

**FORT WORTH WATER DEPARTMENT
WHOLESALE WATER AND WASTEWATER
ADVISORY COMMITTEE MEETING
TCC South Campus
Thursday, December 09, 2021**

| The following cities' representatives were present: | | | |
|--|------------------------|-----------------------------|---|
| City | Attendee | City | Attendee |
| Aledo | Gretchen Vasquez | Lake Worth | Mike Shelley |
| Benbrook Water Authority | David Smith | Northlake | absent |
| Bethesda Water Supply Corp | absent | North Richland Hills | Carol Waggoner/Karen Manila/Boe Blankenship |
| Blue Mound | absent | Pantego | absent |
| Burleson | absent | Richland Hills | Scott Mitchell |
| Crowley | Randy Manus/Matt Elgin | River Oaks | Gordon Smith |
| Dalworthington Gardens | Kay Day/Lola Hazel | Roanoke | Robby Wallace |
| DFW Airport | Tommy Uptmore | Saginaw | Rick Trice |
| Edgecliff Village | absent | Sansom Park | absent |
| Everman | Gilberto Ramirez | Southlake | Jack Thompson |
| Forest Hill | absent | TRA | Kim Jordan-Probasco |
| Grand Prairie | Gabe Johnson | Trophy Club MUD #1 | Mike McMahon |
| Haltom City | Greg Van Nieuwenhuize | Watauga | Paul Hackleman/Taylor Alvarez |
| Haslet | absent | Westlake | Kory Kittrell |
| Hudson Oaks | absent | Westover Hills | Scotty Wilson |
| Hurst | Greg Dickens | Westworth Village | absent |
| Keller | Larry Jones | White Settlement | Krystal Crump/Larry Hoover |
| Kennedale | absent | Willow Park | Toni Moore |

1. Call to Order

Greg Dickens (Chair) called the meeting to order.

2. Roll Call

Paul Hackleman (Secretary) conducted the roll call.

3. Introduction of Water Department Staff and Guests

Chris Harder (FW Water Director) introduced Shannon Dunne (FW Asst. Water Director - Plant Operations) as being present and identified other staff present.

4. Approval of Minutes

Gordon Smith moved for approval of the meeting minutes from June 10, 2021. Patty Cleveland seconded the motion. The meeting minutes were unanimously approved.

5. Operational Reports

a. Plant Operations – Water Operations

Presenter: **Shannon Dunne (FW Asst. Water Director)**

- Current vacancy rate is about 12%. By January 1st, it should be down to 9%.
- A great deal of training is being conducted for staff development. FW is investing in their employees.
- Working with the Finance Dept. to determine if FW's fleet is the right size and the equipment is meeting the current needs and planning for the future.
- Currently reviewing asset management with Strategic Operations team. This will take some time to complete. It will help with life cycle costs to maximize FW's investment in equipment in the future to ensure there is continuous production of water and constantly serve our customers. FW is very customer focused.
- Water use this year is up significantly compared to last year.
- The Weather, Action, Readiness and Management Plan (WARM) is still in development. Part of the plan is to take the water plant down in order to have a window to make yearly repairs. Tanks are being rotated to keep water fresh. Stocking up on electrical equipment that is hard to obtain, and trying to get a great deal of spares in stock. Ordering early to stay stocked up.
- On the water side, FW is kicking off a project involving filter rehabilitation at North Holly
- North Holly sedimentation basin sludge collection project is finished.
- Contractor to make repairs at Eagle Mountain Treatment Plant Clearwell #3
- Upcoming Projects:
 - Weatherizing Eagle Mountain and Westside high service pump stations.
 - Westside V elevated tank, design is at 90%.
 - Notice to Proceed is out for the Southside Booster Pump Station tank.
 - Contractor started on Westside WTP expansion
 - 30% design on Westside 4 – elevated storage tank.
 - Markum Ranch Pump Station is at 100% design and should bid in the near future.

b. Plant Operations – Wastewater Operations

Presenter: **Shannon Dunne (FW Asst. Water Director)**

- Three big projects: Sludge Thickening, Grit Removal and South Influent Lift Station.
- The biosolids dryer facility is on schedule. Should produce a low-odor, marketable product. This was a huge program for the city to take on.
- The traveling bridge filter emergency repairs have been completed
- The design of the digester mixers and flair domes is on-going in an effort to increase our gas sales which helps steady our rates
- Lots of work is being done at Village Creek.
- FW staff is doing great. There have been staff promotions.
- Continuous maintenance is being performed at the lift stations.

6. MyH2O Update

Presenter: **Kara Shuror (FW Deputy Water Director)**

- Planned for the MyH2O program since 2015.
- Implemented to improve customer experience.
- Took a close look at business processes to ensure they were being refined to be efficient and to enhance the way FW needs to do business.
- Making customers more aware of how they are using water, what they are being charged for and reducing water loss both through real loss and apparent loss reductions.
- The program's scope started with a study that determined what FW would need for the communications network to work with AMI. FW installed 32 base stations to provide full coverage for the city and to allow for some growth within our service area.
- When the meter exchange program was initiated, total replacement was estimated at 243,000 meters. With growth across the service area, now over 280,000 connections are part of this program.
- The meter deployment is about 93% complete.
- A portion of the program is the supporting technology. The two most significant parts of the technology are the Meter Data and Management System and the Customer Portal.
- The program was intended to be about more than just meter replacement. It is used to assist in identifying lead service lines on the public and private side.
- FW developed terms of service with our customers.
- Ordinances were reviewed and changed along with the delinquency processes.
- The program timeline was broken down into five phases.
- Spent almost two years on planning and design.
- Field infrastructure deployment begin in July 2019. Between 500 to 700 meters were installed per day.
- Customer facing enhancements are currently being finalized.
- Portal development timeline update was provided.
- Benefits to include, increasing revenue from better performing meters. FW has seen between 3% to 5% additional consumption.
- More efficient business processes that reduce costs as well.
- Improved customer communication.
- Ability to provide usage data to customers.
- Since FW's Customer Portal is not available at this time, interim processes were implemented within the Customer Relations Division. High Escalations Team was created to assist customers with their usage data.
- Letters were sent to customers who were registering continuous consumption.
- Developed a new data environment, which enables FW to pull in the following data: AMI, Maintenance Management System, Billing System, SCADA, Customer Relationship Management System and Laboratory. FW is going from 3 million data points to 2.2 billion a year.
- With better performing meters, FW is doing fewer credits, and there is a reduction in leaks.
- Making sure FW has internal QA/QC processes in place to ensure accurate billing.
- Project costs estimated at \$77 million.

7. Cost of Service and Rate Study Schedule FY 2023

Presenter: **Matt Thurber (FW Sr. Administrative Services Mgr.)**

- Volumes for wholesale rates come from the last full fiscal year.
- Planning to revise rates in 2023.

- Due to staff turnover, FW's recommendation is to hire a consultant to complete rate studies for FY 2022.
- Hoping to get an RFP (Request for Proposal) advertised by the end of 2021, and responses to be received by the end of Jan. 2022.
- In mid-February 2022, the Rates Sub-Committee will review the proposals and decide which firm FW will choose with recommendations from the Director.
- Sub-Committee will reconvene in mid-May 2022 to review the preliminary report with rates from the consultant. Will meet again in June 2022 to hear from the consultant regarding the rates. The Sub-Committee will meet one last time at the end of June 2022 to review the final rate report.
- Per the contract, the final report has to be sent out to customers 60 days before FW goes to Council to adopt the new rates, which will be by mid-July 2022. Comments will need to be received by August 2022. FW anticipates the revised rates will be adopted by September 13, 2022.

8. Impact Fee Update

Presenter: **Wendy Chi-Babulal (FW Assistant Water Director)**

- On September 21, 2021, the Council adopted the new Impact Fee Rates for FY 2022. Effective date is January 1, 2022.
- There will be a fee increase on January 1, 2023. It will steady off until the 5-year update in 2026.

9. Lead and Copper Rule Revisions

Presenter: **Stacy Walters (FW Regulatory and Environmental Administrator)**

- PFAs – Moving quickly with EPA
 - In March 2021 there was a proposed UCMR5 (Unregulated Containment Monitoring Rule). All large PWS, some medium and small are required to conduct the testing.
 - UCMR5 include monitoring for 29 PFA's compounds. This is a significant amount compared to 2013 and 2014 in which six were monitored. Out of the six, PFOS and PFOA compounds will soon be regulated.
- Lead and Copper Rule Timeline.
 - Rule expected to be released on December 16, 2021.
 - Compliance date, October 16, 2024. At that time reporting will commence to TCEQ.
- CCR Updates
 - American Water Infrastructure Act of 2018
 - CCR needs to be completed twice yearly
 - During action level exceedance on a home with lead and copper, it must be reported in the CCR.
- In September 2021, child death in DFW area from Naegleria Fowleri (brain eating amoeba).
 - Exposure was traced to a splash pad.
 - The Department of State Health Services (DSHS) regulates splash pads.
 - Public water systems are regulated by the TCEQ.
 - There is overlap between the TCEQ and DSHS when investigations occur.
 - Disinfection is imperative.
 - Surface water system requirement of 0.5 milligrams per liter of total Chlorine. There needs to be a minimum residual of the chemical.
 - Must be cross connection controls in place.
 - Accurate records will need to be provided to the State for each public water system.

10. Leak Detection: In-house vs. Contracted

Presenter: **Billy Coffelt (FW Assistant Water Systems Superintendent)**

- FW started a leak detection program back in 2007 as part of a 10-year Water Conservation Plan.
- In 2017, FW began reviewing how data is being stored.
- Consultant brought on in 2019 to help re-evaluate methods, equipment training and discuss future plans.
- A program was established to minimize water loss.
- The focus was on active leakage control.
- Discussion of tools and equipment used to perform surveys.
- In 2020, there was an increase of 369 miles of pipe surveyed from 2017.
- Currently at 3,600 miles and growing hourly.
- Divided system into quadrants based closely as possible on similar materials and miles of pipe.
- Plan was for FW and contractors to simultaneously survey 750 miles of pipeline and compare the results.
- Most of the water loss data is from the Water Research Foundation Form 4372 - Real Loss Component Analysis Model.
- Worked with GIS team to display survey efforts and automate portions of the process.
- Workflow was created in FW's work order management system that allowed data to be captured and analyzed.
- Based on an analysis, FW saved a combined total of 276,508,800 gallons of water.
- Recommendation of system inspection to occur every 3 years.
- Plan to Invest in two DMA systems in 2022.

11. Senate Bill 3

Presenter: **Chris Harder (FW Water Director)**

- October 21, 2021 - Meeting to discuss Senate Bill took place.
- November 1, 2021 - Deadline to get critical electrical accounts to Public Utilities Commission.
- Critical Account Lists have to be identified and approved by your electrical provider in order to receive credit in your Senate Bill 3 Emergency Preparedness Plan Response.
- March 1, 2022 - Emergency Preparedness Plan is due to TCEQ.
- FW has hired consultants, Freese and Nichols to work on our plan.
- FW has 40 generators with about 20 megawatts of generating capacity.
- Plan is to bring Westside plant to full back up generation with two generators containing 5 megawatts of backup power.
- Bring back up generation to North and South Holly Treatment Plants. FW has the ability to bring water there via Lake Worth by gravity.
- In 2012, FW replaced the South Holly high service pump station switch gear and installed reduced voltage soft starters.
- All field operations staff are located at the Holly complex.
- Looking at retrofitting the Eagle Mountain plant from distribution voltage to transmission voltage.
- Discussed Emergency Preparedness Plan Response template.

12. Mary's Creek WRF

Presenter: **Chris Harder (FW Water Director)**

- In 2010, Community Advisory Committee established goals to treat to the highest level possible and optimize reclaimed water.
- January 2017 - Hired consultant after TCEQ meeting to prepare application.

- March 2018 - Application sent to TCEQ.
- March 2020 - Received draft permit.
- October 2020 - Public meeting held.
- July 2021 - TCEQ reissued draft permit with no changes.
- November 3, 2021 - TCEQ Commissioners met to consider a contested hearing, which was granted to a Tarrant Regional board member.
- Permit was sent to TCEQ Office of Alternate Dispute Resolution for mediation.
- Tarrant Regional's concern was discharge of water from this plant to the Trinity River and potentially going down to the Gulf of Mexico.
- FW proposed investing in a reclaimed water line that would connect to the existing pipeline, and downstream of the balancing reservoir. Reclaimed water would be provided as part of a 210 permit which is type 1 reclaimed water. Tarrant would then be responsible for obtaining a discharge permit. As a result, the water would be kept in Tarrant County. This would use an existing asset, making it more efficient.
- FW will be in talks with Tarrant Regional over the next few months prior to the preliminary hearing regarding the contested hearing which is anticipated to take place in late January or early February of 2022.

13. Future Agenda Items and Comments

Please forward any future agenda items to WaterWholesale@FortWorthTexas.gov

14. Adjourn