


# LIFT/RMWEA Intelligent Water Systems Webcast Series – Day 1



**LIFT**  
Leaders Innovation Forum  
for Technology

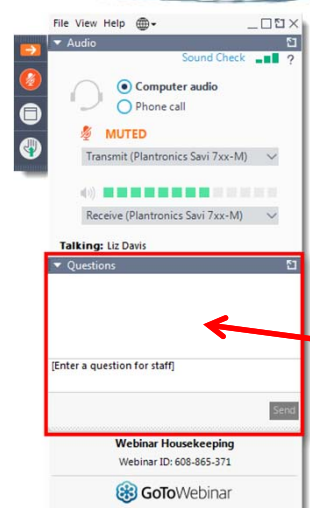
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## How to Participate Today

- This webcast will be recorded and available afterwards
- PDH instructions will be sent to all attendees 24 hours after the webcast has ended



**Audio Modes**

- Listen using Mic & Speakers
- Or, select “Use Telephone” and dial the conference (please remember long distance phone charges apply).

**Submit your questions using the Questions pane.**

**Webinar Housekeeping**  
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# Webcast and Workshop Organizers



## Webcast and Workshop Chairs

Abigail Antolovich, Denver Water  
Tanja Rauch-Williams, Carollo Engineers

## Steering Committee Members

Ben Stanford - Hazen and Sawyer  
Charles Bott - HRSD  
Jim McQuarrie - Metro Wastewater Reclamation District  
Fidan Karimova, Aaron Fisher, Christobel Ferguson - LIFT  
Morgan Brown, Barry Liner, Lisa MacFadden – WEF  
Walter Graf, David Morroni, Stephanie Fevig, Frank Blaha, Mary Smith - WRF  
Erica Bailey - City of Raleigh

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# Today's Presentations

- Intelligent Water Systems – State of the Industry, **Christobel Ferguson and Walter Graf, WRF; Lisa McFadden, WEF**
- Enabling Teams to Adopt Intelligent Water Systems at Utilities: Leveraging Front-Line Employees to Develop Solutions for Employees and Customers, **Ryan Ural, American Water**
- How One Utility Introduced AMI into Distribution Systems and Is Leading the Way on COVID-19 Detection in Collection Systems/AMI in water distribution systems, **Pablo Calabuig, GO-Aigua**
- Predictive Modeling in Collection Systems & Complimentary Benefits, **Luis Montestrucque, EmNet; OJ McFoy, Buffalo Sewer Authority**
- Advanced Asset Management: Applying Asset Management Principles and Examining the changing asset management landscape, **Phill Segura, Denver Water; Celine Hyer, ARCADIS**



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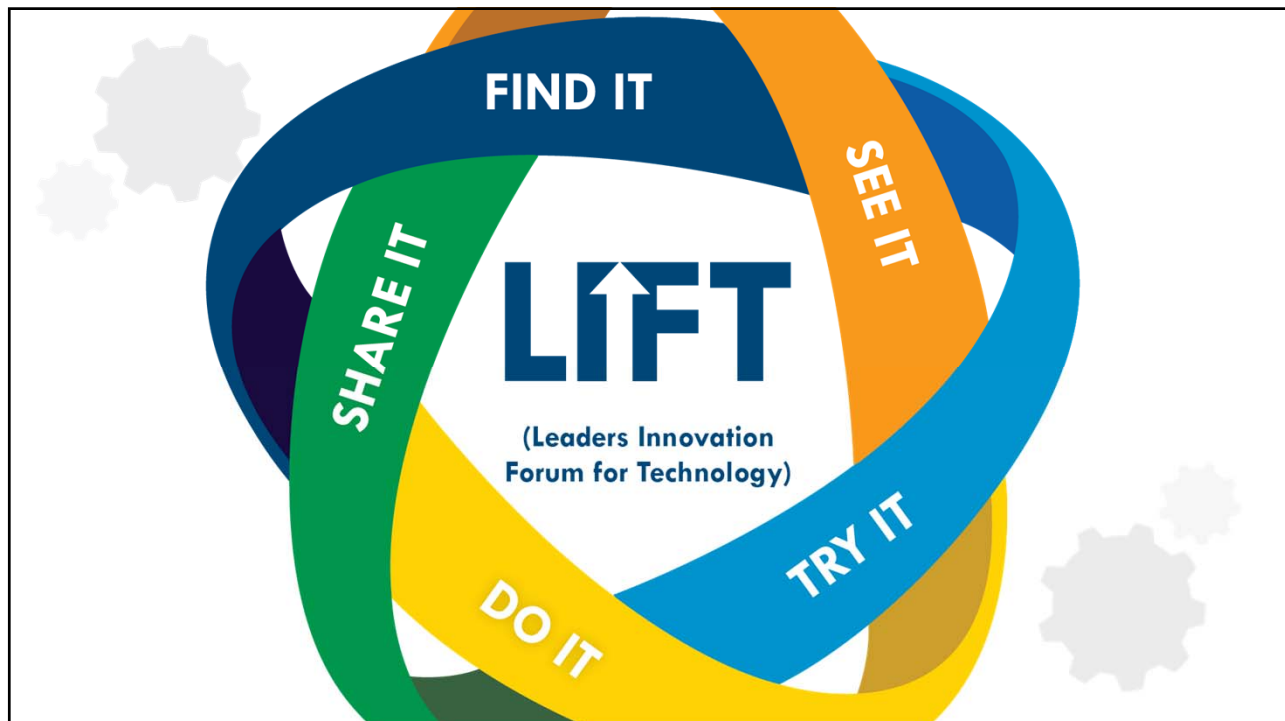
## Vision

The water sector embraces innovation to support healthy, sustainable communities.

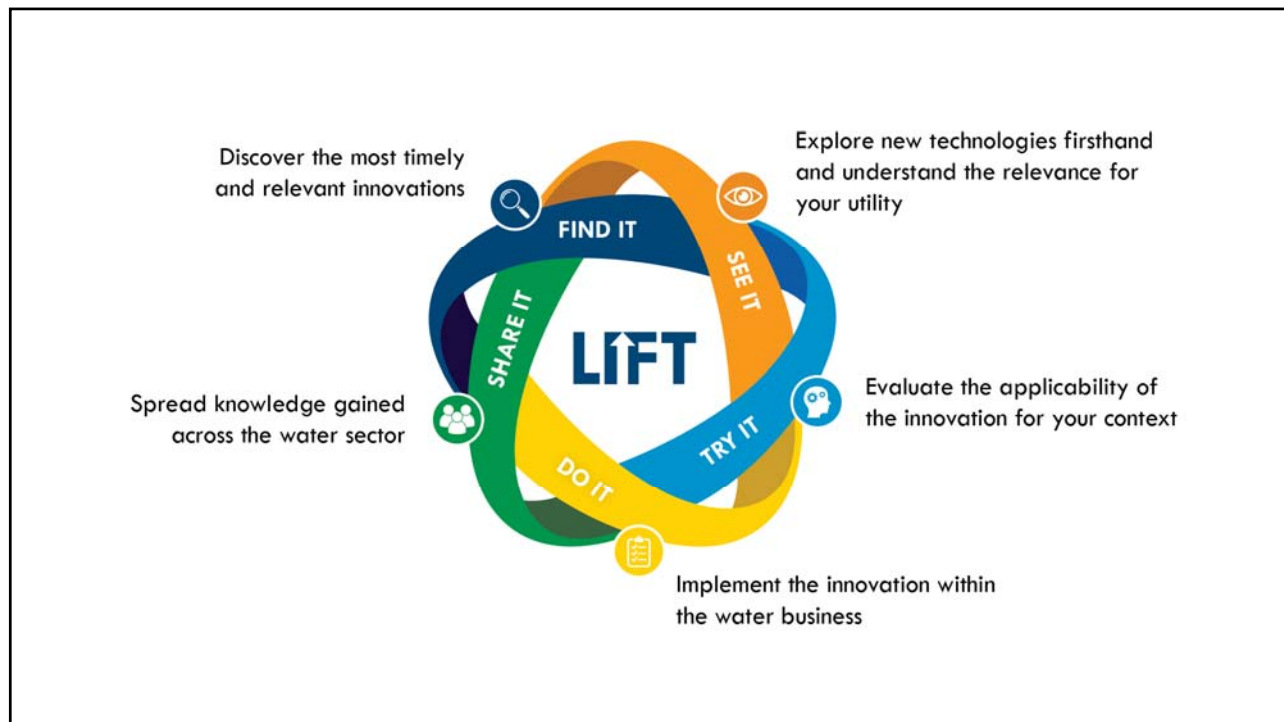
## Mission

LIFT supports the efficient evaluation, demonstration, and deployment of innovative technologies and practices by providing a forum for collaboration among water sector partners.

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## LIFT Tech Trends Tool

Is a visualization tool that identifies trends in the deployment of innovative technologies across the water sector, including wastewater, stormwater, drinking water, desalination, and water reuse facilities.

This survey is open and we want to hear from you about your plans, to get your insight into the future of water innovation. As information is collected, the tool will be periodically updated throughout the year.

This survey is for utilities only.

<http://sgiz.mobi/s3/LIFT-Technology-Survey-2019>

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## WRF LIFT Team

Christobel Ferguson	<a href="mailto:cferguson@waterrf.org">cferguson@waterrf.org</a> 571 414 7859
Aaron Fisher	<a href="mailto:afisher@waterrf.org">afisher@waterrf.org</a> 301 613 6773
Fidan Karimova	<a href="mailto:fkarimova@waterrf.org">fkarimova@waterrf.org</a> 240 273 2637
David Morrioni	<a href="mailto:dmorrioni@waterrf.org">dmorrioni@waterrf.org</a> 703 919 7079

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## LIFT Focus Group - IWS

- Chaired by Ting Lu
- WRF & LIFT staff support
  - Walter Graf
  - Fidan Karimova
- LIFT Intelligent Water Systems group explores new technologies and management strategies that will be part of the digital utility of the future

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## Intelligent Water Systems Research at WRF – An Overview



LIFT/RMWEA Intelligent Water  
Systems Conference

Walter Graf

Asset Management and Intelligent  
Water Systems

June 17, 2020

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## WRF Intelligent Water Systems Research

The collection of data-driven components helping to operate the data-less physical layer of pipes, pumps, reservoirs and valves. IWS improve the efficiency, longevity, and reliability of the underlying physical water network by better measuring, collecting, analyzing, and acting upon a wide range of network events.

### New strategies and tactics:

- Can reduce service disruptions from asset failures,
- Give new insights on performance lead to reduced costs.
- Help the water sector move towards becoming smarter/intelligent demonstrating IWS is a core capability and
- Demonstrate how relevant aspects of Big Data/IoT and advanced analytics will be the backbone of the digital utility.



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## Definition of Data-driven Utility - How to be Digital Utility and the Framework for an Intelligent Water System (#5039)

- Define basics of data driven utility – different factors to consider on the road to becoming an IWS.
- Develop a framework for the fundamental elements necessary for an IWS to assist utilities to become a Smart Utility at their own pace and ability.
- Include business case, planning and change management guidance along with how and where to begin because IWS is a journey, not an “all or nothing” effort.
- Identify the pieces and how they fit together; front-end planning to avoid ad hoc application of smart water technologies.
- Based on successful application of Intelligent Water Systems (IWS ) approaches, define concepts and components of an effective data-driven, digital utility/smart water system, including culture, management and skill sets.
- Develop Best Appropriate Practices relevant to each part of the framework.

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## Designing a Sensor Network in an Urban Sewershed (#4797)

- Consolidate the results of the two Phase I projects (“Leveraging Other Industries-Big Data Management” (SENG7R16) and “Designing Sensor Networks and Locations on an Urban Sewershed Scale” (SENG6R16) into a combined demonstration project.
- Conduct demonstration projects at multiple utilities to assess the effectiveness of sensor-based, real-time monitoring/metering and models/decision support systems on sewershed/sub-sewershed scales, including the application of analytics to solve sewershed network management issues.
- Automation of Quality Assessment and Quality Control (QAQC) checks for data
- Data Use Mapping and Database Management - develop and test methodologies to assist utilities with planning for existing and future data management needs
- Create methodologies and frameworks to assist with the development of sensor-based networks and data management systems that incorporate new and emerging monitoring/metering/analysis technologies which can be used to assess historical data and provide support for real-time decision-making.
- Document and summarize lessons learned during this project to assist other utilities in the future.

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Thank You!

Walter Graf – Asset Management & Intelligent Water Systems

Water Research Foundation




571-384-2102 (Office)

703-349-982 (Mobile)

wgraf@waterrf.org

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## 2020-21 LIFT Intelligent Water Systems Challenge

**INTERESTED IN PARTICIPATING?**  
View Challenge information at  
<https://www.waterrf.org/intelligent-water-systems-challenge>

SUBMISSION	DATE
<b>TEAM REGISTRATION</b>	<b>09-APR-2021</b>
<b>CHALLENGE PLAN</b>	<b>14-MAY-2021</b>
<b>CHALLENGE SOLUTION</b>	<b>13-AUG-2021</b>
<b>WINNER ANNOUNCED</b>	<b>18-OCT-2021 AT WEFTEC</b>

**QUESTIONS?**  
Please direct questions to  
Lisa McFadden, WEF at [lmcfadden@wef.org](mailto:lmcfadden@wef.org) or Fidan Karimova, WRF at [fkarimova@waterrf.org](mailto:fkarimova@waterrf.org)

LIFT IWS Challenge 2021

1. Select the option that applies \*\*  
 Please Select

2. Team Lead Contact Information \*\*  
 First Name  Last Name   
 Organization   
 Email Address   
 Phone Number

3. Do you already have a team? \*\*  
 Yes  
 No

4. Which problem category would you like to work on for the challenge? \*\*  
 Collection Systems  
 Data Management  
 Drinking Water Distribution Networks  
 Drinking Water Treatment Systems  
 Source Water Intake/Intake  
 Wastewater Collection Systems  
 Wastewater Treatment Systems  
 Wastewater of the Public  
 Other - (fill in)

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**TECHNICAL REPORT AND FACT SHEETS  
WILL BE AVAILABLE AT:**

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Water Environment Federation  
TECHNICAL REPORT  
**Intelligent Water Technology Solutions for Disinfection and Public Health Protection and Water Security**

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Questions?

WEF LIFT Team

Barry Liner	<a href="mailto:bliner@wef.org">bliner@wef.org</a>
Claudio Ternieden	<a href="mailto:cternieden@wef.org">cternieden@wef.org</a>
Lisa McFadden	<a href="mailto:lmcfadden@wef.org">lmcfadden@wef.org</a>
Morgan Brown	<a href="mailto:mbrown@wef.org">mbrown@wef.org</a>

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# Enabling Teams to Adopt Intelligent Water Systems at Utilities

*Leveraging frontline employees to develop solutions for employees & customers*



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Ryan M. Ural, PE  
Director - Operational Excellence  
American Water

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## Our Process for New Technologies



PLAN	DEVELOP	DEPLOY
<ul style="list-style-type: none"> <li><input type="checkbox"/> Does the business need this? What insight are we gaining? <i>VALUE &gt; COST</i></li> <li><input type="checkbox"/> Who will it impact? <i>Internal &amp; external</i></li> <li><input type="checkbox"/> How will it be used? <i>Understand the field user. Listen to them &amp; incorporate.</i></li> <li><input type="checkbox"/> What inter-operability is needed? <i>Other departments Other systems</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is our data clean &amp; structured?</li> <li><input type="checkbox"/> Info for sake of info? <i>Collect what is truly needed. Don't be a burden on the field user.</i></li> <li><input type="checkbox"/> Is workflow understood &amp; mapped? <i>End-to-end process outline.</i></li> <li><input type="checkbox"/> What pain points can we eliminate and avoid creating? <i>Eliminate long-time headaches, avoid making new ones.</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Field users on the team are: <i>Product ambassadors Vested in the product's success</i></li> <li><input type="checkbox"/> Training &amp; coaching <i>Co-creators of the training In their voice Given by their co-workers</i></li> <li><input type="checkbox"/> Is it being used properly? <i>Build utilization tools into product Follow-up, mentor/coach</i></li> <li><input type="checkbox"/> Continuous Improvement <i>Feedback = repeat the process</i></li> </ul>
<b>Engage &amp; Listen</b>	<b>Collaborate</b>	<b>Train &amp; Improve</b>

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## Some of What We've Built, Together:

### CUSTOMERS

- Account Information
- Invoice & Payment History
- Customer Communications
- Appointment & Work History

### SERVICE LINES & METERS

- Service & Meter Work Orders
- Appointment Scheduling
- Meter Information

### OPERATIONS

- Asset Management
- Work Order Management
  - Production
  - Distribution



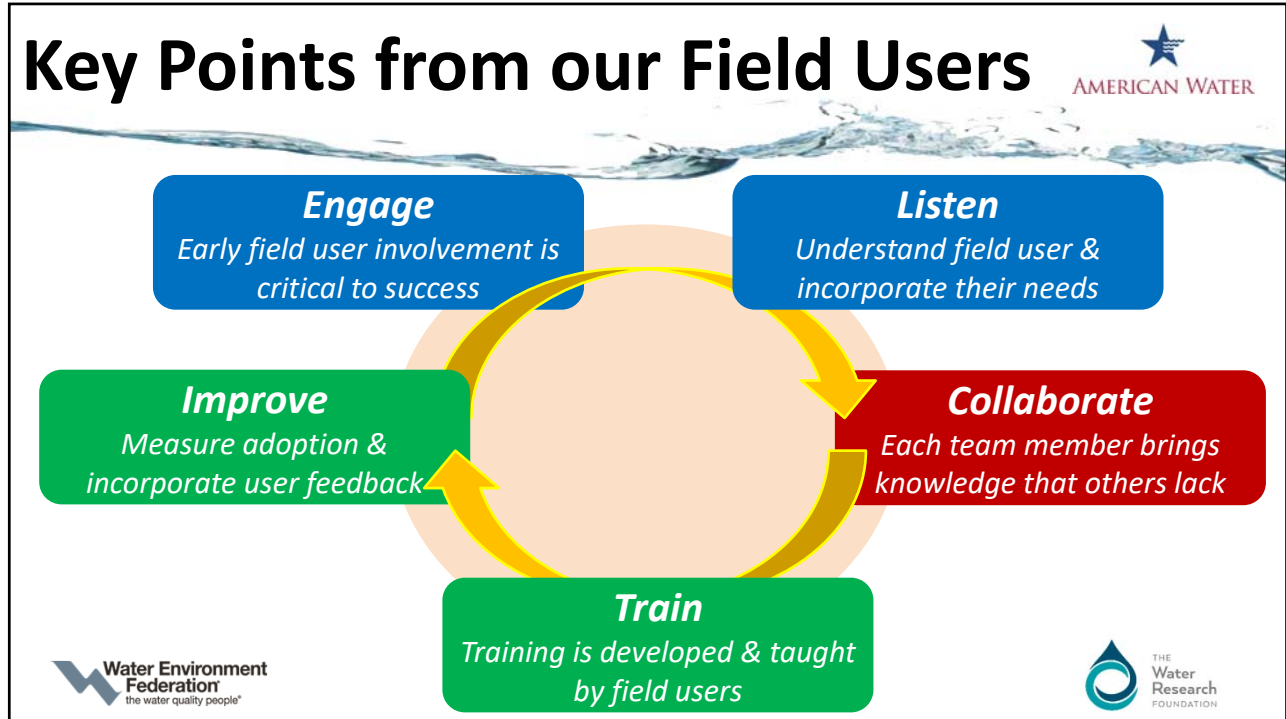
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## Steve Gocinski

Field Service Representative: New York American Water



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# Thank You

[ryan.ural@amwater.com](mailto:ryan.ural@amwater.com)

AMERICAN WATER

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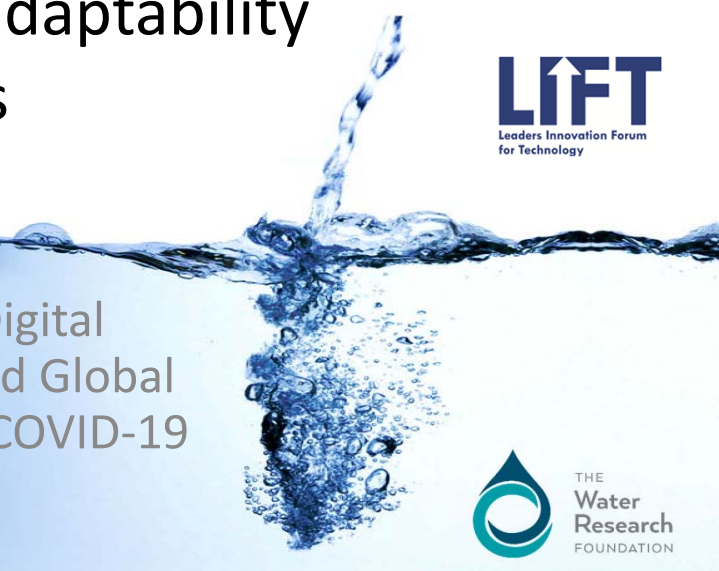
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# Resiliency and adaptability in times of crisis

Case example: How Digital Transformation helped Global Omnium respond to COVID-19



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# About us



**global omnium** >>

- +130** years  
Experience in water
- 4** million  
Customers served
- 400** Cities
- 3,000** Employees

**go aigua**  
Digital Transformation: The City of Valencia



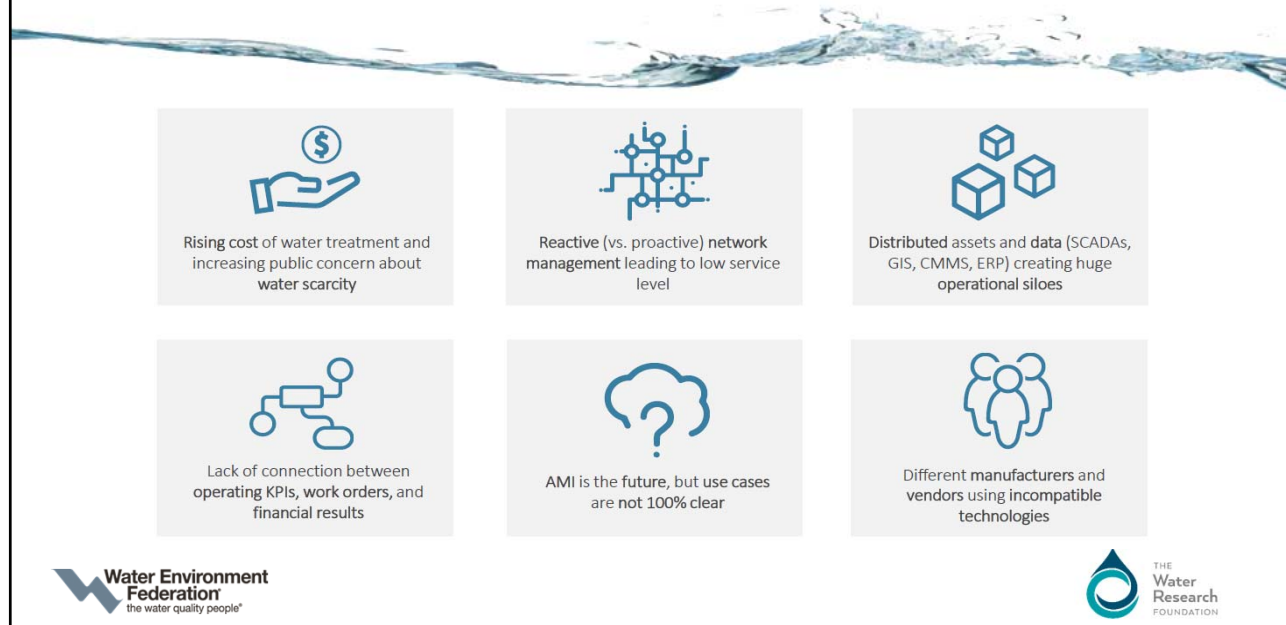
- 1<sup>st</sup> European City with 100% AMI, with almost 1 million smart meters by 2009*
- 6 bn data points managed every year through GoAigua*
- First (and one of the only) Operating Digital Twins worldwide*

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# What motivated our Transformation



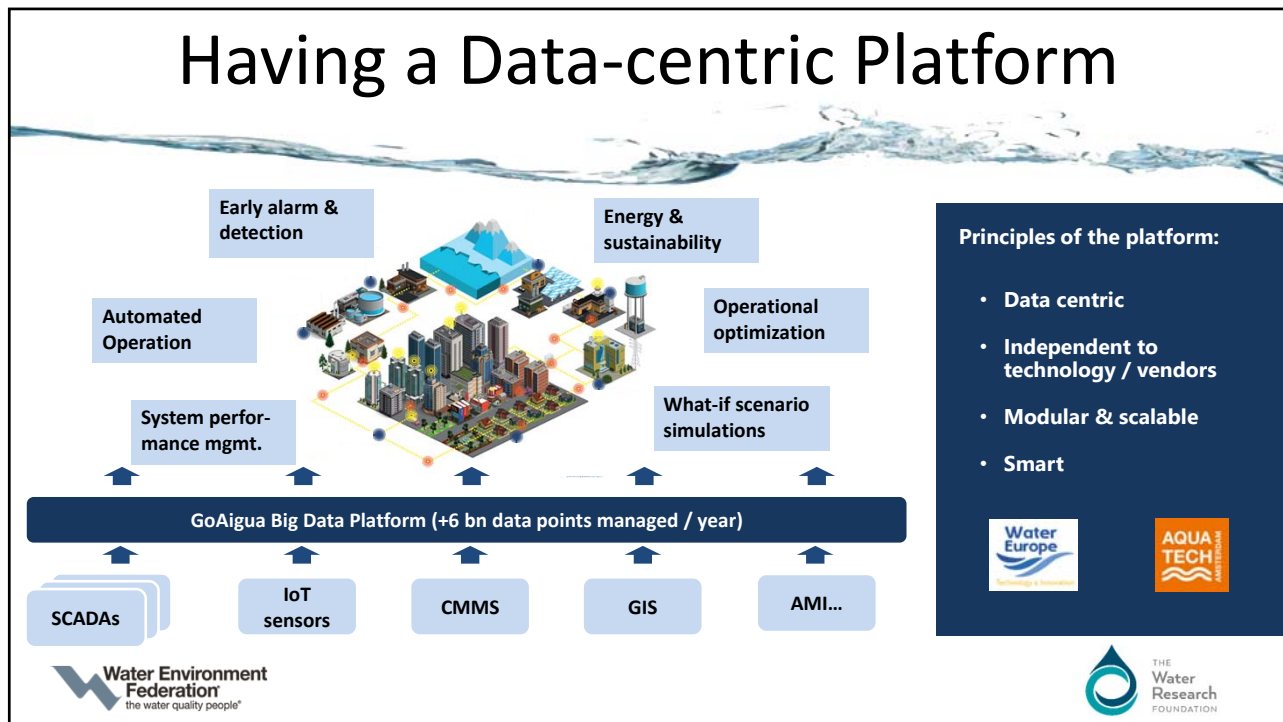
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# The journey: 3 key phases

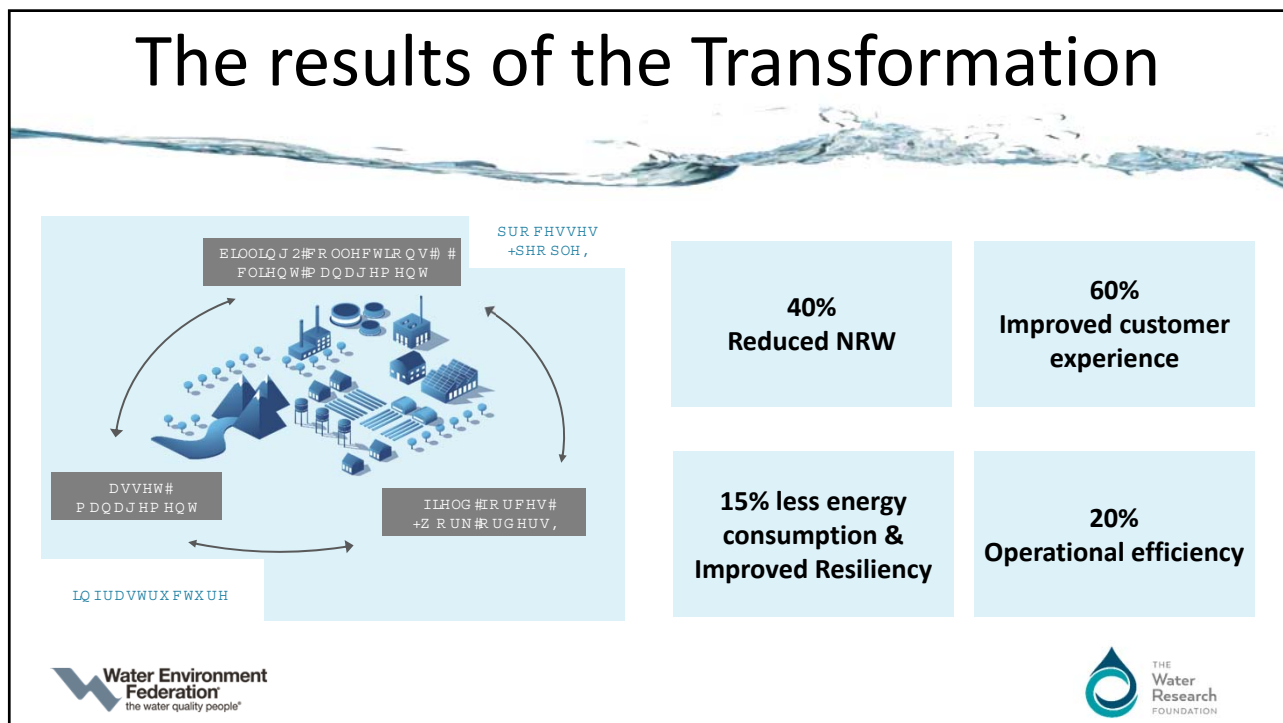


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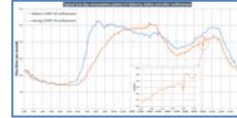


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# Resiliency in times of crisis (COVID19)

1

**Anticipate changes in the network** due to differences in **consumption patterns**, and **quickly react** (e.g., demand curve, cheering at 8pm, wipes)



2

In just hours, **evaluate all potential actions** and design & **execute new operations** for all **plants, pump stations**, and all **network elements** automatically

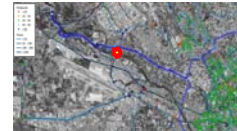


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**Easily train** a back-up **group of network operators**

4

**Automatically reassess** all emergency protocols under the new normal



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## And adaptability to new needs: SARS-CoV-2 sewer surveillance system

### Some history

- 2017** Partnered with Spain's Spanish National Research Council (CSIC) to find a methodology to detect NoV GI, NoV GII and HAV virus in sewer water
- 2019** Developed sewer surveillance system to support the research results
- 2020** Reengaged CSIC to adapt the system to SARS-CoV-2 (detect number of genomic units / liter)
- Last weeks** Pro-bono collaboration with the Spanish Government to scale up the program

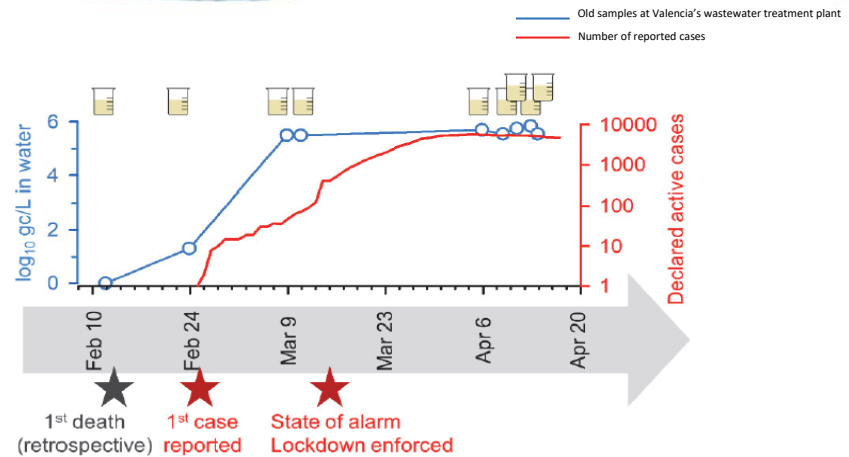
### Holistic surveillance program to support 'reopening'



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# Detect early, and detect everyone

- In April 2020, the water utility of Valencia (Spain) developed the methodology to track SARS-CoV-2 RNA in sewer water
- Researchers of the utility and the National Agency CSIC conducted an experiment on refrigerated samples from February and March
- Results show that this methodology **could have anticipated** official cases by **10 to 15 days** in some cases



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# Implementation: 4 key elements

## Laboratory capabilities

- Laboratory formula & methodology to test
- Optimization of processes in the water laboratory to become a microbiological "factory"

## Digital integration with utility IT systems & data

- Integration of real time data & information from the rest of the utility, e.g.,
  - CIS
  - GIS
  - AMI

## Sampling planning & logistics

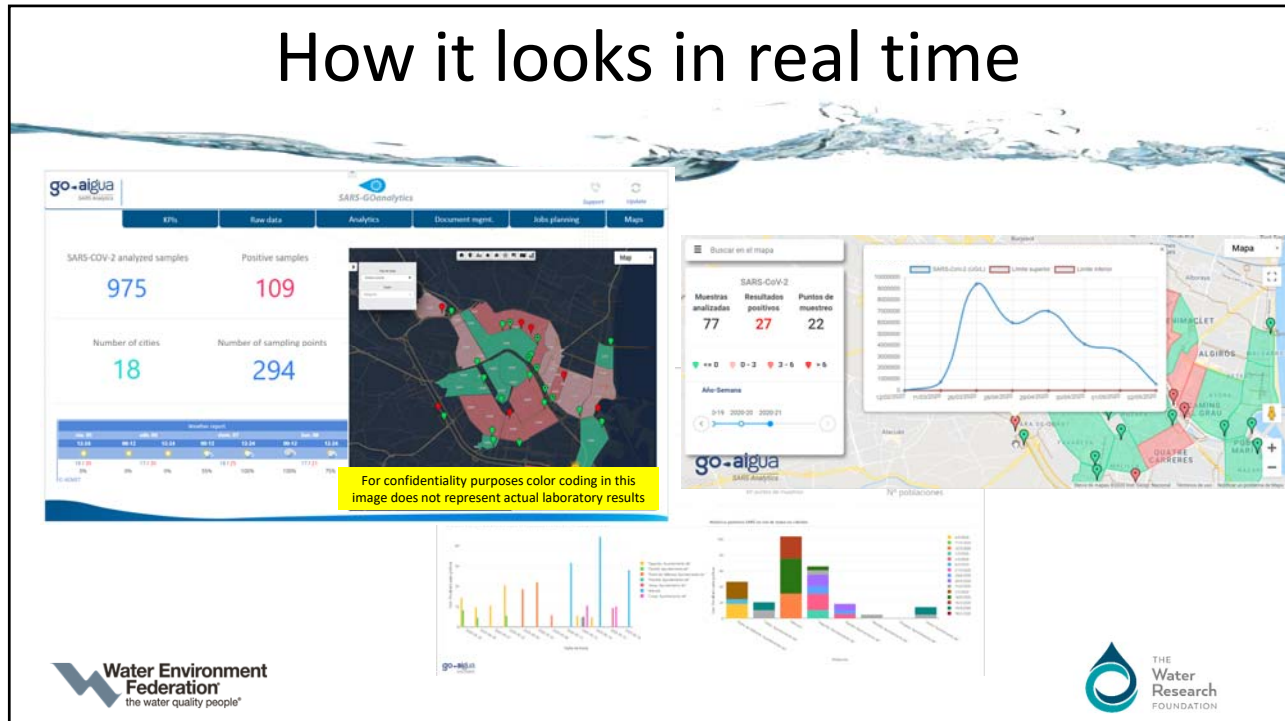
- Optimal sampling locations & times (network topology needed to study sewersheds and flow)
- Generation of sampling plans and designation of jobs
- Monitoring of field work & lab processes

## Data & analytics

- Normalization of results (e.g., dilution, pH, conductivity, SS, etc.)
- Real time monitoring of other parameters
- Behavioral patterns to detect future spread

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# How it looks in real time



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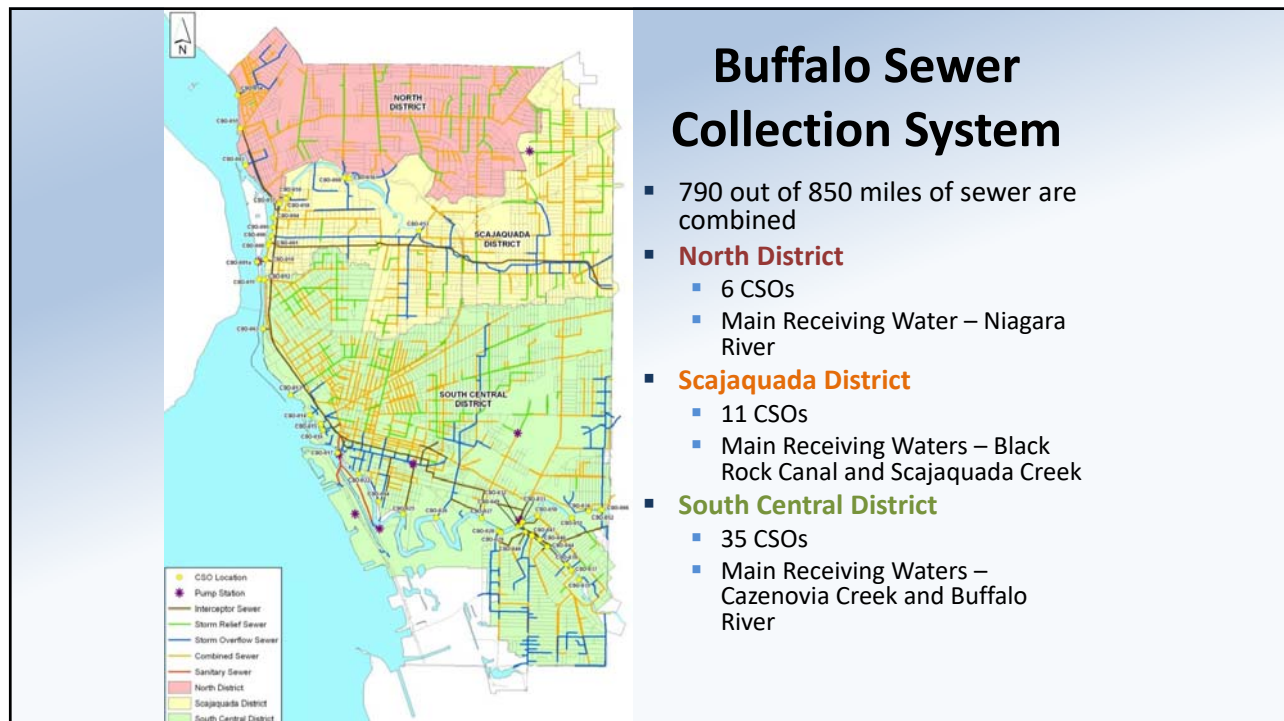
# Predictive Modeling Optimization During Wet Weather

Luis Montestruque, PhD, Xylem Inc.  
Oluwole (OJ) McFoy, P.E., Buffalo Sewer

LIFT/RMWEA Intelligent Water Systems Webinar  
June 17, 2020



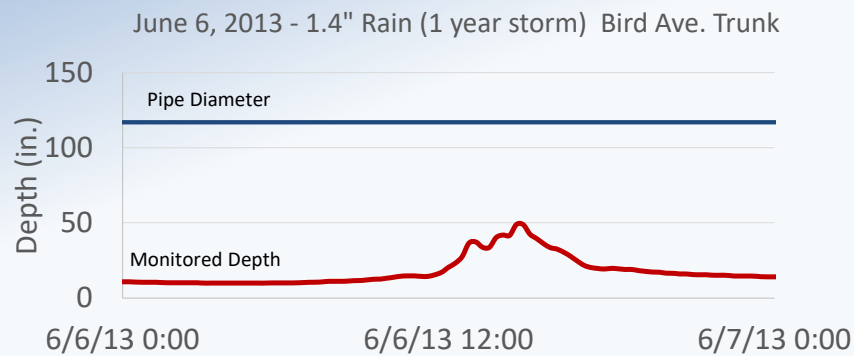
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## Unused Capacity in System

- 8 major trunklines were more than half empty during the peaks of the largest expected storm events



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## Site Prioritization Criteria

- Reduction of the number of activations, preferably to below the compliance limit
- Reduction of the cumulative amount of overflow volume
- Reduction of overflow volume into higher priority water bodies
- Reduction of system-wide overflow volume

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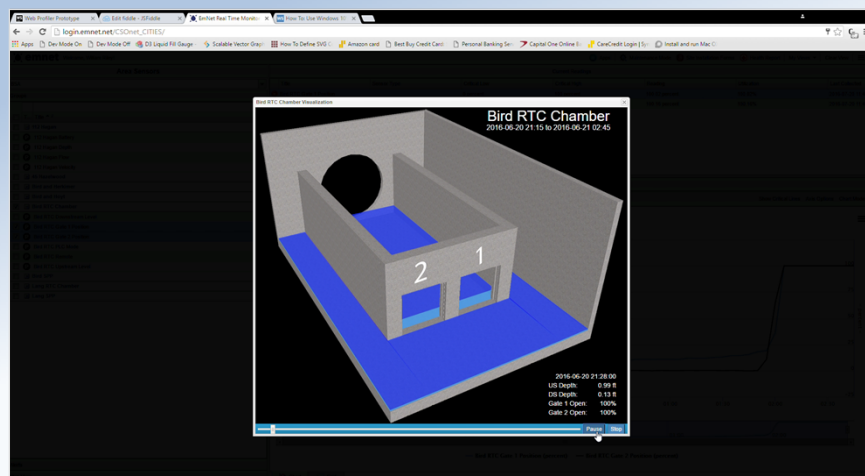


## Real Time Control Projects

SITE	DISTRICT	TYPE	CAPACITY
Bird Avenue	Scajaquada	In-Line Storage	1,000,000 Gal.
Lang Avenue	Scajaquada	In-Line Storage	840,000 Gal.
Smith Street	South	In- Line Storage	3,800,000 Gal.
Hazlewood Avenue	Scajaquada	In-Line Storage	1,650,000 Gal.

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## ILS Chamber Design



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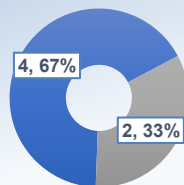
## Iterative Re-evaluation

- 2018: Identified and prioritized additional sites to reduce overflow volumes
- 2020: Newly calibrated model used for further site analysis
  - Including active RTC sites to determine additional potential
  - Re-evaluated previously identified RTC sites

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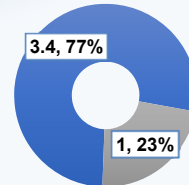
## Lang Avenue 6 Month Post Construction Performance

Prevented SPP Events



■ Number of Prevented SPP Overflow Events  
 ■ Number of Occurred SPP Overflow Events

Prevented SPP Volume



■ Prevented SPP Overflow Volume (MG)  
 ■ Occurred SPP Overflow Volume (MG)

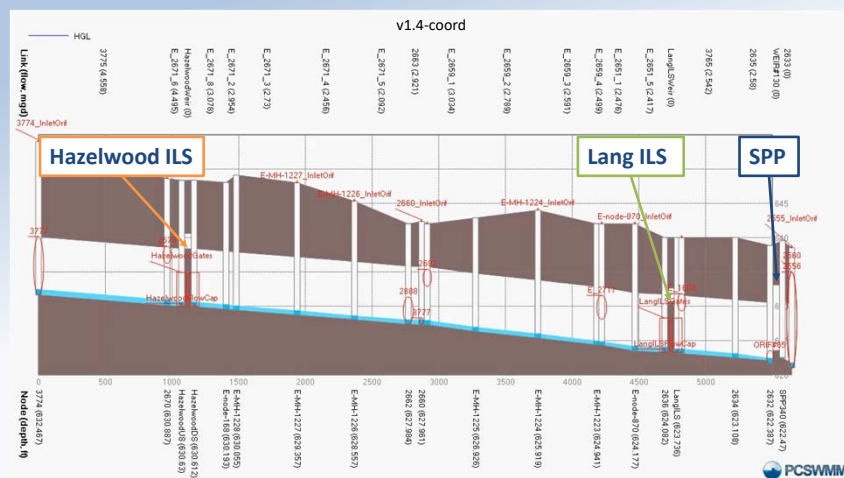
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## Coordinated Control of RTC Sites

- Sites communicate with each other to signal when wet weather is happening and find where capacity exists in the system
- Benefits
  - Utilize individual ILS sites more efficiently
  - Higher systemwide overflow volume capture

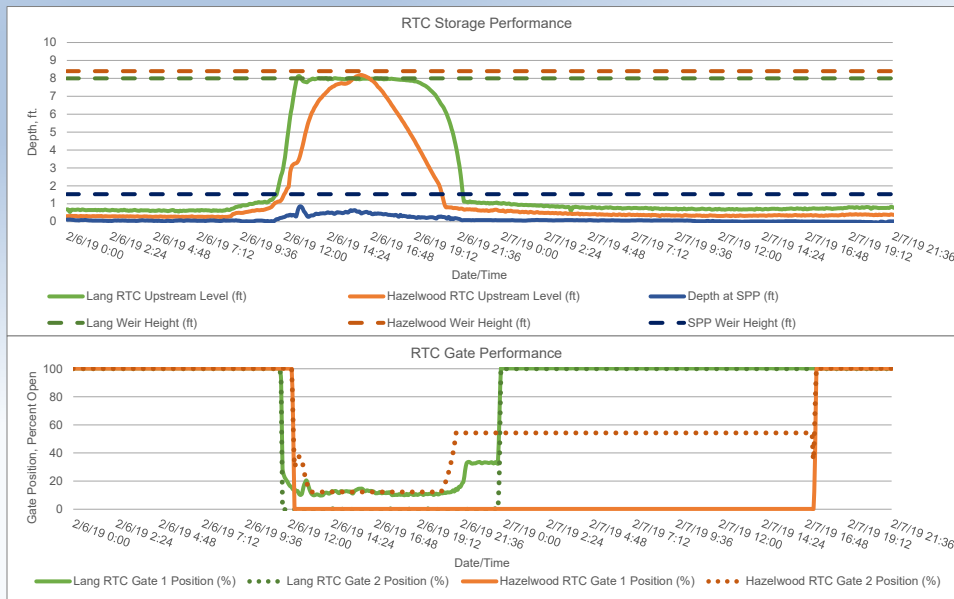
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## Hazelwood and Lang Coordinated Control



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## Hazelwood and Lang Coordinated Control



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## Hazelwood and Lang KPIs

February 6, 2019			1
RTC Site	Lang	Hazelwood	SPP: 340
Mode	Auto-Local	Auto-Remote	Analysis Date: 2/22/2019
Gate Activation Trigger Depth:	1.45 ft.	1.85 ft.	Event Start Date/Time: 2/6/2019 11:30
Return to Normal Depth:	1.07 ft.	0.36 ft.	Event End Date/Time: 2/6/2019 23:50
Time Gate 1 Activated:	2/6/2019 11:30	2/6/2019 12:10	Analyst Name, Organization: Kristina Macro, EmNet
Time Gate 2 Activated:	2/6/2019 11:30	2/6/2019 12:10	
Time Gate 1 Returned to Normal:	2/6/2019 23:50	2/7/2019 17:25	Total Rainfall Accumulation: 0.16 in.
Time Gate 2 Returned to Normal:	2/6/2019 23:50	2/7/2019 17:25	Storm Event Duration: 2 hr.
Depth of Weir	8 ft.	8.4 ft.	Storm Type: Less than 1 yr. storm
Maximum Depth Reached:	8.00 ft.	8.19 ft.	Recommended Operational Changes/Notes:
Volume Stored:	844,449 Gal.	1,094,076 Gal.	
Unused Storage Volume:	0 Gal.	54,119 Gal.	
Percent Capture		100%	
Overflow Volume:		0 Gal.	
Overflow Volume Prevented:		1,938,525 Gal.	
SPP Activation Prevented:		Yes	
If No, what is the overflow volume when storage was available?		NA	
If No, could SPP activation have been prevented?		NA	
If Yes, could SPP activation have been prevented without Hazelwood storage?		No	

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## 2020 and Beyond

- RTCs have helped prevent nearly 2 billion Gallons of overflows since their installations
- Whole System Coordinated control of RTC sites is our next venture.
- Intelligent Systems have also saved energy, operational costs, and eliminated costly planned capital improvements

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## Advanced Asset Management



Applying Asset Management Principles  
and Examining the changing asset  
management landscape



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# Advanced Asset Management Builds Upon Traditional Asset Management Frameworks

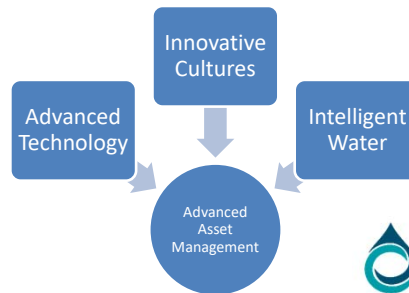
## Traditional Asset Management (limitations)

- Focused on physical infrastructure
- CAPEX for repair and replacement prioritization
- Historical data and snapshots
- Relies heavily on industry standards

## Advanced Asset Management (enablers)

- Focused on total assets (date, people, etc.)
- TOTEK optimization (CAPEX & OPEX)
- Real-time data streams
- Continuously learns - utility specific

## What's enabling progress?



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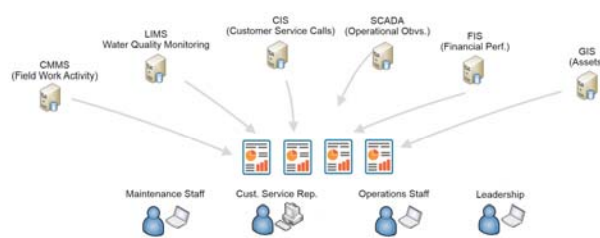
# Capital Improvement Planning Traditional Versus Advanced

## Traditional Capital Improvement Planning



Historical Data and Industry Standards

## Advanced Capital Improvement Planning



Real Time Data and Continuous Learning

VS

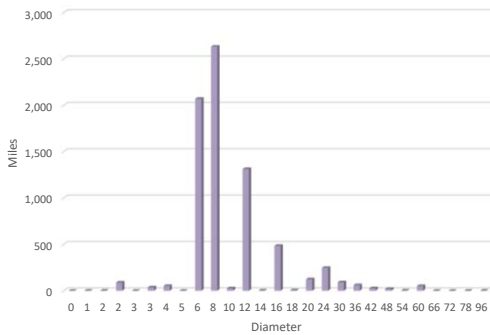


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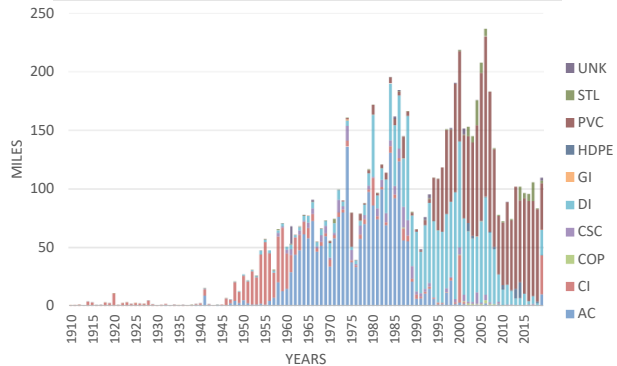
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## Challenge – Proactively Plan for Replacement of Over 7,000 Miles of Water Mains in San Antonio

Over 7,300 Miles of 4 through 96 inch Pipe



Installed Between 1910 and 2019



Primarily AC, DI and PVC 6 to 12 Inches in Diameter



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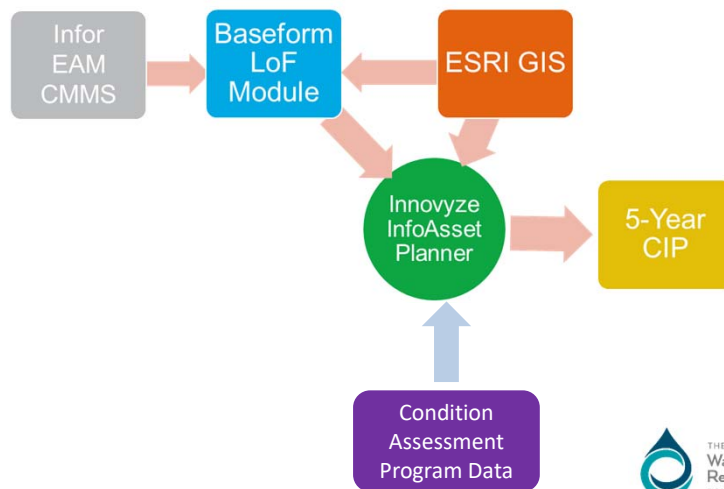
## Solution - Apply Advanced Software to Support Improved Decision Making

**Baseform:**

- Predicts pipeline likelihood of failure for small diameter mains using statistics and machine learning.
- Ability for real time work order data integration.

**InfoAsset Planner:**

- Applies decay curves to predict likelihood of failure for large diameter mains.
- Calculates risk and creates projects that can be prioritized against each other.
- Decision trees and logic allow for frequent updates as data changes

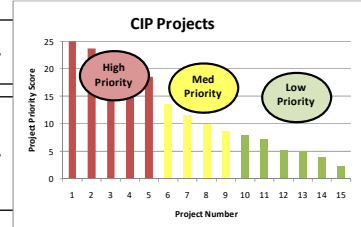


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## Results - Prioritized and Updatable 5-Yr CIP

- Logical Projects Prioritized Using Specific Criteria
- Approx. \$30M/Year in Needs
- Projects \$1 to \$10M
- Coordinated with Sewer and Governmental Work for Minimum Disruption
- Can be Revised Easily as Available Funding Changes

CATEGORY	DESCRIPTION	RATING	WEIGHTING PERCENTAGE (%)	SCORE
<b>Financial Criteria</b>				
Pavement Condition	The current pavement condition score of the roads involved, if the project will require road restoration as part of the scope of work.	1 - Pavement Condition Index is >86 for majority of project 2 - Pavement Condition Index is >86 for portions of project 3 - Pavement Condition Index is <86 for majority of project 4 - N/A 5 - No Pavement Restoration Required	15%	5
Risk Reduction Efficiency	The dollars spent per reduction in average risk score of the asset contained in the project. For assets replaced assume the condition returns to a score of 1.	1 - Very Poor; >\$1,000,000 2 - Poor; \$701,000 - \$999,000 3 - Fair; \$451,000 - \$700,000 4 - High; \$201,000 - \$450,000 5 - Very High; <\$200,000	25%	
<b>Social Criteria</b>				
Asset Consequence of Failure	The ability of the system to meet customer service levels when asset failures occurs. The consequence of failure is performed through a desktop evaluation using GIS. Use the average score for the assets in the project and include the redundancy factor if applicable.	1 - Insignificant; score=1-1.5 2 - Minor; score = 1.6-2.3 3 - Moderate; score = 2.4 - 3.5 4 - High; score = 3.6 - 4.2 5 - Very High; score = 4.3 - 5	15%	
Alignment with Governmental or Sewer CIP Projects	The project scope and schedule cover an area that is also scheduled for a future governmental or sewer project so that there is public disturbance in the area only one time and not several times over a number of years.	1 - No project overlaps 2 - N/A 3 - Overlaps with 1 project 4 - N/A 5 - Overlaps with 2 or more projects	15%	3
Asset Condition	The current state of repair and operation for the asset as influenced by age, and service/operating conditions. Use the average condition score for the assets in the project based on breaks per hundred miles per year (break rate) or % remaining wall thickness.	1 - >11 break rate; <5% loss 2 - 11 to 30 break rate; 6-15% loss 3 - 31 to 55 break rate; 16-30% loss 4 - 56 to 80 break rate; 31-50% loss 5 - >80 break rate; >50% loss	30%	5
<b>TOTAL:</b>				<b>3.9 (78%)</b>



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## Denver Water Perspective



*“an item, thing or entity that has potential or actual value to the Denver Water organization. This value will vary between different divisions and stakeholders and may be tangible or intangible, financial or non-financial”*



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## Recommendation #1

*Standardization of water customer classes and adoption of uniform class definitions.*

- List of 17 primary categories as an initial basis for future refinements
- Supports more refined evaluation of trends and water use modeling
- Provides better level of detail for deriving water use metrics
- Permit more meaningful comparisons across utilities

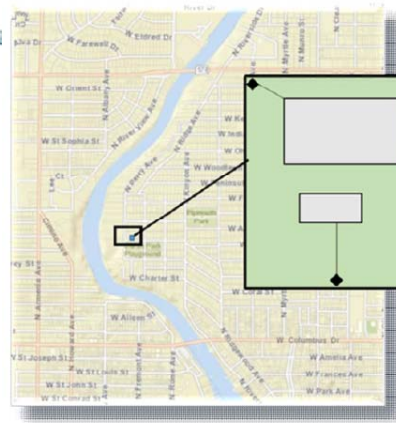
Initial Recommended Customer Classification Scheme		
No.	Principal Category	Example Potential Subcategories
1	Single-family Residential	Single-family homes
2	Multifamily Residential	Duplex
		Triplex
3	Dominant End Use	Apartments buildings
		Mobile home parks
		Commercial/industrial laundries
		Laundromats
		Car washes
		City parks and recreation areas
4	Lodging	Public pools and water parks
		Golf courses
		Landscape irrigation—only
		Hotels and motels without irrigation & cooling
5	Office Buildings	Hotels and motels with irrigation & cooling
		Resort/large convention hotels
		Large office with cooling towers
6	Schools	Office complexes with irrigation
		Small office without cooling towers and irrigation
7	Health Care	Pre-schools and daycare
		Primary and secondary schools
		Universities/college campuses
8	Eating Places	Hospitals and sanitariums
		Medical centers, doctor offices, and labs
9	Retail Stores	Full service restaurants
		Fast food outlets
10	Warehouses	Bakeries & cafeterias
		Shopping centers and malls
11	Auto Service	Grocery stores and supermarkets
		Convenience stores
12	Religious Buildings	Warehousing cold storage
		Other warehouses
13	Retirement Homes	Auto service
		Religious buildings
14	Manufacturing	Long-term nursing homes
		Retirement homes
15	Largest CII Customers	Heavy industry plants
		Light industry plants
16	Other Commercial	Food and beverage processing plants
		Other manufacturing establishments
17	Other Institutional	Top quantity customers
		Personal services (beauty shops, health spas, fitness)

Source: Kiefer, J.C. and L.R. Krentz. 2016. *Evaluation of Customer Information and Data Processing Needs for Water Demand Analysis, Planning, and Management*. Denver: Water Research Foundation.



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## “Geographical referencing of water customers and unique locations”



- 1 water use location associated with:
  - 1 business or function associated with:
    - 4 buildings
    - 2 tax parcels
    - 3 water meters

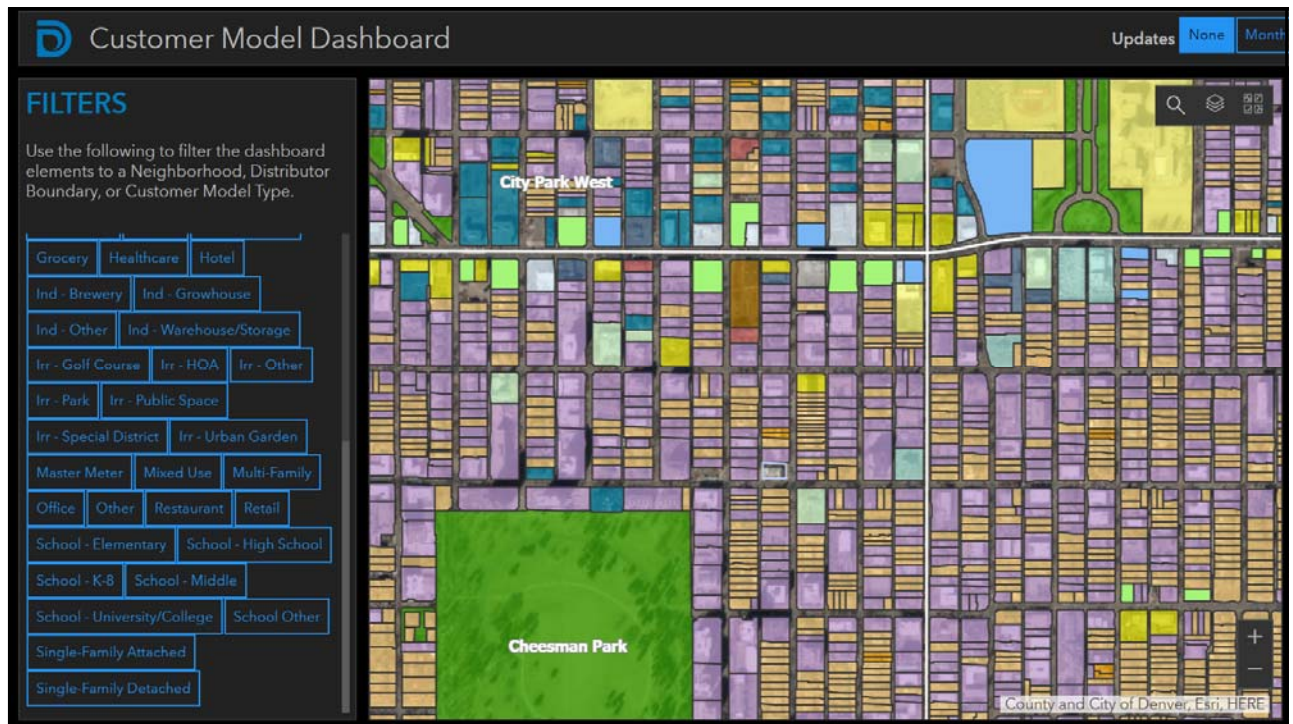
Associates metered water use records to the physical boundaries where water use occurs.

Source: Kiefer, J.C. and L.R. Krentz. 2016. *Evaluation of Customer Information and Data Processing Needs for Water Demand Analysis, Planning, and Management*. Denver: Water Research Foundation.



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# Questions and Answers

Submit your questions using the Questions pane.

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