

## CASE STUDY • Delta Controls + El Paso Water Utilities

# El Paso Water Utilities, Administrative Headquarters

## Delta Controls PDS: Supporting New Partners from Day One

### Introduction

When a new controls partner needed help fast, Delta Controls' Professional Development Services (PDS) team stepped in with full-service support. The El Paso Water Utilities (EPWU) administrative building project is a new construction effort led by Trane, a mechanical systems provider and newly onboarded Delta Controls partner

With limited prior experience working with Delta products, Trane required comprehensive assistance to meet the demands of a rigorous spec and schedule-driven project. With over 100 VAVs, four AHUs, and complex compliance requirements, Delta Controls' PDS division delivered engineering, programming, graphics, and documentation services—ensuring project success while enabling Trane to self-perform and scale their Delta capabilities.



### Partner Enablement and Project Scope

EPWU's new ~29,800 sq. ft. three-story administrative headquarters is part of a broader site development that includes a 28,200 sq. ft. elevated parking deck, a generator pad, and a stormwater detention pond. Originally bid with Trane's proprietary control system, the end user opted late in the process to pursue a Delta Controls-based solution. Trane, as a new Delta partner with limited familiarity, engaged PDS for a turnkey controls implementation.

The scope of controls integration focuses on the administrative office building, where Delta is providing a complete enteliWEB-based building automation solution. (All remaining site infrastructure, including the parking structure, pond, and generator pad is currently outside the scope of controls but was included in the compliance and coordination effort.)

## Technical Services Delivered

This project represents a comprehensive engagement from PDS across multiple verticals:

- **Engineering:** PDS developed all controls drawings, submittals, performed specification compliance review, and will support future as-builts.
- **Programming:** Full programming of all equipment, including four AHUs and several hundred VAVs, is being delivered directly by Delta to ensure performance and compliance.
- **Compliance Review:** PDS provided a line-by-line controls compliance analysis as a standalone, billable service to ensure specification adherence.
- **Graphics:** All graphics were developed by PDS to support enteliWEB visualization and operational readiness.
- **Software Features:** Alarm escalation functionality required supplemental enteliWEB modules, provisioned by Delta's software development team.

## Compliance Review

As an additional part of the Engineering Service, PDS performed a specification compliance review of the controls specification to ensure adherence. This involved line-by-line review of the building management system section of the construction specification, noting each line item as one of: Comply, with deviations, or exception - along with accompanying documentation to support reasoning for any deviations or exceptions. This successfully supported our customer's pursuit to provide a high-quality solution that met or exceeded design intent, while staying within budget using well-matched components with a proven track record of compatible performance with Delta Controls.

## Collaboration and Turnover

Though Trane owns the site-wide construction, controls and mechanical scope, Delta PDS has remained directly engaged through each milestone. Initial design meetings were held weekly; and currently, the project is in the programming phase, with touchpoints occurring as needed. Additionally, PDS training was delivered in a limited onboarding format, with the intent that Trane will self-perform commissioning and support.

PDS maintains a 30-day warranty period post-turnover, with a 10-day formal review window for deliverable verification. The structure of the engagement ensures the partner can retain full site control post-handover without ongoing dependence on Delta, but still having support.



## Conclusion

The El Paso Water Utilities project stands as a model for how Delta Controls enables new partners through the PDS framework. Delta's focus remains on delivering quality installations, robust engineering support, and scalable partner enablement. Whether Trane continues to self-perform or returns for future services, Delta has laid the foundation for success—with a fully engineered, spec-compliant, and future-ready Delta Controls system.

## About PDS

**Professional Development Services** is a key strategic initiative for the Delta Controls family. Along with the integration tools and platforms, Delta Partners no longer have to say no when a client needs to differentiate themselves. We dare our end users to think differently and not compromise with off-the-shelf solutions.

### Work with the experts

The Professional Development Services team is comprised of a diverse group of individuals, each with their own expertise. We have the skills required from graphics design and system integration to low level programming. Each Engineering Service Specialist has direct access to the designers and developers within Delta - enabling them to go right to the source of the system.

### Leverage our experience

Since its inception, PDS has worked with the Delta partnership to complete many projects, large and small. Whether you are looking for some assistance with a new product you have not used before, or just need a hand getting some last minute work completed on schedule, Professional Development Services is the solution.

[pds.deltacontrols.com](https://pds.deltacontrols.com)

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## About Delta Intelligent Building Technologies

At the forefront of building automation systems, Delta Intelligent Building Technologies provides global solutions through its network of Partners in 80+ countries. Focusing on innovation and sustainability has made the company industry leaders for over 40 years.

Delta Intelligent Building Technologies manufactures all products in Metro Vancouver, Canada, offering dependable, user-friendly control solutions for buildings in the commercial, healthcare, hospitality, education, and leisure markets. As part of Delta Electronics, Delta Intelligent Building Technologies is committed to leading building automation into a sustainable future.

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