

**St. Charles Parish
Department of Waterworks**



Billing and Meter Reading Statistics

- Sales are down compared to previous years (1.6% 2012 to 2013)
- 21,028 Active Customers (90% of Services)
- Water Sales – 18% Commercial, 38% Industrial and 44% Residential
- 3,203 Lock-Offs (Average 1.27% Active Customers Monthly)
- Inflationary Cost Comparison Average Bill

1996	2013	
\$14.25	\$17.77	Water (24.7%)
\$15.60	\$34.37	Sewer (120.3%)
\$8.00	\$16.14	Garbage (101.7%)
\$1.77	-----	Recycling
\$.43	-----	Tax
- 247,413 Accounts Read
- 19,828 (8%) failed parameter check and were reread / rechecked
- 2,784 (1.13%) rechecked due to inconsistencies
- 124 new Water Services installed in 2013 (.05% of 23,363 Services)
- 4066 Automatic Meter Reading (17.4% of Total Services / 19.3% of Active Customers)



Distribution Statistics

- 125 repairs were made on Service Lines (.5% of 23,239 lines we maintain)
- 55 Leaks were repaired on more than 450 miles of Water Main. (One leak (per year) for every 43,200 feet (8 miles) of Water Main)
- 43 other maintenance activities were completed (Hydrants, Valves, Etc.)
- 5,099 Line Location requests were completed
- Lowered All Canal Crossings along Hwy 90
- Lowered Canal Crossings in Bayou Gauche / Des Allemands
- Cast Iron Water Mains remain from Paul Maillard to Courthouse
- Cast Iron Water Mains remain from River Road to Hwy 631 along Paul Maillard

Treatment Statistics

- Capacity to Treat 21 Million Gallons Per Day
- In 2013 Treated 2.1742 Billion Gallons of Drinking Water for St. Charles Parish
- One employee per 12 hour shift performs on average 319 Routine Water Analyses. On Average 465,740 of these Water Analyses are performed each year
- Clarifiers A and B on the West Bank scheduled for refurbishment in 2016 and 2014 respectively
- East Bank Treatment Plants A and B will be phased out as the need for refurbishment arises.
- 89 Water Certification licenses were held by Thirty Four (34) employees in Water Treatment, Water Production and Water Distribution. Each employee must maintain at least 16 hours of recertification credit bi-annually. Twenty Six (26) of these employees possess all three water classifications requiring 24 hours bi-annually.



Waterworks Projects

- West Bank B Plant Filters refurbished
- East Bank C Plant Clarifier refurbished
- West Bank Emergency Electrical Underground Feed replaced
- West Bank Ground Water Storage Tank
- Hwy 631 Cast Iron Replacement (4th Street to Audubon Street)
- WBV Hurricane Levee Waterline Relocations (Hwy 90 and LA 18)
- Valero / Canadian Northern Rail Spur Waterline Relocation
- CN Second Rail Waterline Relocation
- West Bank Generator Elevation
- LA 18 Cast Iron Replacement (Julia Street to Courthouse Lane)
- Two Water Towers refurbished (DA and Montz) and two GWST refurbished (WB #1 and EB #2)



Awards



- Best Tasting Water in Louisiana
- Best Tasting Water AWWA Southwest Section 2008 and 2009
- Competed in Best of the Best Water Taste Test in 2009 (San Diego) and 2010 (Chicago)
- Water Fluoridation Quality Award from U.S. Center for Disease Control (1663 in 32 states, 4 in Louisiana, 2 in St. Charles Parish).



In the News

- The Louisiana Department of Health and Hospitals issued an Emergency Rule in November 2013 in response to *Naegleria fowleri* amoeba being detected in two Louisiana parishes.
 - Required updated monitoring plans; increasing bacteriological testing sites by 50% and adding an additional 25% chlorine residual sites.
 - Mandates minimum chlorine residual of 0.5 mg/L be maintain at all points at all times throughout the distribution system.
 - After 1st month of compliance timeframe (Feb 2014) 95% of Louisiana systems were in compliance, in March 96% and in April 97%.
 - LDHH is hiring laboratory staff to perform testing of systems for presence of amoeba.
 - Emergency Rule was reissued in March 2014.
 - SB 75 (2014) Seeking to set minimum disinfectant residual level of at least 0.1 mg/L



In the News

- Act 292 (2013) passed the Senate and House of Representatives with unanimous support and 75 co-authors. SB 341 is proposing changes to Act 292 and is supported by the Louisiana Municipal Association, the Police Jury Association of LA, LA Rural Water Association, LA Civil Engineering Assoc., LA Homebuilders Assoc., and Louisiana Association of Business and Industry.
 - Act 292 prohibits LDHH from retroactively enforcing the Recommended Standards for Waterworks (Commonly referred to as The Ten State Standards).
 - Formed a 17 member committee made up of stakeholders to write a Louisiana Standard. (Proposing to add 18th member in SB 341).
 - 2 from DHH, 2 from LMA, 2 from LRWA, 2 from Police Jury Assoc., 2 from LA Engineering Society, 2 from PWS SW Section of AWWA, 2 from PWS National Assoc. of Water Companies, 2 from LA Section of the American Society of Civil Engineers and one from LA Environmental Action Network.



An Introduction to
Cross-Connection Control



If you use a fertilizer system. The system can create a vacuum in pipes causing back siphonage. Fertilizer would then be introduced into the potable water supply.



If the fire department uses the water on your street. Back siphonage can occur when the water is turned back on due to pressure loss.



Ways your drinking water is **poisoned** if no *backflow device* is present.

A water main break. Pressure loss can cause a back siphon event which can contaminate your drinking water supply.



If you have sprinklers on a sloped area in your landscape. Back pressure can cause contaminants from fertilizer and animal waste to enter your drinking supply due to the elevated landscape.



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Questions?

