Keeping Critical Operations Connected

How Anthony Water & Sanitation District strengthened connectivity, security, and operational readiness with Lumen

Anthony Water & Sanitation District

www.awsd.us

- Public utility serving the community of Anthony, New Mexico and neighboring areas since 1978.
- Operates water and wastewater treatment facilities that support public health and environmental compliance.
- Needed to modernize a legacy connectivity environment to support growing operational data, evolving security requirements, and future digital initiatives.
- Partnered with Lumen to build a stronger connectivity and security foundation while maintaining continuity of essential services.



Challenges

- Needed to strengthen cybersecurity protections while maintaining affordability and responsible stewardship of public resources.
- Wanted to modernize proactively before capacity limitations and security concerns became operational risks.
- Required a transition that would not disrupt the services that employees and the community depend on every day.

Solutions

- **Lumen® Network-as-a-Service (NaaS)** – flexible, on-demand connectivity that scales with operational needs
- **Lumen® Intelligent Internet** – dedicated internet connectivity that scales with demand
- **Lumen Defender℠ Plus** and **Lumen® DDoS Essentials** – network-level protection designed to strengthen cybersecurity

Results

- Enabled new levels of operational visibility through continuous water-meter communications.
- Built a more flexible foundation designed to adapt alongside the district's future needs.
- Modernized critical connectivity and security without disrupting ongoing operations.
- Created greater confidence in the systems supporting essential public services.

ANTHONY WATER & SANITATION DISTRICT

10x capacity

Expanded primary network connectivity from 100 Mbps to 1 Gbps

24/7 operations

Supporting continuous communications for water and wastewater facilities

<30-minute cutover

A rapid network transition designed to keep essential operations moving

LUMEN®

Challenge

When essential services depend on invisible infrastructure

For nearly five decades, Anthony Water & Sanitation District (AWSD) has supported the health, safety, and wellbeing of the community through dependable water and wastewater services. Every day, residents and businesses rely on the district to provide services that rarely go noticed until something goes wrong. As Robert Coleman, Office Manager for AWSD, put it, "People depend on water and sanitation to care for their families, operate their businesses, and live with dignity."

Behind those essential services is a growing network of treatment facilities, monitoring systems, communications platforms, and operational technologies working around the clock. The district's water and wastewater treatment facilities depend on instantaneous communication with certified operators responsible for protecting public health and maintaining compliance with environmental regulations. Coleman noted that "any interruption or complication at either facility must be communicated without delay to protect public welfare."

As operations became increasingly digital, district leaders chose to modernize connectivity to support growing volumes of operational information, strengthen continuous communications, and create a more flexible foundation for current requirements and future needs.

Solution

A modernization strategy built around stewardship

AWSD needed a solution that balanced operational continuity, cybersecurity, affordability, flexibility, and responsible stewardship of public resources. Working with Lumen, the district modernized its connectivity with Lumen Network-as-a-Service (NaaS) and 1 Gbps Lumen Intelligent Internet while also deploying Lumen DDoS Essentials and Lumen Defender Plus.

What ultimately distinguished the approach was how closely it aligned with the district's planning philosophy. According to Coleman, "The Lumen staff provided a solution attuned to the district's current and future requirements. Lumen's products met our stringent requirements for security and cost of service, and its simplified approach won the day." The district was equally attracted to the flexibility the solution could provide over time.

Solution Set

- Lumen® Network-as-a-Service
- Lumen® Intelligent Internet
- Lumen® DDoS Essentials
- Lumen Defender℠ Plus

> " For us, the value is in connecting that flexibility to disciplined planning: understanding what the district needs today and maintaining options for tomorrow."
>
> **– Robert Coleman,**
> Office Manager, AWSD

Results and Future Plans

Strengthening the foundation behind public trust

With Lumen, AWSD now operates on a stronger digital foundation supporting treatment operations, employee communications, and future modernization initiatives. The district's 10X increase in connectivity capacity has created room for growing operational demands while enabling the successful integration of its individual water-meter communications platform. Today, meters remain in continuous communication with central office management, giving staff greater visibility into operations across the district.

More importantly, the project strengthened the systems supporting services residents depend on every day." AWSD is working to protect the community's confidence in essential public services," Coleman said. "We want residents and businesses to know that the district is preparing carefully, managing resources responsibly, and supporting the people who conduct its mission."

The district now has a stronger foundation for what comes next. As technology continues to evolve, AWSD remains focused on what has always mattered most: delivering dependable water and sanitation services that support the health, dignity, and future of the community it serves.

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