



ADPRO CUSTOMER SUCCESS STORY

AQUA PENNSYLVANIA

Residents in Southeast Pennsylvania are less likely to experience service interruptions due to the investigation of security breaches at water storage tanks operated by Aqua Pennsylvania thanks to enhanced security from ADPRO solutions.

“ADPRO IS A RELIABLE AND COST-EFFECTIVE SOLUTION FOR REMOTELY PROTECTING OUR WATER STORAGE TANKS. WITH ADPRO, WE KNOW IMMEDIATELY IF SOMETHING HAPPENS SO WE CAN RESPOND.”

Terry Lyons
Safety and Security Manager
Aqua America

Aqua Pennsylvania is a subsidiary of Aqua America and serves more than 1.3 million residents in 26 counties across the Keystone State. The company and its parent make significant annual investments to improve infrastructure so that quality water is delivered from rivers, lakes, streams and wells to customers' taps.

These improvements include security for water storage tanks, which utilities across the United States historically

have reported as having high incidents of intrusion and vandalism. A security breach at one tank can cost a utility up to \$100,000 because the tank must be taken out of service until the water can be tested to prove to regulators that it is safe. Testing and analysis can take up to 48 hours, leaving customers with diminished water service.

In 2007, ADPRO remote monitoring security solutions were implemented to protect one- to three-million gallon water storage tanks throughout Aqua Pennsylvania's service territory in Southeast Pennsylvania. Large-capacity tanks – those holding up to 10 million gallons – require location-based security systems that can cost up to 2.5 times as much as an ADPRO solution, so Aqua Pennsylvania needed a reliable, cost-effective system to prevent security breaches at its smaller tanks.

Aqua Pennsylvania

A subsidiary of Aqua America, Aqua Pennsylvania serves more than 1.3 million residents across the state.

Location

20 sites throughout Southeast Pennsylvania with additional implementations planned

Industry

Utilities

Design and Installation Partner

Unlimited Technology, Inc.

Solutions

- ADPRO Presidium Video Motion Detectors
- ADPRO PRO Outdoor Passive Infrared Detectors
- ADPRO FastTrace Video and Audio Recording and Transmission

Benefits

- Reliable remote video surveillance and intrusion detection
- Minimal false alarms
- 40% reduction in security costs
- Compatible with existing IT infrastructure, producing additional cost savings
- Low maintenance

Honeywell

Aqua Pennsylvania wanted a single platform that would support multiple technologies to protect its assets, so security firm and strategic partner Unlimited Technology, Inc. (UTI) recommended ADPRO for video security and intrusion detection at water storage tanks. The firm installed ADPRO PRO Outdoor Infrared Detectors (PIRs) and ADPRO Presidium Video Motion Detectors at 20 different sites, which are monitored from a central station.

Presidium is our latest generation of video motion detection systems designed specifically for outdoor perimeter and area protection applications using analog CCTV cameras. Our PRO series PIRs are stand-alone passive infrared detectors that detect moving targets by sensing temperature differences between them and the stationary background.

“WITH AQUA PENNSYLVANIA’S REQUIREMENTS AND THE RADICALLY DIFFERENT TOPOGRAPHIES OF THEIR SITES, WE NEEDED A FLEXIBLE, MOBILE PLATFORM EASILY TAILORED TO MULTIPLE TOPOGRAPHIES,”

explains Ian Francisco, chief technologies officer for UTI.

“THAT’S ONE OF THE MAIN REASONS WE SELECTED ADPRO, ALONG WITH THE FACT THAT HONEYWELL/ADPRO HAS EXCEEDED ITS COMPETITORS IN RELIABILITY AND FALSE ALARM REJECTION. WE AND THE CUSTOMER JUST LOVE THE SOLUTIONS.”

With ADPRO, Aqua Pennsylvania reports that security breaches have decreased significantly. For example, one reservoir was subject to several trespassing incidents every year, from intruders wanting to take a swim or go kayaking.

Honeywell Commercial Security

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Since ADPRO PRO PIRs and ADPRO Presidium have been in operation, zero security breaches have occurred at this site.

In addition, Aqua Pennsylvania has been able to reduce security costs by about 40 percent because ADPRO provides a cost-effective, remote solution as compared to location-based fiber optic systems. Even more savings have been realized at well stations where ADPRO FastTrace

audio/video recorders have been installed for remote video security. Aqua Pennsylvania indicates its monthly IT costs are significantly lower at these sites because ADPRO FastTrace is compatible with its existing satellite transmission systems, eliminating the need to run separate telephone or cable wiring.

Lyons states another benefit of ADPRO is minimal false alarms, even from birds or insects.

“HAVING RELIABLE REMOTE SECURITY IS INVALUABLE,”

he adds. Due to the success achieved to date, Aqua Pennsylvania and UTI plan to deploy ADPRO at approximately 30 more sites in Pennsylvania in 2009.



Unlimited Technology, Inc. (UTI) is a full design and build security system integration firm headquartered in Chester Springs, Pa., with regional offices in White Plains, N.Y., and Houston and Fort Worth, Texas. With expert electrical hardware and software engineers, competent technicians and experienced project managers, UTI’s capabilities are “unlimited,” keeping pace with the latest best-of-breed technologies, software development and technical training. They fully perform, support and service global operations.

“Honeywell/ADPRO was the first to develop a digital video recorder with quality images and speed capable of functioning on limited bandwidth and leased lines, and we still use ADPRO FastTrace in quantity,” says UTI’s Chief Technologies Officer Ian Francisco. *“The ADPRO Presidium video motion detector with analytics is the best there is, especially in harsh environments, and it’s as close to 100 percent reliable as I’ve gotten with any electronic security device. We also use ADPRO PRO Passive Infrared Detectors as a first layer for laying down perimeters at water and other critical infrastructure sites. I feel like Honeywell/ADPRO is part of our family because I can always rely on their sales and support staff to get us what we need when we need it.”*