



## CUSTOMER STORY

# City of West Kelowna Water Treatment Plants

**City of West Kelowna Water Treatment  
Plants increase operational efficiency  
and productivity by 50%**

Explore how the City of West Kelowna Water Treatment Plants transitioned to Eptura Asset, significantly improving their maintenance efficiency and providing a more effective approach to asset management that addressed their evolving operational needs.



### Key facts

Utilities  
Industry

**40,000**  
City population

## THE CUSTOMER

# Providing safe drinking water for **West Kelowna**

**Situated between Vancouver and Calgary in British Columbia, the City of West Kelowna operates two state-of-the-art facilities dedicated to producing safe, clean drinking water.**

At the time of its commissioning in 2007, the Powers Creek Water Treatment Plant was the largest of its kind in Canada. The CA\$18.8 million project included the cost of constructing the treatment plant and its intakes and equipment, an eight megaliter reservoir, and UV disinfection. System assets include six reservoir lakes, eleven dams, one intake, four treated water reservoirs, three pump stations, a diversion channel, a chlorination facility, and approximately 130 kilometers of water main.

Opened in May 2024, the CA\$45.1 million Rose Valley Water Treatment Plant added capacity to deliver 70 million liters of treated water per day and was designed to increase to 115 million liters a day to meet future demand. The state-of-the-art three-story, 5,100-square-meter facility serves 19,600 customers and uses coagulation, flocculation, dissolved air flotation, filtration, UV disinfection, and chlorination. The water system assets include three reservoir lakes, three dams, one diversion pipeline, one intake, three treated water reservoirs, two pump stations, and approximately 165 kilometers of water main.

Together, the systems serve a population of approximately 40,000 people.



## THE CHALLENGE

# The need for enhanced asset management

In 2018, the West Kelowna team brought their water treatment plant maintenance in-house, hiring skilled tradespeople and implementing a CMMS to manage operations. Initially, the team added data to the work order-based system, focusing on managing maintenance tasks through individual tickets rather than organizing assets by their specific attributes or histories.

By 2022, Water Supply and Treatment Technical Coordinator Sarah Pennington and her team recognized that they needed a more robust system to effectively manage the plant's assets and maintenance.

“ We needed a system that could offer more detailed tracking and management of our water treatment plant assets. ”



**Sarah Pennington**, Water Supply and Treatment Technical Coordinator



## THE SOLUTION

# Choosing Eptura Asset

The team chose Eptura Asset to enable them to focus on managing assets based on their specific attributes and histories. This provided a more detailed view of each asset's lifecycle and maintenance needs.



What I love about Eptura Asset is that you start from your asset instead of your work order. My team says that it's easier for them to find things. For example, bringing up the asset shows all previous maintenance associated with that asset, every single work order. You can find everything so much easier.



**Sarah Pennington**, Water Supply and Treatment Technical Coordinator

## How Eptura Asset stood out compared to other software:

- ✓ Easy to use
- ✓ Quality of features
- ✓ Quality of customer support
- ✓ Overall functionality
- ✓ Value/return on investment
- ✓ Experience on mobile app

## THE RESULTS

# Fine-tuning data management through implementation

The transition to Eptura Asset provided an opportunity to review workflows and cleanse existing data to maximize the team's use of the new solution's expanded capabilities. Identifying which fields were required for the data upload helped the team organize operational information more effectively, such as categorizing parts by asset or inventory number.

Eptura's team scheduled regular meetings and video call walkthroughs to facilitate a smooth system setup, and the West Kelowna team leveraged step-by-step training videos on the Eptura Knowledge Center to learn new workflows for inspections.

“ The Eptura team was **fantastic** and always on hand to help walk through anything we didn't understand. It was a great **learning** experience that helped us organize our assets and workflows more **efficiently**. ”

Sarah Pennington,  
Water Supply and Treatment Technical Coordinator



## THE RESULTS

# New features boost maintenance efficiency

The team now uses Eptura Asset for work orders, inventory, purchase orders, and asset management. Since implementing the new tool, they estimate that they have increased efficiency and productivity within their maintenance operations by 50%.

Features that have significantly improved the city's water treatment plant operations:

 **Purchase order system:** Enabled detailed budget tracking and spending analysis.

“ We wanted to keep track of our budgets, which we weren't able to do in as much detail before. Now, with Eptura Asset, we can see exactly where our money is going, helping us budget for the next year and beyond. We use the purchase order system daily. ”

 **Organizing assets:** The system allowed for more effective categorization to provide a better understanding of assets.

“ We now categorize assets more effectively. Lots of things became much clearer to us when we set up groups, categories, and subcategories for our assets, creating an asset hierarchy. For example, if we have a pump on the main floor, it is labeled in Eptura Asset with its exact specifications, location, and group. ”

 **Preventive maintenance:** Streamlined maintenance scheduling and management, ensuring no work order is overlooked.

“ During our weekly rounds, my team can bring up the inspection form directly in the system. If any issues are identified, the system flags it as a failure, which immediately prompts us to create a work order. ”

 **Parts barcoding:** Streamlined asset management by allowing the team to scan QR codes with their phones or tablets.

“ Previously, we had PMs with 76 tasks associated, and it didn't work well trying to access information on phones, especially with the reception dead spots in our plants. Barcode scanning is a great feature for our newer employees or students; they can move around the plants, and if they see an asset they're unfamiliar with, they can scan the QR code to instantly access all the information about it. ”

THE FUTURE

# Improving future operations and maintenance

Sarah and her team are continually exploring new features within Eptura Asset to further enhance their operations. Upcoming plans include integrating CAD drawings for improved facility management, allowing maintenance technicians to easily locate equipment for service using detailed floor plans accessible within the system.

“

We're constantly discovering new ways to leverage Eptura Asset to enhance efficiency in our day-to-day operations.

”

Sarah Pennington,  
Water Supply and Treatment Technical Coordinator



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