



AWBD New
Director Workshop:
DIRECTORS - 101

ASSOCIATION OF WATER BOARD DIRECTORS - TX: **WATER DISTRICT OPERATION & ADMINISTRATION 101**



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LLP
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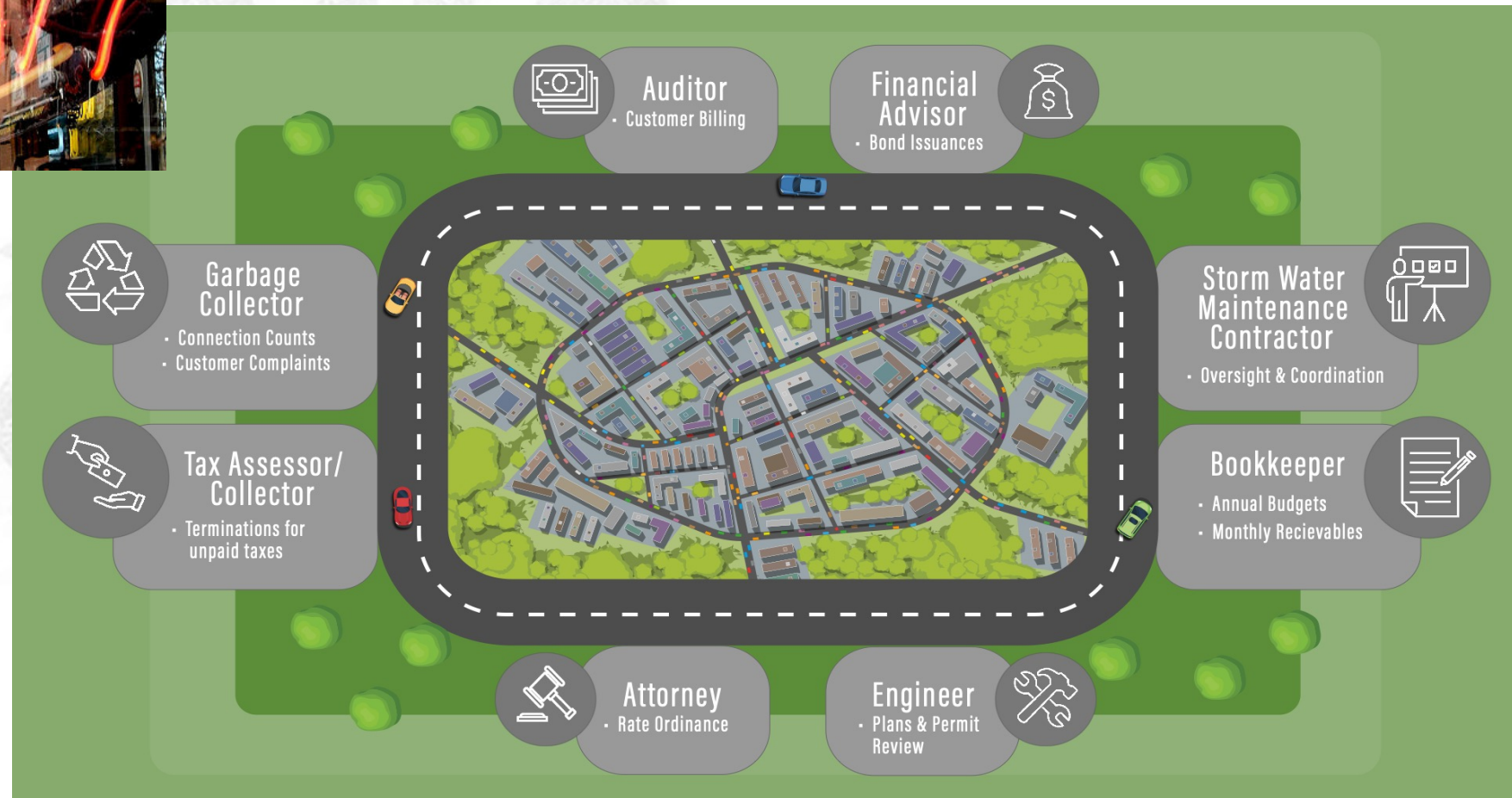


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OPERATIONS OVERVIEW

- WHO ARE WE?
- WHEN DO WE WORK?
- WHAT DO WE DO?
- WHY DO WE DO WHAT WE DO?

Your Constant Consultants





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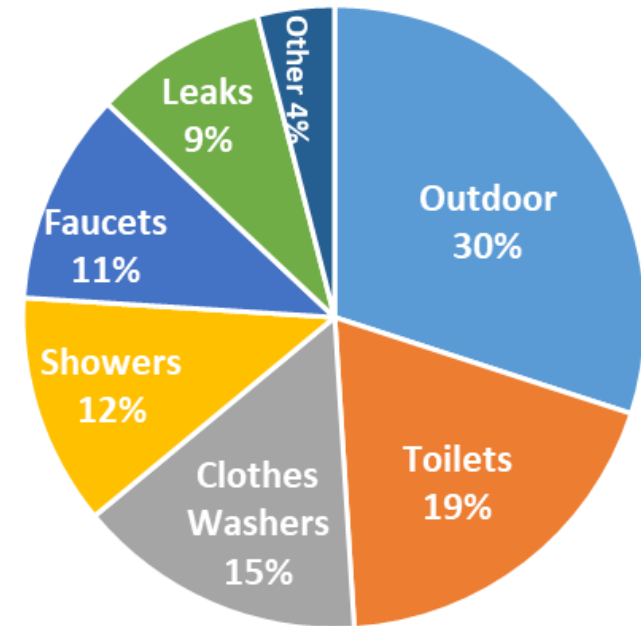
WHAT OPERATORS DO:

- CUSTOMER SERVICE & BILLING
- BUILDER SERVICES & INSPECTIONS
- FACILITY OPERATIONS
- UTILITY OPERATIONS
- REGULATORY COMPLIANCE

Customer Communications

- WELCOME PACKET
 - GENERAL DISTRICT INFORMATION
- CONSUMER CONFIDENCE REPORT
 - ANNUAL WATER REPORT
- WATER & SEWER RATES
- WATER CONSERVATION
- WATER RESTRICTIONS
- LEAD & COPPER TESTING
- HOW TO READ A METER
- BILL MESSAGES & INSERTS

Water Use



CUSTOMER SERVICE & BILLING

- 24-HOUR DISPATCH, REPAIRS
- METER READING
- WATER BILL GENERATION
- PROVIDE VARIOUS PAYMENT OPTIONS TO CUSTOMERS
- WATER SERVICE TERMINATION
- PROCESS SERVICE TRANSFERS, SERVICE AGREEMENTS AND RETURNED CHECKS



MAKE CHECK PAYABLE TO: FORT BEND MUD 2 P O BOX 3150 DEPT. 30445 HOUSTON, TX 77253-3150		SERVICE ADDRESS 12345 STREET		ACCOUNT NUMBER 30445-0490123400															
SERVICE PERIOD FROM: 09/04/18 TO: 10/03/18		BILLING DATE 10/11/18																	
READ DATE(W) 10/03/18 METER NUM. 12345678 PRES. READ 772.0 PREV. READ 769.0 TOTAL GALLONS 3.0		TOTAL GALLONS 		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>60.99</td> </tr> <tr> <td>PAYMENT 10/02</td> <td>-60.99</td> </tr> <tr> <td>WATER</td> <td>25.50</td> </tr> <tr> <td>SEWER</td> <td>30.45</td> </tr> <tr> <td>NFBWA</td> <td>12.54</td> </tr> <tr> <td>THIS MONTH</td> <td>68.49</td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	BALANCE FORWARD	60.99	PAYMENT 10/02	-60.99	WATER	25.50	SEWER	30.45	NFBWA	12.54	THIS MONTH	68.49
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		6.84		8 68.49															
		PENALTY AMOUNT		PAY THIS AMOUNT AFTER															
				11/04/2018															
				9 75.33															

1 LAST NAME, FIRST NAME

24-Hr Repair 281-290-6503 Billing Questions 281-290-6507 Toll Free 1-855-290-6371 Pay-By-Phone 1-855-337-5419 For more information visit: mdswater.com WCA Waste Corp 281-368-8397	Unlike the sewer system, which carries water from your indoor drains to wastewater treatment plants, the storm drain system releases untreated water into channels, streams and rivers. Everyone's help is needed to keep the storm drains free of harmful pollutants such as grass clippings, motor oil, paint and chemicals. FINES will be imposed upon anyone dumping into the storm system. Garbage update: Please remove trash cans and bins out of the street by the end of each collection day. Thank you for keeping our streets safer! BOARD MEETINGS: 4th Tuesday of each month at 8:30AM at the HOA Recreation Center Club House, 10322 Old Towne. Visit us at www.fortbendmud2.org SECURITY PATROL 713-504-1978 EMERGENCIES call 911
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12 IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN BOTTOM PORTION WITH PAYMENT

FORT BEND MUD 2 P O BOX 1827 CYPRESS TX 77410 PHONE NO. (281) 290-6507		MDS Account Number 30445-0490123400 Service Address 12345 STREET 3150	
8 68.49		13 75.33 9	
ON OR BEFORE DUE DATE		AFTER DUE DATE	
LAST NAME, FIRST NAME 12345 STREET SUGAR LAND TX 77498-1234		P O BOX 3150 DEPT: 30445 HOUSTON TX 77253-3150	

CheckFreePay Agent: Central MUD is biller

AMOUNT PAID

Payment Coupon

30445049011400000000684900000753300000684904

Builder Services & Inspections

- TAP INSTALLATIONS
 - RESIDENTIAL
 - COMMERCIAL
 - PLAN REVIEW
- INSPECTIONS
 - SANITARY SEWER INSPECTIONS
 - CUSTOMER SERVICE INSPECTIONS
 - BACKFLOW PREVENTION DEVICE INSPECTION
 - GREASE-TRAP INSPECTIONS
 - FACILITY INSPECTIONS
 - SWIMMING POOL INSPECTIONS
 - STORM SEWER INSPECTIONS





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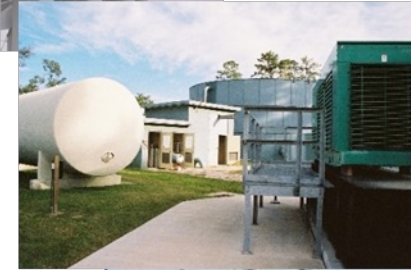
Facility Operations

- Water Plants, Wells, & Surface Water Treatment Plants
- Wastewater Treatment Plants
- Lift Stations
- Storm Water Pump Stations
- Levees
- Emergency Preparedness

Water Plants, Wells & Surface Water Treatment

Daily Facility Inspections

- Well Meter Reading
- Chlorine Residual & Chemical Feed Equipment
- Water Testing
- Equipment Operations
- Site Security
- Grounds Keeping



Water Plants, Wells & Surface Water Treatment

Equipment Inspection, Maintenance & Repairs

- Well Motors
- Booster Pumps & Motors
- Chemical Feed Equipment
- Storage & Hydropneumatic Tanks
- Well Production
- MCC
- Generator
- Control Building
- Piping



Lift Station Operations

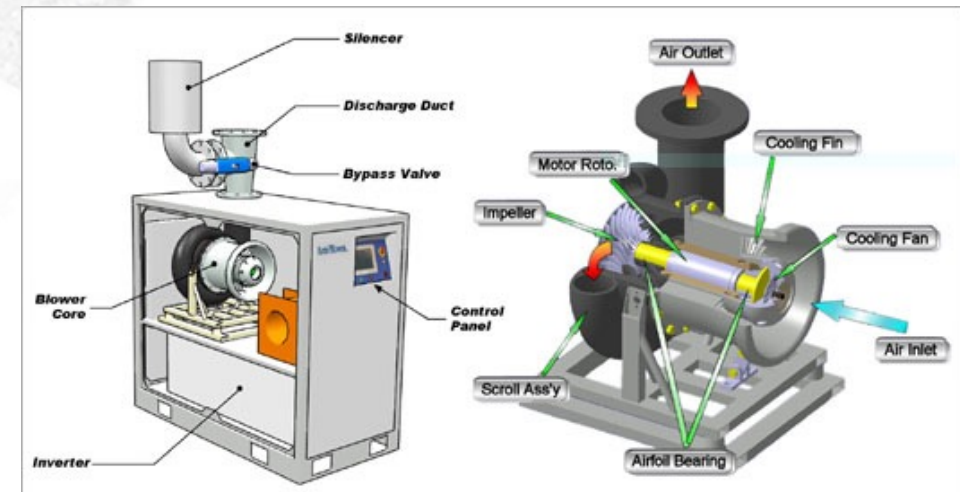
- *DAILY FACILITY INSPECTIONS*
 - LIFT PUMP RUN TIMES
 - PROPER EQUIPMENT FUNCTION
 - WET WELL CLEANING
 - SITE SECURITY
 - GROUNDS KEEPING
- *EQUIPMENT INSPECTION, MAINTENANCE & REPAIRS*
 - LIFT PUMPS & MOTORS
 - WET WELL
 - DRY WELL
 - CONTROL PANEL



Wastewater Treatment

Equipment Inspection, Maintenance & Repairs

- Head Works, Bar Screens
- Blowers, Motors, Air Diffusers & Supply Lines
- Clarifier Drive
- Chemical Feed Equipment
- Tanks (Coatings, Thickness)
- MCC
- Generator
- Control Building
- Piping



Wastewater Treatment

Daily Facility Inspections

- Process Control
- Chlorine & Dechlor Levels & Chemical Feed Equipment
- Flow Measurement
- Plant Cleaning
- Equipment Operations
- Site Security
- Grounds Keeping



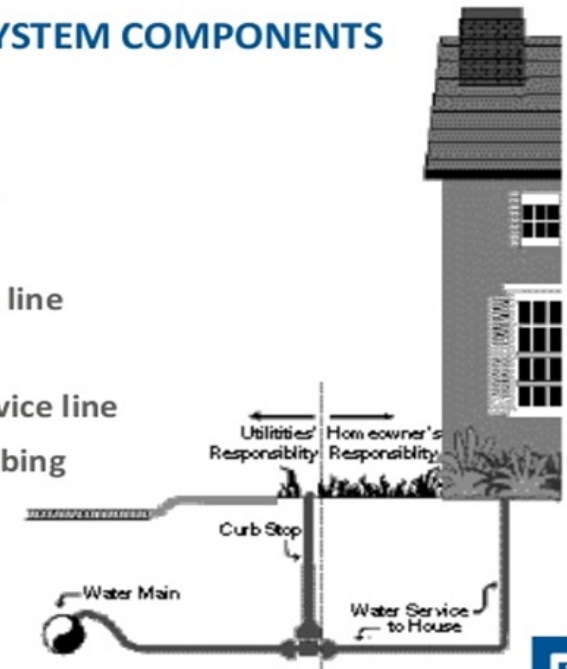
UTILITY OPERATIONS: DISTRIBUTION SYSTEM

- REPAIRS & MAINTENANCE
- BACTERIOLOGICAL WATER SAMPLING
- DEAD-END WATER LINE FLUSHING
- NITRIFICATION MONITORING
- VALVE SURVEYING
- FLUSHING VALVE INSPECTIONS
- LEAK DETECTION
- REPAIRS & MAINTENANCE



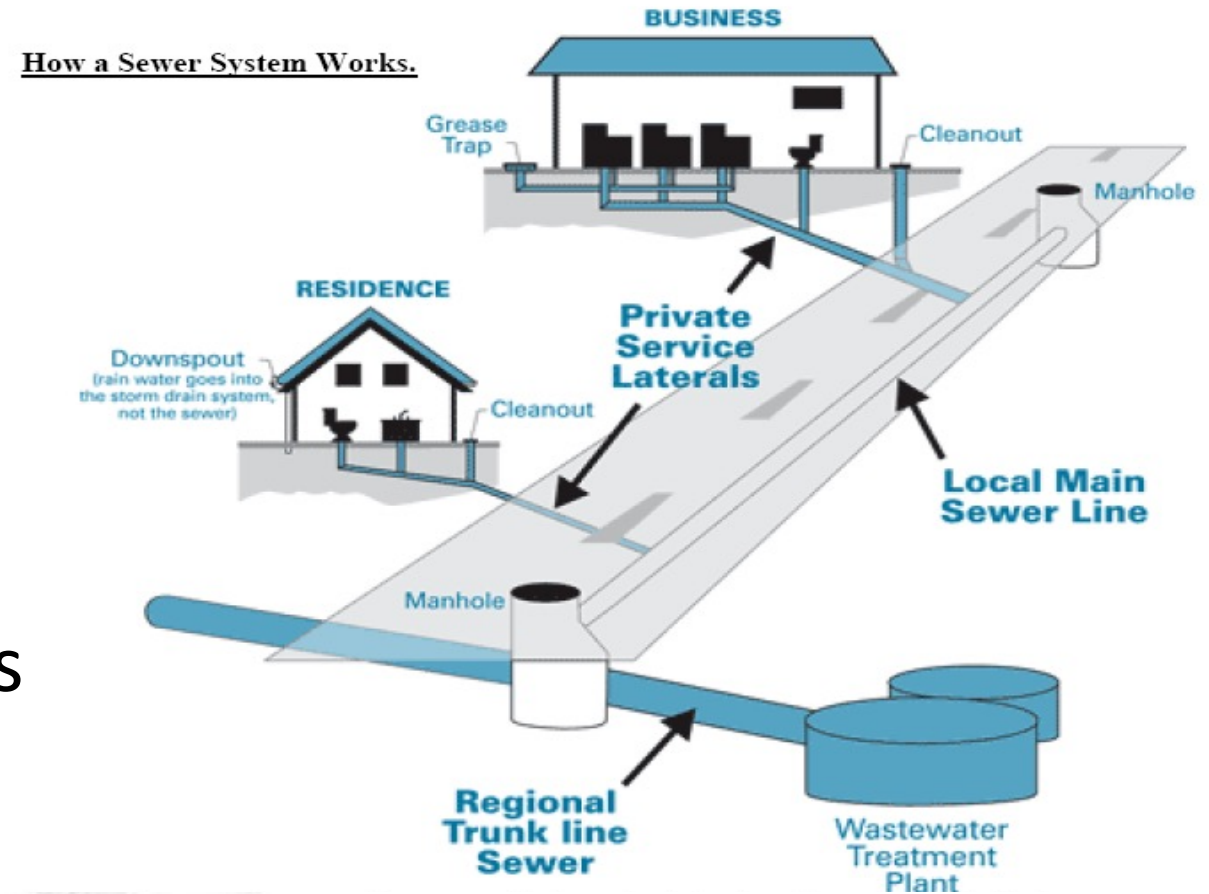
DISTRIBUTION SYSTEM COMPONENTS

- Water main
- Storage tanks
- Utility service line
- Customer service line
- Premise plumbing



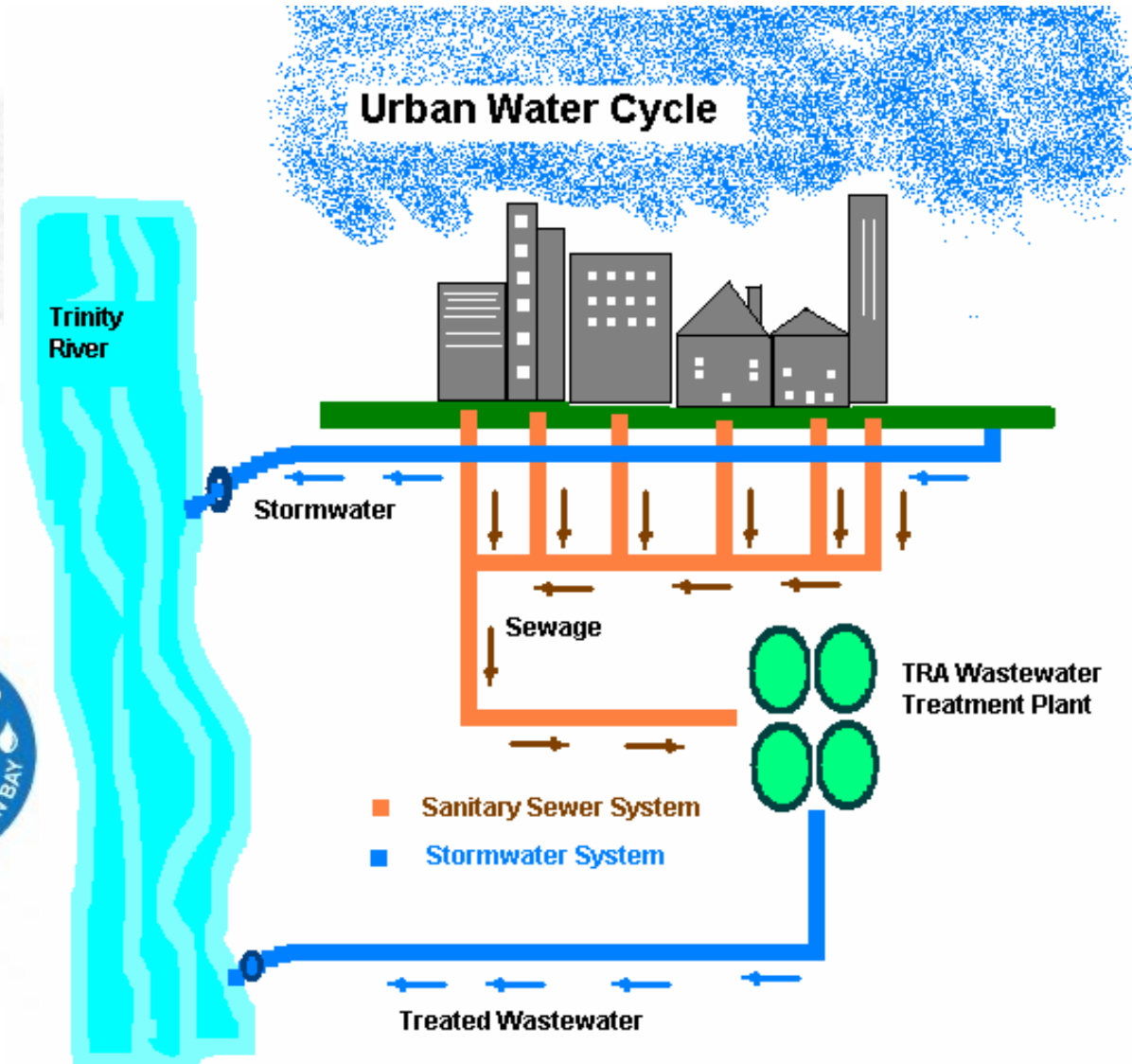
Utility Operations: Sanitary Sewer Collection System

- Repairs & Maintenance
- Manhole Surveying
- Televising & Cleaning
- Smoke Testing
- Pipe Relining & Point Repairs



Utility Operations: Sanitary Sewer Collection System

- Repairs & Maintenance
- Manhole Surveying
- Lamping
- Inlet Cleaning



Regulatory Compliance

- Subsidence/Groundwater Conservation District
 - Well Permitting
 - Groundwater Reduction/Management Plan
- TCEQ
 - Facility Inspections
 - Water Loss Audits
 - Water Conservation Plans
 - Drought Contingency Plans
 - Emergency Preparedness Plan/Emergency Response Plan
- Texas Water Development Board
 - Water Planning
 - Flood Planning



TEXAS COMMISSION
ON ENVIRONMENTAL QUALITY



Texas Water
Development Board



HARRIS-GALVESTON



SUBSIDENCE
DISTRICT

Regulatory Compliance

Monthly, Quarterly, and Annual Reporting
to all Regulatory Entities

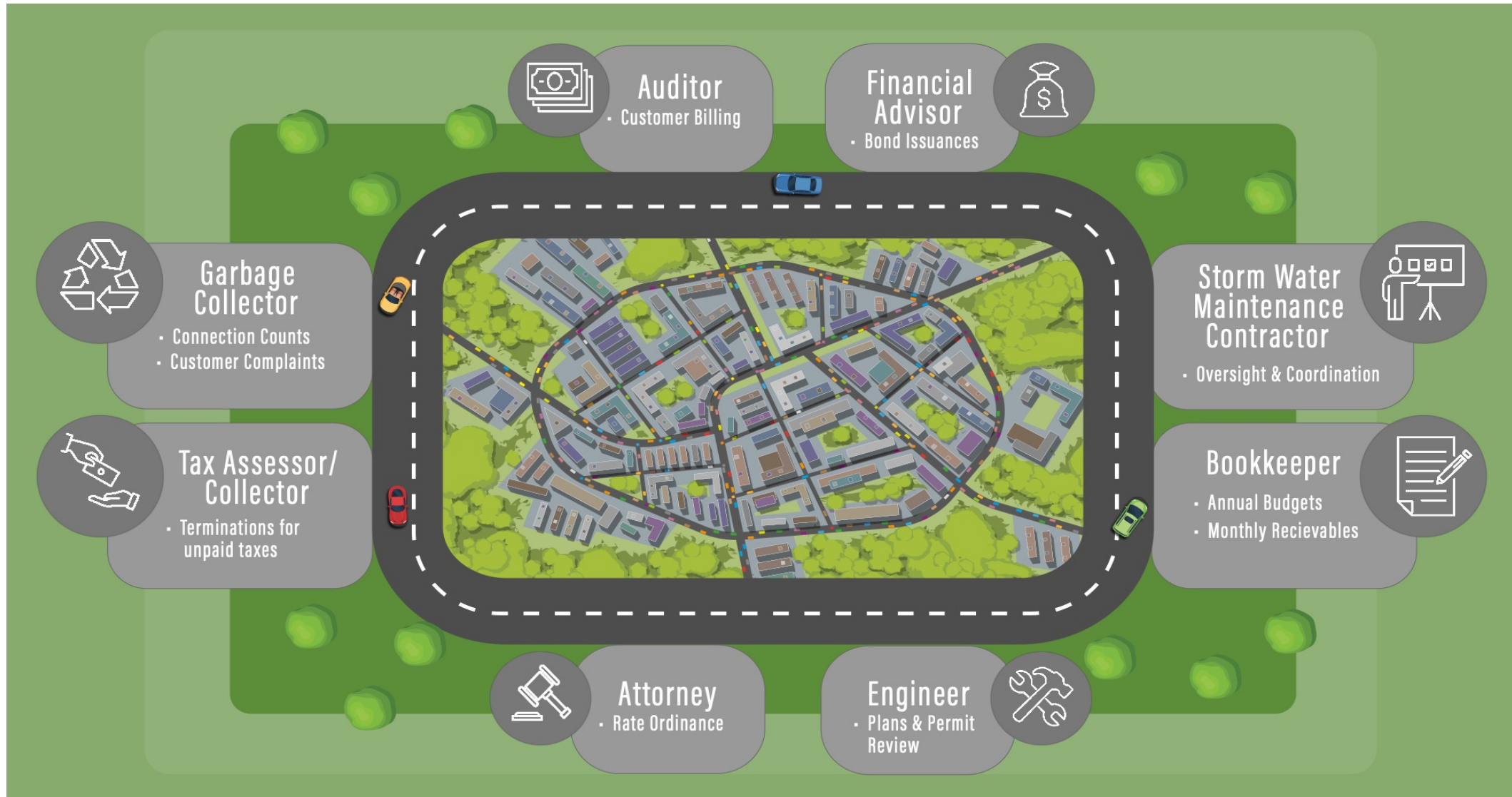
- TCEQ/EPA
 - Tier Two Reports (water quality)
 - Consumer Confidence Reports
- Subsidence/Groundwater Conservation Districts
- Cities/River Authorities/Water Authorities



TEXAS COMMISSION
ON ENVIRONMENTAL QUALITY



District Land: What Can You Do?



Operations & Maintenance: Parks

TRADITIONAL PARKS



LINEAR PARKS ALONG DITCHES AND GREENBELT AREAS



LINEAR PARKS ALONG MAJOR THOROUGHFARES



Bookkeepers: Keeping Your Funds



Types of Funds (Buckets)

- General Operating Fund (GOF)
- Capital Projects Fund (CPF)
- Debt Service Fund (DSF)
- Tax Fund (Tax)

General Operating Fund (GOF)



Capital Projects Fund (CIP)



Debt Service Fund (DSF)



Tax Fund



Actual to Budget Comparison

	Actual Month	Budget Month	Actual YTD	Budget YTD	Annual Budget
Receipts	\$15,000	\$14,000	\$150,000	\$125,000	\$160,000
Expenses	10,000	9,500	100,000	95,000	105,000
Other	<u>2,000</u>	<u>2,000</u>	<u>23,000</u>	<u>20,000</u>	<u>24,000</u>
Surplus/ Deficit	\$3,000	\$2,500	\$27,000	\$10,000	\$31,000

Rate Orders

Minimum base water charge per Equivalent Connection regardless of usage. The first 1,000 gallons of metered water usage for each User shall be included in the User's base fee.*

\$20.50

For each 1,000 gallons of water metered from 1,001 gallons to 5,000 gallons

\$1.25 per 1,000 gallons

For each 1,000 gallons of water metered from 5,001 gallons to 10,000 gallons

\$2.25 per 1,000 gallons

For each 1,000 gallons of water metered from 10,001 gallons to 20,000 gallons

\$3.25 per 1,000 gallons

For each 1,000 gallons of water metered over 20,000 gallons

\$4.25 per 1,000 gallons

Single Family Residential Users and Non-Taxable Users

\$30.50 monthly flat rate

Commercial Users:

Each Commercial User shall be charged monthly for water for each Equivalent Connection (as determined by the District) in accordance with the following schedule:

Minimum base sewer charge per Equivalent Connection. The first 1,000 gallons of metered water usage for each User shall be included in the User's base fee.*

\$20.00

For each 1,000 gallons of water metered over 1,000 gallons

\$1.25 per 1,000 gallons



AGENDA: NEXT UP

1. WELCOME
2. WATER DISTRICT CREATION
3. COFFEE BREAK
4. WATER DISTRICT OPERATION & ADMINISTRATION
5. COFFEE BREAK
6. **WATER DISTRICT FINANCE & TAXATION**
7. LUNCH SERVICE
8. WATER DISTRICT ETHICS
9. WATER DISTRICT MEETINGS & COMMUNICATIONS
10. TEA BREAK
11. WATER DISTRICT INNOVATION

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