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# Regional Municipality of Waterloo – Water Services Division

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*Client:* The Regional Municipality of Waterloo – Water Services Division keeps the water flowing to about 150,000 industrial, commercial and household consumers in seven municipalities.

*Application:* Performance Management configured using **Alacrity Results Management (ARM)**

*Requirement:* The Water Services Division had a vision to integrate the following information:

- process-control information from the SCADA (Supervisory Control and Data Acquisition) system used for operating and monitoring most of the water supply;
- water-quality data from the labs;
- cost data from the financial information system;
- information from the geographic information systems (images, maps and charts); and
- asset and equipment information from the computerized maintenance-management system.

The region had a crude Excel-based system which attempted to manage the SCADA information but that system was inflexible and fragile. The initial mandate for this performance management system was to replace the Excel-based system with a robust, scalable system. The longer term vision was to ensure any system used could later incorporate the other information required.

*Solution:* The people in the Region of Waterloo were given a demo of the performance management system running at the City of Toronto, and very quickly came to the conclusion that a system configured using ARM would provide all they required. In addition, ARM would provide:

- security – protect sensitive information from unauthorized users
- the ability to easily drill down on any calculated number to determine how it was calculated
- graphical navigation through the model
- multi-user capability
- an industrial strength database
- speedy access due to stored calculation results

As a result of the above, a configured performance management system based on ARM was implemented. The system is very flexible and robust.

*Result:* You can't improve what you don't measure. As one member of the Water Services team at the Region of Waterloo said:

“Our new **system makes complex process information from SCADA easy to access**, which improves support for what we do. It **helps us make timely decisions** on water-system operations and infrastructure, and makes it easier to analyze everything from daily to annual trends for the entire Region's water supply.”

ARM now stores data from all the SCADA devices, completing phase I of the Waterloo performance management vision. The Region is extremely pleased with the phase I results, confident in now having a **flexible and robust system**, and starting the beginning of 2003, the Region will begin to incorporate the other information into ARM.