Alliance Water Resources, Inc.
Operations Update
Martin County Water & Sanitation Districts
February 10, 2021
AGENDA

- Key Accomplishments to Date
- Employee Development
- Quarterly Goals
- Water Loss
- Discussion/Questions
Key Accomplishments to Date

- Conducting monthly meter audits
- Created 90-day goals and accomplished 88% in the 1st quarter, 79% in the 2nd quarter, 89% in the 3rd quarter, and 92% in the 4th Quarter.
- New billing software purchased and implemented in July.
- Repaired both paddle wheels in the oxidation ditch
- Identified chemical pumping issues at Inez WWTP and corrected them.
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
- Installed New Booster Station Building at Cassell Branch
Key Accomplishments to Date

- Installed eyewash station in chemical room of WTP
- 3 Newly Acquired Licenses in the District
- Developed and implemented a Theft of Water SOP
- Rebuilt Inez WWTP drying bed #1
- Installed a new valve on ST RT 2032 to isolate a problem area in Wolfcreek area
- Inventory Control Program
- Cleaned Chlorine Contact Chambers
- Graveled Access Road for Clearwells
Employee Development

- PPE and Uniforms
  - Fall protection
  - Electrical Protective Gear
  - Safety Glasses
  - Hard Hats
  - Reflective Vests
  - Uniforms/Steel Toed Boots

- Training
  - Valve and Hydrant Maintenance
  - Flagger
  - Electrical Hazards/Arc Flash
  - 3 New Licenses Among Staff
  - 5 Employees Applying for New Licensing
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** - Complete
- **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
- **INEZ WWTP** - Influent pump 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 - COMPLETED

- **NEW OR HIGHER LICENSES** - Identify 4 (6) 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.

- **CANNOT LOCATE METERS** - Locate and verify all meters that currently cannot or have not been located in some time

- **OPS AUDITS** - Visit each district owned site and conduct an audit

- Rebuild Drying Bed #2 at Inez WWTP

- **PUMPING TO THE PRISON** - Written Plan for maximizing what can be pumped to the prison
SECOND QUARTER GOALS - COMPLETED

- **INEZ WWTP** - Rebuild Drying Beds
- **MULTI-CUSTOMER METERS** - Get customers currently sharing a meter on their own tap
- **AREA METERS** - Have every customer associated with an area meter
- **BOARD MINUTES** - Organize and archive
- Installed 8 new valves in strategic locations to improve distribution system
- **TURKEY CREEK** - Installed 2 New Cleanouts on the Sanitary Sewer Line
THIRD QUARTER GOALS - COMPLETED

- **SOP** - Reviewed, Updated, and Created SOP’s for Billing Office Procedures (Incode)
- **TUG VALLEY WWTP** - pH and DO probe calibration and replacement schedule
- **BLACKLOG LIFT STATION** - Both pumps repaired
- **HODE RD.** - 2” Water Line Eliminated
- **292 PUMP STATION** - Redundant Pump Installed and in Operation
- **HIGH SERVICE PUMP AIR RELEASE VALVE** - Replaced leaking valve on pump in treatment plant
- **SANITATION FILES** - Organized and filed properly
FOURTH QUARTER GOALS-COMPLETED

- BILLING OFFICE - Office Organized, Files Scanned to Server, Junk and Clutter Eliminated
- BLACK LOG LIFT STATION - Both Pumps Fully Operational
- WINTER PREP - Booster Stations and Lift Stations Inspected and Insulated for Winter
- CASSELL BRANCH - Booster Station Building Replaced with Insulated Building
- BIG LICK BOOSTER - Ordered Booster Station Replacement Building
- WATER PLANT - Plant Glass Doors Scheduled for Repair
- WATER PLANT - Plant Lab Cleaned and Inventoried and Heater Fixed
- GRINDER PUMPS - A Customer Agreement and SOP was Developed and Approved by the Board of Directors
- WASTEWATER PLANTS - Cleaned Exterior of Both Facilities and Organized Equipment
WATER LOSS REDUCTION

- GIS IMPLEMENTATION
  - District Master Meter Zones Established
  - Customer Meter Location
  - Leak Tracking
    - Reported Leaks
    - Active Leaks
    - Repaired Leaks
    - Trouble Zones For Replacement
- Water Loss SOP and M36 Manual
  - Strategic approach using GIS, PRV’s, and District Meters for Leak Detection
  - Established Leak Detection Team
  - Water Meter Replacement
IMPORTANT WATER LOSS NOTES

- Estimated 23 Million Gallons Recovered In the Month of December From Repaired Leaks
- Average of 24 Leaks Per Month
- A Fixed Leak May Present a New Leak
- Water Loss is Occurring Due to 72 Leaks over a 3 Month Period
- Leaks are a Symptom of an Infrastructure Issue
- Finding Weakest Areas and Establishing a Plan for Line Replacement
- Meter Replacement with an AMR/AMI System Would Capture More Accuracy and Free Staff for Leak Repair and Line Replacement
Questions?