

Greater Ouachita Water Company



SEPTEMBER 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 September, 2015**

October 14, 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 Chlorine Flush is in progress on the North Monroe Water System and the official 60 Burn Clock was started on 9/22/2015. It is set to run for 60 days pending there are no issues where the residuals drop below 1.0ppm. We are also working very closely with Corona Environmental Consultants during the process. They also work as consultants with DHH on the amoeba and are helping to identify long term fixes.

During the month of September 2015 we had 1825 Various Work orders that required staff to go out and follow up. These include reconnects, new services, water leaks, meter rereads, service disconnects, and of those work orders we had reported 43 water quality calls, this is yet another reduction in quality calls. Along with the normal work orders we conducted 795 line locates throughout the parish. Field services called in 128 locates for work with 81 leak repairs completed and closed out.

Operations Highlights

WWTP:

- **Greenfield WWTP**
 1. Repaired Blowers
- **Indian Lakes WWTP**
 1. Repaired aerators
- **North East regional WWTP**
 1. Repaired chlorine feeders pump
- **Millhaven Lagoon**
 1. Adjusted aerators
- **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
- **US 165 South Region WWTP**
 1. Repaired aerators
- **WOIP WWTP**
 1. Replaced the CL2 pump
 2. Repaired a water leak on the CL2 regulator line

WTP:

- **Arkansas Road WTP**
 1. Replaced missions control relay
- **HWY 80 WTP**
 1. Repaired polymer line
 2. Worked on air valve on #4 filter
 3. Repaired air lines to filters
 4. Repaired air compressor
 5. Replaced contactors on the compressor
- **Charmingdale WTP**
 1. Replaced air compressor

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- **North Monroe Metering station**
 1. Worked on Chlorine boosters
 2. Replaced Exhaust fan in feed room
 - **Darbonne hills WTP**
 1. Replaced Chlorine exhaust fan
 2. Pulled investigative TTHM/HAA5
 - **Parrots Beak WTP**
 1. Checked chlorine booster pump
 2. Worked on Chlorine feed equipment
 3. Replaced chain for Chlorine cylinder
 - **Laurel Grove WTP**
 1. Worked on Chlorine Booster
 - **Hwy 165 EST site**
 1. Worked on Chlorine Booster
 2. Repaired Chlorine Injector

Lift Stations

- Leisure St checked and cleaned pumps
- Chapel St LS pulled pumps and cleaned
- Pine Bayou LS Changed floats
- South Park #1 LS changed float
- Lake Park LS Checked motor for bearing failure
- Monticello LS replaced pump
- Leisure Village LS changed belt sheave
- Lake Park LS Changed out motor #2
- Hwy 139 LS replaced check valve
- Lake view park LS Check noisy pump and cleaned
- Creek Stone LS Work on pump that loses prime.
- Love estates Worked on floats and pumps
- Garret Rd LS worked on Missions controller
- 165 north LS replaced motor overloads
- Ind park #3 LS repaired pump and Missions controller
- 165 North LS replaced light switch in building
- Somerset LS replaced belts
- West Pines LS replaced belts
- Remington LS replaced #2 Pump
- Chapel St LS pulled and cleaned pumps
- Covington LS replaced motor contactors
- Conover LS pulled pumps due to motor tripping out
- Town East LS pulled and cleaned pumps
- Faith LS repaired motor starter
- Leisure Village LS worked on floats

Field Services

- Field crews completed 25 new service taps
- Fixed 81 water leaks
- 1 sewer tap
- 5 water taps terminated
- Replaced 38 meter lids and boxes

Billing and Collections

- Month end closing had 23,419 customers and billed for 189,526,000 gallons of water throughout the GOWC systems.
- Total of 381 new customers
- Total of 239 customers closed out

Technical Services

- Work is in full progress on the Arkansas rd /HWY 80 plants to replace filters to Carbon with a scheduled completion by Mid-January 2016

Environmental Information

- Rainfall for September 2015 totals throughout the Parish was a total of 0.36 inches. In Comparison to September 2014 had an total of 1.25 in

Safety Performance

- September all GOWC plants, we had 0 LTIs, 0 OSHA recordable injuries, 45 Behavioral KPIs (Near Misses, Unsafe Conditions and Indications of Interdependent Culture), and 0 vehicle incidents.
- There were 75 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

- Full staff at this time

Public Relations

- None to report.

Appendix

HWY80 plant Construction: Carbon vessels in place and new ground storage tank



HWY 80 plant construction



Amoeba Information

FAQs

September 2015

North Monroe Water System Frequently Asked Questions

On September 1, 2015, the Louisiana Department of Health and Hospitals (DHH) discovered the presence of the Naegleria fowleri amoeba in the North Monroe Water System, located in the town of Sterlington.

I receive my drinking water from the North Monroe Water System. What does this mean for me?

Your water system has tested positive for the presence of Naegleria fowleri, an amoeba that can infect the brain only by entering your nose. These infections are extremely rare, but you should take precautions to prevent this amoeba from going up your nose.

Is my water safe to drink or use to bathe and cook?

Yes, based on the latest test results, the water from this system is safe to drink. It is also safe for most normal uses, but you should avoid getting water in your nose.

What should I do to protect my family and myself?

The most important thing you can do is to take steps to prevent water from going up your nose. The Louisiana Department of Health and Hospitals (DHH) and the Centers for Disease Control and Prevention (CDC) have provided a list of precautionary measures that families can take to protect themselves from exposure to this amoeba. These precautionary measures are detailed on DHH's Water Facts page at www.dhh.la.gov/waterfacts.

What happens next?

The water system has agreed to conduct a chlorine burn as soon as possible, which should help clear the pipes of biofilm, an organic material known to harbor and protect amoeba from disinfection. The water system will need to reach 1 mg/L throughout the system and then maintain that for 60 days. The Department will test the water system after that chlorine burn is done and will share those results with the public.

Is the North Monroe Water System going to be penalized?

Not at this time. The water system has not been compliant with the disinfection requirements, but has been working to further increase its chlorination. As soon as we notified the parish of the amoeba detection, they began working with us to correct it.

How many people does the North Monroe Water System serve?

This water system serves approximately 8,400 people.

How is DHH sure that water systems are meeting the chlorine residual requirements?

Water system operators are responsible for collecting samples for chlorine residuals to meet multiple safe drinking water regulations. DHH actively monitors monthly chlorine reports statewide to ensure the water systems are meeting the required minimum chlorine residuals. In this case, most of the samples we took from the North Monroe Water System, including the one that tested positive for the ameba, did not contain the required amount of total chlorine. DHH is working with the water system to implement short and long-term solutions to this problem.

How was this ameba able to be present in the water system?

At the time of the ameba sampling, the site that tested positive for the ameba did not contain the required minimum disinfectant level to control the ameba. It's possible that biofilm, an organic material that harbors the ameba and allows it to survive in the system, was present. The water system is taking steps to address the issue.

How often are water systems tested for Naegleria fowleri? How does DHH determine which water systems to test for Naegleria fowleri?

In response to the detections of Naegleria fowleri in 2013 in St. Bernard and Desoto parishes, DHH developed the ability to test water samples for Naegleria fowleri at our Public Health Laboratory. We also launched a surveillance program that allows us to test water systems when the weather is warm and the ameba could be active.

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For more information, visit www.dhh.la.gov/WaterFacts

The water systems that are selected for monitoring as part of this surveillance effort are chosen based on differing source types, treatment processes, geographical locations and compliance histories in order to obtain a broad view of water systems around the state.

How long does it take to test a water system for Naegleria fowleri?

- It takes about 1 hour to collect one sample from the water system. Once collected, the sample(s) are taken to Public Health Laboratory. It can take approximately 24 business days to complete analysis and obtain results from that sample.

Why does testing take 24 days?

- Testing to detect the ameba are very detailed and lengthy. It involves growing the ameba and running two separate tests. The first portion of the test tells us if there are any amebae in the water. The second test uses DNA to confirm that the ameba in the water is or is not Naegleria fowleri.

*North Monroe Water System Frequently Asked Questions **FAQs** (continued)*

For more information, visit www.dhh.la.gov/WaterFacts

Naegleria fowleri in Animals

Naegleria fowleri infections have been experimentally induced in mice (the usual animal model for studying the disease), guinea pigs and sheep. There have been reported cases in a South American tapir (1990s) and in cattle (2005, 2012). The consensus of scientific thought is that animals are susceptible, however cases, or at least reported cases are extremely rare. There are also likely species differences in susceptibility.

In cattle and in the tapir, the source of the ameba was warm, untreated surface water. Of course tapirs live in water and cows often consume surface water that may be stagnant and is often untreated.

It also is likely that the disease, although rare, occurs in other species, but is underreported. Human encephalitis is often undiagnosed, so it stands to reason that some animal cases occur, but are never identified.

There have been no animal cases of *Naegleria fowleri* reported from the state of Louisiana over the past decade. Although infection with the agent is possible in pet species, infections are EXTREMELY rare, and certainly merit no additional preventive recommendations other than those listed below:

- Never intentionally spray or infuse water of any kind up the nose of an animal.
- Provide a supply of clean, fresh water to your pets at all times and change the water a minimum of two times daily.
- Keep water bowls as clean as possible (as clean as your own tableware).
- Scrub away any type of scum or film that may form on water bowls.
- Pets should be prevented from drinking stagnant water
- It is natural for dogs to recreate in surface water. The incidence of free living ameba infections in dogs is so low, that there is no reason to limit this type of activity, although caretakers of animals that enjoy this type of recreation should take certain precautions:
 - o Dogs may have physical conditions that make swimming difficult. Dogs with health problems, especially heart and lung problems, or that are obese may have difficulty swimming.
 - o Never allow a dog to swim unsupervised.
 - o Some dogs are slow to “learn” to swim, and all dogs should be introduced to the water slowly.
 - o If a dog appears to struggle after introduction to the water, remove the animal or assist the animal in exiting the body of water.
- Signs of struggle include...
- The dog’s head going underwater

Anxious facial expressions

Excessive panting

o Always bathe or at least rinse off your dog after the dog swims. This procedure can prevent skin infections.

Information provided by state public health veterinarian, Dr. Gary Balsamo, Louisiana Department of Health and Hospitals.

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