



# Indio Water Authority

## Leading the Conversation on Conservation with the E-CODER®)R900i™

Serving approximately 21,300 accounts, the Indio Water Authority (IWA) in Indio, California operates in the middle of the scorching, parched Coachella Valley desert. To address an aging meter infrastructure and spike in new development, IWA determined in 2006 to move to automatic meter reading (AMR). It chose the Neptune integrated, wireless E-CODER®)R900i™ encoder/RF MIU as the base of its system, for both its ease of installation and its high-resolution absolute encoder technology that would meet conservation and leak detection objectives. IWA has a multi-year supplier agreement in place with EQUARIUS Waterworks and is expecting full AMR implementation by June 2016.

IWA has already installed 12,500 E-CODER®)R900i units, which they read with handhelds and the MRX920™ mobile data collector. Now 12,500 AMR meters can be read in a single day – compared to three meter readers and nine days using manual reads – freeing up time for maintenance. And while the service area has greatly expanded, the number of meter readers has been reduced. IWA also used the Neptune SEER® (Statistical Evaluation for Enhancement of Revenue) program to identify underperforming large meters. SEER pinpointed targeted changeouts for older, nonperforming commercial meters, which showed an immediate payback after replacement. SEER is the perfect strategy for conservation and reduction of Non-Revenue Water and IWA understands the importance of each drop.

For those meters changed out, IWA immediately recaptured lost revenue, realized accurate meter reading, and dealt with fewer re-reads. E-CoderPLUS flags for leak, tamper, and reverse flow have helped pinpoint crucial system



### CUSTOMER

Indio Water Authority, Indio, California

### SERVICE TERRITORY

Indio Water Authority serves approximately 21,300 accounts in the Coachella Valley of California.

### SOLUTION BENEFITS

Targeted changeouts for C&I meters showed immediate payback after replacement

Recaptured Non-Revenue Water

Flags for leak, tamper, and reverse flow identify system performance issues

performance issues. In addition, the 96 days of hourly consumption activity information has allowed not only faster response to high water bill inquiries but also more proactive service.

“We can look at water consumption trends and, in parallel with other utility applications, better understand our distribution system and water use much more efficiently,” said IWA General Manager Debra Kaye. “In many scenarios, we have been able to assist customers in a way we hadn’t been able to do in the past. Consumption activity history provided by the AMR meters has enabled us to assist customers in determining more effective ways to use and conserve water. And by doing so, this has helped customers not only find leaks but also lower their bills.”

As implementation continues, IWA is pleased with the results it’s seeing. “We are extremely happy with where the program is today and where it’s headed in the future,” said Kaye. “While, for now, the AMR solution fits the needs of IWA, we’re investigating possible migration to R900® Gateway fixed network data collectors to collect hourly AMI data at the office. Neptune has done an excellent job of not stranding utility assets, as past AMR products can easily be used in current network configurations.”

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