



March 24, 2020 – Superintendent’s Report

ADMIN UPDATE:

As you are aware, due to the coronavirus outbreak, there have been operational changes at the City as well as with the Utility. Following below is a summary of steps the Utility Operations have made to adapt to the situation. We will continue to evaluate the changing conditions and make appropriate operational changes as needed in order to adapt. I do want to stress that our water supply is safe and that we will continue to produce safe, clean water in ample amounts to meet domestic and firefighting needs. Likewise, we will continue to convey wastewater to the treatment plant safely and reliably.

Essentially, the Utility is operating in Emergency Response mode, meaning that we will be performing only those tasks deemed operationally necessary to provide potable water and sanitary sewer services to the City and its residents and businesses. All personnel who can work from home will do so. Operational staffing will be reduced to a minimum to accomplish the required daily tasks necessary to maintain adequate, safe & reliable services. The goal is to minimize public and peer-to-peer interaction in the workplace, thereby helping to reduce the spread of the virus.

Effective at close of business 3/16/2020, (4:30 pm), the Utility will adjust operations to allow employees to report from home.

- All Department Managers and the Superintendent are capable of and will work from home as much as possible, exercising sound judgment as to when their presence is needed at work in order to monitor operations and complete their administrative tasks.
- LU non-management personnel will be reporting from home until March 31.
- Department Managers will be responsible to schedule adequate staff to report in to work in order to complete routine tasks to ensure the safe and proper operation of the utilities as well as meet regulatory requirements.
- All LU Personnel are still subject to being called in for both routine and emergency operational needs.
- The Business Office payment lobby will be closed effective 4:30 PM on March 16, 2020 until March 31, 2020.
- The provisions of the amended Salary Ordinance, along with any other declarations of Emergency by the Mayor will be adhered to.

Following is a more detailed look at each Utility Department and how it will operate during the outbreak response period.

WATER PLANT OPERATIONS:

1. Each plant will be run daily by a Licensed Plant Operator. Once all required tasks are completed and the plant settings checked and normal operations confirmed, the plant operator may return home. Licensed Plant Operators are Dan Settle, Mike Wilson and Kenny Marquis.
2. Tom Speer and Dan Settle will provide daily management and oversight of the plants, process work orders, purchase orders and other management tasks from home and at work as the situation requires.
3. All licensed plant operators will have a take-home vehicle during the outbreak response period to minimize response times.
4. Malcom Estes, Sheena Turner and Dennis Marsh will not report to work through March 31 unless called in due to an emergency by either Tom Speer or Dan Settle.

SANITARY SEWER OPERATIONS

1. The Sewer Staff will continue to perform physical lift station inspections 3 times per week. Once all required work is completed to assure proper system operations, the assigned staff will return home.
2. Sewer staff will continue to respond to call outs for sewer system emergencies such as clogged lines, backups and other operational problems affecting system performance.
3. Sewer staff will continue to respond to after-hours call outs with its normal on-call rotation schedule.
4. Sewer staff will be allowed to take Utility personnel vehicles home during the outbreak response period to minimize response times.
5. Greg Gee, Sewer Department Manager, will manage all staff assignments and on-call rotation during the outbreak response period. He will provide daily management and admin tasks from home and at work as the situation requires.

WATER DISTRIBUTION/INSPECTIONS/LINE LOCATING OPERATIONS:

1. Andy Hall, Department Manager, will continue to manage the daily operations and will work from home and at work, as the situation requires.
2. As many staff as possible will be permitted to take LU personnel vehicles home in order to minimize response times.
3. Staff will be responding to emergency call outs during the outbreak response period.
4. Normal after-hours on-call rotation and response protocols will not change.
5. Andy Hall will call in staff as needed to address other operational issues that may be non-emergency, but require staff to be present, such as line locating support, construction project support, inspections, or admin functions.

PURCHASING DEPARTMENT OPERATIONS:

1. Tina Whitcomb will be working from home to continue to provide purchasing, invoicing, time sheet and all the other tasks she is responsible for.
2. Tina will support other Department Managers as needed to ensure the timely purchase of needed parts, supplies, materials, etc. in order to maintain operations during the outbreak response period.

BUSINESS OFFICE OPERATIONS:

1. Cathy Retmier, the Department Manager, Jodi Simpson and Diana Cardoza will be the primary response team from the Business Office. Cathy and Jodi are set up to be able to work from home via laptop/mifi.
2. Diana will be consulted on an as-needed basis for Spanish interpretation needs.
3. All other Business Office Clerks will remain at home through March 31. If needed in order to perform work-related functions, they will be called in by Cathy or Jodi.
4. The Business Office will be suspending all non-emergency Work Order tickets. Service Technicians will be dispatched only for business-essential WO's and/or emergency calls, such as customer leak needing shut off or customer out of water.
5. Utility meter reading and bill processing will continue as usual as all these tasks can be performed via computer. Meter reading is a one-person assignment that is performed from a vehicle.
6. Business Office Manager is working with IT Director Clark to revise the outgoing message on the main utility line (317-542-0511).
7. Notices as to the closure of the payment lobby at the Utility building will be posted at 4:30 PM March 16, 2020.

8. Customers will continue to be able to make electronic payments via credit card, e-Check, IVR (credit card over the phone) and will also be able to drop off a payment in the Night Deposit box located at the west entrance to the Utility building located at 9201 Harrison Park Court.
9. The Night Deposit box and Utility mailbox will be checked daily by either Cathy Retmier, Paul Wanner or Scott Salsbery. Cathy will process and post these payments once per week.
10. All other payments (lockbox files, IVR, eCheck, etc) will be posted in regular daily batches by either Cathy or Jodi.

We recognize that this is a fluid situation and the needs may change or new operating requirements be required due to evolving circumstances. Above all, we will continue to focus on ensuring the safe and reliable water and sanitary sewer services in order to meet both domestic and firefighting water demands, and to safely convey sewage to treatment.

Paul Wanner and I will be monitoring operations on a daily basis to ensure we are accomplishing our mission and to address or avert any complications arising from the virus outbreak impacts.

We are seeking approval of two Pay Applications for the Franklin Road Water Main Replacement Project.

- Pay Application 1 is for \$272,215.58 for work completed less retainage.
- Pay Application 2 is for \$106,146.45 for work completed less retainage.

The combined total of both Pay Applications is \$378,362.03

The planned bid advertisements for our Phase II Water Plant Improvements project has been delayed until mid-to-late April. We decided to push this back in order to see if there will be any developing conditions that may affect the project's construction.

Operational Data:

SANITARY SEWER SYSTEM

- Performing routine maintenance and upkeep on lift stations and grinder pump stations.

LOCATES/LEAK LOCATING/VALVE TURNING/HYDRANT MAINTENANCE/INSPECTIONS

- Performing routine inspections, emergency shut outs for repairs, valve exercising, valve box repairs, and fire hydrant testing/inspections.

WATER DISTRIBUTION

- Performing routine water line repairs, service line repairs, fire hydrant replacements, vehicle repairs, and maintaining street and sidewalk cuts until final restorations can be made.

WATER PLANT/WELL ACTIVITY

- Performing routine maintenance and daily routines to make sure water treatment plants are operating properly.

BUSINESS OFFICE/SERVICE DEPARTMENT

February Totals

- 14,933 Active accounts.
- 1,018 Work orders completed.

BILLING ADJUSTMENTS:

8948 E. 48th St. – customer is requesting and adjustment in the sewer portion of the bill in the amount of \$704.87 due to a service line leak. We recommend approval