



120Water™

120Water Supports Del-Co Water Private Side Verification Efforts:

Private Side Unknown Service Lines Reduced by 75%

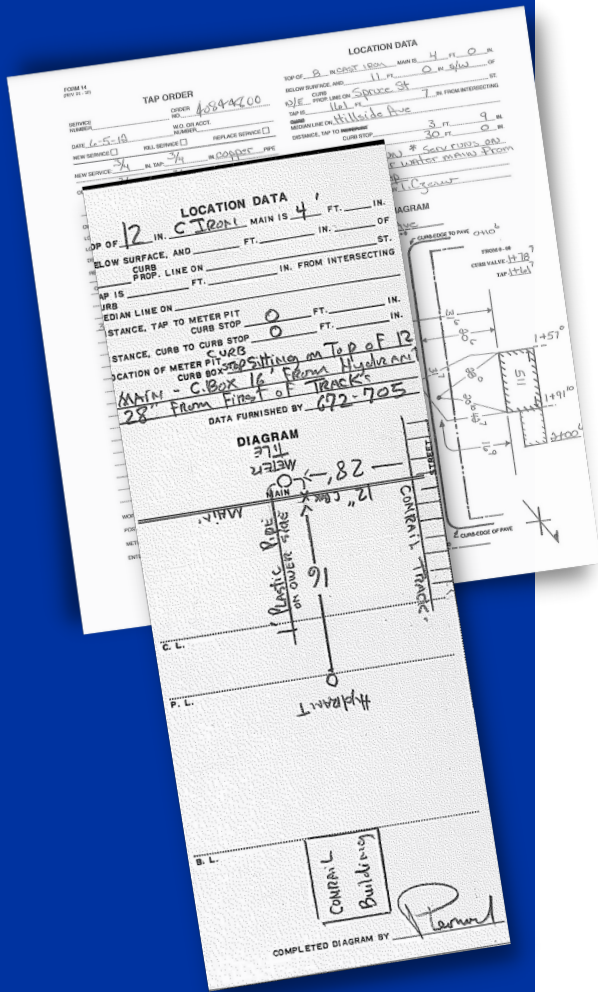
As an existing customer for Lead and Copper Rule compliance sampling, Del-Co Water Company in Delaware, OH, understood the value and support 120Water could bring to their team. When the Lead and Copper Rule Revisions (LCRR) were finalized in December 2021 and mandated a complete inventory of both public and private-side service lines, Del-Co recognized the challenge ahead of them. Their detailed record-keeping left them with virtually no unknown lines on the utility-owned portion of the service lines; however, the private side was another story. The team at Del-Co estimated between 52,000-53,000 private side lines in their service area and the data was not organized to help inform their inventory.

Although Del-Co had already begun building their inventory in their GIS system, they turned to their partners at 120Water to help transcribe existing records of customer-owned portions of the service lines to inform their inventory. While they had thousands of as-built records filed digitally, the data needed to inform private-side service line material had not been extracted or organized from those records. Initial internal estimates said it would take approximately 5-6 months of 40-hour work weeks to properly review the asbuilts and compile the necessary data, essentially requiring Del-Co to dedicate a team member full-time for half a year or hire an intern full-time to manage the significant data undertaking.

52,629
of records
processed in 1
month

800
approx. # of
hours saved
for utility by
using
120Water

75%
identification
of unknown
service line
materials



“Del-Co had a mountainous amount of unstructured data content identifying service line material. 120Water took that content and extracted the required data into a structured format we could use to comply with the EPA mandate. They transformed what would have been a lengthy manual process by Del-Co staff into a swift and painless one. They quite literally took our mountain and made it into a molehill.”

-Kris Dye
Chief Business Officer
Del-Co Water Co., Inc.

Del-Co turned to 120Water for a more efficient and effective solution to their data challenge and found overwhelming success. By utilizing 120Water, in under one month, Del-Co was able to:

- Process, standardize and organize data from 52,629 as-built records
- Develop an aggregate view of customer-owned service lines
- Identify 75% of unknown service line materials on the private side
- Prioritize their verification efforts to the 25% still unknown
- Identify and compile data on other non-service line assets

In addition to the data transcription and reduction in private-side service line unknowns, Del-Co was able to use the data compiled by 120Water to inform their mini-grant application through the Ohio EPA’s H2Ohio Fund. The 120Water team also supported the grant application efforts through solution-focused descriptions of how procured funds would be utilized.

Partnering with 120Water saved Del-Co Water Company significant time and resources in their comprehensive inventory development efforts, allowing their team to focus on other valuable water quality tasks and initiatives. The data transcription work led by 120Water also positioned Del-Co for success in applying for necessary funding that will support their ongoing verification and lead service line replacement programs.



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