

Secure Operations. Stable Water Supply.

How Genesee Water and Sanitation District gained greater clarity and control over its operations



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WATER AND SEWER OPERATIONS MANAGEMENT

Protecting Water Quality Starts with Clarity

How Genesee Water and Sanitation District achieved increased operational security and efficiency through greater visibility.

Genesee Water and Sanitation District (GWSD), provides water and sewer services to Genesee Foundation, Genesee Village, Chimney Creek, and The Town Center, as well as The Crossings, Ralston Elementary School, and Rockland Church.

Created in 1973 as a Special District in accordance with Colorado's Special District Act, GWSD has earned numerous awards, including the Colorado Rural Water Association's "Water System of the Year" in 2017, runner-up for the "Water Taste Test" in 2024, and winner of the "Water Taste Test" again in 2025.

State-of-the-Art Operations

Those awards did not happen by accident. GWSD's water treatment plant uses state-of-the-art equipment and a process with built-in redundancies. The processed water exceeds all the standards set by the state of Colorado and the federal Safe Drinking Water Act.

GWSD monitors the water 24 hours a day, every day of the year, in strict compliance with federal and state regulations. They test the water in a lab before it enters the plant, while it's in the plant, and as it exits the plant. Daily, they monitor eight stations — four water and four wastewater stations — located across Genesee. They also monitor water pressures across the entire system, safeguard disinfection standards, and ensure water quality. Additionally, they provide daily maintenance to all of the equipment and infrastructure throughout Genesee.

People Are the Difference Makers

Ask Bob Calley, general manager at GWSD, what he thinks makes things work so well and he is unequivocal: "Good technology and a solid process are table stakes. People make the difference."

Calley elaborates, "We need people with a deep understanding of the water treat-

Challenges

- Genesee Water provides water and sewer services to thousands of customers in rural Colorado
- Winner of multiple awards for its operations and water quality and taste
- Wanted to improve visibility and remote connectivity
- Existing integrator appeared unable to meet their needs

Solution

- Deployed an 'operations security squad' that identified and patched multiple, significant cybersecurity vulnerabilities
- Installed and enhanced secure web connectivity

Results

- Secure web connectivity across the enterprise, greatly improving efficiency of remote operations
- Better oversight and management of operations by relying on InflexionPoint to augment GWSD's team

ment industry and our particular systems, and how to get the best performance out of them. And the complexity of our operation means we need an integration and operations partner we can trust.

"We encountered some challenges with the support being provided by another integrator, particularly around a station upgrade and remote connectivity to the SCADA system. As we worked through those issues, we also identified that some routine system updates and patching had not been consistently maintained, creating additional concerns around system reliability and security."



"Customer service from InflexionPoint has been above and beyond, and they have helped us more times than we can count."

Bob Calley
General Manager
Genesee Water and Sanitation District

A Two-Second Fix. Lasting Value.

To address the issues facing GWSD, Calley hired InflexionPoint. With years of experience and hard-won knowledge serving clients in the water industry, InflexionPoint's engineers understood quickly what was happening, including the connectivity issues with the SCADA system.

"Sure enough, it was like a two-second fix!" remarks Calley. "And that was just the start. The InflexionPoint team, including Billy Presson, Will Rooney, and Denver Jernigan, came in and quickly turned things around. They worked on the issues we knew about and even some we didn't realize we needed to fix, including some serious cybersecurity vulnerabilities."

Closing the Open Cyber Door

During a review, it was discovered that the firewall support and maintenance subscription had not been kept up for several years. Although the firewall continued filtering traf-

fic, its effectiveness had declined as its threat intelligence and software became outdated. Worse, the InflexionPoint team found evidence of repeat brute-force hacking attempts, likely because the firewall was left exposed to the internet with known vulnerabilities. The team updated the systems, reducing the threat of future intrusions.

"Those upgrades were not done at arms' length. The InflexionPoint team was out in the forest in the middle of the night at one of our stations, making sure we were connected and protected," Calley emphasizes.

Going Deep, and Going Above and Beyond

Going deep, to really understand the operation and the technology, is just the start of a productive partnership. Being proactive — what some people think of as 'above and beyond' but at InflexionPoint is just a typical day — is the key to getting ahead of issues before they become problems.

Calley notes, "Customer service from InflexionPoint has been above and beyond, and they have helped us more times than we can count!"

That said, Calley goes on to offer a few examples of the advantages of working with InflexionPoint:

1. First, we never wait long for a response, even after hours.
2. They are super knowledgeable about our systems and come out to help on site when needed.
3. And, maybe my favorite thing, they recommend planning first and implementing technology only when it fits the business case.

GWSD continues to count on InflexionPoint to help it operate smoothly, safely, and efficiently.

"Several of the InflexionPoint team were at our wastewater plant recently and stayed late to learn about a new issue. They checked out our equipment, asked many great questions, while digging deep into the issue to get to the root of the problem, and they were able to address the issue. As they left I was thinking about how glad I am they are on the case," says Calley. ■