



Piedmont Water Company is currently implementing a SCADA system to better operate and manage several of its water systems. SCADA stands for Supervisory Control And Data Acquisition.

The installation of the system is being done in phases and was started in the spring of 2008. Phase 1 of the process consisted of the installation of monitoring devices in each of the water towers in the Lake Oconee area. This phase became operational in June, 2008, and provides real-time information on the water levels in each tower. The system maintains historical data and allows for detailed trending analysis. Previously, the company relied on paper charting systems that resided at each water tower. The system also allows for remote access to the SCADA computer, providing our Water System Operators with the ability to view tower data at anytime and from anyplace with an Internet connection.

Phase 2 is currently underway and will add monitoring capabilities for water wells and lift stations. This will allow Piedmont to monitor the levels in sewer lift stations, the operational status of the pumps as well as the ability to receive alarm notifications should a pump fail. For water wells, operators will be able to remotely start or stop a well to meet changes in demand. The completion of the SCADA system will allow us to remotely monitor and manage a significant portion of our water and wastewater operations.

The SCADA system's primary benefit is to provide real-time information on the status of key components in the water and sewer systems. This will enable the Company more closely monitor water usage patterns. In turn, we will be able to make adjustments within the system much more quickly than in the past resulting in a more efficient control process.

The power and benefit of the system was proved early. One morning in late July, the system showed a significant drop in one of the water tower levels. Based on the usage pattern that was known for this tower, it was immediately obvious that the situation was out of the ordinary. All of the maintenance crews were immediately dispatched to various parts of the system to attempt to isolate the problem. By watching the water level in the tower as various parts of the system were isolated, a leak major was discovered and our maintenance crews repaired the problem that day, with service disruptions limited to the immediate repair vicinity. No calls were received by our Customer Service team, and water tower levels recovered to typical levels within hours of completing the repair.



Piedmont Water Company was formed in 1992 for the purpose of owning and operating community water systems. Since its inception it has grown, through acquisitions and organic growth, to become one of the largest investor-owned utility owner-operators in the State of Georgia. The Company provides 1.9 million gallons of water each day, on average, to over 25,000 people located throughout eastern Georgia.

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