

Zero Unplanned Failures Since 2013

Planned Maintenance Agreement delivers budget predictability and zero unplanned failures for Municipality of Scott

A long-term Planned Maintenance Agreement (PMA) between Xylem and the Municipality of Scott, Quebec, demonstrates how a proactive maintenance strategy can improve system reliability, support smarter asset management, and provide confidence in long-term operational and financial planning.

The Challenge of Managing a Growing Wastewater Network

When Scott began working with Xylem in 2013, the municipality was focused on maintaining critical wastewater infrastructure with limited resources and little tolerance for unexpected equipment failures. As a small community, the municipality needed to ensure reliable operation of its wastewater system while avoiding the financial impact and operational disruption caused by emergency repairs and unplanned downtime.

Without a structured preventive maintenance strategy, unexpected breakdowns could have resulted in costly emergency interventions, accelerated equipment deterioration, and difficulty forecasting maintenance and capital expenditures.

Partnering for a Solution

Since 2013, Xylem has worked closely with the Municipality of Scott to support an expanding wastewater network that now includes eight pumping stations and 16 pumps.

Through multiple contract renewals and service enhancements, the Planned Maintenance Agreement has evolved into a comprehensive program designed to support the municipality's growing operational requirements. As part of the agreement, Xylem conducts annual inspections of all pumping stations and pumps, helping identify potential issues before they develop into larger problems.

“Partnering with Xylem for regular pumping station maintenance optimizes system uptime, lowers total operational costs, and eliminates the risk of catastrophic system failure”

Municipality of Scott



Challenge

Manage a growing wastewater network reliably, eliminate unplanned failures, and maintain predictable budgets for a small municipality.

Customer

Municipality of Scott, Quebec, Canada. Xylem partner since 2013.

Task

Long-term Planned Maintenance Agreement (PMA) covering 8 pumping stations and 16 pumps, with annual inspections and full ServiceMax (SVMX) reporting.

Turning Maintenance into Actionable Insight

Through routine inspections and structured preventive maintenance, Xylem teams developed deeper visibility into pump condition and overall system performance.

During inspections, technicians identified wear patterns and equipment issues early, allowing critical components to be replaced on-site before failures occurred. In several cases, pumps were removed and brought to the service center for repairs and rebuilds, addressing developing issues before they progressed into more extensive and costly projects.

This proactive approach not only helped extend asset life but also reduced the risk of unexpected failures that could impact wastewater operations.

A key component of the program is Xylem's ServiceMax (SVMX) reporting, which provides visibility into equipment condition, maintenance needs, and recommended actions. The Municipality of Scott uses these insights to prioritize repairs, plan budgets, support capital investments, and justify expenditures to council, enabling more informed and predictable decision-making.

Delivering Measurable Operational Value

Through annual preventive maintenance inspections, the Municipality of Scott has maintained a proactive approach to managing its eight pumping stations and 16 pumps. By identifying and addressing issues early, the PMA has helped support reliable operations, reduce the risk of unplanned failures, and improve maintenance planning and budget predictability.

Supporting Better Planning and Budget Confidence

One of the PMA's most significant benefits has been improved budget predictability. Annual inspections and ServiceMax reports help municipal leaders anticipate maintenance needs, plan expenditures, and secure council approval for proactive investments, reducing the risk of unexpected costs.

Building a Trusted Partnership

In addition to operational improvements, the engagement has strengthened collaboration between Xylem and the Municipality of Scott.

Xylem technicians take time on-site to explain inspection findings, discuss equipment condition, and recommend appropriate corrective actions. This consultative approach helps municipal staff better understand system health and maintenance priorities while fostering trust and transparency.

Over time, this consistent partnership has reinforced Xylem's role as a trusted advisor supporting reliable wastewater operations and long-term asset performance.

- Zero unplanned failures since 2013 Across all 8 pumping stations and 16 pumps
- 13+ years of uninterrupted preventive maintenance coverage
- 13+ years of trusted partnership

