

Challenge

Allwater is a joint venture between Broadspectrum and Suez servicing South Australia Water. Early in 2019 they experienced two specific customer areas suffering from a combination of 'no supply' and 'high pressure' complaints.

This was causing significant reputational damage and the high pressure in the network had the potential for ongoing burst and leakage within the network and consequently further complaints.

Allwater were looking for innovative data driven analytics and visualisation approaches to provide them with insights on network behaviour. They needed this information to understand the dynamic pressure variability causing these problems and to get to root cause and consequently improve their customers' experience.

Based on our extensive analytics platform **InflowSys™** and high frequency pressure measurement devices **InflowSense™**, Allwater selected Inflowmatix as the partner of choice to provide the visualised insights required for problem resolution.



Solution

InflowSys™ Data Analytics Platform

Post mobilisation a number of **InflowSense™** high frequency pressure monitoring devices were deployed within both network areas. Through the web application, the devices were linked to specific assets to pinpoint sources of network variability.

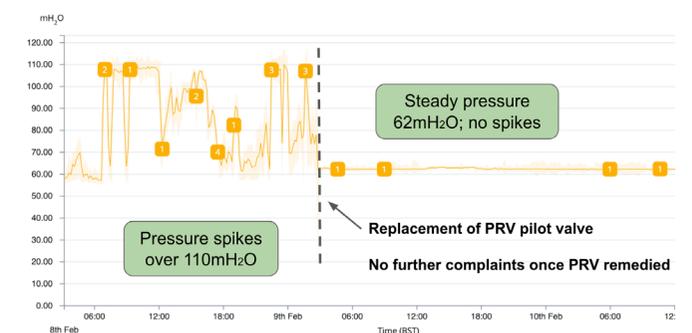
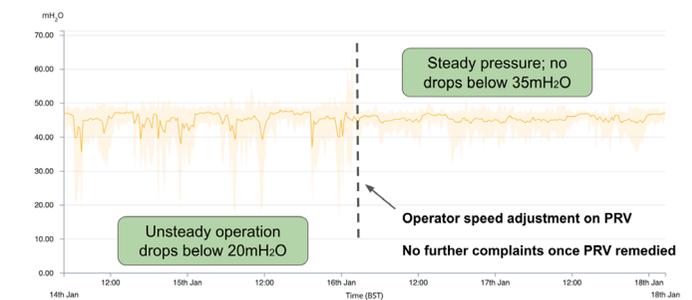
The **InflowSense™** devices securely captured the high-resolution pressure data at 128 samples/second, significantly higher than standard pressure logger or telemetry data (15 minute average). The network in-sights of dynamic pressure variability and transient source events were displayed to Allwater via the **InflowSys™** web application immediately post deployment.

All in all a great product with great online tools to read and decipher the data.

Dan Ford
Network Supply Manager, Allwater

Results

The data driven insights visually shown via the **InflowSys™** web application clearly identified and pinpointed the source of both problems to be PRV related with the associated remedies actioned as shown below:



InflowSys™

A next generation data analytics suite consisting of an array of smart pressure measurement devices (128 samples/s, 0-20 Bar pressure with 0.1% full scale accuracy, <10ms time stamp accuracy) combined with a powerful analytics platform and visualisation application developed by Inflowmatix.