

# HEBER PUBLIC UTILITY DISTRICT REPORT TO BOARD OF DIRECTORS

**MEETING DATE:** March 21, 2019

**FROM:** Laura Fischer, General Manager

**SUBJECT:** Operations Report

## **INFORMATION ONLY:**

Water Treatment Plant Billing and Production Report. For the past six months we have been monitoring and calibrating the production flow meter at the water treatment plant. It is not reading production outflows correctly.

## **BACKGROUND:**

During construction of the water treatment plant improvement project a flow meter was installed at the location dictated by the State Water Board. Moving the flow meter from the previous location to the new location further downstream was an additional expense, which was included in the project funding and approved by the HPUD Board. After we installed a new flow meter at the different location, it was calibrated by our Control System Engineering. Since it was installed in May 2018 it has not been reading correctly.

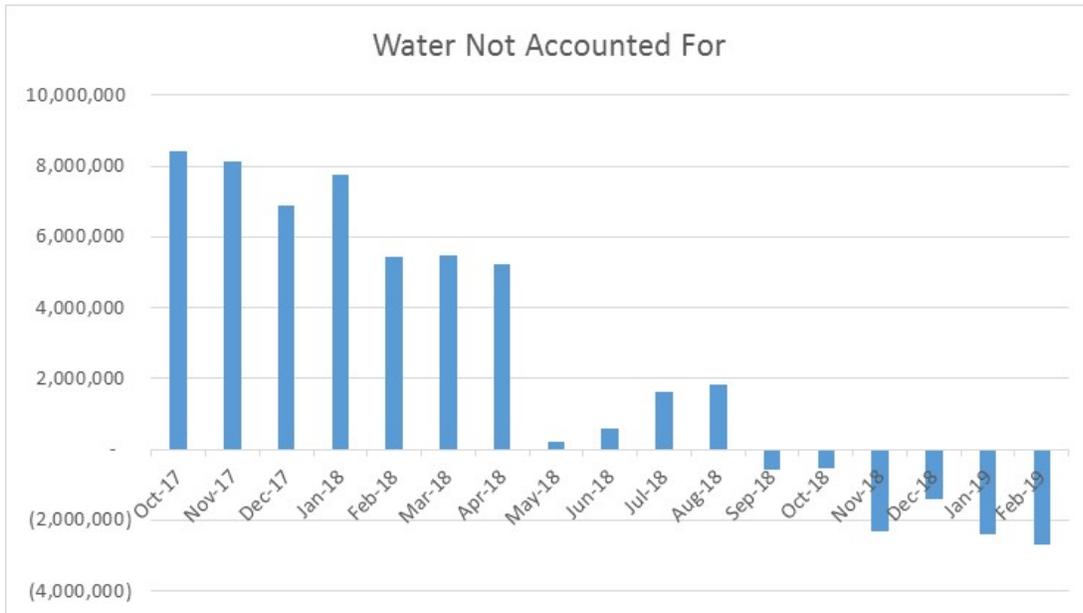
We have been trying to get it accurately calibrated by Control System Engineering, who is our consultant that worked on the SCADA system and electrical systems at the water treatment plant during construction. To calibrate the flow meter, HPUD staff has conducted numerous tests to determine the amount of water that is being distributed from our supply tanks and measuring that against the amount of water that the flow meter is reading. We have had the meter calibrated using the data from a 24 hour period. However, the flow meter still was not reading accurately.

Our most recent tests conducted this month show that the flow meter is under reading by 35.03% in a six hour period, and 19.64% in a 24 hour period. We feel that this data indicates that the flow meter cannot be accurately calibrated as it is reading erratically during low usage and high usage periods.

Changing the current flow meter and installing a new one at this location, which was required by State Water Board, will required that we shut down our distribution system. This is not something that we are willing to do as it causes several issues with our water lines and water quality, not to mention that all of our customers will be negatively impacted due to water shut off.

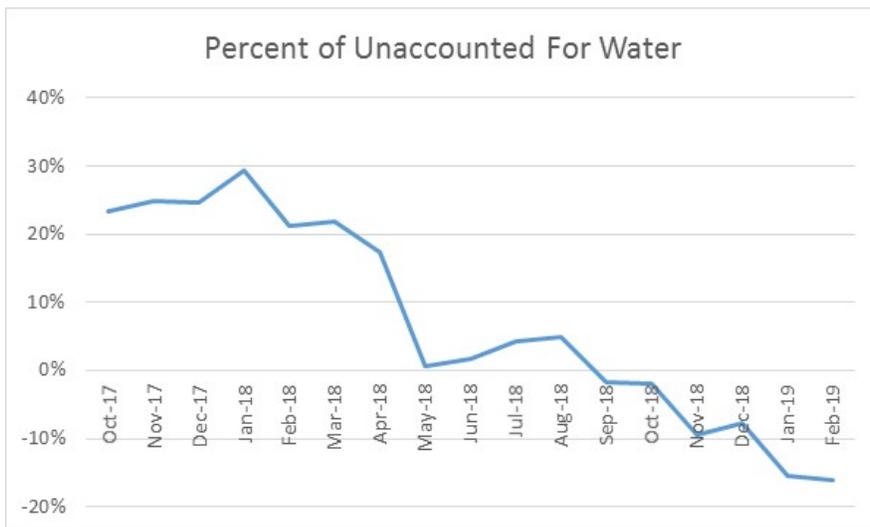
As an alternative, the HPUD staff has found a clamp on ultrasonic meter that can be installed on the outside of the pipe that has an accuracy rate of plus/minus 3%. The cost of the flow meter is about \$6,000, which is less than the cost to remove and replace the existing inline propeller type of flow meter.

The chart below shows the unaccounted for water as calculated using the data from the faulty flow meter. The equation is based on one month period of time. Staff makes sure to use the same days of production and invoicing. They take the water produced and distributed as measured by the flow meter for a specific number of days, subtract the gallons of water invoiced and the gallons of water not invoiced (HPUD water use which is measured but not included in our billing system). This give us the number of gallons not accounted for.



Keep in mind that this number will include water used at the water plant for testing, leaks, and use by the fire department. Typically a water utility would have unaccounted for water use between 10% - 25%.

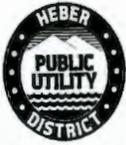
In the chart below you can see the percent of unaccounted for water dropping from the normal range to negative.



This is information only, the cost for the new ultrasonic flow meter is well within the operation and maintenance budget for the water treatment plant. Staff has ordered the meter and will install it within the next month. We will perform additional draw down tests to calibrate the new meter and monitor both meters for a period of time. We will also work with the State Water Board to ensure compliance with their standards and conditions as well as with Control System Engineering to determine if the new ultrasonic flow meter can be incorporated in our SCADA system for data collection.

Respectfully Submitted,

Laura Fischer, General Manager

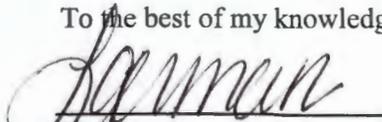


**HEBER PUBLIC UTILITY DISTRICT**  
**Water Treatment Plant and Billing Report**  
**Billing Period : January 22, 2019 thru February 22, 2019**

Mth. & Yr.	Water		HPUD Offices/Parks	Difference Water	Sewer	Invoiced	Invoiced	Invoiced	10% Senior Discount
	Gallons Produced	Gallons Invoiced	Gallons not invoiced	Water not accounted	Influent	Water	Sewer	Trash	# of Accounts receiving the discount
Jan-18	26,401,000	18,635,282	1,094,161	6,671,557	17,091,000	\$ 111,110.99	\$ 96,740.13	\$ 41,705.81	140 Accounts
Feb-18	25,603,000	19,111,115	1,067,208	5,424,677	16,480,000	\$ 110,395.28	\$ 97,142.70	\$ 41,731.98	140 Accounts
Mar-18	25,024,000	18,850,501	705,755	5,467,744	14,940,000	\$ 111,249.76	\$ 97,600.87	\$ 41,931.66	146 Accounts
Apr-18	29,979,000	23,762,516	991,746	5,224,738	14,089,000	\$ 118,251.28	\$ 97,810.33	\$ 41,922.38	147 Accounts
May-18	30,417,593	27,543,503	2,677,064	197,026	14,051,000	\$ 145,449.23	\$ 99,731.85	\$ 41,892.42	148 Accounts
Jun-18	35,372,579	31,678,218	3,108,356	586,005	14,047,000	\$ 132,813.44	\$ 98,021.78	\$ 41,839.45	153 Accounts
Jul-18	37,813,987	33,212,965	2,964,990	1,636,032	14,066,000	\$ 145,241.06	\$ 105,895.17	\$ 42,680.95	155 Accounts
Aug-18	37,568,000	33,099,573	2,637,102	1,831,325	14,180,000	\$ 145,293.79	\$ 105,755.00	\$ 42,706.93	158 Accounts
Sep-18	33,951,000	31,610,943	2,907,993	-567,936	14,380,000	\$ 140,012.12	\$ 105,579.23	\$ 42,692.40	158 Accounts
Oct-18	27,768,000	25,615,829	2,693,160	-540,989	14,310,000	\$ 126,690.06	\$ 105,210.66	\$ 42,737.25	158 Accounts
Nov-18	24,549,000	24,728,794	2,133,499	-2,313,293	15,300,000	\$ 125,834.08	\$ 105,218.57	\$ 42,786.92	158 Accounts
Dec-18	18,403,000	18,373,517	1,449,834	-1,420,351	14,974,000	\$ 116,415.86	\$ 104,890.35	\$ 42,788.51	158 Accounts
Jan-19	15,446,000	16,830,162	1,005,950	-2,390,112	14,470,000	\$ 113,815.93	\$ 104,578.58	\$ 42,883.07	160 Accounts
<b>Feb-19</b>	<b>16,662,000</b>	<b>18,298,728</b>	<b>1,048,268</b>	<b>-2,684,996</b>	<b>15,100,000</b>	<b>\$ 117,713.59</b>	<b>\$ 104,469.53</b>	<b>\$ 42,011.82</b>	<b>160 Accounts</b>

Totals includes billing for final accounts

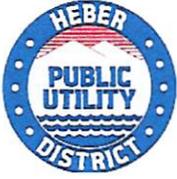
To the best of my knowledge, the information is true and correct.

  
 Liz German  
 Office Senior Clerk

3/11/2019  
 Date

## \*\*\*\* TOTALS BY JOB CODE \*\*\*\*

JOB CODE	TOTAL COMPLETED	TOTAL OUTSTANDING	TOTAL NEW	TOTAL PENDING	TOTAL VOID
MC - METER CHANGE	5	4	0	0	1
HYDRT - HYDRANT LEAK	1	1	0	0	0
DIS - DISCONNECT	10	0	0	0	16
LEAK - METER LEAK	8	1	0	0	0
INFO - TEST METER	11	6	0	0	0
SWR - SEWER PLUG UP	1	0	0	0	0
MISC - MISC REPORT	1	3	0	0	0
PRSUR - TEST WATER PRESSURE	1	0	0	0	0
CON - CONNECT	2	0	0	0	0
OCC - OCCUPANT CHANGE	1	0	0	0	0
WTDRK - DIRTY/DARK WATER	0	2	0	0	0
TOTAL ALL CODES	41	17	0	0	17



# Heber Public Utility District

1078 Dogwood Rd. Suite 103 • PO Box H

Heber CA 92249

Tel:(760)482-2440 • Fax (760)353-9951

[www.heber.ca.gov](http://www.heber.ca.gov)

March 12, 2019

Attention: Mrs. Fischer

Subject: February 2019 Monthly Report

On the billing cycle ending on the 22<sup>nd</sup> of February 16,662,000 million gallons of water were used by our consumers, an average of 537,000 thousand gallons was used per day.

On February 4, 2019, collected Trihalomethanes (TTHM's) samples and were sent to Clinical Lab of San Bernardino for analysis. The results came in on January 14, 2019 and were once again below the maximum contaminant levels (MCL) for TTHM's. The running annual average (RAA) MCL for TTHM's is 80 parts per billion (ppb) and we attained 40.6 ppb for the Mc Cabe site and 34.9 ppb for the Little Field site. Heber Public Utility District continues to be in compliance with the State and Federal Water Regulations.

If you have any questions, please contact me at (760) 427-4685

Respectfully,

A handwritten signature in blue ink, appearing to read "Francisco Rodriguez".

Francisco Rodriguez

Chief Operator

Heber Public Utility District



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March 12, 2019

Attention: Mrs. Fischer  
General Manager

Subject: Water Distribution Report February 2019

- a) Water Breaks (1)
  - 1. SW corner of 7<sup>th</sup> and Parkyns Ave.
  
- b) Service Leak (1)
  - 1. 32 E. Hawk Street

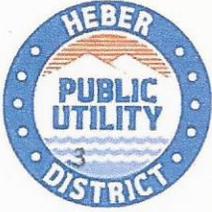
c) Work orders ( 41 )

LEAK - METER LEAK-----	8
DIS - DISCONNECT-----	10
CON - CONNECT-----	2
INFO - TEST METER -----	11
MC - METER CHANGE-----	5
OCC - OCCUPANT CHANGE-----	1
WATER BREAKS-----	0
MISC-MISC REPORT-----	1
HYDRT-HYDRANT LEAK-----	1
TEMP-TEMP SHUT OF REPAIR-----	0
SWR-SEWER PLUG UP-----	1
FIREFLY-FIREFLY REPLACE-----	0
ODOR - ODOR(TASTE/SMELL)-----	0
TEST WATER PRESSURE-----	0
<b>TOTAL ALL CODES</b>	<b>41</b>

Sincerely,

A handwritten signature in blue ink, appearing to read "Francisco Rodriguez".

Francisco Rodriguez  
Chief Operator  
Heber Public Utility District



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March 11, 2019

Attention: Laura Fischer  
General Manager

SUBJECT: Heber W.W.T.P. Operations from January 22, 2019 through February 22, 2019.

- A. Major violations: (NONE)
- B. Minor violations (NONE)
- C. Major sewer spills (NONE)
- D. Main sewer Plugs: (NONE)
- E. UV System: Operating fine. Self- Cleaning. No Maintenance.
- F. Vector Truck: Repair service line at 71 10th St.
- G. TOTAL OF MILES OF SEWER LINES CLEANED OR VIDEOED: 0.00 Miles.
- H. From January 22, 2019 through February 22, 2019: Heber Wastewater Plant received and treated 15.100 MG.
- I. HPUD did not exceed the daily maximum flow (1.2 MGD) as of February 22, 2019.

Sincerely,

A handwritten signature in blue ink that reads "Lucas Agatep".

Lucas Agatep  
Wastewater Plant Lead Operator