Progress Report

Culture Changes within MCWD:

• New management of the facility – Craig Miller, Alliance Water
• New staff
  • New employees receiving training to properly undertake the work of the district, from office managers to operators
  • Employee training program that is building better water professionals through online courses and on-the-job training
• Better communication
  • More responsive to requests from public with better access to records, reports, and information
  • Increased social media presence informing citizens
Progress Report

Technology and accuracy improvements MCWD:

• New billing system in place for accurate billing
• Meter reading teams read meters monthly, preventing estimation of water use
• A new GIS system tracks:
  • Leak and line repair
  • Trouble tickets from customers
Repairs Made to the system:

- Large number of leaks and lines repaired
- Pressure reducing valves installed at 40E and 40W pump stations
- Storm related repairs were expedited, restoring water to customers without as much delay as in the past emergencies
- Repairs were made to the system’s token machine restoring access to potable drinking water for residents.
- Innovative materials are being used to improve the system, from pump station housing to temporary line replacements
Decreasing Water Loss:

• Water loss down in April
• Leaks, breaks, and other water losses quantified by volume so that it is clear where water loss is occurring
• MCWD evaluating water distribution at all master meters and sub-meters, giving a better understanding of where water loss may be occurring
• Decreased water loss has resulted in running pump stations fewer hours and more water sold to the prison
Regulatory Compliance

- Financial audits completed and submitted up through 2020
- Timely submittal of compliance data to the Drinking Water Branch
  - All information submitted on time
  - No violations of SDWA rules for any sample result
- Sanitary Surveys completed for 2020 and 2021 (increased from 1 survey per 3 years)
Work Continues...

• Many projects are planned and need to get begin
  • Challenges: funding, high bids
  • The financial need for the district is high

• Hydraulic model in development (UK and Bell Engineering)

• 2021 Sanitary Survey deficiencies will need to be addressed – pending, to be issued soon
Contact

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