout of Sensus iPERL® residential water meters and added OMNI™ commercial meters to their arsenal. Backed by the secure, two-way FlexNet® communication network for real-time remote monitoring, the city was able to quickly address leaks.

"We could resolve issues within hours that might have taken us 30 days to even identify with our old system," said Whisner. "The network helped us make a major dent in water loss and improved billing accuracy for customers."

Hungry to see what else was possible, the city's water team began looking for other ways to advance their water loss program. The city launched a pilot program with Sensus ally® water meters combined with Sensus Analytics for enhanced pressure monitoring across residential accounts in three targeted zones or district metered areas (DMAs).

The solution allowed staff to pinpoint issues beyond leaks, such as a broken main or open hydrant. The city also analyzed data to catch subtle sources of background leakage.

“Data analytics helps us identify areas with leaks that we can’t visibly see underground due to small cracks or pipe deterioration,” said Whisner. “Adjusting the water pressure in those areas can help address any issues and it also protects our infrastructure over the long run.”

Read the full case study to learn how the City of Dallas, GA, continues to build a smart utility network to better serve residents and businesses.

About Sensus
Sensus helps a wide range of public service providers—from utilities to cities to industrial complexes and campuses—do more with their infrastructure to improve quality of life in their communities. We enable our customers to reach farther through the application of technology and data-driven insights that deliver efficiency and responsiveness. We partner with them to anticipate and respond to evolving business needs with innovation in sensing and communications technologies, data analytics and services. Learn more at sensus.com and follow @SensusGlobal on Facebook, LinkedIn, Twitter and Instagram.

About Xylem
Xylem (XYL) is a leading global water technology company committed to solving critical water and infrastructure challenges with technological innovation. Our more than 16,000 diverse employees delivered revenue of $5.25 billion in 2019. We are creating a more sustainable world by enabling our customers to optimize water and resource management, and helping communities in more than 150 countries become water-secure. Join us at www.xylem.com.