# Update on Water Service

February 23, 2021

# Overview

- Current status of operations
- Water distribution system condition and investment
- Electric service and plant operations

# CURRENT STATUS OF OPERATIONS

## PLANT OPERATIONS

System operational; demand down from a high of 406 MGD Thursday to just under 200 MGD

## METER SERVICES

Continue to perform emergency and temporary shut offs as requested

## CALL CENTER RESPONSE

Continue 24/7 operations through Saturday morning (2/27) using overtime; Expanded team for email responses

## CUSTOMER ISSUES

Investigated complaints about apartments being out of water due to property mgmt repairs needed

## FIELD OPERATIONS

Addressing ongoing main break reports using 12-hour shifts and contract labor

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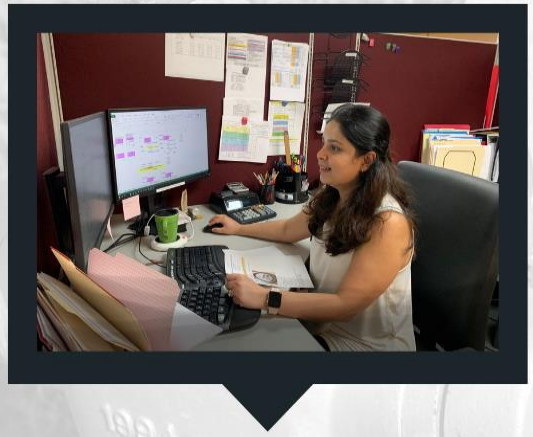
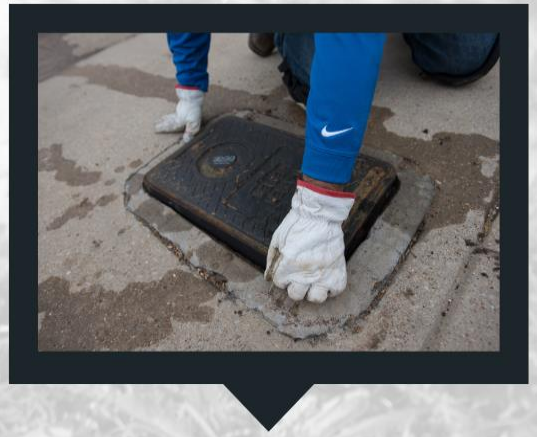
# Customer Response





## CALL CENTERS

24/7 coverage 2/12- present;
Water Total Calls - 20,000+ with 5,000+ after hours
(More than 2X from prior week)
2,100 email responses - Up 317%
City Call Center - fielded 3,000 boil water calls

## SOCIAL MEDIA

15,805 new followers on all platforms (Facebook, Twitter, Instagram)
Impressions: 4,399,007
Total Engagements: 412,724

## METER SERVICES

Responded to 696 emergency shut offs; 119 temporary turn offs; 182 No water calls

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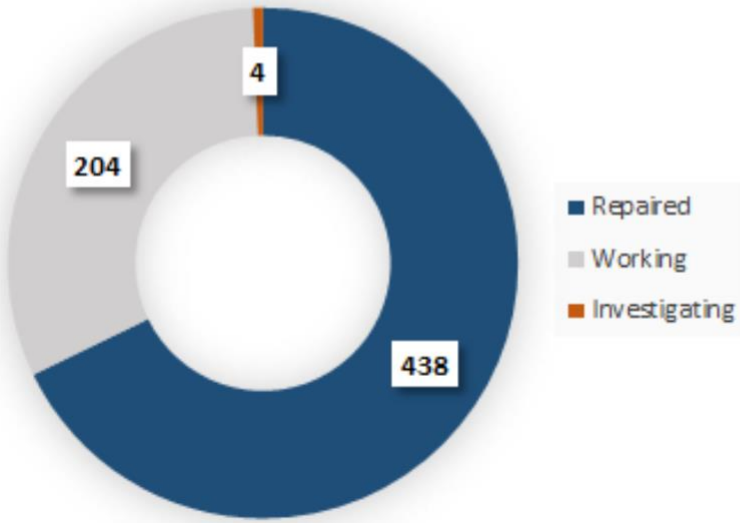
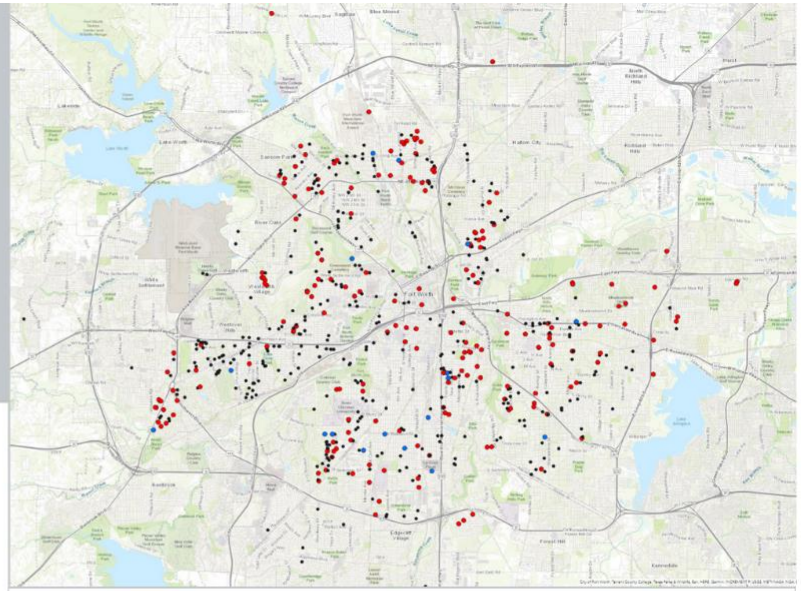
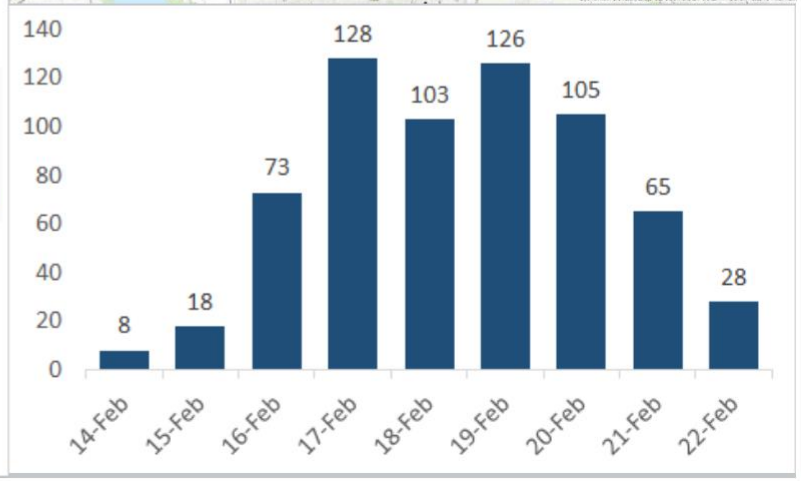
# MAIN BREAK STATUS




655 Confirmed (as of 6:00am)

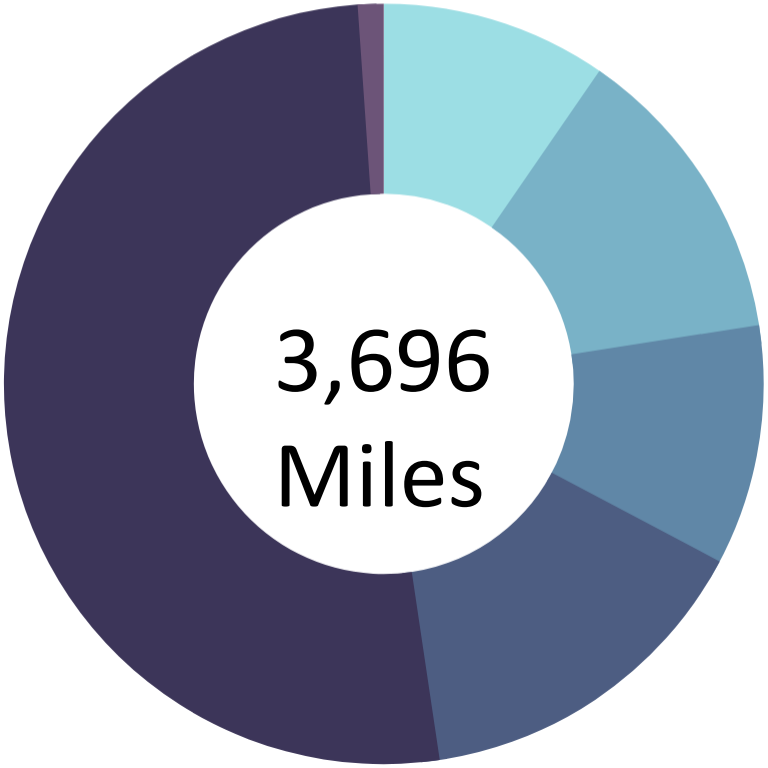




# WATER DISTRIBUTION SYSTEM

Breakdown by pipe material

- PVC 51.2%
- Ductile Iron 14.9%
- Unknown 12.9%
- Concrete 10.2%
- Cast Iron 9.6%
- Other 1.1%




**100%**

*System Risk Rated 1-5*

**51 miles**

*Rated a 4 or 5*

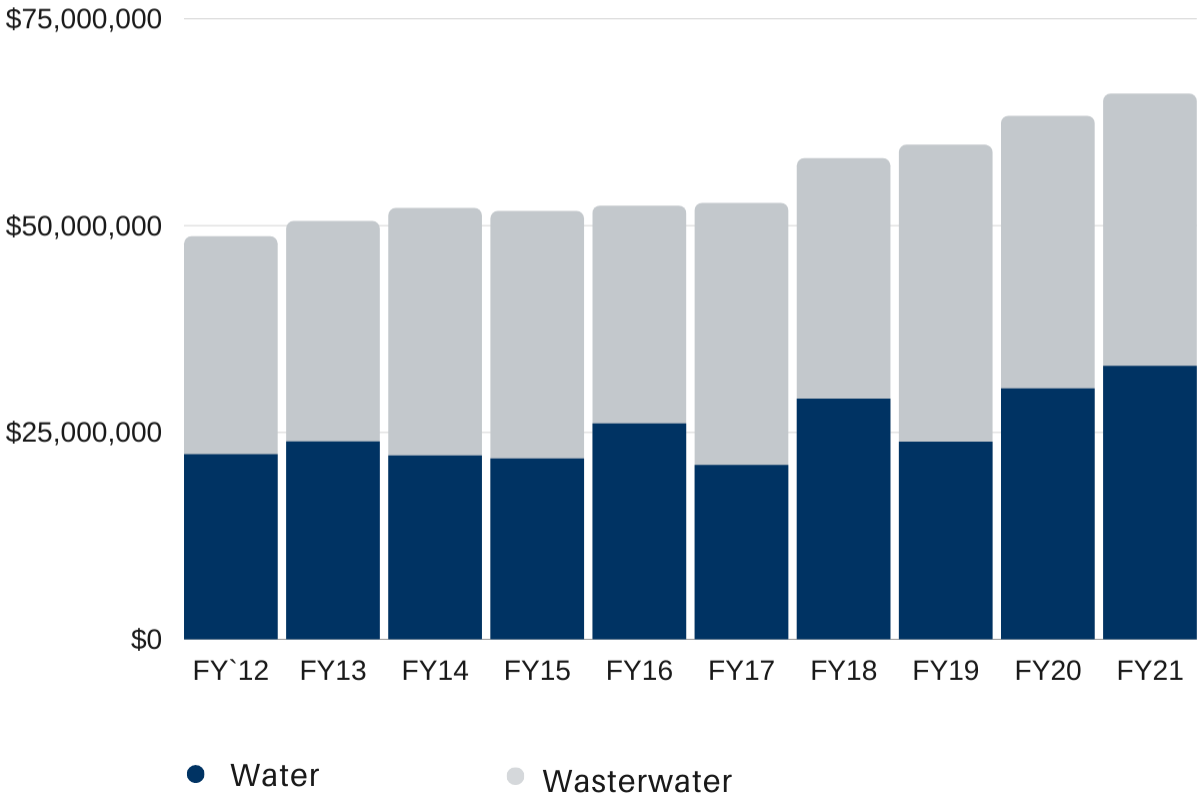
# Water Distribution System

Condition Score by Pipe Type (Miles of Main)

| | 0-2 | 2-4 | 4-6 | 6-8 | 8-10 |
|---|---|---|---|---|---|
| PVC | 1598 | 274 | 21 | 2 | 0 |
| Ductile Iron | 2 | 454 | 79 | 15 | 2 |
| Unknown | 2 | 10 | 292 | 111 | 261 |
| Concrete | 43 | 328 | 5 | 1 | 0 |
| Cast Iron | 1 | 2 | 156 | 100 | 95 |
| Other | 11 | 17 | 10 | 3 | 0 |

# WATER & WASTEWATER

## Rehab and Replacement Funding



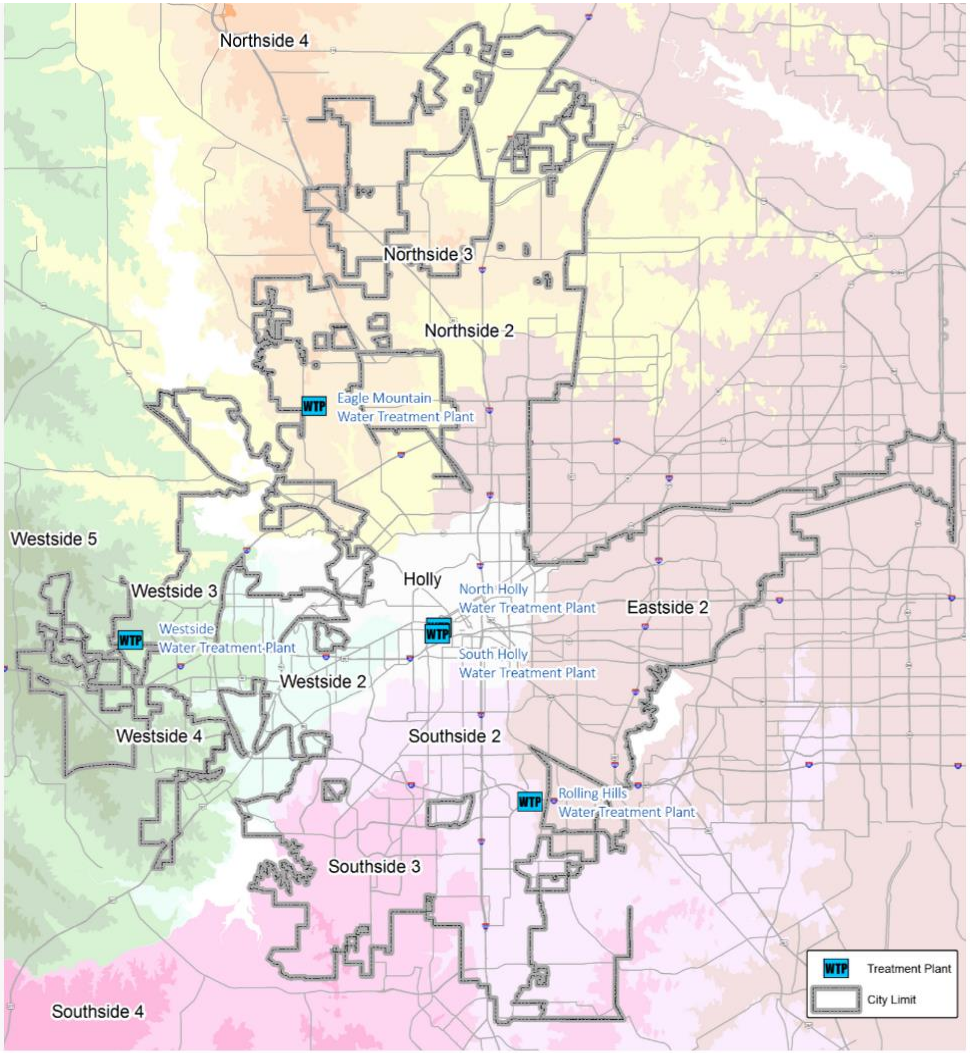

**35%**

2012-2021

**Estimated $3M increase/year**

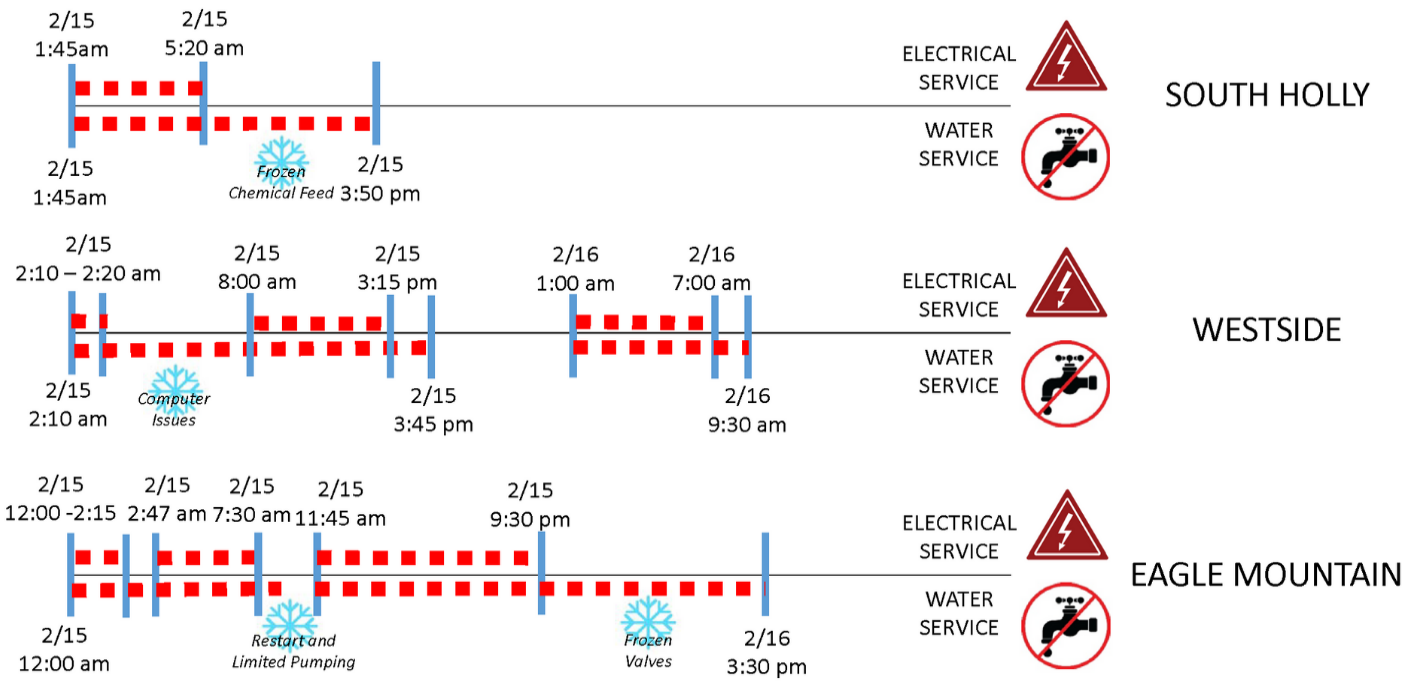
*Committed to annual increases throughout the 2022-2026 forecast period*

# PLANTS AND PRESSURE PLANES



# PLANT OPERATIONS

## TIMELINE



# THANK YOU!!

## CITY OF FORT WORTH

Fire, Property Management, Public Events, Parks, Library, Police, EMS, City Communications and Call Center

## WHOLESALE CITIES

Burleson and River Oaks

## SERVICE PROVIDERS

Tarrant Regional Water District

Essence Water, ABGI, Crystal Water

# Questions