

# City of Loma Linda Trades Up to DDS

## Introduction

Looking for an alternative to traditional flow monitoring, the City of Loma Linda traded up to Hach®'s Data Delivery Services (DDS) for their wastewater billing application. Read how DDS has allowed them to enjoy a maintenance-free, "set it and forget it" flow monitoring experience.

### Loma Linda, California

Known as a national center for health and wellness research due to the Loma Linda University (LLU), the City of Loma Linda, California is home to some 23,000 residents. People from around the world come to the university as patients, teachers and researchers and many decide to stay. The city considers itself a 'unique' community that provides a less hectic lifestyle coupled with a cosmopolitan feel.

The city's Public Works Department is responsible for the Utility Services Group that maintains the sewer and water systems. Wastewater from the city is processed at the nearby San Bernardino Water Reclamation Plant (WRP).

The WRP is a 33 MGD treatment facility that also provides wastewater treatment services for other nearby communities. The facility is owned by the City of San Bernardino and operated by the San Bernardino Municipal Water Department. Resources generated during the wastewater treatment process are reused to provide energy sources. A recently completed co-generation facility uses methane gas produced during the treatment processes to supply electricity to the WRP, reducing operating costs.

### Problem. Solved.

According to the local Hach flow rep firm, Ponton Industries Inc., the city was using solar panels and batteries with their existing flow meters and the flow data was being radioed back through their SCADA system. There was a problem at the site with the solar panels, so the city decided to run power to the site, but it would prove to be very costly.

Ponton met with city utility services group personnel and showed them how they could utilize Hach's DDS and get the flow data they needed without expensive electric fees and that they would never have enter the manhole again for flow meter maintenance. Additionally, a DDS sales promotion would allow the city to trade up to DDS by trading in their existing meters for credit.

With DDS you get the data you need without the pains of do-it-yourself short- or long-term flow monitoring.



**"There's no maintenance.  
Hach handles everything.  
Once the meters were  
installed, we could just  
forget about it!"**

*Ed Aguilar  
City of Loma Linda*

### Here's how DDS works:

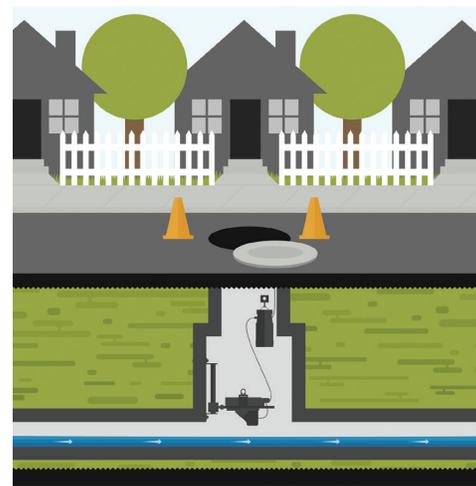
- You discuss your flow data needs with a trained Hach representative including the number of sites, start date, duration and the low monthly price.
- Hach schedules factory-certified installation of our innovative and trusted flow meters.
- Within 15 minutes of installation, your flow data is sent wirelessly by cellular modem to Hach's secure server.
- Complete, unedited flow data can be viewed 24/7 from any web browser using intuitive Hach FSDATA<sup>®</sup> software—includes 95% uptime guarantee!
- Hach monitors all sites and performs any necessary maintenance, including battery changes, for the duration of the contract.
- At the end of your contract, we work with you to schedule the removal and return of equipment

Onboard with Ponton's recommendation, the city signed a 3-year contract for DDS. For the Loma Linda application, two Flo-Dar Area Velocity Flow Sensors were utilized. The Flo-Dar AV Sensor provides a revolutionary approach to open channel flow monitoring. The sensor combines advanced Digital Doppler Radar velocity sensing technology with ultrasonic pulse echo depth sensing to remotely measure open channel flow.

According to Ed Aguilar, Utility Maintenance Tech 3, "The meters have been installed for over a year now. They are working out very good for us. There's no maintenance and if there are any issues with the meters, Hach is the first to know and they contact us!" Recently the battery life was getting low on one of the meters and Aguilar was contacted by Hach's DDS Support Group to schedule someone to come out and replace the battery. He adds, "We didn't even know about the battery until we were contacted by Hach. DDS is really working out good for us on our end. The DDS system we have is self sufficient and Hach handles everything. Once the meters were installed we could just forget about it!"

### Conclusion

The City of Loma Linda is committed to the use of leading-edge technologies that reduce the cost of services for their residents. That commitment continues with their use of Hach's DDS. DDS has allowed them to automate their wastewater flow monitoring program by eliminating costly flow meter maintenance and data collection.



DDS Flo-Dar Non-Contact Flow Sensor



DDS Flo-Dar Sensor installed in a manhole

## Discover the DDS difference.

Be confident in your flow decision-making with DDS. You'll have 24-hour data access with a 95% raw data up-time guarantee. You'll get industry-leading equipment and the latest sensor technology for a fixed monthly cost. The bonus: your data is reviewed by our engineers, so you'll have nearly a century of Hach water quality expertise on your side.

**For more information, visit: [www.hach.com/DDS](http://www.hach.com/DDS)**

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