

HEROES of Eagle Pass: Defending Water, Protecting Community

Every great story has its villains. For Eagle Pass Water Works System (EPWWS), those villains came in the form of:

- **Aging infrastructure** straining under decades of service.
- **Hidden leaks** wasting precious water and draining revenue.
- **Limited budgets** in one of Texas's most economically distressed regions.
- **Customer frustration** from high bills and long wait times for answers.

The stakes were high. Nearly 72,000 people depend on EPWWS for safe, reliable water. Something had to change.

Stepping into the Cape

Faced with these challenges, EPWWS didn't back down. They became the HEROES their community needed, making the bold decision to upgrade from traditional metering to advanced metering infrastructure (AMI). This was more than a technology shift; it was a commitment to provide customers real-time insight into their water use, to stop leaks before they spread, and to secure the community's water future.

Every HERO Needs a Guide

HydroPro Solutions stepped in as their trusted partner. From the early days of automated meter reading to the full AMI rollout, HydroPro supported Eagle Pass with expertise, hands-on help, and the kind of responsiveness every hero needs. Whether it was driving five hours to unload equipment in the Texas heat or answering the phone on the first ring, HydroPro was there, helping EPWWS bring their vision to life.

The Victory

With HydroPro's guidance, EPWWS achieved what once seemed out of reach:

- Leaks detected in days, not weeks.
- Customer complaints resolved same-day with accurate usage data.
- Water loss reduced, meeting state expectations and protecting resources.
- Community trust strengthened as the utility proved it was ready for tomorrow.

As General Manager Jorge Barrera put it: "Go for it. Working with HydroPro has helped us - they're a very helpful group and always a thumbs up."

The Legacy

By putting on the cape and stepping up, Eagle Pass Water Works defeated the villains of waste, frustration, and inefficiency. With HydroPro by their side, they showed what true HEROES look like: a utility that chose innovation, embraced partnership, and secured a stronger future for its people.



"From the get-go, everybody at HydroPro has been accessible and always willing to step up."

-Jorge Barrera
General Manager of EPWWS

