



## CUSTOMER CASE STUDY

# Aquis Water Network Management Software Provides Optimized Knowledge Sharing and Improved Customer Service

Kalundborg Forsyning  
Industry - Water & Wastewater

## Story

- With a limited overview of the water distribution network, operators were less likely to make the best possible decision when emergencies arose.

## Solution

- The water network is now divided into sections, each with section wells that provide flow and pressure measurements. This network section structure is an integral part of Aquis Water Network Management' functionality and it allows operators to compare the expected water consumption with the actual amount of water flowing into the section. As the model runs based on real-time data, it offers a larger variety of solutions than traditional network models since it is possible to run calculations based on current situations rather than on static average daily consumption.

## Results

- Greatly increased overview, insight and flexibility
- Enabled operators to adjust scenarios to visualize the consequences of different planning strategies
- Enabled operators to make faster and more efficient responses to water pollution-related emergencies
- Enabled the ability to choose and install the right pipe for the job, greatly reducing maintenance costs
- Provided ability to view information about consumer supply pressure in real time
- Provided ability to send information to specific consumers such as a planned, temporary closing of the water supply
- Empowered better day-to-day operational control, including the ability to mitigate and predict problems that may occur
- Enabled insight via real-time data about the various hydraulic properties for improved water quality monitoring

**Denmark** – Kalundborg Forsyning supplies domestic tap water and district heating, as well as sewer system maintenance in Kalundborg, Denmark. They selected Aquis Water Network Management as a decision support system for their water management.



“With Aquis Water Network Management, it is now much easier to see the ramifications of the operational changes, which enables Kalundborg Forsyning to act swiftly and efficiently based on real-time data.”

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**Nurudeen Adeyinka Salau**  
Project Manager

In the operating department, Aquis Water Network Management runs on a separate master machine parallel to the SCADA system. This setup provides a full overview of the network.

The Planning Department handles the calculation of the various operating scenarios, utilizing Aquis Water Network Management running with an Operator license on a portable computer.

## Data

- Area: 150 km<sup>2</sup> (~ 45 square miles)
- Consumers: ~ 12,500
- Main pipes: ~ 58 km (~36 miles)
- Service pipes: ~ 159 km (~ 100 miles)
- Max. pipe diameter: 560 mm (22 inches)
- Annual production: ~ 2,800,000 m<sup>3</sup> (~ 30,000,000 ft<sup>3</sup>)
- Max. daily capacity: 10,000 m<sup>3</sup> (~107,500 ft<sup>3</sup>)

“Previously, most decisions were made based on hunches rather than facts. With Aquis Water Network Management, this has changed completely.”

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**Frits Klemmensen**  
Engineer

## Consumer advantages – Additional security and more accurate answers

Citizens, institutions, and companies in affected areas can quickly get accurate answers to their questions about possible changes in the water supply, thanks to Aquis Water Network Management. And in the unfortunate event of a water contamination, the ramification can be significantly reduced by sending SMS text messages or e-mails as a supplement to other information sources.

For more information about Aquis Water Network Management Software, please visit:  
[sw.aveva.com/operate-and-optimise/continuous-process/water-network-management](http://sw.aveva.com/operate-and-optimise/continuous-process/water-network-management)