

PROJECT SPOTLIGHT

Rural Site Visit Provides One-Hour Fix of Malfunctioning Municipal Well Pump

Need

A rural municipality's freshwater PLC-controlled well pump ceased to function. The pump was part of a system that provides quality and dependable water to users in central Montana. As such, it was essential to quickly troubleshoot the problem and repair the pump to get it back online.

Challenge

The bulk of the closest service providers with the ability to fix the issue and related programming experience were located in Minnesota or Kansas City. This would mean a multiple day turnaround to mobilize and be on site.

Solution

Expanse was contacted by the municipality from a local referral that had firsthand experience with Expanse's technical expertise related to electrical and automation systems. Due to the proximity of our local engineer, we were able to be on location promptly. Troubleshooting determined that the issue was with the pump saver. The pump saver was recalibrated and the issue was fixed.

Outcome

The Expanse engineer's combined expertise on the electrical aspect of the pump's components along with the programming of the PLC enabled the well to be repaired and operational within an hour of being on location.

Expanse's fast service turnaround time prevented an unnecessary water shortage coming into irrigation season for the small-town municipality. Additionally, the overall cost of the project was minimized because of Expanse's proximity to the well pump, thus eliminating the need for excessive travel and lodging expenses.



Location

Melstone, Montana

Expanse Services

Water and Wastewater Services

Expanse's fast service turnaround time prevented an unnecessary water shortage coming into irrigation season.