

Greater Ouachita Water Company



JUNE 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 June, 2015**

July 8, 2015

Mr. Wood T. 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

I want to congratulate Camille Mize, assistant manager here at GOWC. She won the LWEA Hatfield Award. The Hatfield Award is presented to operators of wastewater treatment plants for outstanding performance and professionalism. The award was established in honor of Dr. William D. Hatfield, Superintendent of the Decatur, Illinois, Sanitary District, who was the President of the Central States Sewage Works Association in 1944-45 and served as President of the Federation in 1958-19. This award is presented annually from the Louisiana Water Environmental Association. GOWC and Severn Trent is very proud of Camille for the hard work and all she does here at GOWC.

During the month of June 2015 we had 223 Various Work orders that required staff to go out and follow up on. These include reconnects, new services, water leaks, meter rereads, service disconnects, and of those work orders we had reported 107 water quality calls. This is an increase in calls this month due to the issues with the water that is purchased from the City of Monroe and affected all of our North Monroe System. Along with the normal work orders we conducted 752 line locates throughout the parish. Field services called in 101 locates for work with 130 leak repairs completed and closed out. 20 Emergencies happened and required immediate attention. In addition we completed 20 various dirt work projects.

We also had several electrical events due to the recent storms that have come through the area. The electrical storms hit several of our Missions controls boxes. All were repaired or replaced very quickly and did not cause any missed calls. Also caused damage at the Arkansas rd. plant that knocked out the plant sequence, this was fixed and is back to normal operation.

On June 22 we had LWEA came in to Smoke test the Tangle Wood subdivision sewer lines. This was requested by GOWC due to the high inflow & infiltration entering the wastewater system in the Tangle Wood area. This area has approximately 407 houses with only 274 of which are occupied yet has increased flows greater than 3 times the normal flows at the plant during rainfall events. By smoke testing we were able to identify several areas that need attention. There were 20 private property issues including simple items like missing cleanout caps and demoed houses that were service lines were not properly capped and 2 private customer service lines. There were also 13 potential leaks on old clay tile mains, 4 manholes needing grouted and 1 main cleanout. Once corrected this would lower the demands on the wastewater treatment plant. Tangle Wood was on the LWC plants acquired that needed attention.

Operations Highlights

WWTP:

- **Hillside WWTP**
 1. Repaired aerators
 2. Repaired sludge return pump and repaired piping
- **North East regional WWTP**
 1. Repaired aerators
- **Millhaven Lagoon**
 1. Adjusted aerators
- **Country Heritage WWTP**

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- 1. Repaired blowers
 2. Replaced Belts on blower drives
 - **Valley Hill WWTP**
 1. Repaired switch on sludge pump
 - **Heritage WWTP**
 1. Replaced some grating on the catwalks of the plant
 - **Diamond WWTP**
 1. Cleaned plant clarifiers
 2. Cleaned effluent structure
 3. Repaired sludge piping
 - **Presidential WWTP**
 1. Changed blower belts
 2. Installed grinder pump in the clarifier returns
 - **Tangle Wood WWTP**
 1. Adjusted aerator discharge lines
 - **US 165 South Region WWTP**
 1. Repaired scup pump on clarifier
 - **WOIP WWTP**
 1. Replaced the CL2 pump
 2. Repaired a water leak on the CL2 regulator line

WTP:

- **Arkansas Road WTP**
 1. Repaired #3 air scour pump and motor
 2. Replaced the Chlorinator pump on the pre-chlorine system
- **HWY 80 WTP**
 1. Replaced 3 blown fuses
 2. Replaced chlorinator pump
- **Riser St. Well**
 1. Replaced communication chip on the Missions box
- **Spell ST Well**
 1. Replaced communications chip on the Missions box
 2. Replaced a blown transformer on the well control board
- **Oliece St Well**
 1. Replaced communications chip on the Missions box
- **Tichelli WTP and well**
 1. Replaced Chlorine pump
- **Bennie Brece Well**
 1. Replaced Communications chip on the Missions box
- **Rowland rd. Booster**
 1. Replaced Communications chip on the Missions box
 2. Checked pump rotation for proper sequence due to lightning strike
- **Campbell St WTP**
 1. Replaced the contactors on a motor starter
 2. Replaced communications chip on the missions box
- **North Monroe Metering station**
 1. Replaced missions box due to lightning strike
- **Wagon Wheel WTP**
 1. Replaced chlorinator pump

Lift Stations

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- Conover St. LS replaced floats
 - WOIP #4 build frame and move motor to be up and away from rain and dirt runoff
 - Thatcher LS Pulled one of the pumps and carried for repair
 - Eastwood LS #2 repaired add-a-phase
 - Pleasure St LS change Missions communication chip
 - Davenport LS change Missions communication chip
 - Bouef River LS change Missions communication chip
 - Pearl St LS #1 change Missions communication chip
 - Pearl St LS #2 change Missions communication chip
 - Conover Lift Station change Missions communication chip
 - WOIP #4 changed out motor and belts
 - WOIP #4 changed out thermal limiters to repair station
 - WOIP #3 get measurements on pump valves and checks for replacement
 - Pecan Bayou LS worked with O E to replace electric meter pole, and disconnect
 - Towneast LS pulled and cleaned pump and reinstalled
 - Heritage SL made repairs on STP and picked up spare pump to the lift station
 - Heritage SL changed lower motor
 - Heritage SL changed out sludge pump
 - Pecan Bayou LS checked station after storm and power outage
 - Chapel St. LS pulled and cleaned pump and replaced relays and capacitors
 - Eastwood LS #2 Worked with Entergy to restore power
 - Calvert LS #1 pulled cleaned and reinstalled pump
 - Tanglewood LS changed rotation on pumps and cleaned check valves
 - WOIP #3 changed out split pump, check valve and discharge valve
 - WOIP LS #3 finish replacing new pump
 - WOIP LS #4 replaced hinges on station doors
 - Bayou Bend removed pump cleaned and reinstall pump
 - WOIP LS #1 changed hinges on lift station doors
 - WOIP LS #2 changed hinges on lift station doors
 - Remington LS repaired electrical after storm
 - Monticello LS replaced belts and reprimed pumps
 - Remington LS replaced motor and rotating assembly
 - WOIP #3 worked on control floats
 - Heritage LS installed new pump
 - Frenchman's Bend LS #5 replaced control floats
 - got Missions installed at Coon Trail
 - got Missions installed at WOIP #3 with new control panel
 - high water alarm at EQ basin in Frenchman's Bend at Outfall
 - we have control panel and Mission ordered for Hwy 139 SLS
 - we have control panel and Mission ordered for Remington SLS
 - waiting on install of analyzer at Rowland Rd EST

Field Services

- Field crews completed 27 new service taps
- Fixed 130 water leaks
- Meter services fixed 18 water leaks at the meters
- Replaced 63 meter lids and boxes
- 24 meter change outs
- 2 curb stop change outs

Billing and Collections

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- Month end closing had 22,175 customers and billed for 118,058,000 gallons of water throughout the GOWC systems.

Technical Services

- Kelvin Peters with Technical solutions group spent a few days during the month
- We received the approval letter from DHH to replace water mains on Walters and Lynette
- We received the Approval letter from DHH to replace the water Mains in the Tangle wood Subdivision.
- We received the approval letter from DHH on the Frenchman's bend force main upgrade and Lift station rehab

Environmental Information

- Rainfall for June 2015 totals throughout the Parish was an average of 3.48 inches. In Comparison to June 2014 had an average of 4.93 in
- We treated Approximately 58 MG of sewer for the month of June 2015
- Smoke tested Tangle wood Subdivision
- Has all water towers and ground storage tanks inspected by us underwater services.

Safety Performance

- June all GOWC plants, we had 0 LTIs, 0 OSHA recordable injuries, 60 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 1 utility tech positions and 1 operator, and are currently taking applications. All positions should be closed out by the end of July 2015.

Public Relations

- None to report.

Appendix

Water leaving the Arkansas road plant



Water leaving the HWY 80 plant.