

ACTA MALAYSIA

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CASE STUDY ONE-PAGER

42 district metered areas · 14 months

REGIONAL WATER OPERATOR

Finding non-revenue water before the ground gets wet

District metering, pressure logging and night-flow analytics narrowed leak search areas from whole zones to street segments.

-4.8 pts	-38%	42	1.6x
Non-revenue water	Leak find time	DMAs monitored live	Crew productivity

WHAT WE DEPLOYED

- Battery-powered flow and pressure loggers with NB-IoT backhaul
- Minimum night flow analytics with per-DMA leakage ranking
- Transient detection to flag valve and pump operations damaging the network
- Work-order integration so the top-ranked DMAs drive the weekly crew plan

WHAT CHANGED

- Weekly leak programme built from ranked night-flow data
- Pressure management reduced burst frequency on ageing mains
- Regulatory reporting drawn from one validated dataset

STARTING POINT

Non-revenue water sat above the operator's target with no reliable way to rank zones. Leak crews were dispatched on customer complaints, and pressure transients went unrecorded.

"We stopped searching zones and started searching streets."

Head of Network Operations

Client names are withheld under commercial confidentiality; figures are drawn from post-deployment reviews agreed with each client.

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