

**Utilities Department Monthly Report
June 2010**

MONTHLY REPORTING

Utilities Administration Division

- One cashier is out on maternity leave so we have a customer service representative covering for her
- We are implementing new procedures for doing deposits

Utilities Services Division

Customer Service Section

- Correcting wrong readings
- Cross training all staff to read bills and do corrections

Meter Reader Section

- Re-reads 328
- Read in/out 44
- Work Orders 256
- Cut out/non pay 91
- Line Locates 96
- Stopped Meters 3
- Recovered tools at 2700 Hot Springs Blvd. and Kathryn Drive
- Cycle 10 was put on auto read program
- Water meter exchange is 95% complete
- Meter readers are scheduled to be certified on line locates
- Meter readers are now trained and covering my position on cut ins/outs when the supervisor is out.

Waste Water Division

- Three new sewer tap connection permits issued for month of May 2010.
- NPDES Permit May 2010 D.M.R. completed and reported to E.P.A. and N.M.E.D. Surface Water Bureau.
- Nine calls for service responded to for the Month of May 2010 including afterhours.
- 31.58 million gallons of water treated and discharged to outfall 001 Gallinas River for month of May 2010.
- 8,020,975 Million gallons discharged for re-use to Highlands golf course, Robertson fields and city parks along Mills Ave. for Month of May 2010.
- Maintenance of 26,923 feet of sewer lines in the month of May 2010 throughout City.
- Attended NMDOT Task meetings on Grand Ave. project on May 6, 2010 and May 26, 2010.
- Attended City uniform committee meetings on May 3, 2010- May 11, 2010- May 13, 2010.
- Attended meeting with city manager on city uniform and was approved to let out to bid.
- Attended weekly scheduled manager/supervisor meetings at Utility Directors office.

- Attended DRT meeting on May 25, 2010.
- Worked with Code Enforcement on two private sanitary line sewer issues.

Gas Division

- Replaced 864feet of PVC gas line with 2''pe gas line need 14 gas services to complete project
- Harris road project is complete installed 3,290 feet of 2'' pe gas line and 19 gas services
- Calle Alegre line replacement is on going
- Auto matting project is on going
- Completed Cathodic protection distribution
- Completed valve maintenance distribution
- Cleaning up and cutting down branches around yard
- Helped out with City wide clean up
- Completed various projects such as county yard project, monthly odorant testing and dump truck appraisal.

Solid Waste Division

- Completed interviews for KAB summer youth program.
- Processed 17.3 tons of recycled materials
- Worked with local church groups on cemetery clean up for Memorial Day
- Continue work with Red Oak Consultants' on rate study.

Water Division

Water Conservation Section

- Issued 4violation notices for car washing and irrigation
- Inspection of Grand Ave. project started April 12, 2010
- Working on Automatic Meter Reading
- Attended meeting with Molzen-Corbin Engineering to discuss water model
- Attended meeting with NMDOT and contractors for the Grand Ave. Project
- Attended meeting with Sheri Vogel on leak detection program

Distribution Section

- Installed 500feet of 8 inch water main on the east side of Railroad Ave.
- Water valve maintenance
- Fixed two water leaks
- Renewed eight 3/4in servicers
- Installed four new 3/4'' water service
- Renewed seven 3/4'' water services
- Installed 540' of 2'' P.V.C Effluent water main for Lincoln Park sprinkler system

IMPROVEMENT PLANS

Utilities Administration Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Develop Utility Rates based on cost of service methodology	Hire a firm to perform rate study to ensure adequate funding for utility Operations and Capital improve.	Orientation Workshop 11/16-19 th , Financial Plan Workshop completed Rate Design Workshop Completed
Staffing/Cross- Training in Utility Department	Fill Vacant positions to have a full staff. Cross train staff in different areas to ensure coverage of all positions	Presently we are cross training cashier in customer service
Some Service & Material Agreements not current.	Develop R. F. P.'s	On Going
Improve Critical Spare Parts Inventory	Work with Purchasing Officer to identify spare parts needed	The Purchasing Officer is currently working with supervisors to improve the critical spare parts inventory. This will be on going
Asset Management Plan	Work with the four Divisions to establish a committee to work with and implement the Asset Management Plan	On Going

Customer Service Improvement Plan

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Proper/Consistent Treatment of Customers	Telephone skills training, cross-training employees, timely call backs, listening	On going
Employee/Customer Understanding of Bills/Rates	Train employees on spotting bill errors/corrections, meet with staff weekly to discuss issues/complaints and ways to resolve. Include a printed explanation on back of bill.	On going

Understanding Ordinances	Staff should review/understand ordinances, develop procedures for implementing ordinances, update ordinances	
Improved Customer Service	Hire a new Customer Service Representative, cross-train staff for billing.	Training of cashier for customer service, advertised for customer service representative.
Customers are behind on winter bills	Help customers to catch up on winter bills by making payment arrangements.	Making arrangements. Would like to help customers get caught up by August.
Correcting readings in a timely manner.	Sending re-reads out immediately	On going

Meter Reader Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Cross Training	Cross train meter readers on line locates.	Met with Gas Manager to find someone qualified to certify meter readers on line location.
Old meters	Exchange old meters	Meter exchange is 95% complete.

Waste Water Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Install effluent reuse lines	Expand reuse system to Lincoln Park and Carnegie Park.	Pipe has been ordered and onsite. In-house projects between Waste Water Dept. and Water Distribution Dept.
Re-use system expansion	Expand system to increase availability of re-use water to additional city parks and irrigation users.	PER Fee and agreement under negotiation, state funding Frozen.

Grand Avenue Utilities Replacement	Install new sewer and effluent-use lines with major road improvement on Grand Avenue	Engineering design has been completed. Funding in FY10 Budget. Project was put out to Bid in October and should commence on March15, 2010
Cinder Road, sewer and effluent lines	Install new 15" sewer collection pipe to be able to lift moratorium. Engineering and Design is 100% complete. Presented to Utility Committee on 12-14-09 and it was recommended to proceed.	Funding-Water Trust Board Funding application was submitted in November for \$620,000.00 for effluent lines. We will be applying for an NMFA for \$750,000.00 for sewer lines.

Gas Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
2" gas line replacement at Calle Alegre Street	Replacing old PVC gas line with 2" Polyethylene line	2" gas line replacement at Calle Alegre Street

Solid Waste Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Damaged Containers	Replace damaged roll-out containers.	Delivered 33 Containers
Commercial Containers	Paint Commercial Containers	Purchased paint and supplies
Damaged Containers	Replace damaged roll-out containers.	Delivered 33 Containers

Water Conservation Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Improve water conservation through programs for customers.	Order rain harvesting barrels High efficiency toilets Low flow water kits	Rain barrels purchase going well. 17 total rebates 1500 handed out

Improve Water Conservation through Ordinance	Open ordinance for review and solicit public comments to improve it. Incorporate suggestions into the ordinance.	Publication and another public hearing was conducted in May. Ordinance is on the council agenda for June 21 st for adoption.
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Water Distribution Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Distribution System modeling & mapping	Hire engineering firm to perform modeling and mapping. Obtain information from Molzen	Lack of Internal Capacity
Reuse water (Effluent) line extension	Extend the effluent reuse water to Lincoln park and Carnegie park from Grand Ave.	Started on 5/10/2010
Distribution System Line Replacement	Replace leaky, small diameter, aged or add lines to loop system	Engineering Analysis, Scheduling
Distribution System Leak Detection Program	Work with OSE under grant to develop program. Results used to prioritize replacements.	Have detected 5 leaks. Training completed. Working with OSE on report.

Water Supply Improvement Plan

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Peterson Dam Leakage	Dam leakage is excessive during winter months due to contraction of Dam.	Draft scope of work
Peterson / Bradner Dam Safety Evaluation	Prepare O&M manuals, Emergency Plan	Task order approved at the May 5, 2010 council meeting.
Acequia / City, Gallinas River Diversion Negotiation	Develop a plan to divert water from the Gallinas River that is acceptable to the City, acequias, OSE and other stakeholders.	Next negotiation scheduled for Thursday, May 13, 2010.
Distribution System Modeling & Mapping	Hire engineering firm to perform modeling and mapping. Obtain info from Molzen.	Task order approved at the April 21, 2010 council meeting.

Distribution System – High Trihalomethanes	Develop map, profile and plan to decrease concentration of THMs in distribution System	Completed map and profile
Alarm System/Security Problems	Hire contractor to repair and or replace existing system at Utilities, Water Plant and Wells.	RFP preparation
Utilities Front Entrance/non ADA Compliant	Hire contractor to replace front entrance	RFP preparation

CAPITAL PROJECTS

Waste Water Capital Project

PROJECT	STATUS	START DATE	COMPLETION DATE
Installation of 8" C900 reuse purple pipe from East Prince to Jackson Street for irrigating of Lincoln Park.	Have installed 700 feet of pipe. Lacking an estimated 100 feet.	May 11, 2010	June 18, 2010
Installation of 640 feet of 10" SDR 35 sewer main at West Las Vegas Middle School.	Waiting to complete reuse water project.	June 21, 2010	Open
Installation of 620 feet of SDR 35 sewer main thru existing easement at Sierra Vista elementary school.	Is been scheduled following West school project.	July 12, 2010	Open
Installation of 8" C900 reuse purple pipe from East Prince to Jackson Street for irrigating of Lincoln Park.	Have installed 700 feet of pipe. Lacking an estimated 100 feet.	May 11, 2010	June 18, 2010
Installation of 640 feet of 10" SDR 35 sewer main at West Las Vegas Middle School.	Waiting to complete reuse water project.	June 21, 2010	Open

Gas Capital Projects

PROJECT COMPLETION	STATUS	START DATE	COMPLETION DATE
Dump Truck	Received dump truck	12/11/10	06/16/10
Moreland St. 2" gas line replacement	Replaced 864 ft. of PVC pipe with polyethylene pipe.	7/13/10	5/30/10

Solid Waste Capital Projects

PROJECT COMPLETION	STATUS	START DATE	COMPLETION DATE
Camp Luna landfill ground water monitoring	Completed sampling for Fiscal year 2009/2010	07/01/09	05/15/10

by Souder, Miller & Associates			
Transfer Station Facility repairs/equipment purchase	Working with Red Oak on rate study and budget planning	12/15/09	03/10/10 (est.)

Water Distribution Capital Projects

PROJECT COMPLETION	STATUS	START DATE	
Railroad Avenue Distribution Line Replacement	Started new 8 inch water main. Installed 1370 feet as of 5/10/2010	1/19/2010	5/30/2010 estimated
Meter Replacement	Started on 2" meters. Installed ten. Ten more 2" meters have been Scheduled for March	12/1/2009	12/1/2010
Grand Ave. Project New Mexico Department of Transportation Construction	Relocating and dropping water mains for the new drainage system on Grand Ave., Tilden, Lincoln , and Jackson streets.	4/15/2010	On going
Raynolds Ave. alley between 7 th street and 8 th street replace old 2 inch water main with new 2 inch. and renew water services	Project has been started.	2/8/2010	5/30/2010 estimated

Water Supply Capital Projects

PROJECT COMPLETION	STATUS	START DATE	
Peterson Dam Leakage	SMA has completed data Collection and Conceptual Engineering	5/21/09	08/2010
Peterson / Bradner Dam Safety Evaluation	Contract Negotiations / Presentation was made to Utilities Committee by WHP on 1/12/10	5/21/09	08/2010
Acequia / City, Gallinas River Diversion Negotiation	Weekly negotiations/MCC is analyzing flow data	2008	2010

<p>Distribution System – High Trihalomethanes. Problem is system wide and is the result of elevated summer TOC, increased temperature, low demand, inadequate system looping, and lack of periodic flushing.</p>	<p>Completed map and profile. It has been determined that this is a system wide problem. Efforts are in progress to modify disinfection practices and optimize Alum feed rates to minimize the problem. Distribution is in the process of identifying broken valves and eliminating dead ends. Operations will seek engineering solutions/recommendations for alternative disinfection/ treatment at the water treatment facility pending PER completion.</p>	<p>6/1/09</p>	
<p>Utilities Front Entrance</p>	<p>Purchasing preparing RFP</p>	<p>6/13/10</p>	<p>08/10</p>