



## System Visualization and Remote Control Drives Efficiency for Contract Operations

# CASE STUDY

### LOCATION:

Northern California

### APPLICATION:

Contract Operations

#### Overview

Since 1986, Russian River Utilities (RRU) has provided day-to-day management of drinking water and wastewater operations to more than 20 independent organizations in Northern California. RRU's licensed technical staff help their clients operate critical systems in a way that maintains public health standards in the communities they serve.

#### The Challenge

For RRU, the primary challenge was to provide operations to multiple systems located throughout a geographical area spanning 50 miles between sites with a small team. Some locations had remote telemetry communication, while others did not. Before implementing the XiO cloud platform, RRU staff spent hours driving to and from remote sites simply to check equipment. Without reliable telemetry and radio communications, the first alarm RRU staff would receive would be calls from customers with low water pressure or no water at all.

Adopting XiO's Acuity Hub cloud platform brought about a transformative shift for RRU's overall operational efficiency.





# ACUITY Hub Solution

## The Solution

RRU implemented XiO's cloud platform to streamline operations and enhance efficiency. Acting as a centralized hub, XiO enabled comprehensive monitoring and remote control, simplifying staff workflows while ensuring managerial oversight.

- Remote access for authorized users via web-enabled devices.
- A unified platform simplifying system management.
- Smart alarms for proactive issue detection and on-site preparedness.
- Digital data collection and automated reports reducing manual workload.
- Complete operator action records for accountability.
- Asset management tools identifying maintenance needs.

**20+**  
Systems

**52**  
Sites

**99.9**  
Uptime %

“XiO's cloud platform has given RRU staff system-wide visibility in order to make data-driven decisions, improved our operations, and has saved considerable time and money. The secure, real-time remote control means we can maintain top-notch customer service.”

**JAMES DUNTON**  
RRU PRESIDENT

## The Results

Adopting XiO's cloud platform brought about a transformative shift for RRU's overall operational efficiency. RRU management realized immediate, tangible gains in time savings and reduced transportation expenses.

Leveraging XiO's platform has resulted in RRU improving overall service to their customers. With system-wide monitoring and sophisticated alarms, RRU staff can get ahead of issues before users became aware of problems. The direct result is fewer water system disruptions.

XiO's remote control capabilities proved invaluable when the region was hit by several large wildfires that required mandatory evacuations. Thanks to the cloud platform, RRU operators were able to remotely monitor tank levels, ensuring sufficient water supplies for firefighting efforts.

**Conclusion:** XiO's Actuity Hub platform at RRU exemplifies the transformative power of digital technologies in water and wastewater management. Leveraging the cloud for remote monitoring and control, RRU achieved operational excellence, resource optimization, and heightened resilience.