



Andre Dickens, Mayor Mikita K. Browning, DWM Commissioner

## Atlanta City Council City Utilities Committee

Department Quarterly Report FY 2023 – 1st Quarter (July – September 2022)

Tuesday, December 13, 2022



OF ATLANTA DEPARTMENT OF

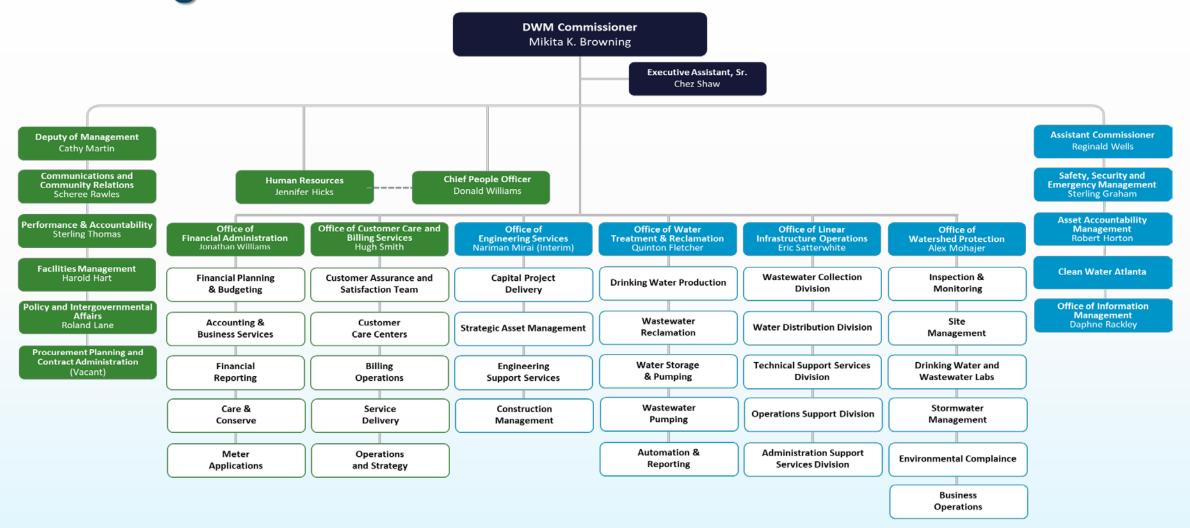
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# Updates to Council

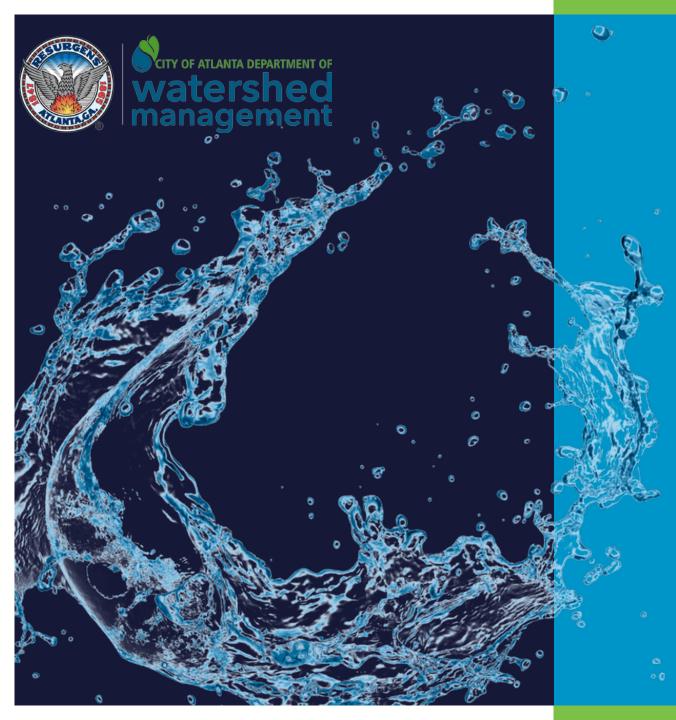
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### **DWM Organization**







# Administrative & Financial Highlights

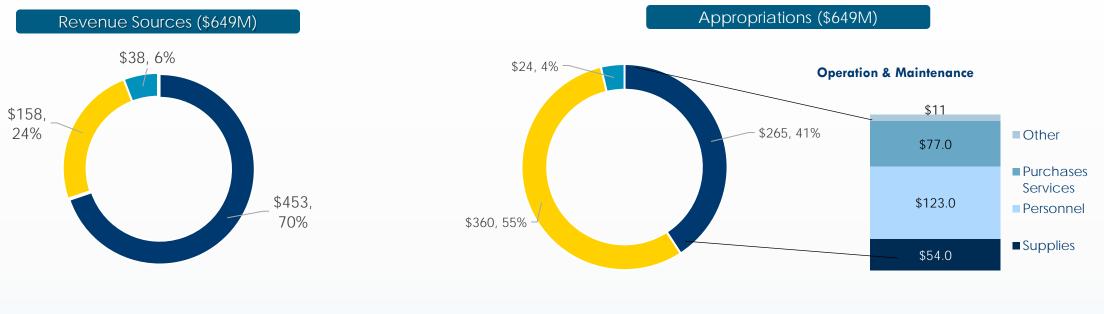
### Human Resources

#### **Department of Watershed Management**

Total Po Autho		Positions Filled (Authorized)			tra-Help ositions	Percentage Filled	Vacancy Rate %	In Process %	On Hold %	Turnover Rate
161	15	1270	345		44	78.64%	21.36%	59.13%	40.87%	10.12%
	horized Positio	ons = 1,615	P	ositions va	cant breakdo	 wn =>	345 Total Vacant	204 Hold	141 In Process	
1400 - 1200 - 1000 - 800 -	1270		Turnover Reason	FY 23 YTD #	FY 23 YTD %	Pos	sitions	<u>90-Day Pla</u>		-
600 -		Re 	Retirement	3	5%	Vacant	<ul> <li>Increase Recruitment w/mission-critical b</li> <li>Hiring Blitz for OLIO &amp; OWTR</li> </ul>			
400 - 200 -		343	Dismissed/Term.	6	10%		kdown al: 345			
200 -			Resignation	51	81%	1012	11. 340	Key Initiativ		or vita or ol rot
	Positions	Positions	Deceased	3	5%			0		cruits and retend retended of the second s
	Filled (Authorized)	Vacant )	Total	63	100%				e Time Labo	

Hold In Process

### FY 2023 Budget



Water & Sewer MOST Misc

• Miscellaneous: IJ Revenue, tap meter sales, stormwater

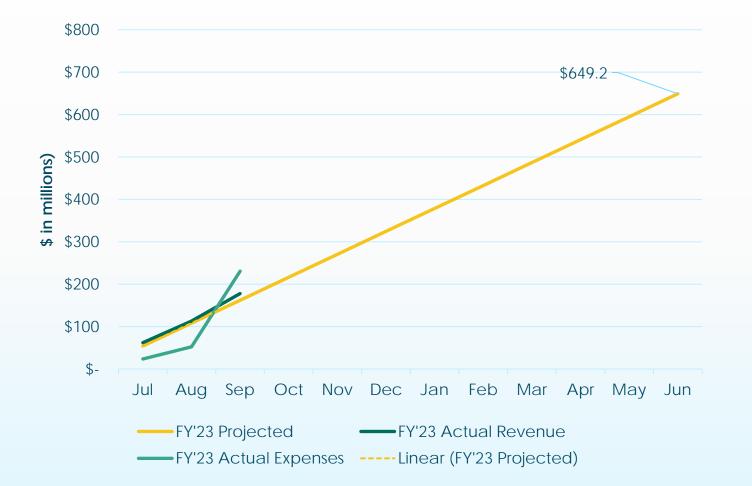
charges, interest earnings, administrative services

- Operation & Maintenance
   Non-Departmental
   Other Departments
   Non-Departmental (Debt Service, indirect costs, PILOT/franchise fees,
- Non-Departmental (Debt service, indirect costs, PiLO1/Iranchise rees, OPEB, GEFA payments/reserve, bad debt reserve, fund-wide reserve)

	OPERATION & MAINTENANCE (O&M)		
	Personnel	Non-Personnel	
FY23 Budget	\$123.0	\$142.7	
Through 1st QTR of FY23	\$29.0	\$20.0	
% Spent	23.6%	14.0%	

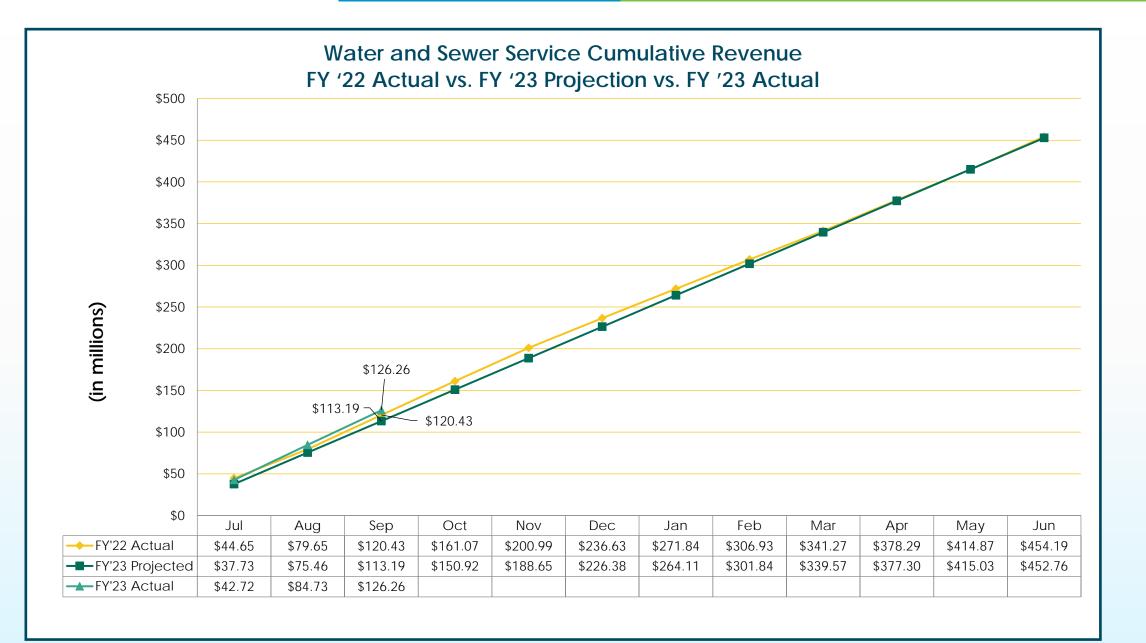


### FY 2023 Operational Results



Fiscal Year 2023						
	Reven	ue	Expenses			
Month	Projected	Actual				
Jul '22	\$ 54.1	\$ 62.1	\$ 23.5			
Aug '22	\$ 108.2	\$ 113.1	\$ 52.3			
Sep '22	\$ 162.3	\$ 177.8	\$ 230.8			
Oct '22	\$ 216.4					
Nov '22	\$ 270.5					
Dec '22	\$ 324.6					
Jan '23	\$ 378.7					
Feb '23	\$ 432.8					
Mar '23	\$ 486.9					
Apr '23	\$ 541.0					
May '23	\$ 595.1					
Jun '23	\$ 649.2					





### **MOST Revenues Summary (NEW)**

	FY23 Projections	YTD Actual
Jul-22	\$13,175,000.00	\$16,717,508.82
Aug-22	\$13,175,000.00	\$16,367,881.02
Sep-22	\$13,175,000.00	\$16,046,556.24
Oct-22	\$13,175,000.00	
Nov-22	\$13,175,000.00	
Dec-22	\$13,175,000.00	
Jan-23	\$13,175,000.00	
Feb-23	\$13,175,000.00	
Mar-23	\$13,175,000.00	
Apr-23	\$13,175,000.00	
May-23	\$13,175,000.00	
Jun-23	\$13,175,000.00	
Total	\$158,100,000.00	\$49,131,946.08



### 2022 Collections - History

- FY21 end with \$130M+ in aged, active accounts receivables in Single Family, Multi Family and Commercial Accounts
  - o Single family service cut offs had not been performed since roughly 2010
  - COVID19 added roughly a \$50M increase in aged collectables as the City focused on continuity of service during the pandemic
- As pandemic conditions continued coupled with significant inflation in capital, labor and supply chain costs, DWM implemented the Flexible Levels, Options, & Affordable Terms (F.L.O.A.T.) Initiative:
  - o Community Based Access to Customers
  - o Direct engagement with customers to address water billing concerns
  - Improved technology that facilitates daily visibility by DWM collections personnel to aged account balances
  - Application of federal, state, local and Care and Conserve program benefits correct leaks and other site level problems
  - Updates to legislation and codes that aids DWM with more flexibility in providing repair assistance, adjustments, and payment plans
  - o Period of July 2022 December 2022
  - o https://youtu.be/djl62CDumO0





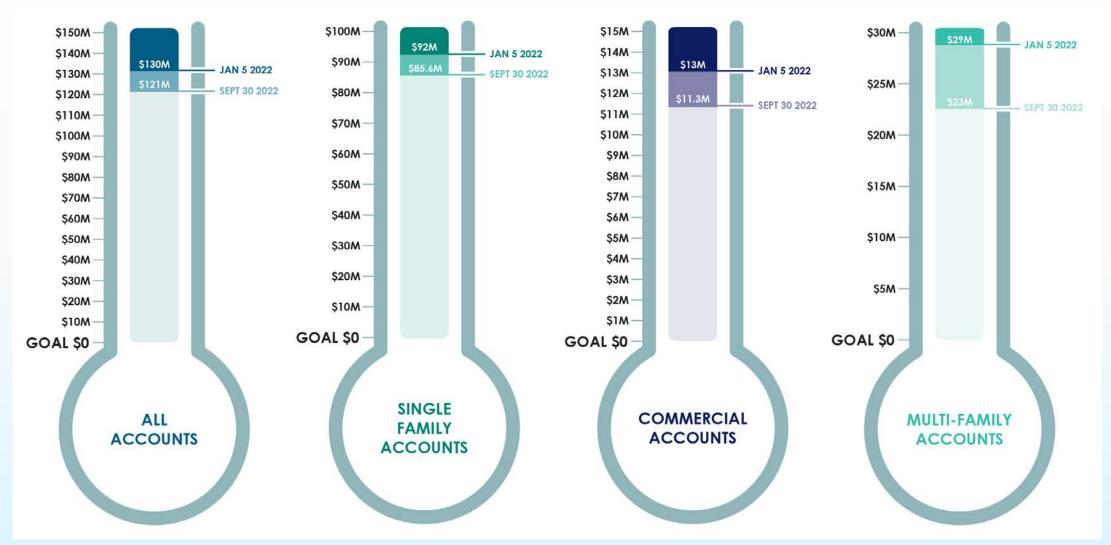
### F.L.O.A.T Participants by District as of 12/5/22

COUNCIL DISTRICT		# of ELOAT Dorticipants
DISTRICT	COUNCIL MEMBER	# of F.L.O.A.T. Participants
1	Jason Winston	136
2	Amir R. Farokhi	40
3	Byron Amos	146
4	Jason Dozier	170
5	Liliana Bakhtiari	63
6	Alex Wan	26
7	Howard Shook	34
8	Mary Norwood	27
9	Dustin R. Hillis	219
10	Andrea L. Boone	275
11	Marci Collier Overstreet	261
12	Antonio Lewis	142
Outside District		424
Total		1963

	FLOAT ADJUSTMENT TOTALS						
Week	Week         Aging Adjustmet         Fees/Leak         FLOAT Adjustment						
Ending	Amount	Adjustment Amount	Amount	Total			
TOTAL:	\$ 3,984,383.35	\$ 2,383,785.23	\$ 30,349.92	\$ 6,398,518.50			

Payment plans	1007
FeeAdjustment/Leak/passed collectable date	
adjustments	956

### FY 2023 YTD Account Receivables – Status



### FY 2023 Collections – Next Steps

- Float Program Closeout 12/31/2022
- Any customer that has scheduled but hasn't met with the float team on 12/31/2022 will be excluded from shut-off until the meeting occurs
- LIHWAP program to continue consistent with Federal Guidelines
- Update account data to reflect corrections to customer information
- Address meters that continue to show estimated rather than actual usage
- Complete first large tranche of customer adjustments (\$10.8M) and Write offs (\$11.04M)
- January cycle billing utilized to communicate that shut offs to commence net of January payment activity
- Customer notifications included in billed documents, door knockers, customer calls, media communication prior to shut off
- Continue to identify and shut off properties that are vacant with consumption
- Administer leans where appropriate to aid collections should the property change hands









How we help!

We assist single-family, low to moderate income residential customers who are facing financial hardships with outstanding water bill balances and plumbing repairs.

Income eligibility is determined by household population size.

DWM verifies household size by documentation and monthly consumption levels.

Family size	1	2	3	4	5	6	7	8
Income	\$41,900	\$47,900	\$53,900	\$59,850	\$64,650	\$69,450	\$74,250	\$79,050





### CARE & CONSERVE ASSISTANCE (NEW)

#### TOTAL ASSISTED Customers: 483

Funds: \$1,085,842

C&C PAYMENT ASSISTANCE	BILL PAYMENT ASSISTANCE	LEAK ASSISTANCE	APPROVED	DENIED	COLLECTED
1 <sup>st</sup> QTR July 2022 –September 2022	\$34,639.26	0	45	60	\$39,604.13

LIHWAP ASSISTANCE	Accounts	FUNDS APPLIED
1 <sup>st</sup> QTR July 2022 –September 2022	421	\$902,490

\*LIWAP proceeds \$1.17M since program inception

PLUMBING ASSISTANCE	HOMES COMPLETED	FUNDS EXPENDED *
1 <sup>st</sup> QTR July 2022 –September 2022	17	\$148,713

All invoices have not been received.



### **CARE & CONSERVE ASSISTANCE**

City of Atlanta	Accounts	FUNDS APPLIED
1 <sup>st</sup> QTR (FY 2023) July 2022 - September 2022	421	\$902,490
November 2022 - November 2023	859	\$1,173,639

#### Care and Conserve LIHWAP Support

- Dedicated employees follow-up with providers on a daily basis for support account investigation and information
- Account payment, coordination and notation through C&C

#### New Parameters

- Bills Exceeding \$200
  - All approved payment assistance requests must show incurred charges beginning February 1, 2020 to date
  - ✓ Maximum past due assistance amount \$2000
- Current bills/Bills without balance
  - ✓ \$200 to \$300 credit



#### 2022 LIHWAP Providers

- Fulton Atlanta Communication Action Authority
- Partners for Community Action

#### 2023 LIHWAP Providers

- Cascade Oaks Apartments
- Dekalb-Atlanta Human Service Center
- Deliverance Baptist Church
- Fulton Atlanta Communication Action Authority
- Georgia Department of Human Services Energy Assistance
- Georgia Hill Neighborhood Center
- Heating Energy Assistance Team(HEAT)
- Midtown Assistance Center
- North Fulton Community Charities
- Partnership for Community Action
- Pleasant Hill Community Center
- Salvation Army DeKalb Co.



# Operational Highlights

### By the Numbers - (July – September 2022)

Meter Installations Residential – 372 Commercial <b>- 77</b>	Accounts Established 6,466	Bills Issued 505,748	Care & Conserve Spent \$34,066
Catch Basin Cleanings 4,812	Drinking Water Treated 9,326 Million Gallons	Wastewater Treated 12,355 Million Gallons	Hydrants Repaired 630

### Site Development Plan Review – Permits Issued Updates

- ✓ Permits Issued (July, August, September 2022) 968
  - Single Family Residential 622
  - Commercial, including Multi-family and Subdivisions 346

#### Permits Issued By Council District:

District 1	Jason Winston	82
District 2	Amir R. Farokhi	33
District 3	Byron Amos	54
District 4	Jason Dozier	49
District 5	Liliana Bakhtiari	78
District 6	Alex Wan	67
District 7	Howard Shook	62
District 8	Mary Norwood	88
District 9	Dustin Hillis	104
District 10	Andrea L. Boone	18
District 11	Marci Collier Overstreet	90
District 12	Antonio Lewis	104
N/A	Undefined	139
(Pending reconcilia	ation in Accella)	





### Site Development Plan Review – Plan Review Updates

#### ✓ Plan Reviews (includes both new and resubmittals):

- Total reviews in July 2022 604 (From July 2021 to July 2022, 34% increase)
- Total reviews in August 2022 697 (From August 2021 to August 2022, 28% increase)
- Total reviews in September 2022 510 (From September 2021 to September 2022, 33% decrease)

#### Plan Reviews By Council District:

District 1	Jason Winston	92
District 2	Amir R. Farokhi	56
District 3	Byron Amos	78
District 4	Jason Dozier	75
District 5	Liliana Bakhtiari	93
District 6	Alex Wan	89
District 7	Howard Shook	79
District 8	Mary Norwood	117
District 9	Dustin Hillis	128
District 10	Andrea L. Boone	25
District 11	Marci Collier Overstreet	104
District 12	Antonio Lewis	133
N/A	Undefined	742
(Pending reconcilia	ation in Accella)	

# Internal Metrics

Metric Description	Jul 2022	Aug 2022	Sep 2022	12-Mth Average	24-Mth Average
Estimated Bills as a percent of Bills Issued	7.92%	8.17%	8.33%	7.32%	6.63%
12-month O&M cost per million gallons of drinking water treated	497.91	524.95	541.46	569.55	626.16
12-month O&M cost per million gallons of wastewater treated	1,066.50	1,163.64	1,172.42	1,136.88	1,087.06
12-month Purchased power per million gallons of water treated (drinking water)	2,130	2,117	2,125	2,146	2,212
12-month Purchased power per million gallons of water treated (wastewater)	2,875	2,831	2,839	2,918	2,861
Drinking Water Compliance Rate as a percent of prior 365 days in compliance	100%	100%	100%	100%	100%
Wastewater Treatment Compliance Rate as a percent of prior 365 days in compliance	100%	100%	100%	98%	98%
# of Sewer Spills per 100 miles of sewer pipe (Annual)	6.0	5.8	5.7	6.1	7.0
# of Main Breaks per 100 miles of drinking water pipe (Annual)	12.49	12.45	12.76	12.25	11.87
# of Delinquent Accounts	27,629	27,515	27,483	26,960	27,512
12-month New Leak Work Orders per 100 miles of drinking pipe	38.50	39.27	40.31	38.55	43.46
% of Total Hydrants Functional	99.23%	99.18%	98.97%	99.06%	99.16%



### **CSTAT Metrics – Office of Watershed Protection (OWP)**

SR-WO Type	SLA	Jul 22 %On-Time	Aug 22 %On-Time	Sep 22 %On-Time
DW Quality Complaint	7 bus days (call to resolution)	93.0	97.0	96.2
Erosion Complaint	4 bus days (call to resolution)	93.3	90.9	93.8
Erosion Control Final Inspection (Commercial)	4 bus days (call to resolution)	0 86.4	96.0	<b>0</b> 100.0
Erosion Control Final Inspection (Residential)	4 bus days (call to resolution)	0 89.1	0 85.2	0.88 🥥
Erosion Control Pre-Construction Inspection (Commercial)	7 bus days (call to resolution)	<b>0</b> 100.0	100.0	<b>0</b> 100.0
Erosion Control Pre-Construction Inspection (Residential)	4 bus days (call to resolution)	<b>0</b> 79.1	<b>0</b> 74.1	0 89.7
Existing Grease Trap Inspection	10 bus days (call to resolution)	<b>0</b> 100.0	100.0	<b>0</b> 100.0
Illegal Grease Dumping	1 bus day (call to inspection)	n/a	n/a	<b>0</b> 100.0
New Facility Grease Trap Inspection	7 bus days (call to resolution)	n/a	100.0	0.00
Sewer Overflow/Spill Clean Up	3 bus days (WO Initiation to WO Start Date)	<b>0</b> 100.0	95.1	96.3
Collective Performance			84.8%	91.1%



### CSTAT Metrics – Office of Customer Care and Billing Services (OCCBS)

Burst Pipe (Private) - Turn Off Request	1 Business Day	100.0	0 100.0	<b>1</b> 00.0
Close Account - Vacant - Turn Off	24 hours within scheduled date	0 100.0	0 100.0	<b>0</b> 100.0
Meter Reset	5 business days	0 100.0	0 100.0	0 100.0
Missing/Damaged DW Meter Lid	2 Business Days	0 100.0	0 100.0	0 100.0
New Account Request - Not Vacant (Move In / Move Out)	24 hours within scheduled date	0 100.0	100.0	0 100.0
New Account Request - Vacant	24 hours within scheduled date	0 100.0	100.0	0 100.0
Collective Performance		100.0%	100.0%	100.0%

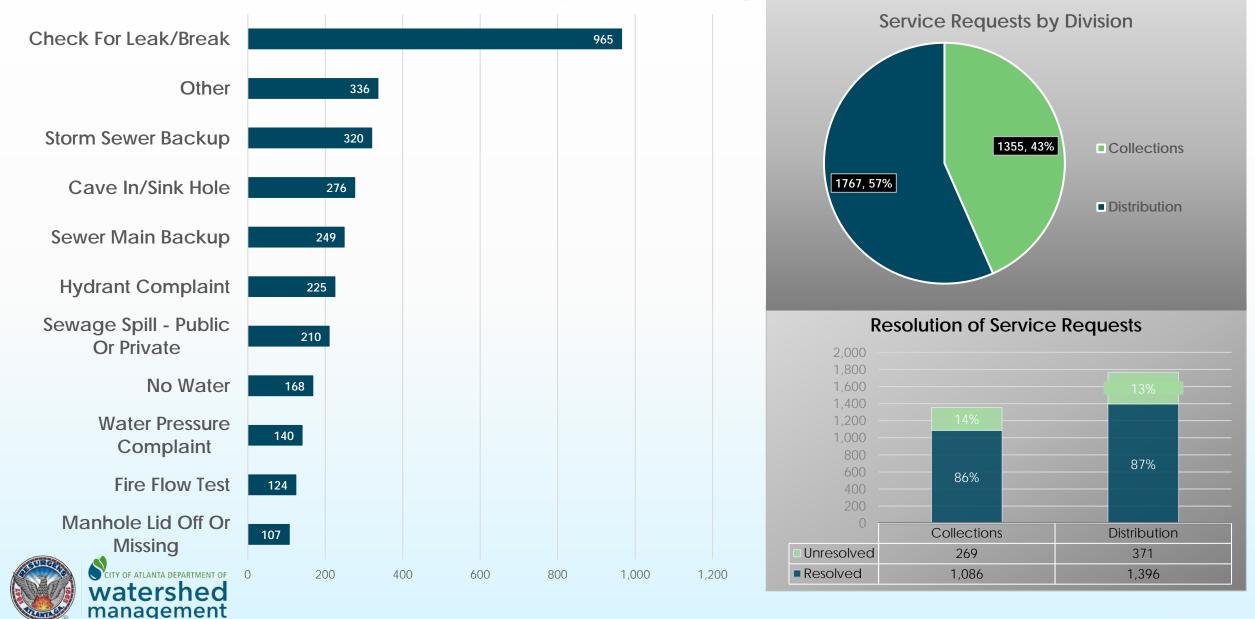


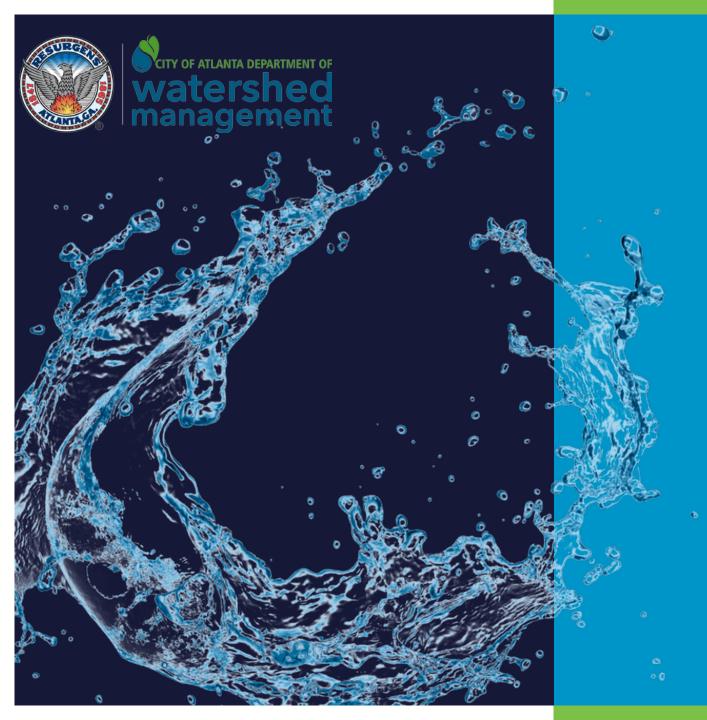
### CSTAT Metrics – Office of Linear Infrastructure Operations (OLIO)

SR-WO Type	SLA	Jul 22 %On- Time	Aug 22 %On-Time	Sep 22 %On-Time	
Broken Drinking Water Service Line Repair	45 days (inspection to resolution)	100.0	98.4	97.6	
Broken Sewer Line Repair	45 days (inspection to resolution)	92.9	0.00	100.0	
Clear Storm Drain/Catch Basin	45 days (inspection to resolution)	94.7	97.0	94.4	
Hydrant Complaint (Leaky Hydrant, Hydrant Knocked Off / Damaged)	24 hours (call to inspection)	100.0	98.3	100.0	
Hydrant Leak Repair	10 days (inspection to resolution)	60.0	0 89.5	0 81.0	
Hydrant Repair/Replace	20 days (inspection to resolution)	<b>0</b> 75.0	<b>0</b> 75.0	<b>6</b> 76.5	
Low Water Pressure	24 hours (call to inspection)	100.0	0.00 🌑	97.9	
Missing/Damaged WW Manhole Lid/Cov er	24 hours (call to resolution)	96.6	<b>)</b> 100.0	100.0	
No Water - Infrastructure Related	24 hours (call to inspection)	100.0	97.9	98.5	
Possible Sewer Cave In	8 hours (call to inspection)	100.0	0.00 🌑	100.0	
Possible Sewer Main Back Up / Blockage	8 hours (call to inspection)	98.5	98.6	0.00	
Possible Sewer Overflow/Spill	8 hours (call to inspection)	100.0	0.00 🔘	100.0	
Readjust/Replace Street Plate	24 hours (call to resolution)	100.0	0.00 🔘	100.0	
Sewer Odor	8 hours (call to inspection)	100.0	0.00 🔘	100.0	
Street Flooding during or after a rain event / Storm Sewer Back Up	8 hours (call to inspection)	100.0	99.2	100.0	
Valve (or appurtenance) Leak Repair	45 days (inspection to resolution)	100.0	0.00 🔘	100.0	
Water Main Break Repair	2 days (inspection to resolution)	0 88.9	<b>)</b> 77.8	100.0	
Water visible in street, sidewalk, etc. / Check for leak or break	8 hours (call to inspection)	97.5	98.1	97.2	
Collective Performance			98.1%	97.6%	



### **Office of Linear Infrastructure Operations (OLIO) - Service Requests**

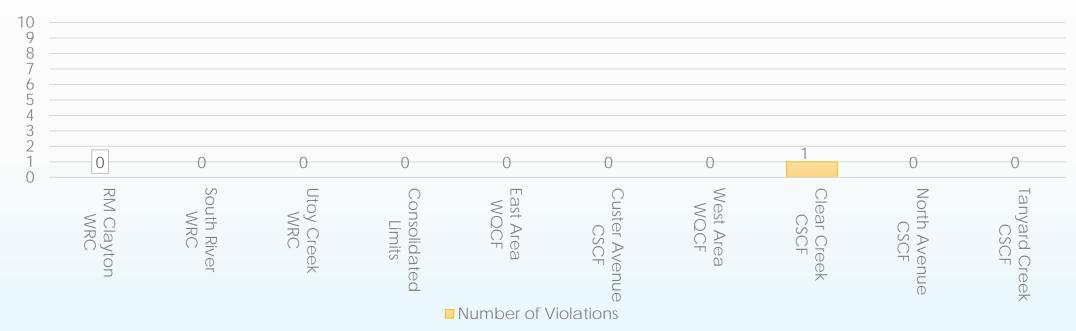




# Compliance

### **NPDES Violations**

July 1 – September 30, 2022



#### Q1-2023 NPDES VIOLATIONS - 1

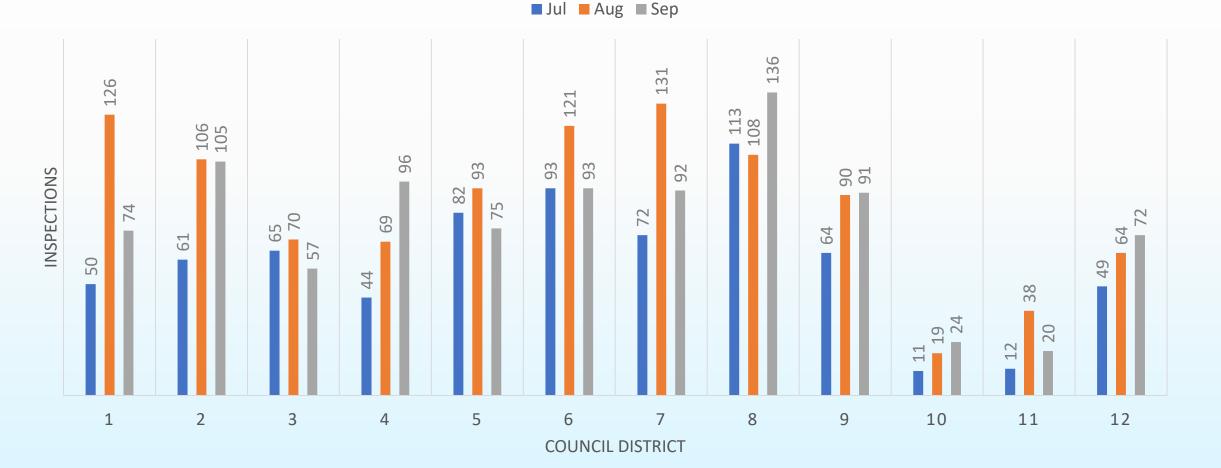
On July 30, 2022, the fecal coliform concentration in the first flush grab sample collected at the Clear Creek Combined Sewage Control Facility (Clear Creek CSCF) was found to have a fecal coliform concentration of 56,000 colony forming units per 100 milliliters (CFU/100 mL), which exceeded the seasonally adjusted daily maximum permit effluent limit of 2,000 CFU/100 mL. The sampling pump was clogged, and the sample had to be collected manually.

To resolve this issue, a new sample pump with a self-back flushing system will be installed to keep sample line unclogged. This pump has been ordered.

#### **Environmental and Construction Enforcement Division** Stop Work Number of **Buffer** Non-Citations Month **In-Compliance** Court Sessions **Fines** Levied Inspections Encroachment Compliance Order Issued JULY 723 638 85 13 3 \$2,106.00 0 7 0 901 134 39 3 0 AUGUST 1.035 \$0.00 **SEPTEMBER** 940 0 819 121 40 8 \$2,452.00 1 TOTAL 2,698 0 2,358 340 92 15 \$4,558.00

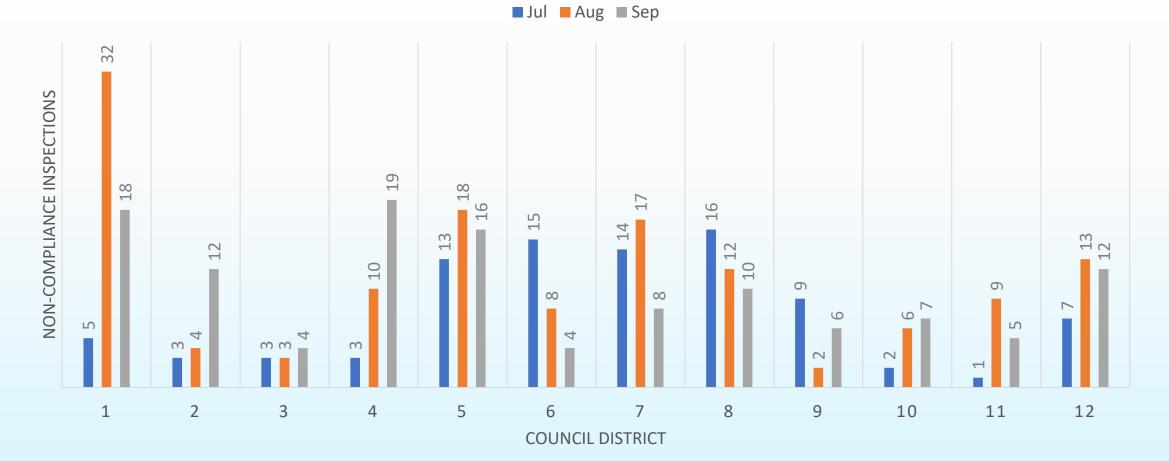
\*Includes both Residential and Commercial

#### Includes both residential and commercial



**2022 INSPECTIONS** 

Includes both residential and commercial



**2022 NON-COMPLIANCE INSPECTIONS** 

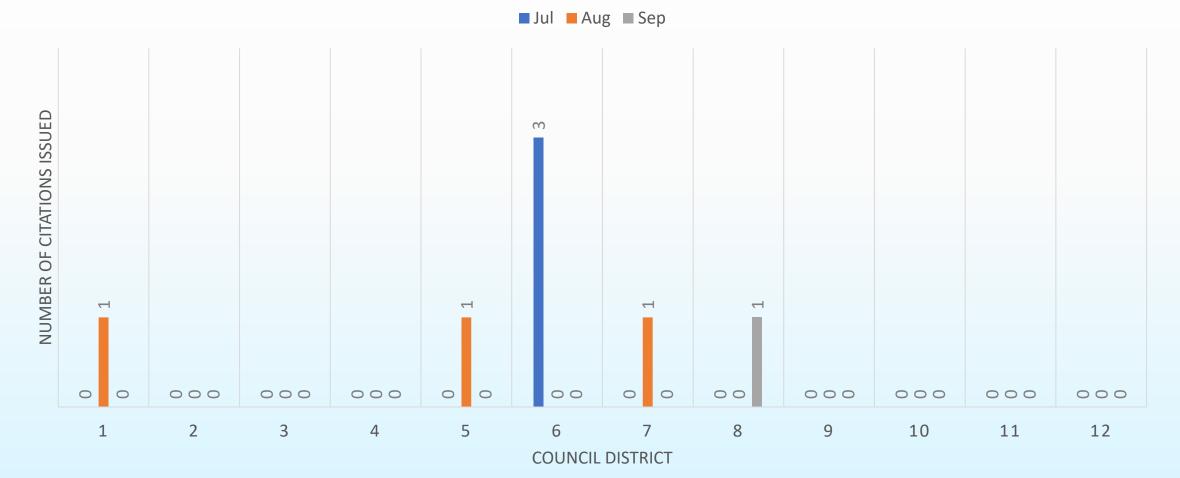
Includes both residential and commercial

12 TOTAL STOP WORK ORDERS  $\infty$  $\sim$ 9 9 Ь 4  $\mathbf{m}$  $\mathbf{m}$ m $\sim$  $\sim$  $\sim$  $\sim$  $\sim$  $\sim$  $\leftarrow$  $\overline{}$  $\overline{}$  $\overline{}$  $\overline{}$ -0 0 0 0 00 0 0 0  $\bigcirc$ 3 5 6 7 8 10 11 12 1 2 4 9 COUNCIL DISTRICT

**2022 STOP WORK ORDERS** 

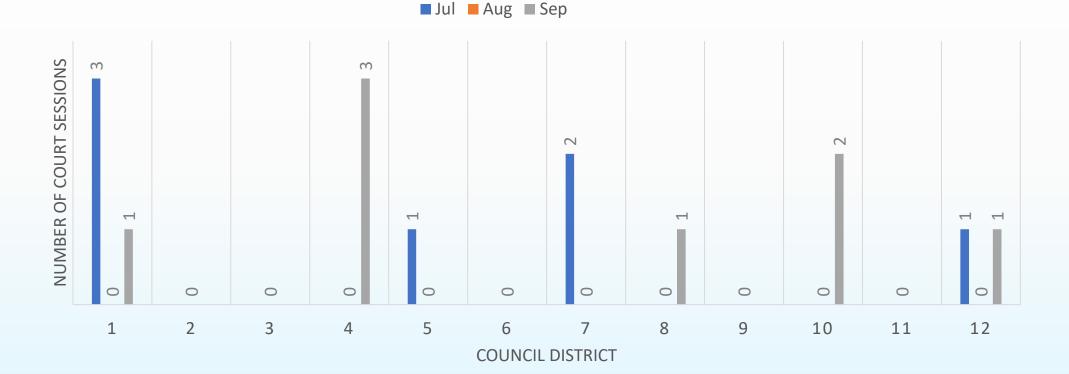
■ Jul ■ Aug ■ Sep

Includes both residential and commercial



**2022 CITATIONS ISSUED** 

#### Includes both residential and commercial



2022 COURT SESSIONS

### Stormwater Technical Advisory Committee (STAC)

✓ Group of Diverse Stakeholders Convened to Develop the Post-Development Extended Detention Policy

#### Addresses Stakeholder Concerns

- Consideration for watershed differences not a "one-size solution"
- Green Infrastructure measures and its effectiveness
- Opportunity for incentives
- Regional dilution factors
- Educational needs



#### Stakeholders

- Department of Watershed Management
- Department of Law
- Government & Policy Officials
- Development Community
- Engineering/Planning Consultants
- Program Management Services Team



**Technical** – Perform Technical Analysis for Best Approach to Sustainable Extended Detention

- Compliant with MNGWPD Requirements
- Address Water Quality
- Address Flood Mitigation
- Channel Protection
- Potential Areas of Repetitive Flooding and
   Protective Measures

### **Policy** – Draft Policy to Address Extended Detention

- Legal Precedence; Fair & Equitable
- Compliant with MNGPD Requirements
- Sustainable future Stormwater Utility
- Potential Incentives or Credits
- Public Information & Education
- Stormwater Conveyance System
   Improvements



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# Capital Improvements Program Summary

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### Active Projects - \$827.9M

#### \$.83 B; 94 Projects



\$77.7 M Consent Decree/Wastewater Collections Projects: 18



\$54.2 M GDOT/ATLDOT Projects: 4



\$12.4 M OIM (AIM, SCADA, Smart Utility, etc.) Projects: 1



\$68.1 M Professional Services Projects: 6

#### Phase Summary

10 Planning 27 Design 15 Procurement 31 Construction

SG

Stantec

JOINT VENTURE

3 Project Management 1 Post Construction 3 Close Out 4 Ungrouped





\$0.6 M Regulatory Compliance Projects: 1



\$ 0 M Safety & Security Projects: 0



\$12.7 M Security Surcharge Projects: 1



\$58.8 M Stormwater (MOST, GI, EIB) Projects: 14



**\*\*\*\*** 

\$77.1 M Water Distribution & Appurtenances Projects: 10

\$359.6 M Water/Wastewater Projects: 36

### North Fork Storage Tank and Pump Station

#### **Primary Components**

- 15-MG rectangular reinforced concrete storage tank
- 75 MGD influent pumping station with odor control, flushing/cleaning
- Diversion and dewatering structures
- Gravity/micro-tunneled 48-inch and 60-inch collector sewers
- Equipment control building and ancillary features
   Status
- Solicitation completed for construction vendor -RFP-C-1220140
- Legislative process for Award Recommendation (Cycle 16) 9/19/2022
- Construction Budget: \$145M
- Anticipated Construction Start: Q1 2023
   Benefits:
- Abates SSOs with direct water quality improvements to Peachtree Creek
- Ensures adequate system capacity accommodating future economic growth and development
   Highlights:
- WIFIA Funding Approval \$71M



### **Upper Proctor Creek Capacity Relief Projects**



- Primary Components & Benefits
  - Phase B & Phase C combined sewer system separation to route stormwater to the Cook Park (Phase A) retention pond.
  - Completed Phase A manages 150 acres draining to Boone Boulevard and Vine Street, including parts of Georgia World Congress Center
  - Reduces localized flooding and provide sewer capacity relief benefits the Vine City and English Avenue neighborhoods.
  - Phase B and C, both linear in scope, takes place predominantly within the City's Right-of-Way.

#### Construction Updates:

- Phase B
  - o Authorized Budget: \$12,075,030
  - o Project Completed: November 16, 2022
  - o Council District: 3
- Phase C
  - o Authorized Budget: \$7,297,321
  - o Completed boring on Walnut Street
  - o Waterline relocations completed throughout the area
  - o Project Completion: June 2023
  - o Council District: 3



### Sewer Group 4 – Small Diameter Rehabilitation – Contract A

Cost: \$17.9M

Economic Impact: 330 jobs

**Highlights:** Rehabilitate small diameter sanitary sewers identified under the Sewer System Evaluation Survey (SSES), required by the FACD. Sewers will be rehabilitated utilizing both trenchless and conventional excavation methods, as well as manhole rehabilitation and pre-cleaning of sewers. The specific scope of work consisted of: Point Repairs, Pipe-burst, Open-cut/Replacement, and CIPP.

Council Districts: 3, 6, 8, 9

Project Start: September 2022

Project Completion: February 2024

Updates:

• Pre-CCTV and cleaning scheduled to begin October 4, 2022

#### Environmental & Asset Impacts:

- Reduce inflow/infiltration from entering sewer thru defects
- Reduce the number of sanitary sewer overflows (SSOs)
- Increases protection of our receiving waters and reduced threat to public health and safety.







### Intrenchment Creek Water Reclamation Center (WRC) Decommissioning and South River Clarifiers Replacement



South River WRC showing new clarifiers

#### **Description**

- Allows wastewater to be sent directly to South River WRC for treatment as Intrenchment Creek WRC cannot meet current wastewater standards
- Leverages existing wastewater treatment assets while maintaining permit compliance.
- Enhances system operational efficiency and reliability
- Agreement value approx. \$54 M, projected completion 1<sup>st</sup> Quarter 2024
- Contractor PC/Lewis Joint Venture

#### South River WRC site

- Diameter of each new clarifier is 130 ft
- Existing antiquated supervisory control and data acquisition (SCADA) plant control system will be modernized

#### Intrenchment Creek WRC site

- New pump station under construction
- Influent screens being upgraded



# THANK YOU!

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