



“One client I called to get a reference described Micro-Comm panels as ‘bulletproof.’ Now I believe it. We have had a lot of storms and power outages, but it has not affected our system. Down time really doesn’t exist.”

— Mike Birch, manager,  
Hardinville Water

## For Hardinville Water Company, Micro-Comm’s experience worked like magic.

Micro-Comm project managers really aren’t psychics. But, the staff at Hardinville Water says their Micro-Comm project manager was so familiar with what it takes to run water treatment and distribution operations that he knew — even before they did — what features they would need in their new system.

When the Hardinville Water Company in Crawford County, Ill., decided to build a totally new water treatment facility, they shopped around. They got competitive bids, checked out vendors, even interviewed previous customers. Then they chose Micro-Comm.

“They had extensive background in rural water,” said Mike Birch, manager, Hardinville Water Company. “They did a good job on the bid package. They asked the right questions. And, they had the best warranty and service. Plus, their previous clients were very well satisfied,” he added.

Hardinville’s consulting engineer, who participated in the selection process, concurs.

“From the get-go, it was obvious they were very qualified,” said Shannon Woodard, engineering consultant, Connor & Connor, Inc.

“They quickly identified the obstacles the client would encounter in terms of terrain and physical features of the area, then told us exactly how they would address everything. They left nothing to chance.”

Now, Hardinville is reaping the benefits of their comprehensive search — and Micro-Comm’s experience. Their operation, which includes a brand-new water treatment plant that pumps 1.4 million gallons a day, as well as nine remote units, three tanks, two wells and two booster stations, is running smoothly — and reliably.

And, according to Mike, it has “more capabilities than you could ever want,” including automatic generators, RTUs with eight hours of

battery backup and an elaborate alarm system with motion detectors that set off cameras and create and e-mail a digital video of unusual activity, such as vandalism, at remote locations. What’s more, Micro-Comm’s new generation components and software make the system flexible and easy-to-use, from just about any location.

“I can run the system from a cell phone,” Mike explained. “I can turn pumps off and on and check the status of tower levels and pressure, and I can run it from a small laptop with dial-up. I even have live video of the well fields.”

The system flexibility is complemented by reliability and customer service that give Mike substantial peace of mind. Any time he has a question, he says he can talk to someone quickly, though his need for service has been minimal since the initial startup.

Hardinville’s satisfaction emanates directly from Micro-Comm’s ingenuity and its 25+ years designing water control systems. So, sometimes it appears their staff has a crystal ball.

“Micro-Comm excels at knowing what you want — before you do,” Mike declared. “Way before building it, they told us what they were going to do in terms of programming. It’s stuff you want, but you don’t know you want it, because you haven’t done it before.....and I’ve worked in rural water for 20 years.”

To find out how Micro-Comm can work its magic on your system — and anticipate your every need — call our sales department at **(913) 390-4500**.

## How Micro-Comm worked its magic for Hardinville Water

With three power companies, nine telemetry points and a coverage area more than 35 miles wide, Hardinville Water Company needed a reliable treatment and distribution system that was transparent, responsive and flexible — one that could view and control remote units easily from a variety of locations.

“Where creativity & technology converge”

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### Client

- Hardinville Water Company, Hardinville, Ill.

### Problem

- Create a totally responsive control system for a new water treatment plant which serves approximately 4,000 residents across 315 square miles, with a pumping capacity of 1.4 million gallons per day.

### Special challenges

- Creating distributive system which operates from many locations, stationary and mobile
- Adapting new equipment and software to be compatible with three power providers
- Monitoring remote units across more than 35 miles

### Solution

- Utilize Micro-Comm new generation of components and software to create a completely distributive system through which the operator can access and adjust any function or component from any location.

### Tactics/key elements

- Micro-Comm-based water treatment plant remote unit with Modbus interface to chemical feed systems for control and monitoring
- Ethernet-based camera system with 3 motion-detection-activated cameras and computer-based monitoring software
- 9 remote unit system consisting of 3 tanks, 2 booster pump stations, 2 wells and 1 master meter
- 2 SCADAview 32 HMI stations, with SCADA dial alarm system
- 2 portable data units with 3 control modes: monitor only, PCAnywhere, and local RTU access for full system monitoring and control
- Remote units with full ability to interrogate all other sites for status and control data
- 450 MHz UHF licensed radio system for RTU communications
- 900 MHz spread spectrum communications utilizing MDS transceivers for remote cameras

### Results

- Fully automated water distribution system
- Peace of mind for system managers due to reliability, battery back-up and 5-year warranty
- Secure and easy monitoring and control capabilities from any location within the system
- Accessible, responsive customer service
- Sophisticated features including motion detectors and automatic video of suspicious activities
- Information about pump status and history readily available
- Savings through Micro-Comm maintenance agreement, which includes free phone support, part replacement and free software upgrades

