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# Esri News for Water Utilities & Water Resources


## GIS Helps Hampton Shaler Water Authority Reduce Non-Revenue Water

Hampton Shaler Water Authority (HSWA) knew over 35 percent of the water sent out into the system was unaccounted for. HSWA needed a way to find where their water was missing or unaccounted for so they could improve services and save money. Accounting for non-revenue water would also help HSWA improve datasets needed for better-informed management decisions and for annual reporting to state agencies.

Recent investments in ArcGIS have provided GIS-based workflows and data analytics that resulted in greater efficiency and improved decision-making. In this Esri case study, HSWA shares how ArcGIS maps and applications have helped them save millions of gallons of water.

Read the Story →

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## Small Utility Finds Success with Data-Driven Operations Management

The Water and Sewer Department of the City of Athens, Alabama, has almost eliminated reactive maintenance in the water distribution and sewer collection systems in just two years. Ongoing efforts to assess the systems are generating data to solve problems like groundwater infiltration, and rainwater inflow. The data also supports critical preventive maintenance on fire hydrants and distribution system isolation valves in a systematic manner. Condition assessments of lines and process treatment equipment are the basis for prioritizing capital reinvestment and, improving service. They are also the basis for the critical assets program. The GIS is key in growth planning as it facilitates hydraulic modeling essential for locating and connecting capacity demand to assets. These programs are critical for Athens as the city experiences the expansion of FBI facilities and industries like manufacturing, technology, and military contracting, as well as tremendous residential growth.

Read Their Story →

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**Flowing Towards the Future: Central San's Integration of Cutting-Edge Inspection Technology**

Central Contra Costa Sanitary District (Central San) found itself inundated with data from daily pipe inspections conducted by internal crews and external contractors. Further complicating the issue, contractor data and internal data were stored and delivered via separate methods, making consolidation into its GIS a painful process.

The adoption of ITpipes and its integration with Cityworks and Esri has significantly improved Central San's operational efficiency, allowing for better management and assignment of work. This has ensured that the entire sewer network is inspected every 10 years, with automated processes and detailed geospatial visualization, reducing the risk of missed inspections. As a result, sewer spills have dramatically declined.

**Read the Story**

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## Meet Our GIS Hero

**Pilar Yager** - GIS Specialist
Santa Margarita Water District, California

As Santa Margarita Water District's (SMWD) pioneering GIS professional, Pilar Yager has developed and expanded the district's GIS to manage over 196,000 assets across the service area. She has played a key role in streamlining GIS-CAD integration, enhancing field reporting, and supporting essential projects like land classification for billing and compliance with LCRR reporting. Pilar's collaboration and expertise have quickly advanced SMWD's GIS capabilities, bringing greater operational efficiency and valuable insights to the district.

Learn More →

> *Pilar's dedication and expertise in GIS have been transformative for our district. Her innovative approach has not only streamlined operations but has also positioned us to meet regulatory requirements with confidence. Pilar exemplifies the kind of forward-thinking leadership that drives our team and elevates our service to the community.*
>
> **Robert Grantham**
> General Manager, Santa Margarita Water District, California

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## Industry Spotlight

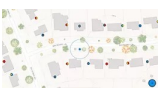
**Esri experts discuss how to predict wetlands using ArcGIS Pro**

This on-demand webinar shares how Esri's Wetland Identification Model can be used within an updated predictive approach that leverages deep learning and mosaic datasets within ArcGIS Pro.

Presenters explore how to predict wetlands using machine learning and demonstrate an enhanced method that improves accuracy, especially in large areas.

Watch the webinar to learn how to optimize processing, develop a deep learning model, and derive core wetland indicators across large areas.

**Watch Now**



**Updated Solution Helps Utilities Meet Lead and Copper Rule**

Esri's Lead Service Line (LSL) Inventory solution has been updated to include configurations that support service line replacement and tap sampling. In addition, improvements have been made to the LSL viewer, self-assessment manager, and dashboard. With these additions, the solution will help utilities move from the initial service line inventory to the management and communication of the work being done to meet the LCRR requirements. The update includes a Data Pipeline configured to move from version 3.0 to version 4.0.

**Read the Technical Paper**

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## NEW: Skadi Series™ GNSS by Eos Positioning Systems


Eos Positioning Systems invites you to discover the Skadi Series™. Skadi GNSS receivers feature tilt compensation, an invisible range pole, and more. Best of all? Every Skadi GNSS receiver is built with the same accuracy and ease of use our customers love.

Discover the Skadi Series →

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## Connect with Esri Water

**Esri International Infrastructure Management & GIS Conference**
April 9–11, 2025
Frankfurt, Germany

**Esri User Conference**
July 14–18, 2025
San Diego, CA

Water Team on X
Water Utilities on LinkedIn
Water Resources on LinkedIn
Esri Water Meetup

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**Building a Modern Network Information Management System**

Esri's new ebook, *Building a Modern Network Information Management System*, shares how utilities from around the world have improved network management by implementing Esri technology. As you read through the stories shared, you will find that there are various reasons for modernizing network management with ArcGIS Utility Network. You will learn that whatever the reason, utilities employing ArcGIS Utility Network can work smarter and build a foundation for data-driven, strategic management of their systems.

**Download the EBook**

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