

Alliance Water Resources, Inc. Operations Update

Martin County Water & Sanitation Districts

November 18, 2020

AGENDA



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

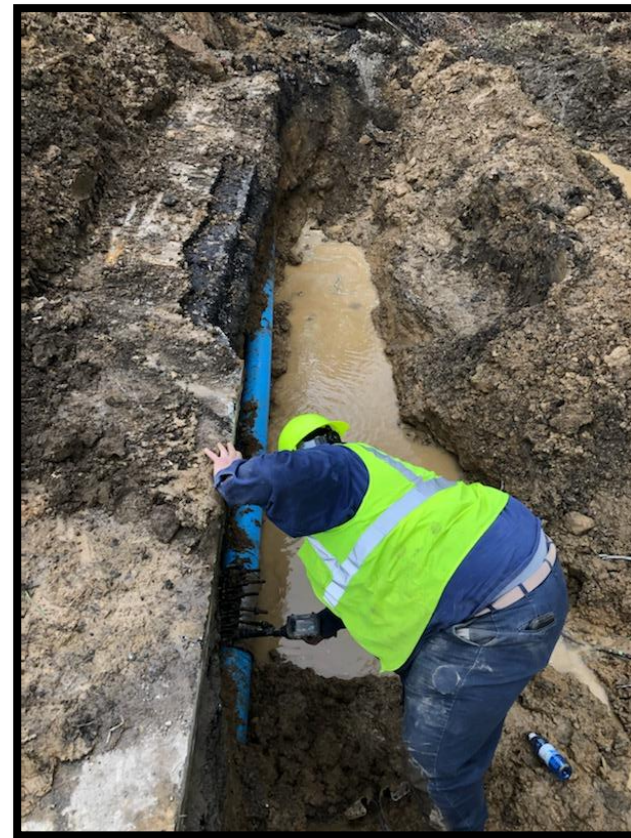
Key Accomplishments to Date

- ▶ Conducting monthly meter audits
- ▶ Completed 2016, 2017, 2018 audits
- ▶ Created 90-day goals and accomplished 88% in the 1st quarter, 79% in the 2nd quarter, and 89% in the 3rd 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



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

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
 - ▶ 3 New Licenses Among Staff

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

- ▶ **BILLING OFFICE** - Organize the Office and Filing
- ▶ **BLACK LOG LIFT STATION** - Repair Pumps for Redundancy
- ▶ **WINTER PREP** - Prepare Booster and Lift Stations, Install New Heaters
- ▶ **BIG LICK BOOSTER** - Repair Building
- ▶ **CASSELL BRANCH** - Repair Building
- ▶ **WATER PLANT** - Schedule for Repair of Plant Glass Doors
- ▶ **WATER PLANT** - Clean, Organize, and Inventory Lab
- ▶ **GRINDER PUMPS** - Create SOP for Grinder Pump Replacement

Water District Priority Issues

- Revenue - Current deficit \$50k monthly
 - ❖ Winter Prep
 - ❖ Accurate Metering
- Water Loss Program
 - ❖ Master Meter vs Usage Calculations
 - ❖ GIS Implementation
- 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

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 (2 purchased).
- 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.
- Backup generator needs to be serviced and new fuel tank installed.
- Chemical feed lines need replaced from the chemical building to the effluent chlorine contact chamber.

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?