

# water sense



WATER MANAGEMENT SOLUTIONS

Spring 2007

## City Experiences Personal Service Making All the Difference!

Most grounds maintenance supervisors working in a Public Works department understand the benefits of a central control system. Managing large public landscapes throughout the City of Lemon Grove in San Diego County is a difficult task. Lack of funds to implement such a system is often the easiest reply to any salesperson; one that has trickled down from upper management over and over. When the salesman from Calsense, Mark Huntzinger came by, the standard response of "there isn't any money" was used.

Normally salespeople go away with a comment like that, but not Calsense. Mark kept coming back and offering ideas about their irrigation controller, the model ET2000e. Investigating the information and asking questions to city workers and colleagues what they knew about Calsense brought to the surface the same resounding answer; all had heard great things about the company and their products. Reputation is why the decision was made to try their demo program; reputation and the constant attention of the salesman. Mark kept visiting and offering something new about why Calsense is different.

Action was taken to pull water bills from the utilities department over the last several years for Lemon Grove Park and a water cost assessment was done. It's a



Left to right: Ray Flores, Wes Minor, Peter Flores, DW Donahoo, Earl Henry

three plus acre facility with a lot of turf, some bubblers, two stations of drip and a lot of vandals. Over a two year period of time, the City averaged \$12,000 per year on water bills due to the local vandals learning how to bleed valves on, kicking heads off at night, along with the labor constraints of adjusting schedules when the weather changes.

Staff was introduced to the Calsense Field Service representative, David Meehan once the City installed a 2" flow meter and a "normally closed" master valve. The life-time, no charge service and training that Calsense provides is why they have such a strong reputation. It's easy to retrofit, setup and manage, and it helps find field problems fast. The ability to detect alerts, like High Flow, No Flow, and No Current provides labor savings. David helped staff member's set-up the Calsense controller with a budget and ET monitoring. Calsense was also willing to have the City demo the central control software. The results speak volumes because over the test period the water bill for the park was cut by 57%, that's over \$6,000 in

the first year.

In the past "there was no money" and the department was stuck doing things the same way. Through the persistence of Calsense and an educational process; a site was reviewed, product installed, a central control test done, training scheduled, and results proven. The Director loved that the product was able to cut on the water usage and fitting in with the storm water BMPs. In addition, Calsense is well known by the local water authority and there was no problem getting grant money. Since the start, three more controllers have been installed. Mark asked the City, "What's the one thing you think is most important about Calsense?" Without hesitation the response was personal service...Calsense is all about personal service!

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