

BACKGROUND

The Town's Public Utilities Department owns and operates an advanced wastewater treatment plant, 8 wastewater pump stations, almost 69 miles of sanitary sewer mains, two freshwater reservoir, 3 active wells, a water treatment and filtration plant, approximately 89 miles of water distribution system including 743 fire hydrants, two water storage tanks, a pumping station, and a booster / re-chlorination station.

Utilities also provide oversight and control of the Town's water and wastewater treatment facilities; delivery systems; maintenance of the systems; and billing. A high-level breakdown of services is included later in this document.

WATER PLANT OPERATIONS:

The Source of Supply Section is responsible for the safe and efficient operation of the Town's municipal water supply assets. These assets consist of the water treatment plant, three remote wells, two surface water reservoirs, a booster station, a re-chlorination station, two water storage tanks, and the collection of all State and federally regulated water samples. The operation strives to provide safe, aesthetically pleasing, and pleasant-tasting water to meet the demands of the Town's over 5,171 residential and commercial customers.

The treatment plant on Blackwell Road is permitted to treat 3.2 million gallons per day but is restricted by the safe yield of the reservoirs, which is a combined 2.27 million gallons per day. Currently, the plant produces an average of 1.3 million gallons of water daily.

TRANSMISSION & DISTRIBUTION:

The Transmission and Distribution division is responsible for the overall maintenance, repair, and servicing of over 89 miles of water lines and 69 miles of sewer. Activities include repairing main breaks, replacing old and deteriorated water/sewer lines, maintaining water and sewer line right of ways, and unstopping clogged sewage lines. They also include collecting data with flow meters to identify high areas of infiltration/inflow in the gravity sewage system, maintenance of over 734 fire hydrants, and responding to over 2,527 calls annually for Miss Utility field locations of water and sewage lines as mandated by law.

The Meter Division works under T&D and is responsible for reading 5,171 water meters and providing the data to the Finance Department for billing and revenue collection. In addition, the section provides routine maintenance to all customer meters, including the thawing of frozen meters due to extremely cold weather, the inspections required under the State's cross connection and backflow prevention programs, periodic calibration, and replacement of unserviceable meters. The meter calibration testing frequency depends upon their annual usage, wear and tear, and potential for revenue loss or generation. Staff also responds to customer concerns relative to unusually high or low water bills and often assists customers in identifying leaks in their service lines, homes, and businesses. Unaccounted water loss has averaged less than 10% for the past several years, below the American Waterworks Standard of 13%.

WASTEWATER PLANT OPERATIONS:

The wastewater plant operates and maintains the Town's 2.5 million gallons per day (mgd) sewage treatment facility and 8 sewage pump stations. The plant treats, on average, 1.8-2.0 mgd, with the primary operational responsibility being the environmental protection of downstream waters by plant operations and monitoring for compliance with state and federal regulations.

Treatment begins at the head works with screening and grit removal, followed by primary sedimentation. The second process involves biological treatment with the newly constructed Moving Bed Biofilm Reactor (MBBR). The third phase employs chemical coagulation and flocculation, followed by secondary sedimentation. The final stage of treatment includes nutrient removal via deep bed filtration, disinfection with ultraviolet lamps, and post aeration before discharge into the unnamed tributary to Great Run. Sludge generated by the treatment process is anaerobically digested, dewatered by a 2-meter belt press, hauled away by an outside contractor, and land applied. Annual nutrient limits for nitrogen and phosphorus are in effect to comply with actions to clean up the Chesapeake Bay.

OVERTIME HOURS PER DIVISION (1-12-24 TO 12-27-24):

T&D: 411

WTP: 876

WWTP: 1,414

SALARIED EMPLOYEE APPROXIMATIONS: 497

TOTAL OVERTIME HOURS: 3,198