

Alliance Water Resources, Inc.

Operations Overview

Martin County Water & Sanitation Districts

February 5, 2020

AGENDA

- ▶ Who We Are
- ▶ Initial Assessment/Approach
- ▶ External Partnerships
- ▶ Key Accomplishments to Date
- ▶ Priority Needs
- ▶ Discussion/Questions



Who we are



AWR

About AWR

- ▶ Incorporated in 1976
- ▶ 275 Employees
- ▶ 4 States
- ▶ 43 Operating Divisions
- ▶ 150+ Licensed Operators
- ▶ 4 Professional Engineers
- ▶ 4 Fulltime Degreed Accountants
- ▶ Certified HR Professionals
- ▶ Regulatory & Compliance Program Director

Comprehensive Support Services

Corporate office services include essentially all management and professional support services and consists of five general areas: Management, Human Resources, Technical Support, Financial, and Computer/Billing. Typical services provided are listed below.

AWR SERVICES

- ▶ Water operations and maintenance
- ▶ Wastewater operations and maintenance
- ▶ Field operations - meter reading, main repair, connect/disconnect, locates
- ▶ Financial management - billing, planning, accounting
- ▶ Customer service - office, field, phone

AWR SERVICES

- ▶ Engineering support
- ▶ IT support
- ▶ Project management
- ▶ Human resources
- ▶ Regulatory compliance
- ▶ Optimization

CORE VALUES

- Integrity
- Safety
- Exceed Expectations
- Fiscal Responsibility
- Our Team!

CORE FOCUS

- Clean Water
- Employee Development
- Provide Professional Expertise
- Technically Competent Staff



AWR EXTERNAL STAFF SCHEDULE

WEEK OF	AWR RESOURCE	TITLE	FOCUS AREA
30-Dec-19	Tim Geraghty	President	Admin & Ops
6-Jan-20	Mark Mahler	Director of Safety & Compliance	Training & Compliance
	Tyler Stuhlman	Distribution Supervisor	Distribution System
	Anthony Hays	IT Manager	Technology Systems
13-Jan-20	Ann Perkins	VP, Director of Finance	Office & Accounting Procedures
20-Jan-20	Ann Perkins	VP, Director of Finance	Office & Accounting Procedures
	Mark Mahler	Director of Safety & Compliance	Training & Compliance
	Mark Mahler	Director of Safety & Compliance	Training & Compliance
27-Jan-20	Steve Wilson	Local Manager	Distribution System & Inez WWTP
	Frank Steward	Local Manager	Tug Valey WWTP Warfield
	Bob Hathcock	Local Manager	Distribution & Collections
3-Feb-20	Bob Hathcock	Local Manager	Distribution & Inez WWTP
10-Feb-20	Bob Hathcock	Local Manager	Distribution & Inez WWTP
17-Feb-20	James Ford	Local Manager	Distribution & WTP
24-Feb-20	Anthony Hays	IT Manager	Technology Systems
1-Mar-20	Phil Webster	Local Manager	Lab Practices
Permanent	Craig Miller	Division Manager	Ops & Admin
1 Jan - 30 April	Tony Sneed	Director of Operations	Operations & Outside Agencies

Initial Assessment

- ▶ Review All Previous Recommendations:
 - ▶ Huron Management Audit June 2007
 - ▶ KRWA Recommendations December 2016
 - ▶ KWRI MCWD Challenges December 2017
 - ▶ BlueWater Report February 2018
 - ▶ AG Report December 2019



Top Ten Items From Prior Evaluations

1. Need for Professional Management/ Leadership (Accountability)
2. Inventory Control/ Purchasing Policies /Rules & Regulations
3. Standard Operating Procedures for Core Functions
4. Reactive Not Planned Operations/ Daily Work
5. No use of Life Cycle Costs for Repairs and Decision-Making Process

Top Ten Items From Prior Evaluations

6. No Long-Range Capital Plan (Need Accurate -Data System Mapping and Accurate Hydraulic & Performance Date)
7. Lack of Responsiveness & Follow up Has Created Mistrust & Hindered External Agencies from providing sustainable assistance. Need Accurate Data and System for gathering and responding to customer issues.
8. Water Loss/ Both accurate data and a SMART Plan for addressing.
9. Substandard Construction Methods for existing service lines and current repair methods.
10. Meters/ Connection Policies/ Accurate Revenue Information

AWR APPROACH

▶ Work Force Development

- ▶ Establish a Leadership Team
- ▶ Assign Clear Roles and Accountability
- ▶ Establish A Culture In Line with AWR Core Values & Focus Areas
- ▶ Internally Developed 90-day SMART Goals

▶ Systems & Processes

- ▶ Evaluate current work practices, policies and procedures
- ▶ Evaluate Resources
- ▶ Develop Written Standard Operating Procedures for all Core Functions
- ▶ Develop Standard Specifications / Policies for Board Approval

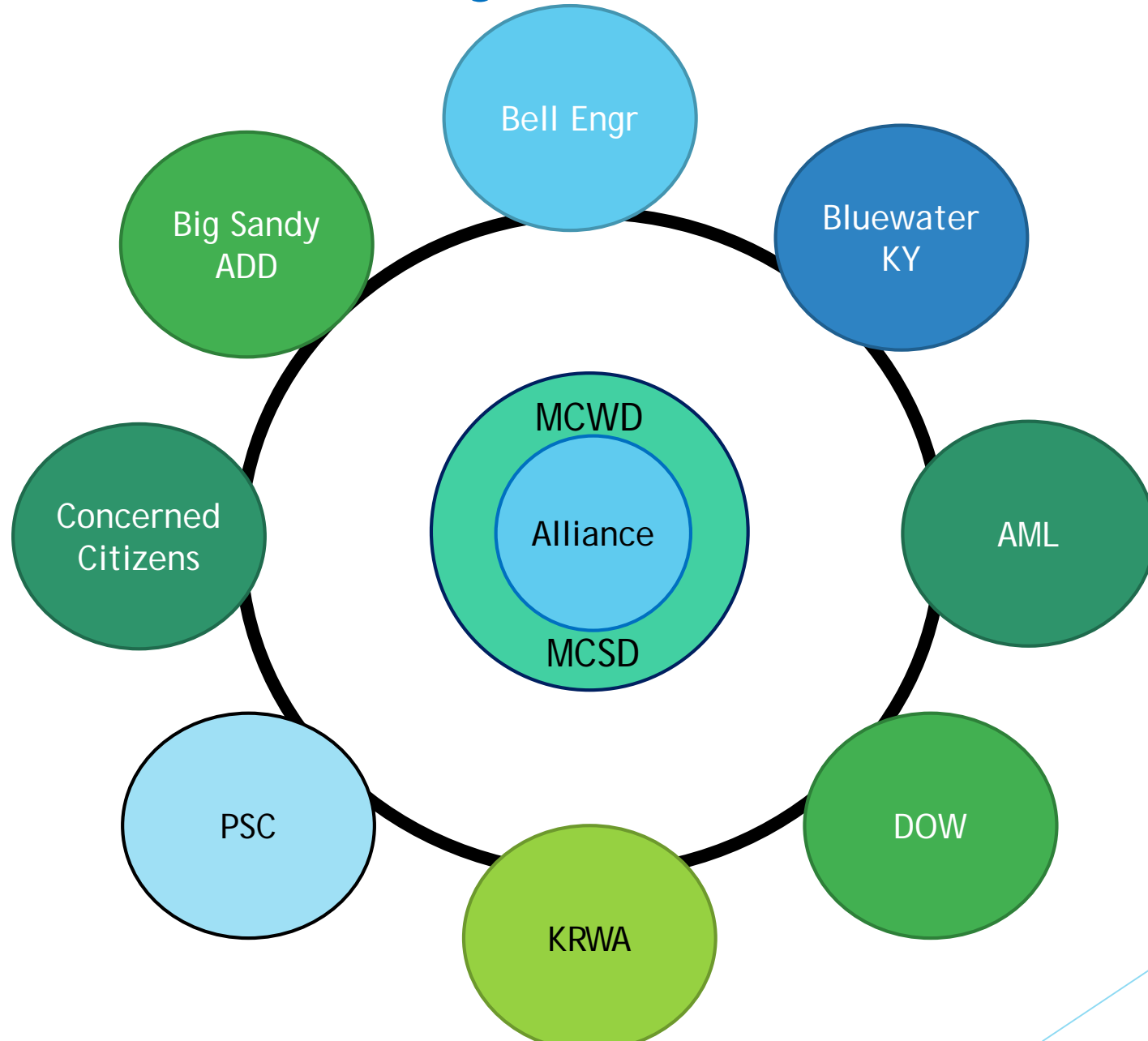
▶ Communicate

- ▶ Develop Routine Habits for Communication with Partners
- ▶ Be Responsive to Customer & Partners Request
- ▶ Share Accurate Data- Avoid Speculation
- ▶ Capture Customer Concerns as a tool for Improving (System)

AWR Approach

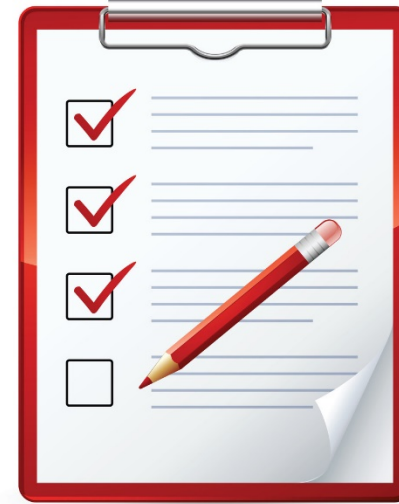
- ▶ Conduct Site Audits for Operational & Safety Issues
- ▶ Review Items Regarding Regulatory Compliance
- ▶ Identify Internal Leadership Team
- ▶ Create a High Priority Needs List for
Administration/Office, Water Treatment Plant,
Distribution System, Wastewater Treatment Plant &
Collection System

Martin County Water District Partners



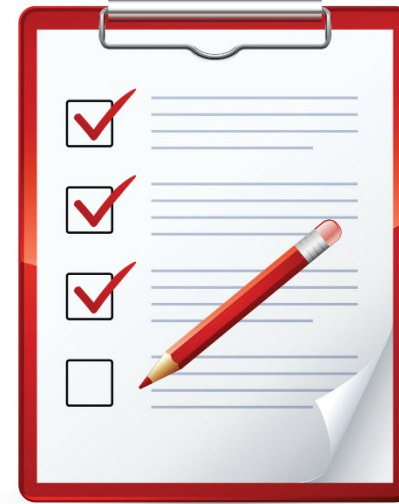
Key Accomplishments to Date

- ▶ Established leadership team
- ▶ Conducted a meter audit
- ▶ Created 90-day goals
- ▶ Replaced 400 feet of 4-inch water main on Town Point Curve
- ▶ Repaired distribution excavator
- ▶ Repaired 2 District vehicles



Key Accomplishments to Date

- ▶ Replaced 2 tires on equipment trailer
- ▶ Repaired 30 grinder pumps
- ▶ Repaired pump in Davis Branch (was being pumped daily)
- ▶ Have ordered critical operational equipment for regulatory compliance



MARTIN COUNTY WATER DISTRICT- METER AUDIT RESULTS FOR JAN20

INITIAL ROUND	23-Jan-20	CNL	NEG READS	RRW/WMN	TOW	TOTAL
Total	3398	193	313	145	6	651
		5.68%	9.21%	4.27%	0.18%	19.16%

TOTAL
651
19.16%

UPDATE PRIOR TO BILLING	3-Feb-20	MCW DIV 07 METER AUDIT NUMBERS					TOTAL
BOOK #	TOTAL	CNL	NEG READS	RRW/WMN	TOW	TOTAL	
1	60	0	1			1	
2	286	1	30			31	
3	65	3	5			8	
4	256	4	15			19	
5	176	4	16		1	21	
6	400	6	36			42	
7	412	4	38		1	43	
8	490	3	45		1	49	
9	74	2	5			7	
10	233	0	0		1	1	
11	68	0	6			6	
12	70	1	9			10	
13	100	1	9			10	
14	233	3	23			26	
15	98	1	9		1	11	
16	154	2	18			20	
17	75	0	6			6	
18	152	0	21			21	
Total	3402	35	292	0	5	332	
		1.03%	8.58%	0.00%	0.15%	9.76%	

21
332
9.76%

DIFF	4	-158	-21	-145	-1	-319
		4.65%	0.63%	4.27%	0.03%	9.40%



CNL = Can Not Locate
Neg Read s=Reading this round less then entered in December
RRW/WMN = Reread (Water)/ Wrong Meter Number
TOW = Theft of Water

First Quarter Goals	Assigned	Description
NEW BILLING SOFTWARE	Ann Perkins	Select and schedule a new billing system for MCUB
EVERY METER READ	Craig Miller	Read, mark, and flag every meter in the system including meters that have not been located
BILLING SOP's	Craig Miller	Review current practices, customer issues/concerns PSC rules & regs -to develop and implement Standard Operating Procedures
CUSTOMER ISSUES DATABASE	Tony Sneed	Develop, Train Staff, and Implemt a database for collection of and responding to Customer Concerns (Report to be Included in Monthly Board Packet)
NEW OR HIGHER LICENSING	Tony Sneed	Identify 4 employees for new or higher licenses to meet or exceed requirements for the system
RECONCILE BILLING FOR METERS	Katrina Sansom	Ensure billing and information for all meters is reconciled in current billing softwater system
2018 DISTRICT AUDIT	Katrina Sansom	Ensure that the 2018 district audit is issued or completed
SECURITY DEPOSITS	Katrina Sansom	Identify owners of billing software customer security deposits for water and sewer
WTP	Tom Alley	Identify Critical Needs, Action Plan & Associated Costs
WWTP ((2)	Tony Sneed	Identify Critical Needs, Action Plan & Associated Costs
OXIDATION DITCH ROTORS	Ryan Smith	Have both rotors working at the oxidation ditch at the Inez plant
GRINDER PUMPS	Ryan Smith	Have all the grinder pumps repaired/replaced
INFLUENT PUMP	Ryan Smith	Repair/replace a pump in the influent
BOOSTER STATION AND TANK INFORMATION	John Horn	Collect information on each booster and tank in the system for deficiency.
TRUCK INVENTORY	John Horn/Ryan Smith	Do an inventory of every truck and create a standard load out.
COMMUNITY PROJECT	Craig Miller	Select, plan and schedule an event to that directly impacts community water shed- build partnerships

Priority Needs Customer Service/Admin

- Customer Service Concern Data Base & Processing SOP
- Purchasing Policies and Procedures in Place
- Audits Current for both Districts
- Budgets for 2020 Both Districts
- New Billing Software
- Meter Audit & Revenue Verification
- Radio or Touch Read Meters

Priority Needs Water System

- 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

Priority Needs Water System

- 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.
- Or instead of a new roof maybe construct a new and bigger room to store the chemicals in, get them out of the building.
- New chemical feed pumps.
- Install doors that will lead into the valve vaults for unit #2 and unit #3, or a better ladder system.
- Need a new turkey pump and motor, there is only one.

Priority Needs Inez Sewer Plant

- Oxidation ditch needs two new bearings, two new shafts, and new motor or have motor rebuild for the paddle wheel.
- Need to purchase a D.O. meter.
- Replace both automatic samplers, one for influent and one for effluent.
- One clarifier is out operation, it needs the skimmer repaired, the arms are broke. Need to identify the problem with the drainage system and repair.
- Drying beds need to be cleaned and disposed of.

Priority Needs Inez Sewer Plant

- Backup generator needs to be serviced and new fuel tank installed.
- Plant lift station needs new pump installed; this pump has already been received. When this pump is installed there will be two operating pumps in this station.
- Plant lift station needs three new float switches installed. The existing floats sometimes does not work properly.
- Plant lift station needs one pump sent for rebuild, the pump has already been pulled out of service.

Priority Needs Tug Valley Sewer Plant

- Sludge canisters need to be hauled and emptied.
- Need to diagnose the problem with discharge line from Digester 1. May have to jet the line.
- 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)

Priority Needs Collection System

- All Grinder Pumps (individual) operating properly
- All lift stations need a minimum of two pumps
- Investigate /Repair Sewer leak on Turkey Creek Rd
- Get at least one pump - Davis Street Lift Station

Questions?