



Detroit Water & Sewage- HP Video Case Study

George Ellenwood: The Department is the major provider of drinking water and (*Super: Assistant Director of Public Affairs, City of Detroit, Water and Sewerage Department*) wastewater collection services here in southeast Michigan. It serves 126 communities. That would be 4.3 million people. We have these wonderful master meters for each of our wholesale customers that monitor the amount of water each community purchases.

Tim Faas: (*Super: Director of Municipal Services, Canton, Michigan*) Canton is a wholesale customer of the Detroit Water Department. On an annual basis we purchase about three and a half billion gallons from the Detroit Water Department, and then distribute it to our roughly 30,000 customers.

Tony Dergham: (*Super: Account Manager, Hewlett-Packard*) We created the advanced meter infrastructure for the wholesale customer. We actually created the software to receive the data from the field, all the way from the meter to the billing system. We also created the entire wireless network.

George Ellenwood: suburban meter readings and billings were often subject to dispute, sometimes very acrimonious disputes. And the question was always one of the reliability of the data that was the basis of the discussions and the dispute.

Tim Faas: Now we have real-time data every day here at our DPW facilities.

George Ellenwood: We receive readings every five minutes reflecting consumption. That's then transferred into billing data.

Tim Faas: So we're able to verify billing records, and pressures and flows within the system on a day-to-day basis.

PJ Dada: (*Super: Assistant Director for Information Technologies, City of Detroit, Water and Sewerage Department*) We understand what is going on at a particular meter location. We know the flow, we know the pressure at that location. It helps us adjust how we start and stop pumps in the system to distribute water.

George Ellenwood: At times when the greatest demand is being made on the system and is the most expensive to our customers, the customers can limit the amount of demand being made by their community. That means cost savings.

Tony Dergham: We can look at those different trends and different data algorithm, and will allow us to determine when there is a problem in the field.

PJ Dada: It definitely helps us take the risk out of our operation, to see the real-time data at hand.

Bennie Cornish: (*Super: Water Meter Employee, City of Detroit, Water and Sewerage Department*) That red one across the top means it's a burst meter; there's some type of problem.

Terry Craig: The computer is wireless, sends that information back to our office. I love it, because (*Super: Water Meter Employee, City of Detroit, Water and Sewerage Department*) it's letting me know what's going on.

Tim Faas: The automated meter infrastructure program now provides more accurate, more reliable data for billing, and there are less disputes and less estimated bills.

George Ellenwood: It has influenced behaviors and relationships. I truly believe that with the implementation of this system, we started a series of changes in relationship, building greater trust and mutual confidence, that has led to some very innovative partnering processes being put in place between the Department and its customers, that have caught some national attention.

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