



## LOCATION

Cottonwood, CA

## APPLICATION

Drinking Water  
Pumps/Tanks

## INSTALLATION

June 2018

## PRODUCT

Pump Controller



# REMOTE MONITORING AND CONTROL—A GAME CHANGER FOR SMALL COMMUNITY WATER SYSTEMS

## CHALLENGE

### Affordable system monitoring and control

When it comes to managing a small community water system, remote control and visibility into system conditions can be a game changer. Located in rural Northern California, Cottonwood Water District (CWD) provides drinking water to approximately 3,000 residential and commercial customers via 1,200 service connections. The District's distribution system includes five wells, a 1 MG storage tank, a 100K-gallon storage tank, and three pressure zones. The District employs three full-time staff, including an office manager.

As the District's General Manager, John Hollmer is always looking for tools and technology to help his small team provide quality water service to the community. In 2018, he approached XiO to learn how a cloud-based SCADA system would help the District gain visibility into their system conditions. The District had an older PC-based SCADA system that controlled roughly 50% of the distribution system.

The system was built on a popular PC operating software which was no longer supported by the manufacturer. The estimate to build a new PC-based SCADA system was cost prohibitive for the District.

**Following an initial scoping call, the team at XiO provided CWD with a proposal for a new cloud-based SCADA system to monitor and control the entire distribution system for less than one quarter the cost of a new PC-based system. The field equipment arrived pre-configured and was installed by district staff and a local electrician.**

With the XiO Cloud SCADA® System, district staff can view tank levels and pump statuses, as well as fill and drain cycles from a desktop computer or mobile phone. The reliability of the field sensors, combined with mobile visibility, means the team can verify conditions at-a-glance and cut down on the number of vehicle trips required to investigate alarms, allowing them to focus on other more pressing issues.



Soon after installation, the XiO system alerted district staff to a loss of communication at one of the storage tanks. An alarm was triggered by a loss of power due to suspected vandalism at the site. Since they received a prompt alarm, staff were able to get backup power to the site while they worked on repairing the electrical connection. XiO’s remote monitoring and control allowed the district staff to quickly address a problem in the distribution system and avoid any interruptions in service to their customers.



“XiO’s system took us out of the SCADA dark ages. Now, my staff and I can check conditions and operate our system no matter where we are. This frees up our time to work on other more urgent issues.”  
—John Hollmer, General Manager, Cottonwood Water District



By leveraging XiO’s cloud platform and 24/7 support, the District did not need to have an on-site SCADA server or an on-site SCADA expert to maintain the system. XiO’s cloud-based SCADA systems help small water systems do “more with less”—safely.

