

**Utilities Department Monthly Report  
April 2010**

**MONTHLY REPORTING**

**Utilities Administration Division**

- Completed budget for Water, Waste Water, Gas and Solid Waste, Utility Admin. and Utility Service. Also reviewed and prepared budgets for Fund # 611 Waste Water Replacement, #612 Waste Water Reserve, #613 Waste Water Construction, #617, Waste Water Debt Service, #621, Gas Replacement, #622, Gas Reserve.
- We are proposing to break-up the Water Division in four sections, section 1 is General Section 2, is Distribution, Section 3 is Treatment Plant and Section 4, is Water Conservation. Funds # 641, Water Replacement, #642 Water Reserve #643, Water Construction, #645 Water Debt Service and fund #646 Water Improvement Bonds will also incorporate the same amount of sections within the funds. By doing this we are able to be more aware and accountable for the exact amount of funds received and expended for Distribution, Treatment Plant, and Water Conservation. It has been quite a project but accountability is so very important.
- We have also began taking pictures of all fixed assets purchased over \$1000.00 which will accompany the fixed asset addition forms recorded in the Finance Department. Also, we are in the process of ordering GPS Systems which will enable us to know the exact location of our assets and infrastructure. This process is working well and all supervisors are enthused about the preliminary start of our Asset Management Program.

**Utilities Services Division**

**Customer Service Section**

- Started budget billing
- Cross training staff for billing process
- Organizing and updating files
- Learning ordinances and updates

**Meter Reader Section**

- |                       |     |
|-----------------------|-----|
| • Meter Re-reads      | 289 |
| • Line Locates        | 138 |
| • Cut-out Non pay     | 125 |
| • Cut-out Work Orders | 227 |
| • Read in/outs        | 34  |
- Locate training for Jared Jaramillo is ongoing
  - Meter exchanges 20% complete for auto read trial run
  - Generated 7 work orders for water crew to renew on trial run
  - 3 residential meter exchanges
  - Zero usage meter stops
  - Assisted town of Wagon Mound on verifying readings for 14 accounts

- Recovered tools on East Baca

### **Waste Water Division**

- Completed and reported 1<sup>st</sup> quarter DP-494 Sludge Lads to N.M.E.D. Ground Water Bureau.
- Two new sewer tap connection permits issued for month of March 2010.
- Bio-monitoring wet testing DMR results reported to E.P.A. and N.M.E.D. Surface Water Bureau.
- NPDES Permit March 2010 D.M.R. completed and reported to E.P.A. and N.M.E.D. Surface Water Bureau.
- Twelve calls for service responded to for the Month of March 2010 including afterhours.
- 47.21 million gallons of water treated and discharged to outfall 001 Gallinas River for month of March 2010.
- Zero (0) gallons discharged for re-use.
- Maintenance of 33,660 feet of sewer lines in the month of March 2010 throughout City.
- Completed and reported 1<sup>st</sup> quarter DP-1118 Effluent Reuse Lads to N.M.E.D. Ground Water Bureau.
- Attended Development Review Team meeting on March 16, 2010.
- Attended N.M.E.D. Initiative meeting in Pecos N.M. regarding Pecos and Gallinas Rivers watersheds.
- Attended water reuse symposium in Rio Rancho N.M. on March 30, 2010.
- Attended weekly scheduled manager/supervisor meetings at Utility Directors office.
- Installed a backflow preventer on private sewer service line at West Las Vegas Middle School as directed by city manager and utility director.

### **Gas Division**

- Installed 187feet of 2'' PE gas line and three 1'' gas services at the County Airport
- Replaced 864 feet of 2''PVCwith 2'' PE gas line on Moreland Street and need to replace fourteen 1'' gas services
- Started Harris Road 2'' gas line replacement project
- Ordered one hundred meters to start Gas Auto Matting project

### **Solid Waste Division**

- Hired KAB coordinator

### **Water Division**

#### **Water Conservation Section**

- Issued violation notice for car washing
- Got information on for Camp Luna tank painting
- Working on Automatic Meter Reading

- Met with Molzen-Corbin Engineering to discuss water model
- Met with NMDOT and contractors for the Grand Ave. Project
- Met with Sheri Vogel on leak detection program

### **Distribution Section**

- Rerouted 8' water main on Railroad Ave. and installed 340'
- Water valve maintenance
- Fixed two water leaks
- Cut pavement on Columbia Ave. for new water main
- Installed four new 3/4" water services
- Installed guardrails on fire hydrant

## 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.	We have hired the firm of Red Oak & Associates for this project and have gone thru the Project Orientation Workshop 11/16-19th
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	We have started cross training the purchasing officer in the cashier area as of 1/11/10 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
Complete inventory of chemicals and MSDS Sheets		Work assignment given on 01/15/2010 deadline is 03/01/2010
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	

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.

### **Meter Reader Improvement Plans**

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Cross-training	Cross train staff on locates to begin with field supervisor	Training continues for one meter reader on line locates.
Exchange old meters	Total number of water and gas meters: 612 Water meters needing to be exchanged: 85 Water meters to be renewed to prepare for installation: 7	Meter exchange is on going.

### **Waste Water Improvement Plans**

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Staffing/Cross Training	(Vacant ) Waste Water Laborer	In process of possibly going out for advertisement.

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.
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 March 15, 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.
Staffing/Cross Training	This re-alignment will divert flow from an 8" main to a 10" main.	Task order to engineer for elevation grades and survey to commence project.
Re-use system expansion	Lines in certain areas are undersized and over capacitated.	Seeking Easement Access

### **Gas Improvement Plans**

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
2" gas line replacement at Calle Alegre street.	Replacing old pvc gas line with 2" PE line	On going

### **Solid Waste Improvement Plans**

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Damaged Containers	Replace damaged roll-out containers.	Delivered containers
Track hoe agreement with Wagner equipment	Preparing lease agreement for Track Hoe.	Presenting to Utility community for approval at next meeting
Advertising Packer driver III/transport driver	Waste collection and hauling to Wagon Mound	Advertised. Waiting on applications.

### Water Conservation Improvement Plans

PROJECT/CONCERN	IMPROVEMENT PLAN	PROGRESS
Improve Water Conservation through Ordinance	Open ordinance for review and solicit public comments to improve it. Incorporate suggestions into the ordinance.	Re-publication of ordinance complete. Submitted agenda request for public hearing and intent to adopt at April 21, 2010 Council Meeting.

### 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.	Waiting on the Grand Ave. Project to take place.
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	Contract Negotiations
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.	Ongoing weekly negotiations

Distribution System Modeling & Mapping	Hire engineering firm to perform modeling and mapping. Obtain info from Molzen.	On hold pending funding
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
6" Trash Pump	Bid opening #98-20 was advertised in Albuquerque journal on 2/25/10 and 2/26/10. Bid opening to occur on March 11, 2010 at 3:00 p.m. at purchasing department. Low bid will then go to council for purchase approval.	01/11/10	04/07/10
Sewer line replacement project (Rincon Street)	Replacement of 120 feet of 4" VCP pipe with 6" PVC pipe due deteriorated condition.	03/16/10	03/19/10
Sewer line replacement project -700 Block of Friedman Ave.	Replacement of 170 feet of 6" VCP pipe with 8" PVC pipe due to deteriorated condition.	03/24/10	04/09/10

### Gas Capital Projects

PROJECT COMPLETION	STATUS	START DATE	
Dump truck	In process of obtaining quotes	12/11/10	
Moreland St. 2" gas line replacement	Replaced 384 ft" of PVC pipe with polyethylene pipe. We still need 480ft" and 14 services	7/13/10	4/30/10 (est.)

### Solid Waste Capital Projects

PROJECT COMPLETION	STATUS	START DATE	
Camp Luna landfill ground water monitoring by Souder, Miller & Associates	In progress	01/06/10	01/08/10
Transfer Station Facility repairs/equipment purchase	Budget Planning	12/15/09	03/10/10 (est.)
Camp Luna landfill ground water monitoring by Souder, Miller & Associates	In progress	01/06/10	01/08/10

### Water Distribution Capital Projects

PROJECT COMPLETION	STATUS	START DATE	
Railroad Avenue Distribution Line Replacement	Started new 8 inch water main. Installed 600 feet.	1/19/2010	5/30/2010 estimated
Grand Ave. Utilities and storm drain project	Re route 500 feet of 8" water distribution main.	3/22/2010	4/15/2010 estimated
Meter Replacement	Started on 2" meters. Installed ten. Ten more 2" meters have been Scheduled for March	12/1/2009	12/1/2010
Large Drilling Machine	Report mid-year budget review.	N/A	N/A
Raynolds Ave. alley between 7 <sup>th</sup> street and 8 <sup>th</sup> 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
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.	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	6/1/09	

	at the water treatment facility pending PER completion.		
Alarm System/Security Problems	Purchasing preparing RFP	6/13/10	08/10
Utilities Front Entrance/non ADA Compliant	Purchasing preparing RFP	6/13/10	08/10