

# OMNISITE PRODUCTS HELP CARMEL WASTEWATER FIND A SOLUTION TO AGING SCADA SYSTEMS



A Case Study By

**BBC**  
Pump and Equipment Co., Inc.

&

**OmniSite**

## The Overview

The city of Carmel, Indiana—one of the fastest growing cities in Indiana—is home to over 100,000 people. Located just north of Indianapolis, Carmel offers award-winning schools, thriving businesses, and family-friendly neighborhoods. Through its prudent planning and controlled expansion, the city's commitment to vitality is evident. Carmel has garnered numerous accolades along the way—including water quality awards from the Indiana Department of Health, the Best Practices Award from the National League of Cities, and recognition from the EPA as the Best Municipal Plant in its Class—solidifying Carmel Wastewater's reputation as a national leader of public water treatment.

Carmel Wastewater has had success working with OmniSite and BBC Pump & Equipment, a representative of OmniSite, in solving issues that allow Carmel to continue to maintain premier performance of their wastewater treatment equipment while keeping costs affordable. With the ability to process and treat up to 12 million gallons of sanitary waste per day, the ability to remotely monitor operations and instantly receive notifications if any potential equipment issue arises is of high importance. For those reasons and more, Carmel Wastewater owns 26 OmniSite products including 2 OmniBeacons, 4 Crystal Balls, and 20 XR50s.

## Carmel Wastewater:

Processes up to  
**12 MILLION**  
gallons of sanitary waste  
per day.

Services approximately  
**100,000**  
people in the thriving  
Carmel Area

Currently incorporates  
**26**  
OmniSite devices in their  
daily use.

See References section on back for sources

## The Problem

Prior to becoming an OmniSite customer in 2013, Carmel Wastewater relied solely on a custom designed SCADA system that slowly became outdated over time. The SCADA system, while still functional, continued to pose a challenge for Carmel due to regularly required updates that proved to be expensive, and the need for a high level of programming expertise for continued SCADA system management. Carmel Wastewater developed a growing frustration when their SCADA system became unreliable through communicating improperly or sometimes experience radio malfunctions as a result of periodic solar flares, depending on the time of year. Plus, operators experienced limitations when they wanted to remotely access data about their stations because their system required operators to be onsite for access.

Knowing that the need to find a solution to their ongoing issues with SCADA was inevitable, Carmel decided to test 3 different company's products as possible alternatives to reduce their reliance on SCADA. In their research of product options, Carmel was connected to BBC Pump & Equipment Co., a representative of OmniSite, who walked them through OmniSite offerings and helped them identify a solution to their needs that rivaled the two other competitor products under review. After testing all three competing units in the field, OmniSite was chosen because of its simplicity, versatility, and affordability. "It doesn't get much easier than OmniSite," said Eric Robinson, the Electrical Supervisor at Carmel Wastewater.

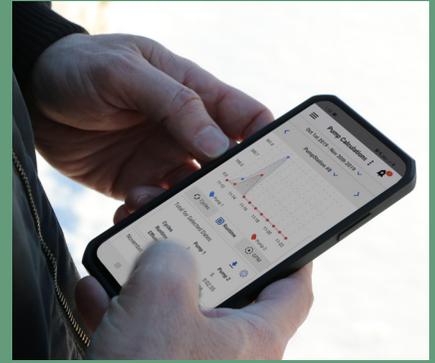


## The Solution

With over 22 lift stations to monitor at all times of the day, Eric and his team need to be able to access system status from anywhere at any time with no barriers to access when working in the field. With the help of BBC Pump & Equipment and OmniSite, Eric and his team at Carmel were introduced to GuardDog. Every OmniSite unit comes with GuardDog, a web-based and mobile app platform which allows operators to manage their systems, easily view alarms, and analyze trends for critical machinery and equipment.

Carmel also needed to receive notifications of issues quickly, which was accomplished with OmniSite's Elite Reporting option. Eric explains the importance of quick alerts in his profession by saying, "Why would anybody want an update in thirty hours? I can't for the life of me figure that out. Thirty hours is a lot of time for something to go wrong." Eric adds, "The beauty is it's an all-in-one system. I don't like having to go to different websites. I like using OmniSite's GuardDog because it's all on one website." In addition, GuardDog logs and stores key system information that can be accessed for reporting purposes at any time, which can help cut time for operators who must submit required reports about their lift stations and facilities. OmniSite products were able to provide Eric and the City of Carmel both the reliability and affordability they were striving for following the issues they had been experiencing with SCADA.

GuardDog  
Mobile



GuardDog  
Web



## The OmniSite Edge

A major advantage of OmniSite's products beyond reliability and affordability is their versatility and simplicity; they can easily be used and installed for numerous applications including Backup Pump Control, which Carmel uses through the Crystal Ball product at one of their stations. Carmel Wastewater has also been creative with identifying new ways to use the functions of products like OmniSite's OmniBeacon, a product that allows them to monitor nearly anything they want. Thinking outside the box has allowed Eric and his team to install OmniBeacons on a few dry wells, a gate at their facility, and more, leaving them with a few less things to worry about.

On top of versatility, OmniSite prides itself on easy installation, and Eric backs that up, "We've had some people who don't know much about electrical, and they had an easy time installing." When there is a question about the product, Eric knows he and his team can contact their representative from BBC Pump & Equipment or OmniSite's support team directly for a quick response.



## The Conclusion

Both BBC Pump & Equipment and OmniSite are proud to support Carmel Wastewater as a customer while playing an integral role in their wastewater treatment operations for over 100,000 Carmel residents. Carmel Wastewater is truly a national leader in wastewater treatment. OmniSite products have been a choice for Carmel since 2013 to help them continue to accomplish their facility goals with cost-effective, simplistic, and versatile monitoring solutions. If you're a treatment facility operator looking to speak with a peer about your experience with OmniSite products, let us put you in contact with Eric Robinson, Electrical Supervisor at Carmel Wastewater for an honest report of his many years using OmniSite.

**"It doesn't get much easier than OmniSite." - Eric Robinson**

---

## References

Carmel Indiana Government Website -

- <https://www.carmel.in.gov/department-services/utilities/department-divisions/wastewater-treatment>
- <https://www.carmel.in.gov/department-services/utilities/department-divisions/wastewater-treatment/carmel-included-in-national-league-of-cities-best-practices>
- <https://www.carmel.in.gov/home/showpublisheddocument?id=568>

---

# The OmniAdvantage Plan

**Put an end to repair and replacement costs. As an OmniAdvantage Plan member you get:**

- Lifetime Product Updates
- Lifetime Radio Upgrades
- Free Software Upgrades and Full-Featured GuardDog 2 Mobile App
- GuardDog Web Browser Setup and Priority Support
- Professional Training

**Want to learn more?**

Contact one of our OmniAdvantage experts at *317-885-6330 ext: 137*

Email [omniadvantage@omnisite.com](mailto:omniadvantage@omnisite.com)

Visit [www.omnisite.com/omniadvantage](http://www.omnisite.com/omniadvantage)

---

## CONTACT US

---

### ADDRESS

---

203 W. Morris St.  
Indianapolis, IN 46225

### PHONE

---

Sales : 317-885-6330 x 4  
Support : 317-885-6330 x 3  
Main : 317-885-6330

### EMAIL / WEB

---

[sales@omnisite.com](mailto:sales@omnisite.com)  
[support@omnisite.com](mailto:support@omnisite.com)  
[www.OmniSite.com/products](http://www.OmniSite.com/products)

