

St. Charles Parish

Department of Waterworks

August 9, 2021

Greg Gordon



Waterworks Vital Stats

- **WATERWORKS MISSION:** Provide a sufficient supply of safe drinking water and water for fire protection to the citizens of St. Charles Parish.
- 54 Staff Members
 - 12 Office/Billing
 - 24 Distribution
 - 18 Treatment Plant
- Total Budget (FY 2021): \$14,597,817
- Total Assets: \$40,025,715

2020 Production, Treatment, Distribution Stats

- **Customers Served:** 22,032
 - East Bank: 10,349
 - West Bank: 11,683
- **Capacity to Treat:** 8-10 Million Gallons per Day
 - On average, Waterworks treated and distributed 7.8 MGD to customers in 2020.
- **Total Treated:** 2.8 Billion Gallons of drinking water for St. Charles Parish



2020 Production, Treatment, Distribution Stats

- Waterworks Treatment Plant Operators collect:
 - 270 chlorine samples per month throughout the water system
 - 120 chlorine samples per day at each treatment plant
- One operator per 12-hour shift performs an average of 319 water analyses.
 - 465,740 water analyses per year by each operator.
- Waterworks conducts analyses on chlorine, fluoride, pH, hardness, alkalinity, turbidity and conductivity daily in each plant and monthly throughout the distribution system.

- **Meters Read Monthly: 24,409**
- **Work Orders Completed:**
 - 28 Plant
 - 1,196 Distribution
 - 16,718 Meters

Billing & Meter Reading Stats

BILLING STATS

- **Average Customer Sales (per month):** \$1,083,935
- **Water Sales:**
 - 17% Commercial
 - 41% Industrial
 - 42% Residential
- **Customer Pay Methods:**
 - 19% Bank Drafting
 - 21% Mail
 - 28% Online Pay
 - 32% In-Person

METER READING STATS

- **Accounts Read:** 263,206
- **Number Reread (Parameter):** 32,316 (12.3%)
- **Number Reread (Inconsistencies):** 4,783
- **Water Services Installed:** 174
- **Total Meters:** 24,409
 - 12,914 Manual Read Meters (53%)
 - 11,495 Automatic Read Meters (47%)

Automatic Meter Project

- **Project Goal:** Install fixed base, remote read water meters to every Waterworks customer
- **Types of Meters (current):**
 - Manual Read Meters: 12,914
 - Drive-By Meters: 7,355
 - Fixed-Based Meters: 4,140
- **Total Project Cost: \$7 Million**
 - FY 2021 Project Budget (proposed): \$2 Million



Automatic Meter Project

- **Benefits of Automatic Metering**

- Improved accuracy
- Greater transparency for customers
- Real-time data critical alerts by type and sever
- Track total system usage by billing area
- Mobile work orders
- Reduce staff needed to read meters
- Bring meter-reading process up-to-date

- **What It Will Entail:**

- Installation of up to 21,000 new meters
- Installation of base stations & multiple repeaters throughout the parish

- Phase I will start in Montz & Norco



Billing System Improvements

- In 2022, Waterworks will update its current billing software system to improve efficiency & customer service.
- **Waterworks will require the new billing system to:**
 - Allow billing staff to search & obtain information from different platforms within the system.
 - Provide staff with up-to-date billing reports.
 - Convert to paperless internal process.
 - Mobile service & work orders will allow for more direct communication between billing and field staff
 - Eliminate the need for staff to use paper reports to determine billing accuracy.

Capital Projects

- East Bank Transmission Line - Completed



Capital Projects

- West Bank Chemical Room Upgrade - Completed



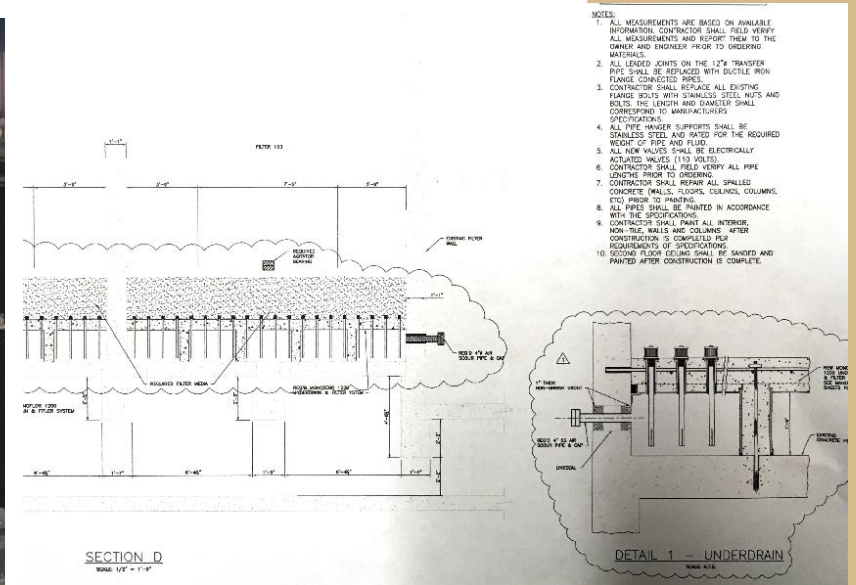
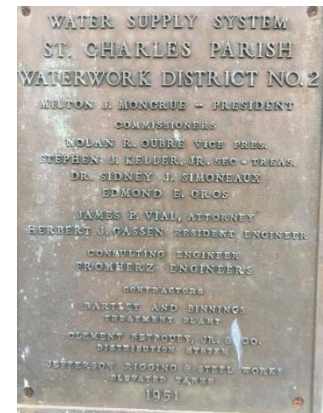
Capital Projects

- Bonnet Carre' Spillway Line Replacement – In Progress
 - Phase I Completed



Capital Projects

- West Bank Clarifier A Bid (Photos)
 - Pintail Contracting Services, LLC \$394,304
- East Bank Clarifier C Update



Backflow Prevention Rule Changes

- Failing backflow preventers are a major cause of water loss during a freeze event.
- Changes to backflow inspection rules to improve water delivery during freeze events
 - Requiring backflow preventers be insulated to stop backflow preventers from failing during freeze events.
 - Require owners to insulate backflow preventers or risk failure of their annual inspections.
- By reducing the potential for failure, the Parish is improving Waterworks' ability to provide all customers with potable water during freeze events.

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