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WATERLOG’S TOP PRIORITY IS YOUR CUSTOMER SUPPORT
THE CUSTOMER EXPERIENCE

For over 20 years WaterLOG has been recognized as a hallmark of customer service. Our dedication and commitment to making sure you are supported has been why our customers keep coming back.

With the transition and changes we have experienced these last 18 months, the direct line of communication to our support team became a bit foggy and difficult to navigate—the quality of service provided has not met expectations. For you and us both, this has become unacceptably frustrating. We have certainly dropped the ball, and I apologize.

This is not what any of the Xylem brands are about, and certainly not what WaterLOG is about. Moving forward we have made steps to fix this:

1- Direct phone number to WaterLOG support. Instead of dialing into our Xylem Analytics directory, you can now dialing direct to WaterLOG support: 937-767-2772.

2- Additional technical support personnel. We have added more boots on the ground. Qualified support technicians have been added to our support pool.

3- More options. In the past our phone system has been setup to direct all calls to voice mail when the lines are busy. Recent changes will now allow more options. If our technical support team is currently helping other customers, your call will be automatically rolled to our Senior Application Engineers.

If this line of support is also busy helping customers, then you will be given three options: a) stay on the line for the next available technician, b) leave a message, or c) go directly to an operator who can then get a your urgent message to a technician.

There is no question, from Xylem’s president &CEO Patrick Decker to each individual on our technical support team, our number one priority is customer support.

If you have any concerns or suggestions how we can improve in helping you meet your water measurement and data acquisition challenges, please let me know.

Timothy Jeppsen, Director of Marketing
Several miles from the sea, in the eastern most part of southern China, my plane lands in Hubei. I am greeted at the airport by Cherry, our WaterLOG distributor, who accompanies me to the Wuhan office. When we get there, she introduces me to a group of Xylem Beijing engineers and technicians—my companions for the next few days.

I get to know the group over a meal of Peking Duck, and quickly learn that it is tradition to eat the duck with the sauce—even if my American tastebuds aren’t so sure they like it. After our meal, we start into training on the H-3553 Bubbler.

Each person in the group is so welcoming and eager to enhance their knowledge on WaterLOG products. Although I don’t speak Chinese, we seem to understand each other with little help from the interpreter. Strengthening their existing skills is the goal of this meeting, and I am impressed by their capabilities. The day has been a productive one.

Three Gorges Dam

The next couple days, we switch our focus to maintaining customer relationships. We board a train, and travel to one of our many important Xylem-WaterLOG customers—Three Gorges Dam. The site itself, is remarkable.

During an afternoon of reviewing and adjusting currently installed Bubblers, we discuss the potential of additional WaterLOG Bubbler installation. I assured them that quality and support are our number one priority; WaterLOG is genuinely interested in the success of the water monitoring market.

Beijing

Day four, I board a plane once again and touch down in Beijing to meet with the Tekhydro office. We opened five brand new H-3553 bubblers. Their existing bubbler installations are working flawlessly; we reviewed with them the technical features and capabilities of the bubbler’s, though I don’t believe we taught them very much more than they already knew.

Later, I board my plane home and reflect on the week’s progress. As we move into the future, I am confident WaterLOG products will continue to help China solve water.
THREE GORGES DAM OFFICIALS TURN TO FLOW MONITORING FOR HELP WITH THE FUTURE

Among the lush plane of Southeastern China, spanning the Yangtze River, stands the world’s largest hydroelectric Dam - The Three Gorges. Today, Chinese officials are now facing environmental repercussions and staking the future water supply for surrounding residents on accurate flow and stage monitoring around the Dam.

The Drought Dilemma

The Dam was initially implemented to increase shipping, provide power, and decrease the risk of flooding for cities downstream. Many environmentalists cautioned that the Three Gorges Dam would take a toll on the surrounding ecosystem and provide future problems. Years later, environmentalist warnings came true as southern and central China fell into a drought. The Yangtze river reached some of the lowest levels in years.

WaterLOG H-3553T Bubblers: a Compact Combo

Upon recognizing the problem, Chinese officials took action—installing water monitoring sites along the Yangtze River. Recently, officials have gone one step further to replace dangerous, nitrogen tank bubbler systems among the sites, with WaterLOG H-3553T Bubblers.

The WaterLOG H-3553T Bubbler—a compact combination of a bubbler and pressure sensor—allows officials to accurately monitor stage and flow of the river, above and below the Dam.

“Currently, they have installed 30 WaterLOG bubblers along the Yangtze River, with the hope to put in hundreds more” describes WaterLOG Senior Applications Engineer, Brian Shupe. “By monitoring stage and flow, WaterLOG Bubbler’s will help Chinese officials determine where the water is going”.

The Bubbler has an improved controller and pressure regulator that uses a system of sensors and valves to regulate the bubble rate and purge pressure. A simple purge feature helps keep sediment from settling around the orifice line by keeping the pressure at a desired level—making it ideal for remote site locations such as those found at the Three Gorges Dam.

Flow for the Future

Monitoring stage and flow on the Yangtze River is a vital part of correcting the issue at hand and assisting in managing the drought.

“With this data, officials hope to identify less critical river outlets, and take action to redirect the water to cities where residents are experiencing shortages,” adds Shupe.

Meeting the water monitoring needs for sites at the Three Gorges Dam requires a reliable system. WaterLOG Bubblers installed throughout the River will be providing key data to help Chinese officials achieve a solution that will help residents through the drought and assist in correcting future conditions.

“Three Gorges Dam has huge potential to monitor large amounts of water, that will in turn, help them in their possible future drought conditions,” Shupe notes. “That WaterLOG could be a part of solving water conditions for the residents of China, is pretty neat”.

WaterLOG Senior Applications Engineer, Brian Shupe, at the Three Gorges Dam.
The WaterLOG H-355, released mid-year of 1995, was an answer to the needs of the water level monitoring industry. In the past, monitoring using bubble technology was done primarily by nitrogen tanks and valves with a data recorder and pressure sensor (H-350). Maintenance costs were acceptable at the time, but WaterLOG looked for and discovered a better way. Driven by discovering a better way, WaterLOG continued to lead the bubbler industry by continuing to update and improve the H-355 for 12 years.

Continuing Improvement of the Bubbler

In 2007 came the next big update, the H-3551. This release introduced the bubbler with the standard SDI-12 interface, providing a way customers could use the bubbler with non-WaterLOG data loggers, while still keeping the standard WaterLOG RS-485 quick connect interface. Answering our customer’s request to simplify the installation and maintenance of the bubbler, the H-3553 was released mid-year of 2010.

The WaterLOG H-3553 Combo Bubbler was the pioneer of combining highly accurate pressure sensor and electronics into the same package as the H-3551—but smaller. WaterLOG also added MODBUS and 4-20mA output interfaces to continue to provide reliable and simple solutions for more applications.

Continuous Low Power

All WaterLOG bubblers have maintained the approximately 15mA average current draw over a 20 year life of upgrades, improvements and additional interface options. WaterLOG will continue to look to our customer’s needs to discover a better way to measure water while continuing the low power solution.

The Continuous Bubble Benefit

The benefits of the continuous bubble are response and accuracy. When stage increases with a continuous bubbler it senses this change, and within 30 seconds adjusts the tank pressure to keep the line pressure continually following the current water level. Bubblers measure water level based on the pressure it takes to push out a bubble. If that bubble is delayed due to not being continuous, then the data read and recorded is delayed by the response time. Therefore, accuracy is affected greatly by a continuous, consistent pressure in the line driven by pressure to push a bubble out. The quicker the response, the more stability there will be in the reading—which is how WaterLOG keeps high accuracy.

WaterLOG has been in the bubbler industry for 20 years, and as such will continue to surpass and improve bubbler technology based on experience and following the needs of the water level monitoring users.