



A VICTORY IN THE SOUTHEAST: LEAK DETECTION USING LINE LOCATING

Unable to successfully pinpoint a costly water leak, a major water company in the Southeast turned to us for help.

We used revolutionary line locating services to find the leak and remedy operational costs like truck rolls and employee expenses while simultaneously reducing the risk of further damage to underground assets—in a fraction of the time.

BACKGROUND

When a major water company in a prominent southeastern city was informed about a water leak in their area, they set to work immediately to identify the leak and avoid standing water, reduce lost earnings from non-revenue water and mitigate potential damages to other underground assets. Unable to identify the leak during the initial phase of exploration, the water company continued to use a substantial number of resources to pinpoint the leak for almost five months.

CHALLENGES

As water leaked for 151 days, the company lost thousands of dollars. And, with winter imminent, concerns grew over the possibility of pipes freezing and bursting, which would only add to the cost of damages and create new expenses for individuals in need of repairs. With limited time before the seasons changed, the water company sent out workers on a daily basis to find the leak. The regularity in which the company dispatched their employees in search of the water leak also increased operational costs and environmentally disruptive truck rolls.



HONEYWELL'S SOLUTION

With no solution in sight, the water company contacted us for help. Our plan was straightforward—implement technologies and services right away to locate the leak and offer support and guidance on next steps. Within the first 24 hours of being briefed on the needs of this case, we used advanced water leak detection equipment for preliminary identification of the leak. This industry-leading solution detects flow rates and water levels for key insights on how to approach and manage water loss. Sensors were also deployed to gain greater visibility around the general location of the leak.

Then, we set revolutionary line locating services in motion. Using best-in-class equipment with survey-grade accuracy and performance metrics helped us identify which underground utilities were flooded, leading us to the source of the leak. With a clear image of what was happening underneath the surface, we closed in on the leak's source (which was .5 miles away from the actual flow of water) and turned off the water. From start to finish, the project took us three days, which is a 98% difference in time compared to the major water company's five-month span.

CONCLUSION

A small water leak can have big consequences. Not only did the water company forfeit thousands of dollars in revenue because of lost water, but the man hours used to unsuccessfully locate the leak cost the company time and money as well. And, since the number of employees, technologies and services deployed increased the number of truck rolls over a five-month period, the leak had an environmental impact too. The vehicles used to transport the employees and technologies emitted CO₂ on each trip dedicated to locating the leak. Over 151 days, those CO₂ emissions created a significant carbon footprint.

The results achieved by trusted solutions and services were swift and effective. Most importantly, we provided our customer with a solution when they needed it most.

For more information

<https://pmt.honeywell.com/us/en/businesses/smart-energy>

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