Calhoun Falls Launches Comprehensive Water Meter Verification Project

Partnership with Ferguson Group and South Carolina Rural Water Association Strengthens Accuracy, Accountability, and Long-Term Utility Planning

The Town of Calhoun Falls has begun a full **Water Meter Verification Project** designed to modernize its utility system, improve billing accuracy, and strengthen long-term financial stability. The initiative—one of the most significant utility improvements in recent years—brings together two key partners: **Ferguson Waterworks** and the **South Carolina Rural Water Association (SCRWA)**. This combined expertise positions the Town to address long-standing system challenges while preparing for future growth.

Why the Project Matters

Over the last several years, Calhoun Falls faced issues common to many small South Carolina municipalities: aging meters, inconsistent readings, undocumented service connections, and water loss impacting both revenue and operational planning. As part of the Town's broader effort to rebuild financial health and correct utility discrepancies identified in previous reviews, leadership prioritized a full meter assessment.

The **Meter Verification Project** establishes a clear, defensible record of the Town's meter inventory, installation conditions, functionality, and accuracy. This work directly supports rate fairness, regulatory compliance, water-loss reduction, and future capital improvements.

Updated Role of the Ferguson Group

Ferguson Waterworks is providing **hardware, software setup, and ongoing annual support** essential for modernizing the Town's metering infrastructure. Their scope ensures Calhoun Falls has the right tools and system backbone to manage and maintain accurate meter data long-term.

1. Hardware Provision

Ferguson is supplying the **meters and transmitters** that will support the Town's upgraded and verified meter system. This hardware ensures accurate, modern readings and allows for consistent data capture across the system.

2. Software Setup & Integration

Ferguson is also responsible for **initial software configuration**, ensuring the Town's meter-reading platform is properly set up and aligned with the hardware. This includes:

- System installation and configuration
- Integration with the Town's billing system
- Proper activation and communication setup for each meter/transmitter
- Ensuring staff can access and utilize the platform

This foundational work supports long-term utility management and accurate reporting.

3. Annual Support Services

The annual support package reinstates and guarantees Calhoun Falls' access to Ferguson's highly trained technical assistance team. This includes:

- **Direct support from specialists like Reed**, who already understands the Town's system needs
- Troubleshooting for hardware or communication issues
- Remote assistance with software questions or adjustments
- Access to updates, patches, and system optimizations
- Guidance on best practices for ongoing meter management

This support ensures Calhoun Falls will not be left operating the system alone, and that professional assistance is always available as needs evolve.

Role of the SC Rural Water Association

SCRWA is providing **technical assistance, oversight, and validation** throughout the project, ensuring:

- Independent confirmation of meter conditions and functionality
- Best practices aligned with SC DHEC standards
- Guidance on water-loss reporting and system improvements
- Support with staff training and operational planning

SCRWA's involvement helps guarantee accuracy, accountability, and credibility—critical for rebuilding trust and planning future infrastructure investments.

Connecting the Project to Broader Town Improvements

The Meter Verification Project complements ongoing work in Calhoun Falls, including:

- Water Protection and Drought Response plans
- Updated utility ordinances and rate restructuring
- Financial reconstruction and audit correction efforts
- Improved administrative practices and customer service standards

Accurate meter data is the foundation for each of these initiatives.

Benefits for Residents

When the project is complete, residents will benefit from:

- More accurate and fair billing
- Reduced water loss and system waste
- Stronger financial stability for the Town

- Improved customer service and responsiveness
- Better planning for future repairs and upgrades

Building a Stronger Future

The Water Meter Verification Project represents a major step forward for Calhoun Falls. With Ferguson providing the essential **hardware, system setup, and ongoing technical support**, and SCRWA ensuring **accurate field verification and industry-standard oversight**, the Town is establishing a reliable, modern, and sustainable utility system.

Town leadership emphasized that this project reflects their commitment to transparency, accountability, and responsible stewardship of public resources—laying the foundation for a stronger future for every resident.