

# water sense



RESOURCE MANAGEMENT SOLUTIONS  
SUMMER 2015

## Great Customer Service Makes All the Difference

Sacramento is the capital city of California and the seat of government of Sacramento County. It is at the confluence of the Sacramento River and the American River in the northern portion of California's expansive Central Valley. Sacramento has close to a half million residents, and was named by Harvard University as the most diverse city in the United States. With over one hundred square miles of land, 3,075 lane miles of maintained roadways and a blend of 490 acres, including landscaped medians, and special landscaped maintenance district's, Sacramento's challenges are unique.

In order to maximize irrigation water efficiency, minimize staff labor costs and control water waste, the City started investigating central control irrigation systems in 2010. The City Streetscape Maintenance section of Public Works needed a Smart system that could monitor the weather, automatically adjust runtimes, shut down during rain events and most of all monitor flow and provide detailed water usage reports. Public awareness of water use, water scarcity and restrictions, broken heads, runoff and mainline breaks can yield multiple calls from unpleasant residents and city management. One of the biggest challenges was to find a system that could work well on new installations as well as offer solutions for some sites that date back into the 1950's. Many times one simply has to work with what's installed.

After reviewing many brands and models, the City Streetscapes department



**Jeremy Medina, Inspector 1 and Scott Daugs, Calsense**

chose Calsense as their standard specification for their quality product, 10 year limited warranty, proven results, and specifically their onsite service. The consistent and proactive, after-sale support the City has received after 5 years is nothing short of amazing! Scott Daugs, the Calsense factory Field Representative is knowledgeable and his timely response to concerns, interoffice training and field evaluation's has proven to be an invaluable asset to department staff. He offers his expertise to installation and maintenance contractors and provides feedback and input on future development plan checks as well.

In addition to the quality service provided by Calsense, the system's horsepower gets the job done. ET and rain data is shared to all citywide controllers automatically on a daily basis. Flow monitoring and management is accomplished on meters with multiple controllers irrigating simultaneously, at capacity so that water windows are shortened, while still detecting and

reporting individual lateral breaks.

Water usage reports provide daily data and monthly summaries in different categories such as scheduled irrigation, radio remote, manual and test usage, and water used through hose bibs and quick couples. The multiple access codes feature limits changes to the system and date/time-stamps exactly when and by whom changes were made. Additionally, system flexibility offers staff the ability to monitor landscape and irrigation and make changes from anywhere at any time using web-based software whether it be at office computers, using tablets, laptops, or smart phones, even from home.

When managing large areas of landscape, please do not hesitate to contact Calsense or myself and city staff, as we have the experience and background and it would be our pleasure to give Calsense a five star review and two thumbs up!

Sheryl Fox  
Public Works Inspector

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