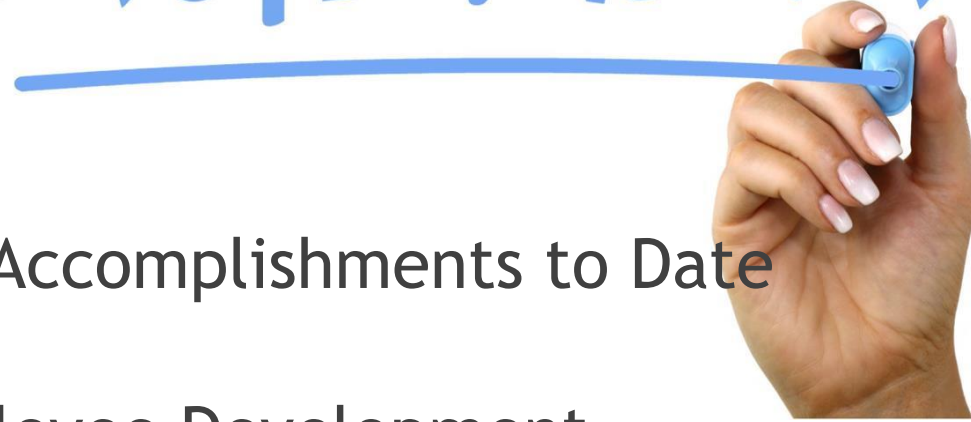


Alliance Water Resources, Inc. Operations Update

Martin County Water & Sanitation Districts

May 13, 2020

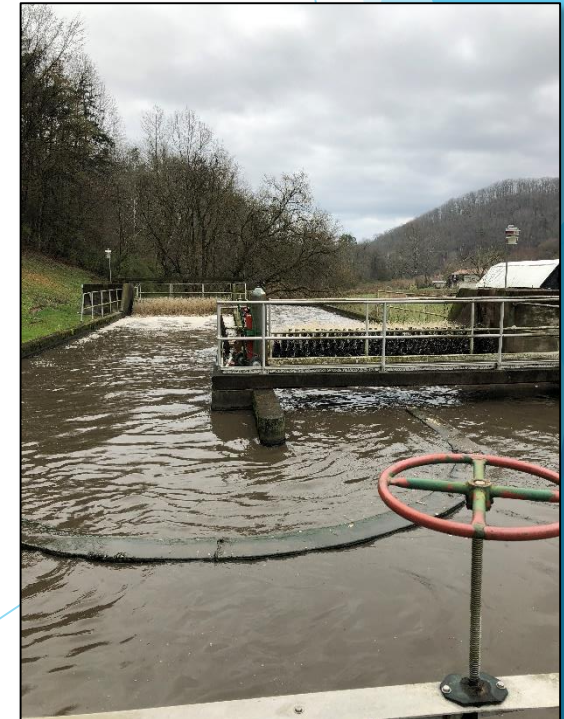
AGENDA



- ▶ Key Accomplishments to Date
- ▶ Employee Development
- ▶ Quarterly Goals
- ▶ Priority Issues
- ▶ Discussion/Questions

Key Accomplishments to Date

- ▶ Conducting monthly meter audits
- ▶ Created 90-day goals and accomplished 88% of them in the 1st quarter
- ▶ Created 90-day goals for the 2nd quarter
- ▶ New billing software purchased to be transitioned June 2020
- ▶ Repaired both paddle wheels in the oxidation ditch



Key Accomplishments to Date

- ▶ Repaired pump in Davis Branch (was being pumped daily)
- ▶ Have purchased critical operational equipment for regulatory compliance and leak detection
- ▶ Cleared blockage on Turkey Creek Sewer
- ▶ Developed Meter Reading and Billing SOP
- ▶ Repaired Crum Reservoir monument
- ▶ Installed 2nd pump at Turkey Booster Station
- ▶ 400ft of 4" main installed on Town Point Curve



Key Accomplishments to Date



- ▶ Purchased new lab equipment for both Wastewater plants
- ▶ New pump and float switches have been installed at the Inez Wastewater plant lift station allowing for redundancy and efficiency
- ▶ Tug Valley sludge canisters have been emptied
- ▶ Discharge line from Digester 1 at the Tug Valley plant has had a blockage removed



Employee Development

- ▶ **PPE and Uniforms**
 - ▶ Fall protection
 - ▶ Electrical Protective Gear
 - ▶ Safety Glasses
 - ▶ Hard Hats
 - ▶ Reflective Vests
 - ▶ Uniforms/Steel Toed Boots
- ▶ **Training**
 - ▶ Competent Person/Trench Safety
 - ▶ Flagger
 - ▶ Electrical Hazards/Arc Flash
 - ▶ Person Safety
 - ▶ Welding



FIRST QUARTER GOALS - COMPLETED

- ▶ **New Billing Software purchased** - To be converted June 2020
- ▶ **Every Meter Read** - Staff has gone from 19% discrepancies to less than 1%
- ▶ **Meter Reading and Billing SOP** has been created and is pending board approval
- ▶ **Reconcile Billing for Meters** - All accounts have been corrected with proper customer information and information
- ▶ **2017 District Audit** has been approved by the Board of Directors
- ▶ **Security Deposits** - All security deposits have been identified and reconciled to the correct customers



FIRST QUARTER GOALS - COMPLETED

- ▶ **Oxidation Ditch Rotors** - Both rotors have been repaired and are operating
- ▶ **Grinder Pumps** - All grinder pumps have been caught up and staff are continuing to repair pumps as they fail
- ▶ Influent pump at the Inez WWTP has been installed creating redundancy
- ▶ Tank and Booster Station information was collected along with GPS coordinates and pictures
- ▶ All District owned vehicles have been inventoried with documentation
- ▶ Community project was identified but postponed due to COVID-19



SECOND QUARTER GOALS

- ▶ **Customer Issues Database** - Develop, train staff and implement a database for collection of and responding to customer concerns
- ▶ **New or Higher Licenses** - Identify 4 employees for new or higher licenses to meet or exceed requirements for the system
- ▶ **Update Fee Schedule** - Update the list of all costs associated with Service Taps and Fees on new installations and send it to the board for approval
- ▶ **Davis Branch Lift Station** - Develop a report with costs and 3 options for repairing and or replacing the lift station
- ▶ **Cannot Locate Meters** - Locate and verify all meters that currently cannot or have not been located in some time
- ▶ **Pumping to the Prison** - Written Plan/SOP for maximizing what can be pumped to the prison
- ▶ **Water Plant Sludge Hauling** - Find a suitable location for hauling water plant sludge and submit land application permit



SECOND QUARTER GOALS

- ▶ **Standard Specifications** - Written and submitted for Board review
- ▶ **OPS Audits** - Visit each district owned site and conduct an audit
- ▶ **Rebuild Drying Beds at INEZ WWTP** - Plan underway starting May 18th
- ▶ **Multi-Customer Meters** - Get customers currently sharing a meter on their own tap
- ▶ **Area Meters** - Have every customer associated with an area meter
- ▶ Organize and archive board minutes
- ▶ Install 8 new valves in strategic locations to improve distribution system
- ▶ Install 2 new cleanouts on the Turkey Creek sewer line

Water District Priority Issues

- Revenue - Current deficit \$50k monthly
 - ❖ Audits completed and up to date
 - ❖ Evaluate fee schedule
 - ❖ Accurate Metering
 - ❖ Water Loss Program
- Water Loss
 - ❖ Accurate Metering
 - ❖ District Area meters located
 - ❖ Established program for leak detection
 - ❖ Theft of Water SOP and Board approved guidelines
- Radio Read Meters and Meter Replacement
- Water Plant Upgrades

PRIORITY

Outstanding Priority Needs - Water

WATER PLANT (Highlighted issues addressed in Contract# 113-19-02)

- Refurbish treatment unit # 1; new valve vault & required piping
- Repair filter beds, filter divider walls, repair rake; all new filter media; tube settlers in unit #3; paint; check all bearings, motors and gear boxes
- Need 2 new filter level indicator probes (Filters #4 & #6); one level indicator for clearwell, ethernet card for High Service Pump #2
- Repair #3 filter drain valve
- Replace all 5 online turbidimeters along with software
- Sludge removal

Outstanding Priority Needs - Water

WATER PLANT (Highlighted issues addressed in Contract# 113-19-02)

- New lab equipment, CL17 chlorine analyzer, bench turbidimeter, chlorine meter, iron and manganese meter.
- Repair roof over the chemical storage room, leaks bad when it rains.
- New chemical feed pumps.
- Install doors that will lead into the valve vaults for unit #2 and unit #3, or a better ladder system.

Outstanding Priority Needs - Sanitation

INEZ WWTP

- One clarifier is out operation, it needs the skimmer repaired, the arms are broken. Need to identify the problem with the drainage system and repair.
- Drying beds need to be cleaned and disposed of (This project will begin May 18th).
- Backup generator needs to be serviced and new fuel tank installed.

Outstanding Priority Needs - Sanitation

TUG VALLEY WWTP

- Automatic valves - SBR 2 automatic blow valve, future blower valve and SBR 1 decant valve need to be inspected by a service technician. Had a couple instances in low temperatures the valves failed to open and close properly.
- Backup generator needs serviced (outside service company)

COLLECTIONS SYSTEM

- All Lift Stations need a minimum of two pumps

Questions?