

St. Charles Parish

Department of Waterworks

August 1, 2022

Greg Gorden



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 2022): \$14,821,160
- Total Assets: \$49,570,801

2021 Production, Treatment, Distribution Stats

- **Customers Served:** 21,875
- **Capacity to Treat:** 19 Million Gallons per Day
 - On average, Waterworks treated and distributed 7.8 MGD to customers in 2021.
 - The highest consumption day was 9/1/21 at 13 Million Gallons
- **Total Treated:** 2.8 Billion Gallons of drinking water for St. Charles Parish



2021 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: 24,641**
- **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:** 24,513
 - 10,957 Manual Read Meters (45%)
 - 13,556 Automatic Read Meters (55%)

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 17,000 new meters
- Installation of base stations & multiple repeaters throughout the parish

- Phase I will start in Montz & Norco (In Progress)

- Phase II will start in New Sarpy and Destrehan



Automatic Meter Project

- **Project Goal:** Install fixed base, remote read water meters to every Waterworks customer
- **Types of Meters (current):**
 - Manual Read Meters: 10,606
 - Drive-By Meters: 6,321
 - Fixed-Based Meters: 7,086
- **Total Project Cost: \$7 Million**
 - FY 2021 Project Budget: \$2 Million
 - FY 2022 Project Budget (proposed): \$2 Million





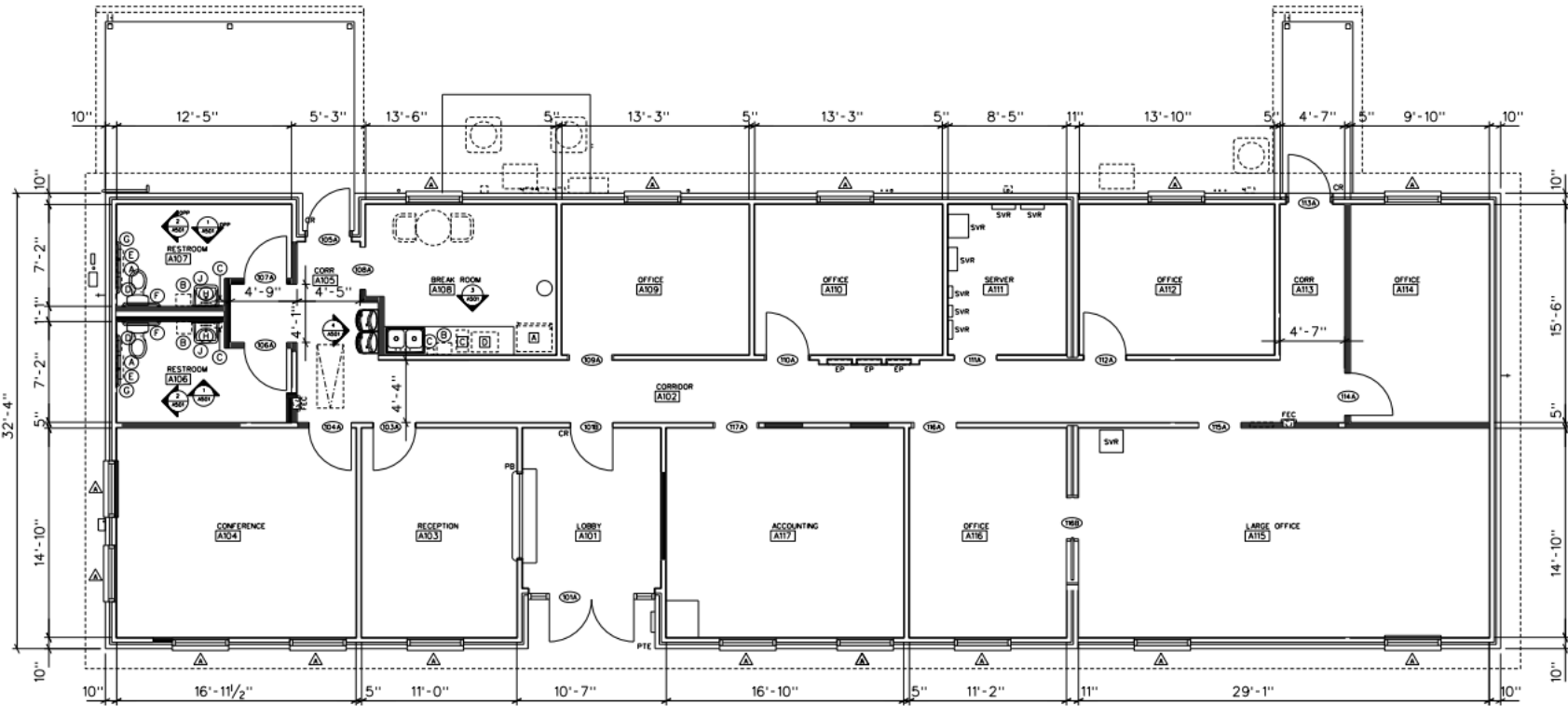
Hurricane Ida Impacts on Waterworks

- West Bank Billing Office severely damaged.
 - Office moved to 403 Milling Ave.
- Loss of revenue
- East Bank River Intake damage
- East Bank Treatment Plant damage
- West Bank Treatment Plant damage
- Severe water loss
 - Tree roots entangled throughout the water distribution systems caused major water line breaks

Hurricane Ida: West Bank Billing Office



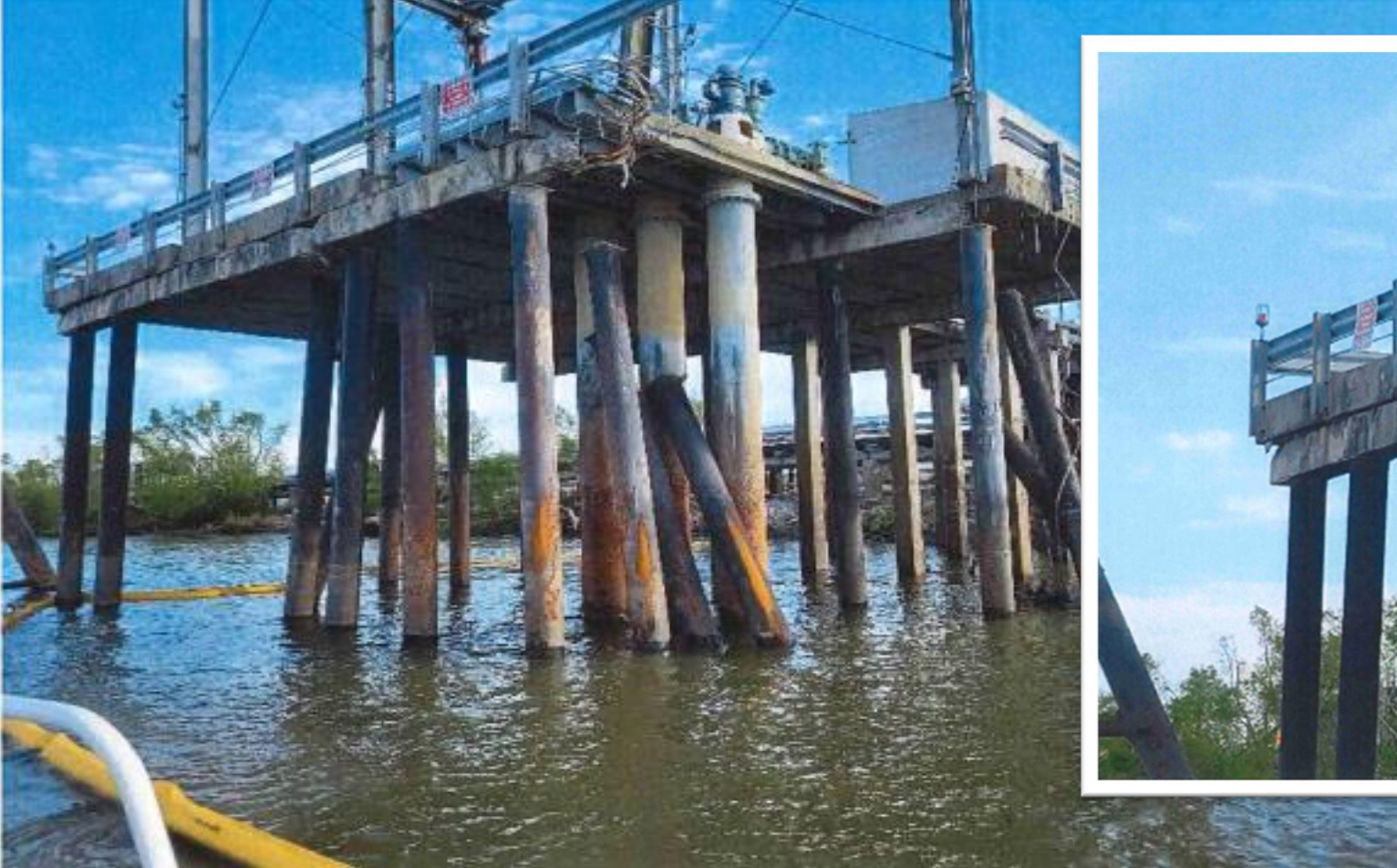
West Bank Billing Office Rebuild Design



Hurricane Ida: East Bank Intake



Hurricane Ida: East Bank Intake



East Bank Treatment Plant Design

Immediate Platform Support

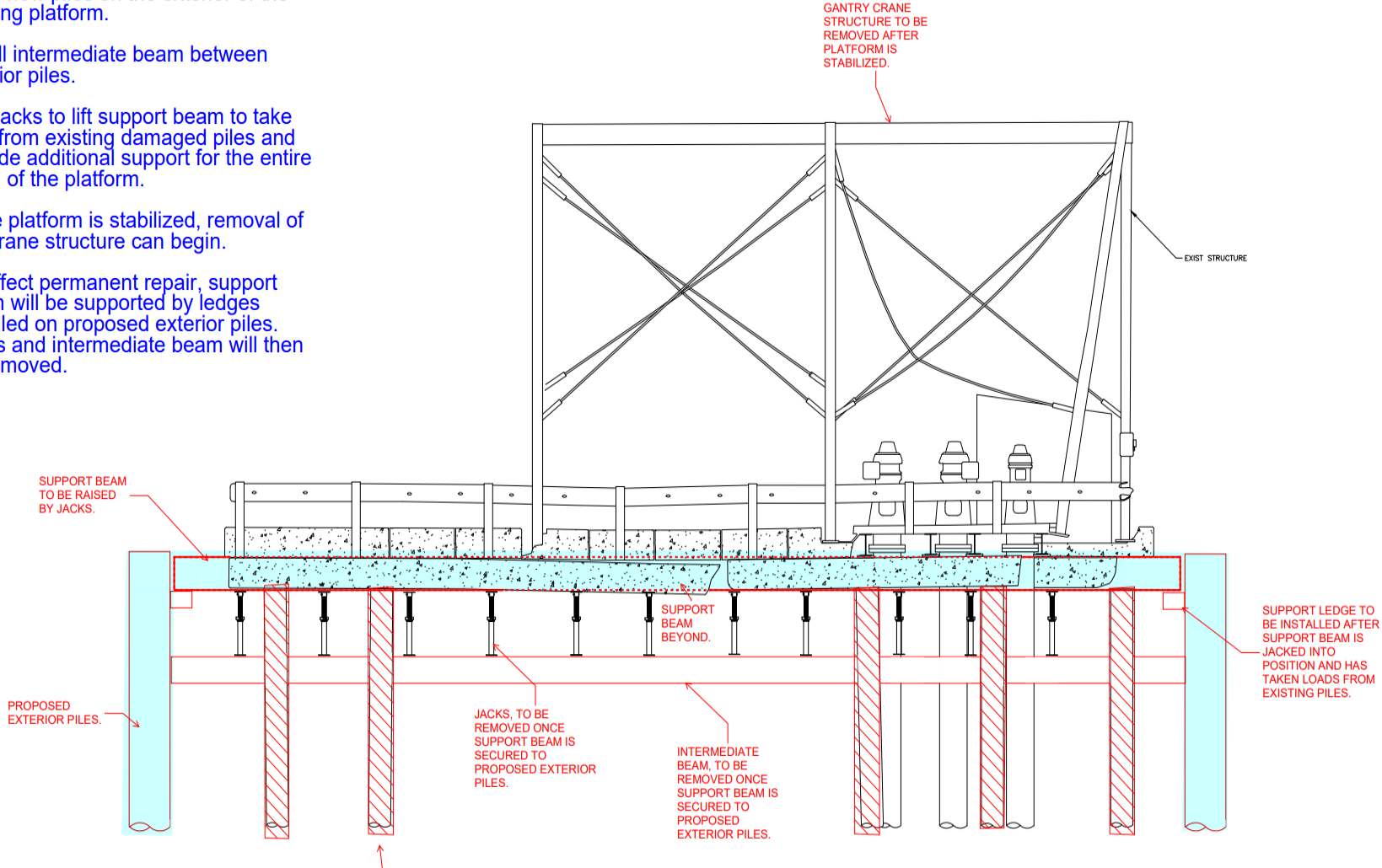
Drive new piles on the exterior of the existing platform.

Install intermediate beam between exterior piles.

Use jacks to lift support beam to take load from existing damaged piles and provide additional support for the entire width of the platform.

Once platform is stabilized, removal of the crane structure can begin.

To effect permanent repair, support beam will be supported by ledges installed on proposed exterior piles. Jacks and intermediate beam will then be removed.



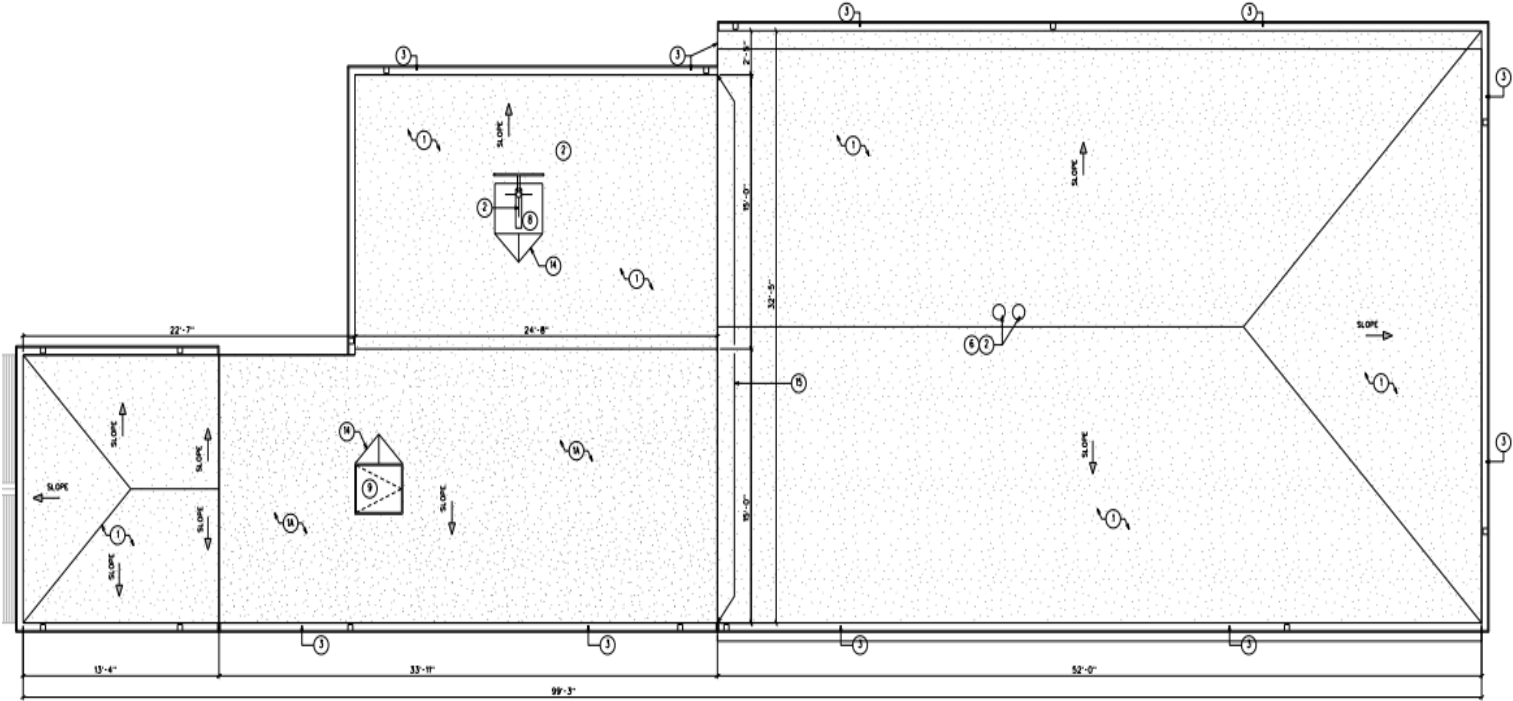
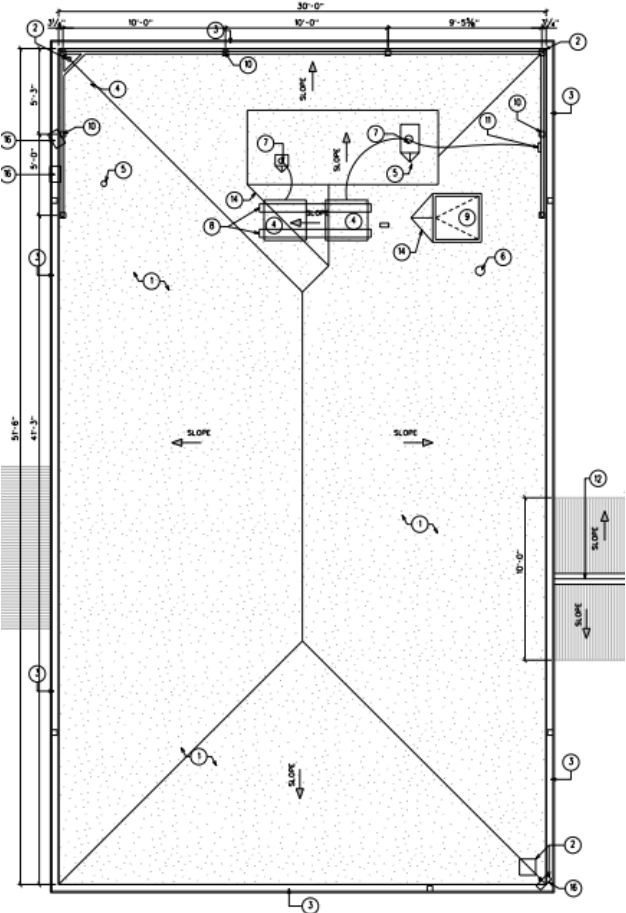
Hurricane Ida: East Bank Treatment Plant



West Bank Treatment Plant Roof Damage



West Bank Treatment Plant Roof Design



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