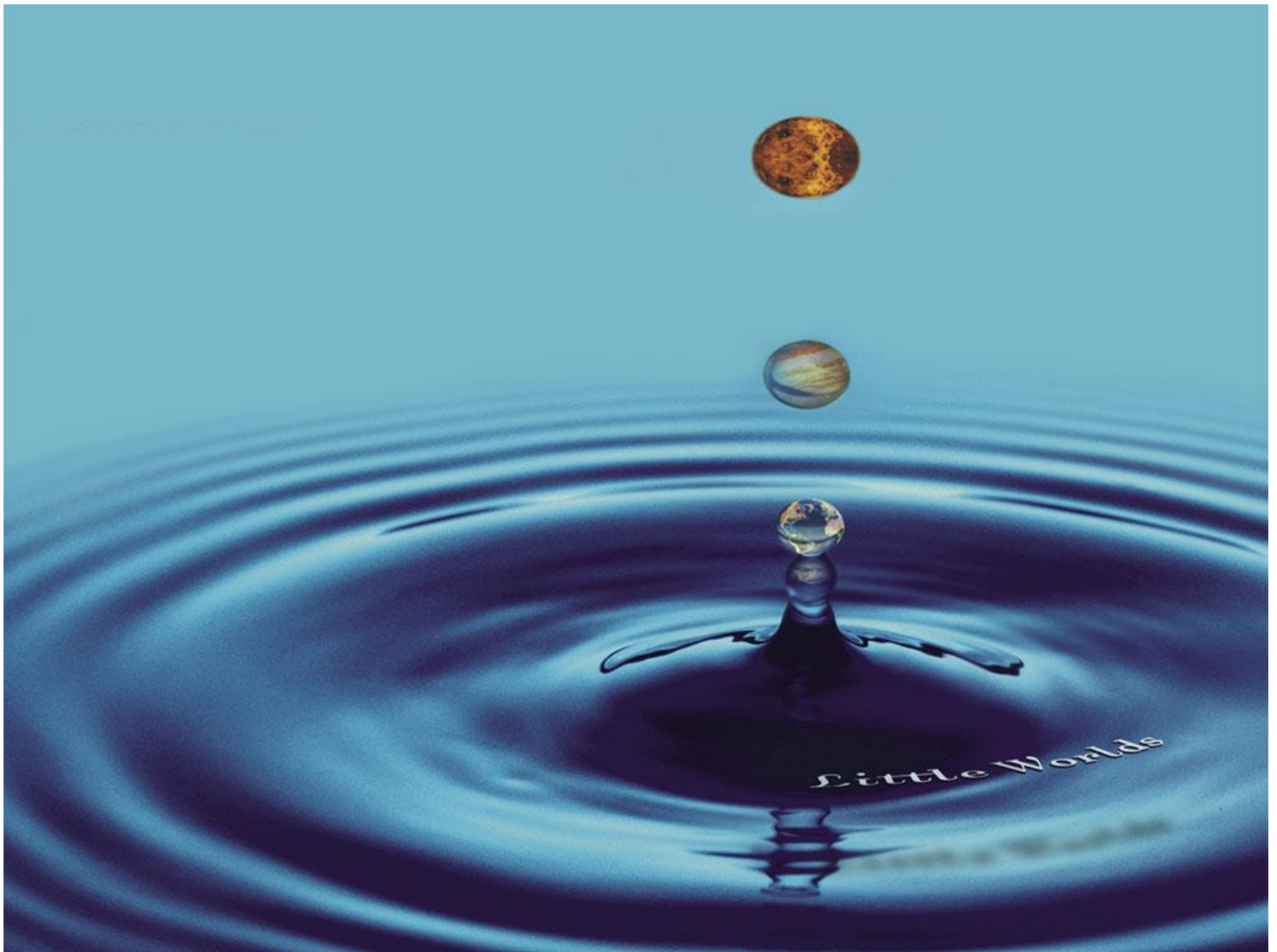


Greater Ouachita Water Company



APRIL 2015 MONTHLY OPERATIONS & MAINTENANCE REPORT

UNDERSTANDING
A VALUABLE RESOURCE





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Monthly Report of Operation and Maintenance For the Greater Ouachita Water Company For the Month of April, 2015

May 7, 2015

Mr. Tommy Sparks.
CEO
Greater Ouachita Water Company
PO Box 1257
West Monroe LA, 71294

Dear Mr. Sparks:

Severn Trent Environmental Services is pleased to present the attached Monthly report. Included is a detailed report of operation and maintenance of GOWC Wastewater, Water Treatment Plants and Pump Stations and, Billing and collections. I welcome any comments or questions on this report.

Sincerely,

Jason Moss

Jason Moss
Project Manager

Executive Summary

The Month of April has been a full month but productive. We started the month at full staff and despite the weather we had a back log of 32 leaks waiting repairs and 18 new service taps. During the middle part of the month we lost several staff members due to various uncontrollable circumstances.

Long with that, during the month of April 2015 we had 880 Various Work orders that required a service tech to go out, range from reconnects, new services, water leaks, meter rereads, service disconnects, and of those work orders we had reported 52 water quality calls. This is a drastic reduction from the 129 water quality calls in February and 76 in March. The water in the Ark. Rd. system and Campbell ST. continues to improve by locating all the dead end lines and flushing.

Operations Highlights

WWTP:

- Cleaned out sludge returns on the presidential WWTP
- Mill haven Lagoon Replaced Aerator on main pond and repaired mounting brackets
- Wagon Wheel WWTP Replaced 2 Breakers
- Wagon Wheel WWTP Replaced Capacitor on motor
- Wagon Wheel WWTP replaced motor
- Southeast Regional plant Replaced 2 aerators
- Southeast regional plant Replaced motor mounts on levee pump station
- Southeast regional plant Replaced fuses
- Southeast regional plant repaired trash pump on clarifier
- Northeast regional plant set aerator 1
- Northeast regional reset 2 aerators in basin 2
- Northeast Regional replaced 2 aerators
- Northeast Regional replaced wire on 1 aerator on basin 1
- US 165 plant set aerators back in basin #1
- Us 165 broken cable basin 1
- US 165 changed out 1 bad motor

WTP:

- Pulled the influent pump to check as why the pump is not pumping full flow
- Replaced exhaust fan on Chlorinator building at Ticheli
- Charmingdale Fixed CL2 pump
- Charmingdale Fixed Air compressor
- Charmingdale Fixed water leak on tank
- Campbell st well Adjusted pressure switch
- KNOE Repaired storm damaged boards on Missions and checked transducers

Lift Stations

- Pulled pumps on Shadow Oaks to clean them multiple times due to excessive rags and trash
- Joe White LS pulled pumps to clean
- Replaced capacitor and relay on Joe White LS
- Garden Park Replaced resistor on a Missions box
- Coon Trial Lift Stations pulled pump to clean

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- Boeuf River LS Repaired high water float
 - Cochise Run Repaired Electrical wiring on pumps
 - Industrial Park #4 Replaced starter and overloads, And one 5 HP pump
 - Industrial park #3 Replaced Rotating assembly
 - Park Terrace West electrical repairs on #2 pump
 - Love estates Replaced rotating Assembly, unstopped suction lines reprimed pumps
 - Lincoln Park Installed new control board and floats
 - Tangle wood Replaced rotating assembly
 - West Pines Reworked air release valves
 - West Pines Changed starter and overloads
 - West pines Installed TL140 Board
 - West pines re-piped wire to floats
 - West pines installed new floats
 - West Pines pumped sludge
 - Garret RD Replaced Resistors on Missions board
 - Remington Welded man way and reprimed the pumps
 - Hwy 139 Reworked air relief valve
 - Hwy 139 Fixed Discharge pipe on pump 2
 - Frenchman's bend Outfall LS Adjusted pumps
 - Frenchman's bend Outfall LS Pulled pumps and cleaned
 - Frenchman's Bend outfall LS installed Mission SCADA
 - Frenchman's bend #5 installed Missions SCADA
 - Monticello installed Mission SCADA
 - Joe White south installed Mission SCADA
 - High Country LS had a Power failure on Entergy

Booster Stations

- Parrots Beak Booster station Changed out transducer and main Missions Board due to Lightning strike

Field Services

- Oliece St. Repaired water main due to contractor negligence
- Field crews completed 16 new service taps
- Fixed 42 water leaks
- 1 sewer main repair
- Meter services fixed 11 water leaks at the meters
- Replaced 69 meter lids and boxes
- 22 meter change outs
- 6 curb stop change outs

Billing and Collections

- Month end closing had 21,926 customers and billed for 144,875,000 gallons of water throughout the GOWC systems.
- 265 meter cutoffs due to none payment, this is down as a result of running a shorter list of past due accounts.

Technical Services

- Kelvin Peters, AC Barnett and Roy Aristizabal, with Technical solutions group spent a few days during the early part of the month to help look over any issues and offer help with coming up corrective actions with needed work on a few of the wastewater plants.

Environmental Information

- Rainfall for April 2015 totals throughout the Parish was an average of 4.71 inches
- We treated Approximately 40 MG of sewer for the month of April 2015

Safety Performance

- April all GOWC plants, we had 0 LTIs, 0 OSHA recordable injuries, 64 Behavioral KPIs (Near Misses, Unsafe Conditions and Indications of Interdependent Culture), and 0 vehicle incidents.
- There were 68 hours of in-house safety training.
- Safety topics were on KPI's and reporting accidents
- What is a KPI? Severn Trent finds that awareness of our surroundings is a key to promoting safety. Each month, each employee is to find a condition - whether at work or at home - that is unsafe or a "near miss" and report it to the safety coordinator. Taking immediate corrective action is an important step in this process, and this is one of the ways we prevent potential accidents.

Personnel

- We are down 6 total positions and are currently taking applications. All positions should be closed out by the end of May 2015. Both Crew Chiefs offer letter are out and signed and are waiting out there 2 week notices to their current employers. One will start on May 11, 2015 and the other will start a week or so latter.
- Currently interviewing for the 2 Maintenance tech positions, operator 3 and 1 utility tech position.
- Mike Miller our current field services manager is set to retire at the end of May 2015. His replacement should be named by mid-May.

Public Relations

- None to report.

Appendix