

Greater Ouachita Water Company



MAY 2015 MONTHLY OPERATIONS & MAINTENANCE REPORT

UNDERSTANDING
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**Monthly Report of Operation and Maintenance
For the
Greater Ouachita Water Company
For the Month of May, 2015**

June 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

The Month of May has been a full month but productive. The month ran very well until the end of May. At that time due to storms and changing weather we had a couple different issues on the Arkansas road/HWY 80 system. Despite this fact quality calls are still very low on this system. To date most problems were on in the areas that GOWC purchases water from the City of Monroe. These issues are two fold, the first is that the city has a tower down for maintenance that feeds the system causing the water quality to degrade. The next problem was with the source water Bayou where the water is pulled and treated by the City of Monroe. Due the seasonal changes the Bayou flipped causing their turbidity to go up and cause pH problems.

During the month of May 2015 we had 924 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 31 water quality calls. This is a yet another reduction from the 52 water quality calls in April. Along with the normal work orders we conducted 592 line locates throughout the parish.

The water in the Ark. Rd. system and Campbell ST. continues to improve by locating all the dead end lines and flushing. The Drawings for the Arkansas road/HWY 80 Carbon conversion project has been sent to DHH for approval. Once that is granted the project can move forward. This will greatly improve the total water quality even more.

Operations Highlights

WWTP:

- Wagon Wheel Changed out a breaker on the blowers
- Westside lagoon, checked the water level due to excessive rains
- Northeast Regional plant, Checked aerators and repaired 2 aerators
- Wagon Wheel Repaired Blower piping
- 165 north Regional plant, repaired aerators and 2 floats on the LS
- Country Heritage, replaced 2 capacitors on the pump motors
- 165 north regional plant, replaced relay on #2 pump
- US 165 changed out 1 bad motor

WTP:

- High Country, locked out Well that is offline due to no longer in service
- Millhaven, Locked out well that is no longer on the system
- Roland road booster has been locked out and is on the new elevated tower and pumps
- Lakeland Gardens, repaired control powered damaged by the storms
- KNOE plant repairs to the Missions SCADA damaged by lightning
- HWY 80, Changed Chlorine pump and repaired piping damaged by lightning
- Riser street well, Repaired Chlorine pump damaged by storms
- Arkansas well, greased booster pump
- Campbell st well, greased well pumps
- Ark. Rd Well, Repaired the #1 air scour pump
- Campbell st., Changed out air pack on the filter valve
- KNOE Repaired storm damaged boards on Missions and checked transducers

Lift Stations

- Treasure island, Changed rotator assembly
- Bayou bend Changed out pump capacitors
- Laurel grove, pulled pump and had it repaired
- Frenchman's bend #3 pulled pump and replaced relays
- Frenchman's bend outfall, replaced floats
- WOIP LS #3 replaced pump
- Shadow oaks, Changed pump and cleaned out station
- Calvert city, reset pumps
- Remington LS, Adjusted pumps
- Millhaven, Cleaned out station and repaired starter on the #1 pump
- Donovan LS, Replaced floats
- Eastwood LS, changed rotating assembly and belts
- Hillside LS, repaired pump and cleaned starter
- Monticello LS, changed belts and adjusted pumps
- Shadow oaks LS, cleaned out station and pulled and cleaned pumps
- Frenchman's bend #3 LS, repaired pumps
- WOIP #4 LS, raised motor base to prevent flooding
- Coon trail LS, Replaced capacitors and checked pump, repaired rails
- Joe White LS, Repaired pump controls
- WOIP #4 LS, repaired pumps
- Faith Drive LS, pulled and cleaned both pumps
- Tangelwood LS, replaced belts
- Treasure island, repaired electrical controls on pump
- Eastwood LS #2, Repaired phase box and replaced capacitor due to lightning strike
- Lincoln park LS, adjusted belts
- Thatcher point LS, Changed fuses out

Field Services

- Field crews completed 27 new service taps
- Fixed 82 water leaks
- Meter services fixed 18 water leaks at the meters
- Replaced 61 meter lids and boxes
- 31 meter change outs
- 5 curb stop change outs

Billing and Collections

- Month end closing had 21,994 customers and billed for 116,272,000 gallons of water throughout the GOWC systems.
- 278 meter cutoffs due to non-payment,.

Technical Services

- Kelvin Peters 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 May 2015 totals throughout the Parish was an average of 8.01 inches
- We treated Approximately 52 MG of sewer for the month of May 2015

Safety Performance

- May 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 2 utility tech positions and 1 operator, and are currently taking applications. All positions should be closed out by the end of June 2015.
- Chris Harris is our new field services manager and is doing a great job catching up on field orders. With his help we have the staff we need to build the team up and provided and better service to all areas.

Public Relations

- None to report.

Appendix

Water leaving the Arkansas road plant is removing approximately 85% of the color with an apparent color of >10.



Water leaving the HWY 80 plant. Slightly more color but still removing 75% of the color and apparent color of 11.



Water in ARK rd. / HWY 80 system sample apparent color of 9



Brownsville water sample apparent color of 12



Lake Shore sample, purchased Monroe water