

HEROES of Rose City: One Woman, One Community, One Big Win

Every great story has its villains - and for Rose City, Texas, they came in many forms:

- Aging meters damaged by not one but two major floods.
- Hidden leaks stealing precious water and revenue.
- Manual reads that forced one person - the city secretary herself - to walk door to door, spending two full days reading all 230 meters.
- Financial strain from lost accuracy and declining population after hurricanes.

The odds were stacked against them. Revenue was slipping away, customer trust was shaky, and the burden fell on a single person juggling nearly every responsibility for the city.

Putting On the Cape

Rather than accept defeat, Rose City stepped into the role of HERO. With grant funding in hand, they chose to modernize, replacing manual reads with a 4G Allegro Drive-By system. For City Secretary Dora Tarbox, who had been carrying the weight of the old system alone, the change meant freedom, accuracy, and a new era for the utility.

"With this new system, it's so much easier. They're accurate, and it makes everything so much easier. Absolutely love them."

Dora Tarbox
City Secretary of Rose City

Every HERO Needs a Guide

HydroPro Solutions became Rose City's guide on this journey. From the first conversation, Dora found HydroPro's team knowledgeable, hands-on, and reassuring. "They answered all my questions and put my mind at ease - a lot better than the other companies I talked to," she recalled.

The HydroPro team worked quickly, completing the full changeover in just a couple of weeks. What Dora feared would be overwhelming turned out to be seamless. "The customer service is hands down the best... I was dreading it, but the process went so fast and easy," she said.

The Victory

The results were transformative:

- Revenue restored: Accurate meters and leak detection finally stopped water loss.
- Time reclaimed: Meter reading dropped from two full days to just two hours.
- Customer accountability: Daily logs and accurate reads ended disputes.
- Confidence in the future: The city council and residents alike saw immediate improvement.

As Dora put it: "We're going to make a lot more money - I can already see the difference."

"I can already see the difference!"

-Dora Tarbox, City Secretary



The Legacy

By putting on the cape, Rose City didn't just upgrade meters - they took control of their future. With HydroPro at their side, a small community with big challenges turned *villains* into victories. Or as Dora would tell any other city considering the leap: "Don't wait. Jump on. They're great, fantastic, and I don't regret anything... They'll help you every step of the way."