SECOMEA

Springfield's water-treatment plants in the Missouri Ozarks are monitored 24/7 with Secomea



About:
The City of Springfield (MO)'s Department of Environmental Services manages the City's stormwater, wastewater, and solid waste and is responsible for operating critical utilities while complying with all state and federal environmental regulations.

"Secomea has saved us time and money and **brought us peace of mind** by giving selected staff a secure way to remotely connect to our system during critical times – such as high-flow events, emergencies, and out-of-town instances."

THE CHALLENGE

Round-the-clock control of water flows of 40 million gallons a day

With **just 60 employees**, the Department of Environmental Services operates two treatment plants **serving a population of 160,000** and manages a network of manned and unmanned facilities that collectively handle **40 million gallons of wastewater a day**.

Operating under the stringent regulatory requirements of their National Pollutant Discharge Elimination System (NPDES) permits, Springfield has a good record: both its treatment plants are National Association of Clean Water Agencies (NACWA) Platinum Award winners for zero NPDES permit violations.

Still, maintaining Springfield's platinum-award standard is no easy feat. The system must be monitored 24/7, and many of its facilities are remote and unmanned.

Managing the system remotely requires support from the City's IT Network and introduces security issues.

THE SOLUTION

Enabling remote troubleshooting for faster response time without increasing staff headcount

After a smooth and speedy Secomea implementation, every Operations team member is now in direct contact with every site on the network at any time of day. And if they are working at a distant facility without network connectivity, they can securely connect to the facility's control gear using a cellular Wi-Fi device.

Operations Supervisors can monitor and instantly respond to alarm callouts and high-flow events. They can make immediate changes to the SCADA system before driving to the facility to undertake any physical changes. This way, they can keep systems working safely and efficiently **without drive-to-facility delays**.

THE RESULT

Cost and time savings – but most importantly, peace of mind thanks to higher security and control

Remote fixes also save the cost of call-ins and make better use of staff, especially when they're already out on calls or away for training.

Supervisors also appreciate the system's security. They can see who has access to which system and when – which is particularly useful when granting access to external subcontractors. For example, when implementing new equipment, third-party providers can be given **temporary access, limited to the installation** and setup phase. The ability to make minor setup corrections remotely also cuts the cost of new installations.

With Secomea's support, Springfield continues to avoid permit violations by responding faster to alarms. Highfill reported: *"Both our facilities are NACWA Platinum Award recipients for zero NPDES permit violations. Secomea has helped by allowing quick responses to events that might otherwise allow a violation to occur."*

THE BUSINESS OUTCOME



