

MANAGEMENT, OPERATION & CHALLENGES

Wastewater Utilities Perspective



TOPICS OF DISCUSSION

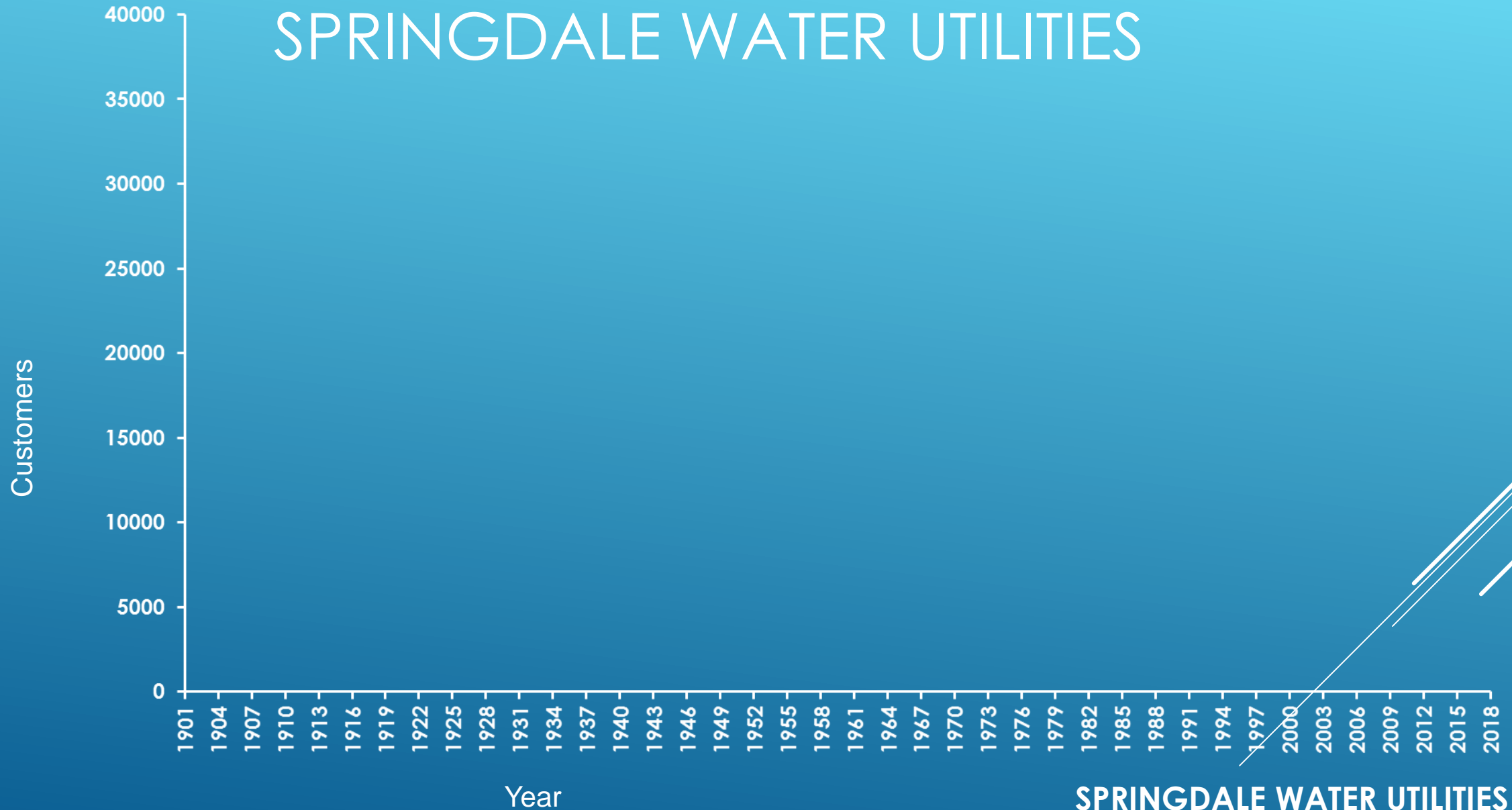
- ▶ Brief History of Springdale Water Utilities
- ▶ Accomplishments of the Utility
- ▶ Springdale Wastewater Treatment Facility
- ▶ Attributes of Effective Management
- ▶ Challenges of Utilities
- ▶ Strategies for the Future
- ▶ Questions



SPRINGDALE WATER UTILITIES



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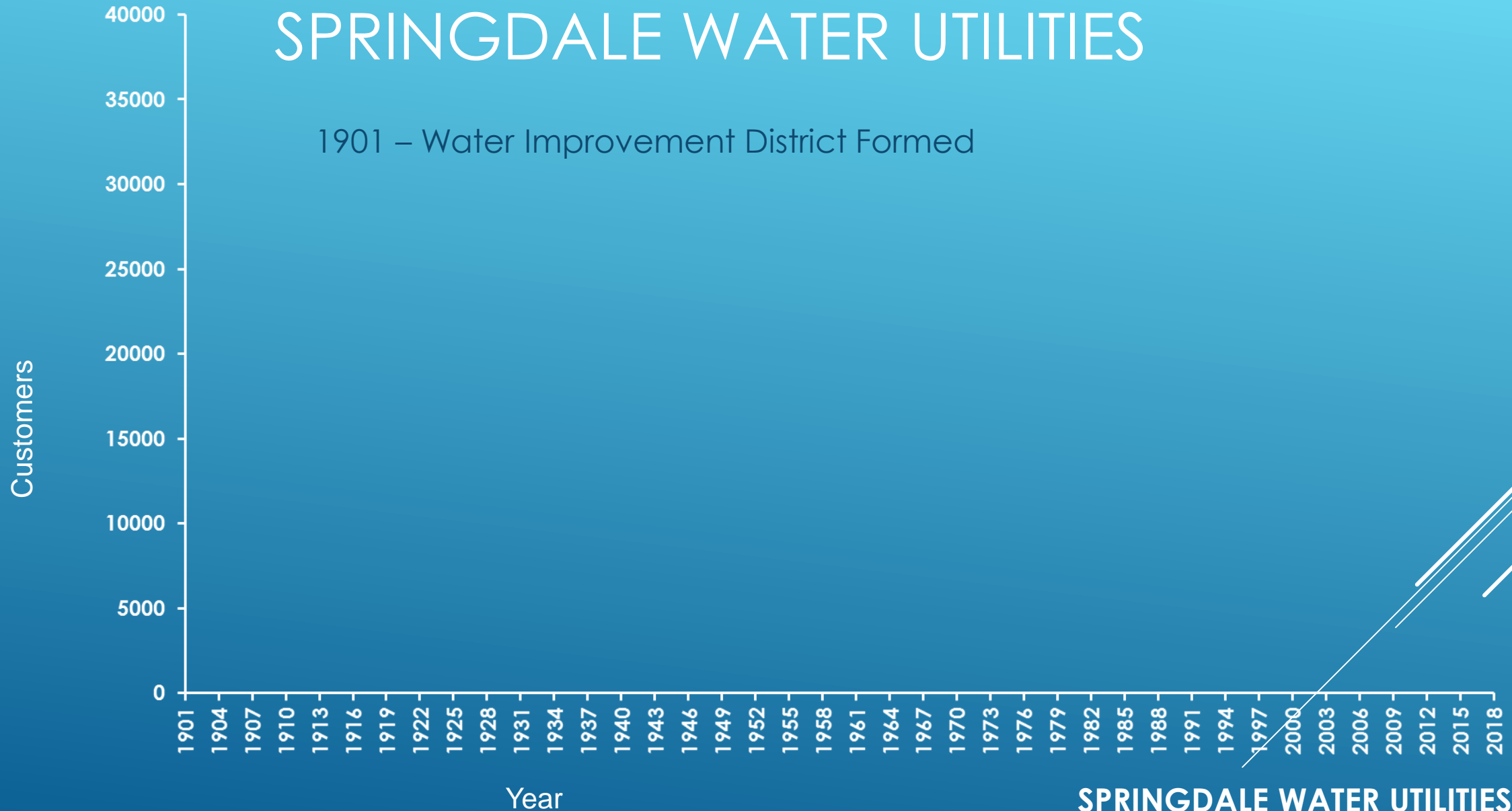


SPRINGDALE WATER UTILITIES



SPRINGDALE WATER UTILITIES

1901 – Water Improvement District Formed



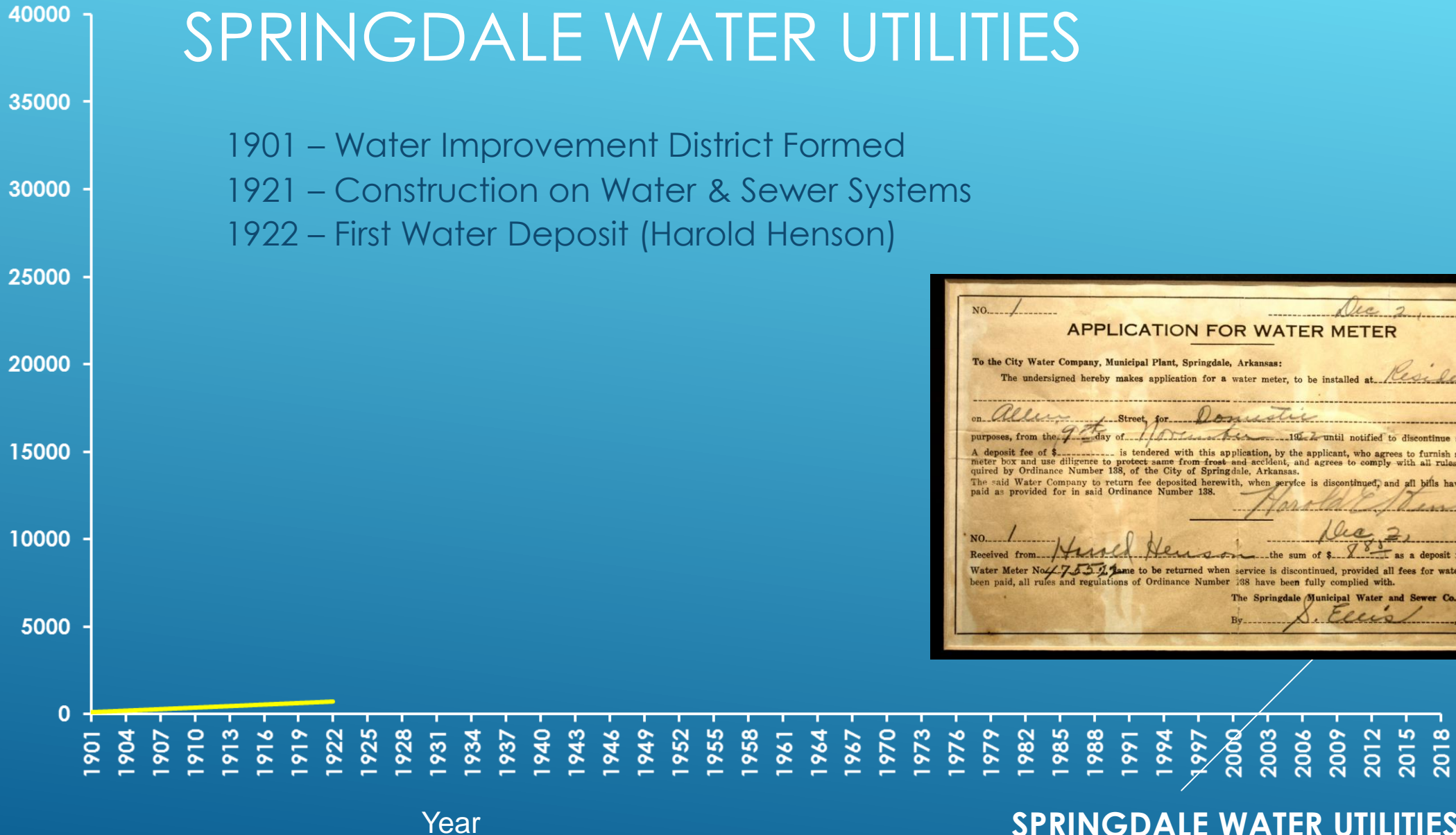
SPRINGDALE WATER UTILITIES



SPRINGDALE WATER UTILITIES

- 1901 – Water Improvement District Formed
- 1921 – Construction on Water & Sewer Systems
- 1922 – First Water Deposit (Harold Henson)

Customers



NO. 1 Dec 2, 1922

APPLICATION FOR WATER METER

To the City Water Company, Municipal Plant, Springdale, Arkansas:

The undersigned hereby makes application for a water meter, to be installed at Residence

on Allen Street, for Domestic

purposes, from the 9th day of November, 1922 until notified to discontinue service.

A deposit fee of \$ 8.00 is tendered with this application, by the applicant, who agrees to furnish suitable meter box and use diligence to protect same from frost and accident, and agrees to comply with all rules as required by Ordinance Number 138, of the City of Springdale, Arkansas.

The said Water Company to return fee deposited herewith, when service is discontinued, and all bills have been paid as provided for in said Ordinance Number 138.

NO. 1 Received from Harold Henson the sum of \$ 8.00 as a deposit fee for Water Meter No. 175321 same to be returned when service is discontinued, provided all fees for water have been paid, all rules and regulations of Ordinance Number 138 have been fully complied with.

The Springdale Municipal Water and Sewer Co.
By S. Ellis Supt.

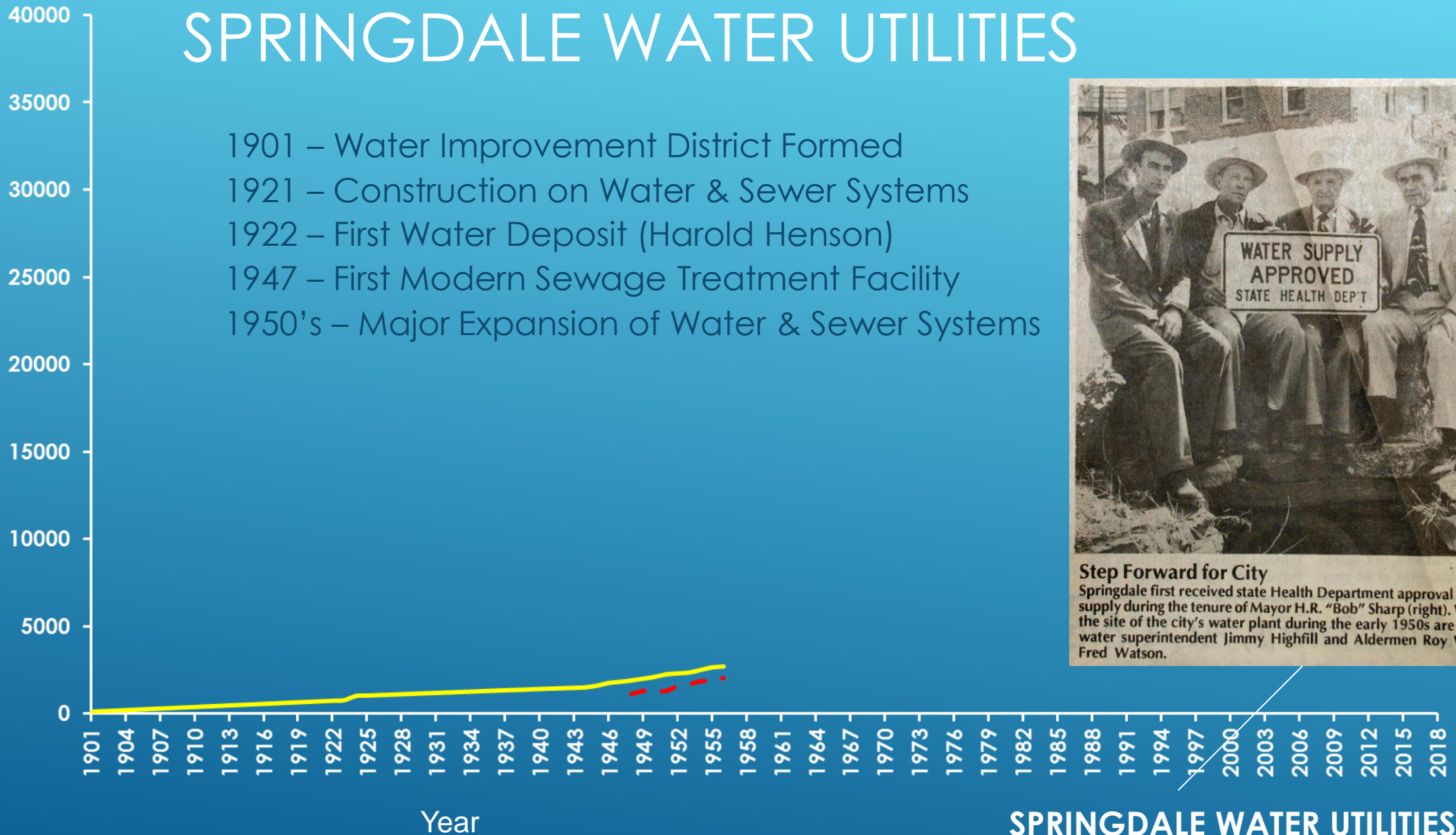
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- 1947 – First Modern Sewage Treatment Facility
- 1950's – Major Expansion of Water & Sewer Systems

Customers



Step Forward for City

Springdale first received state Health Department approval of its water supply during the tenure of Mayor H.R. "Bob" Sharp (right). With him at the site of the city's water plant during the early 1950s are (from left), water superintendent Jimmy Highfill and Aldermen Roy Wright and Fred Watson.

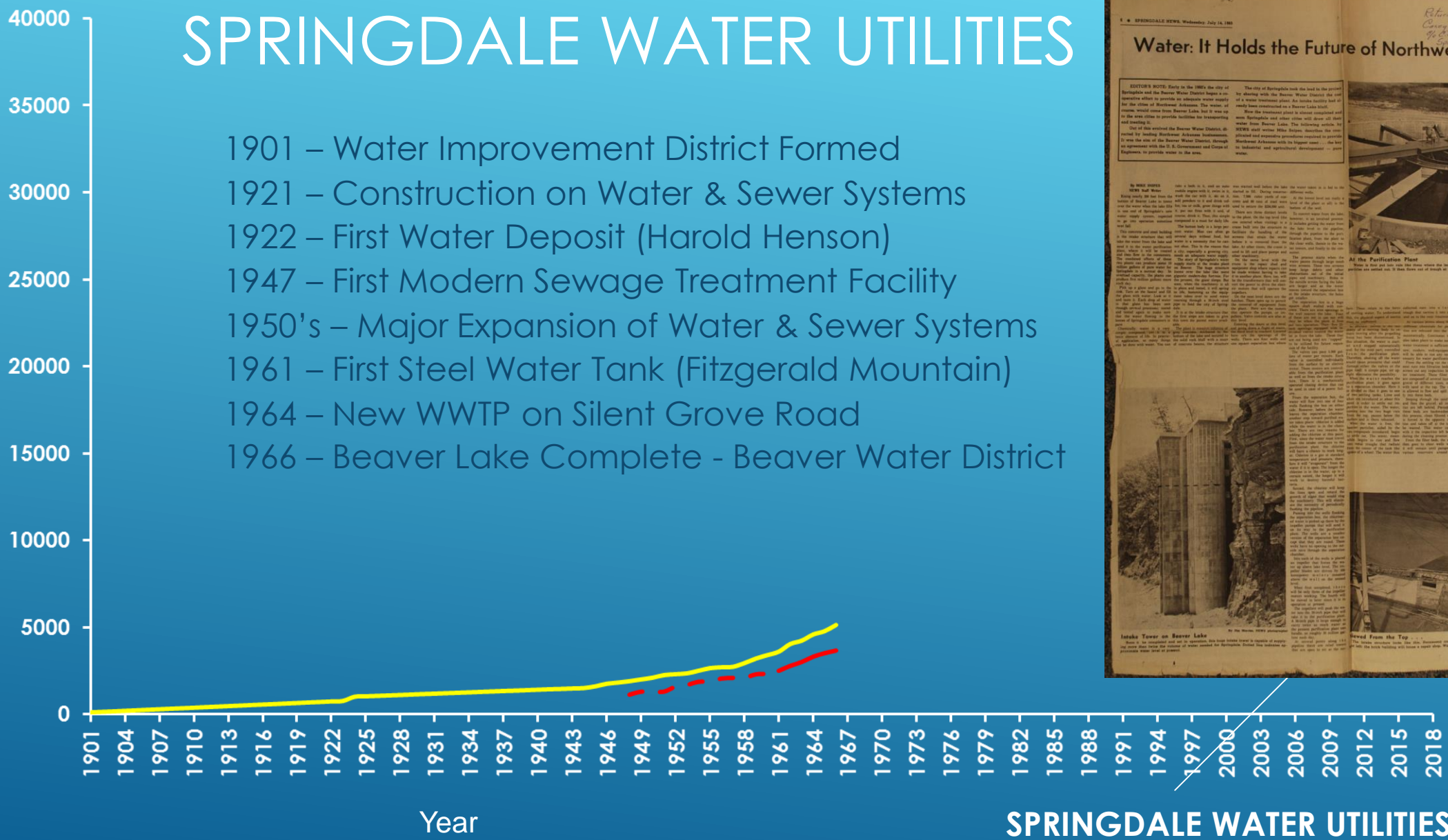
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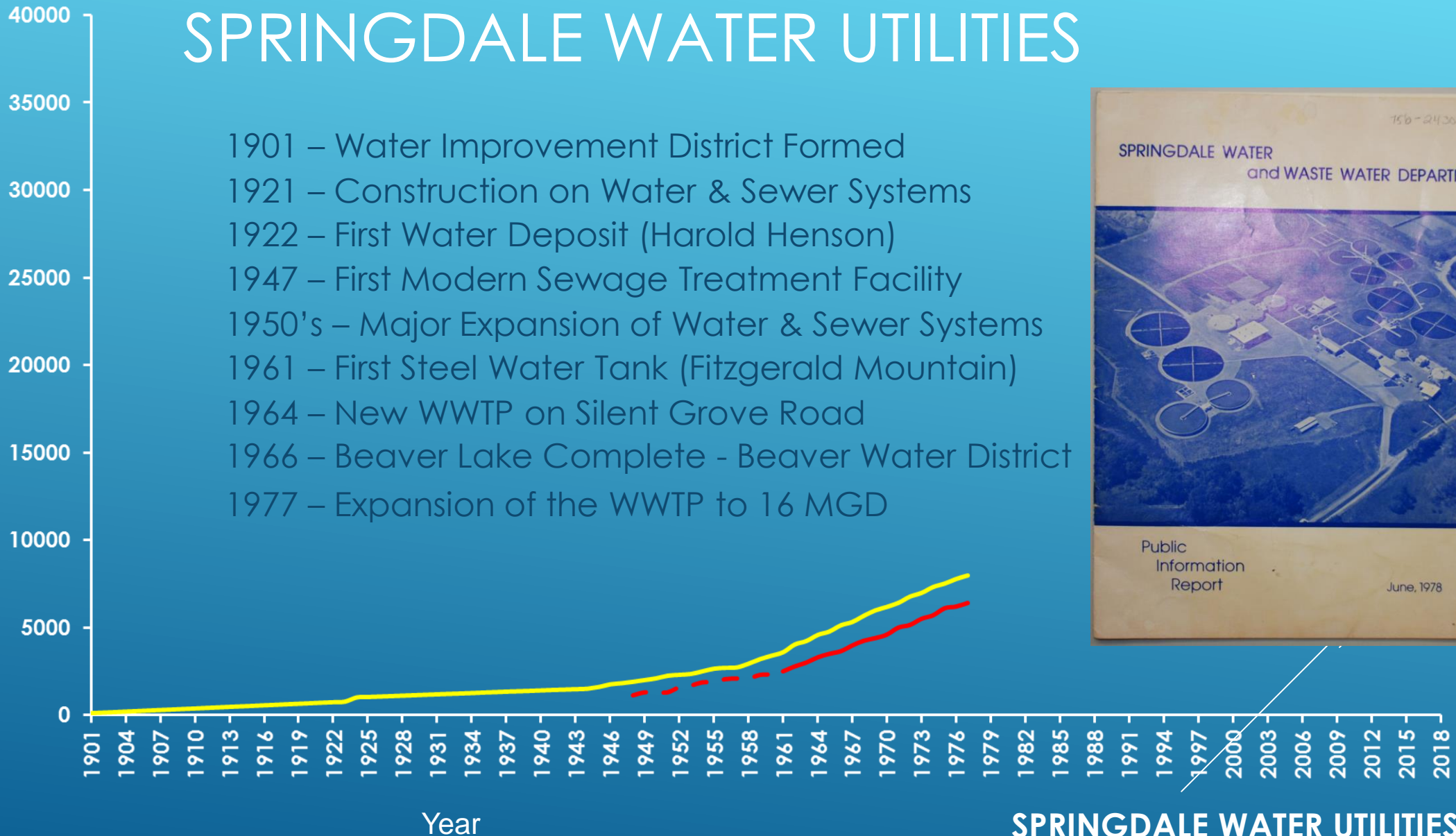
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- 1961 – First Steel Water Tank (Fitzgerald Mountain)
- 1964 – New WWTP on Silent Grove Road
- 1966 – Beaver Lake Complete - Beaver Water District



SPRINGDALE WATER UTILITIES

Customers

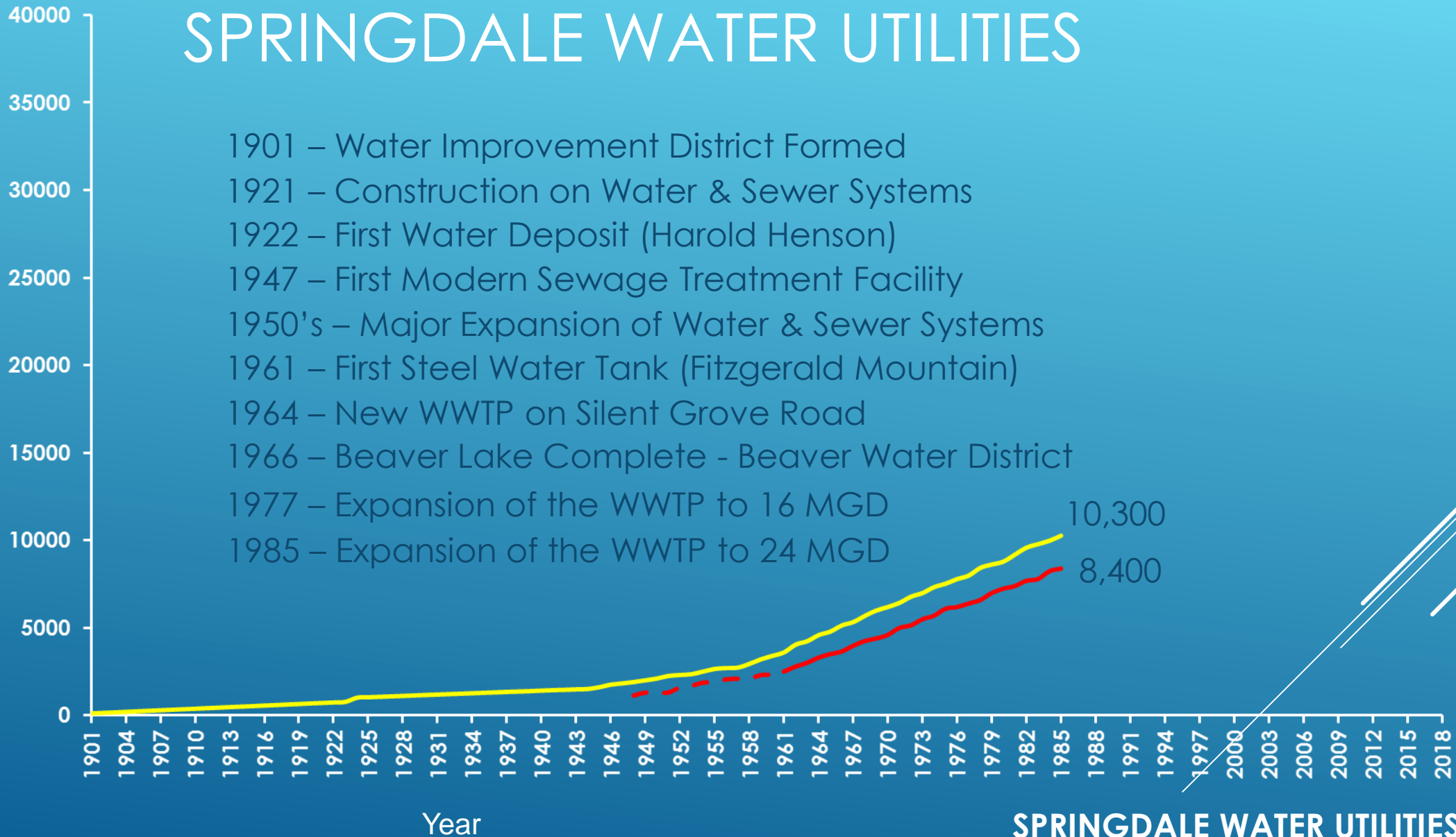


SPRINGDALE WATER UTILITIES



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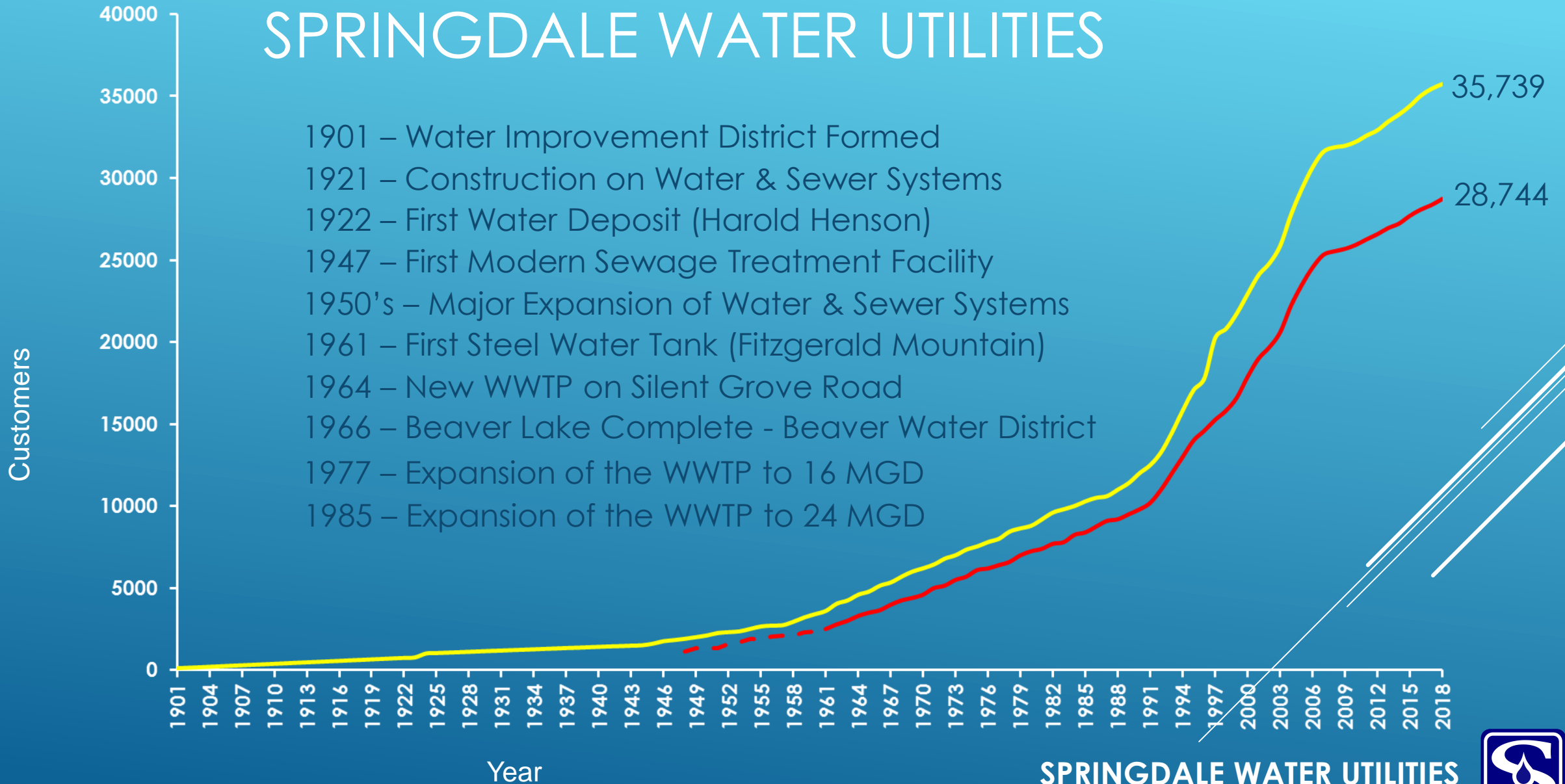
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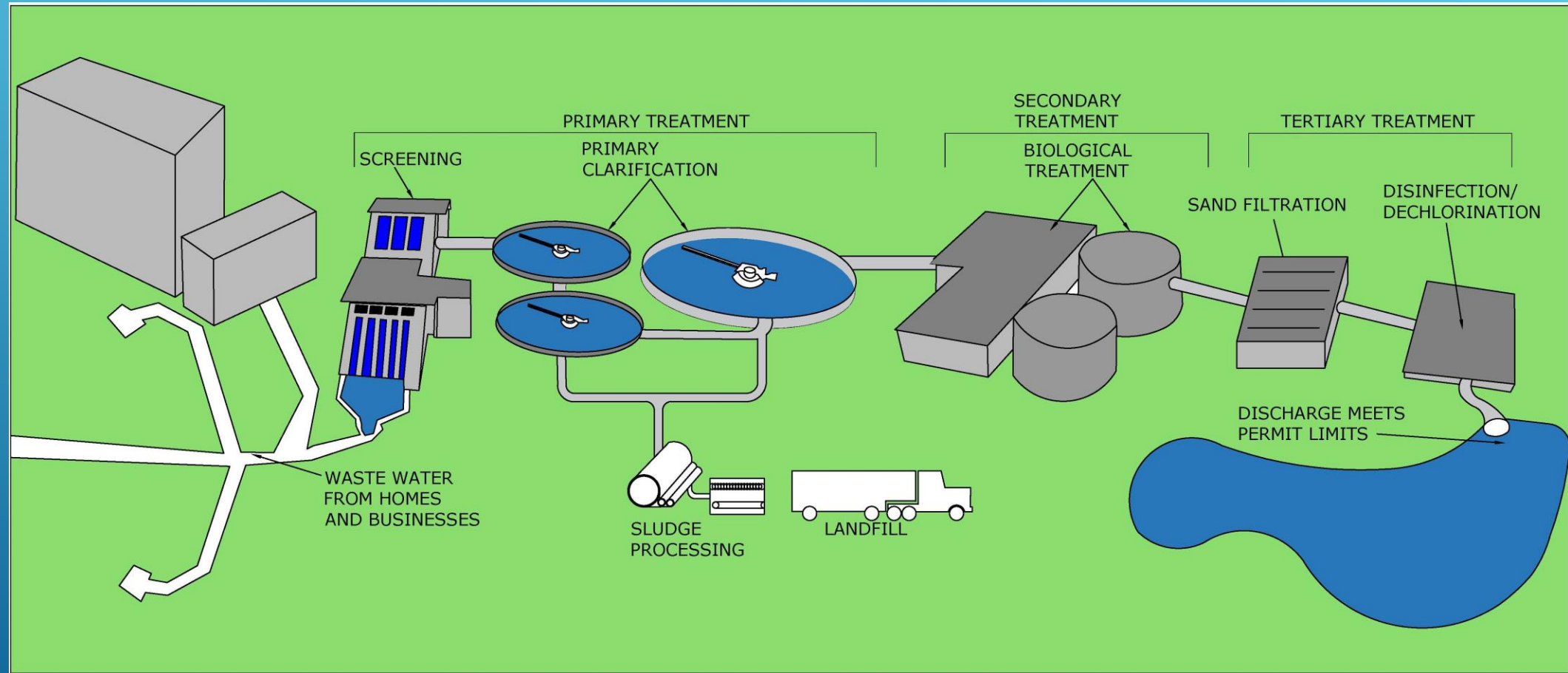


AWARDS & ORGANIZATIONAL INVOLVEMENT

- ▶ ACEC – 1st Place Award for Energy and Power – Honor Award for Master Plan
- ▶ AWWMA – Manager of the Year – Multiple Times
- ▶ AWEA – Safety Award – Pretreatment Award – Wastewater Manager of the Year
- ▶ NWD AWW&WEA – Wastewater Operator – Water Manager of the Year – Pretreatment Professional of the Year
- ▶ Arkansas Governs Quality Award – Commitment
- ▶ GFOA – Certificate of Achievement for Excellence



WASTEWATER TREATMENT PROCESS



SPRINGDALE WASTEWATER TREATMENT FACILITY



- ▶ 24 MGD Advanced Biological Treatment
- ▶ 8.76 Billion Gallons Treated
- ▶ 31,590 Tons of Sludge Disposed
Cost - \$700,000
- ▶ Sewer Sales - \$13.3 Million
Operating Cost - \$6.1 Million
Depreciation - \$2.2 Million
Capital Asset - \$70.7 Million
- ▶ Electrical Cost - \$ 927,300
- ▶ 25 Full-Time Employees

ATTRIBUTES OF EFFECTIVE MANAGEMENT



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- ▶ Product Quality



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- ▶ Product Quality
- ▶ Customer Satisfaction



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- ▶ Employee & Leadership Development



ATTRIBUTES OF EFFECTIVE MANAGEMENT

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- ▶ Operation Optimization



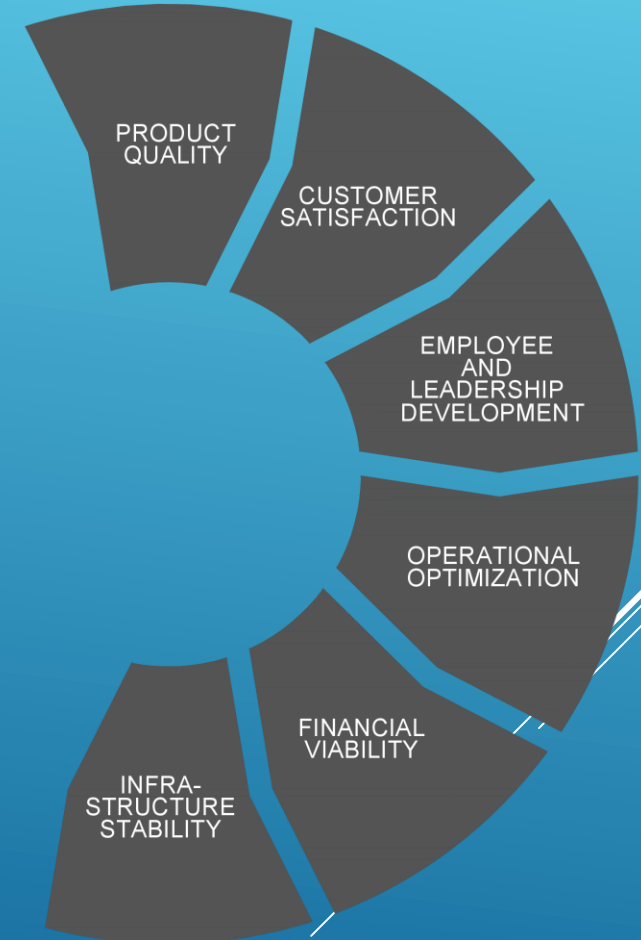
ATTRIBUTES OF EFFECTIVE MANAGEMENT

- ▶ Product Quality
- ▶ Customer Satisfaction
- ▶ Employee & Leadership Development
- ▶ Operation Optimization
- ▶ Financial Viability



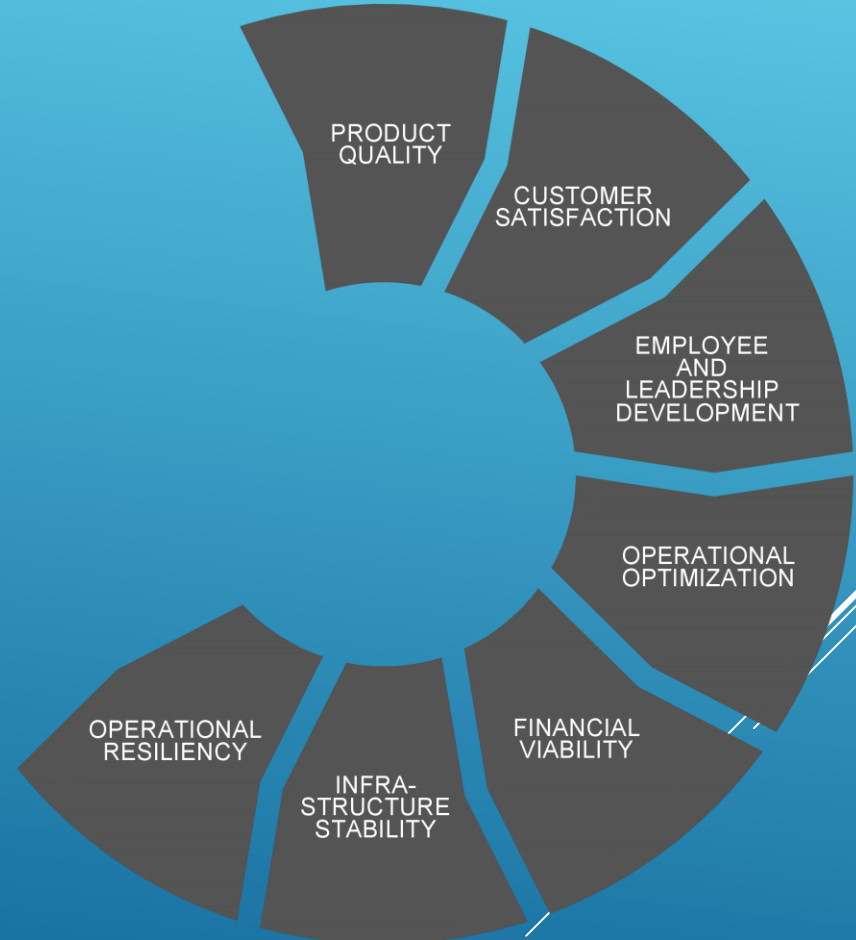
ATTRIBUTES OF EFFECTIVE MANAGEMENT

- ▶ Product Quality
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- ▶ Employee & Leadership Development
- ▶ Operation Optimization
- ▶ Financial Viability
- ▶ Infrastructure Stability



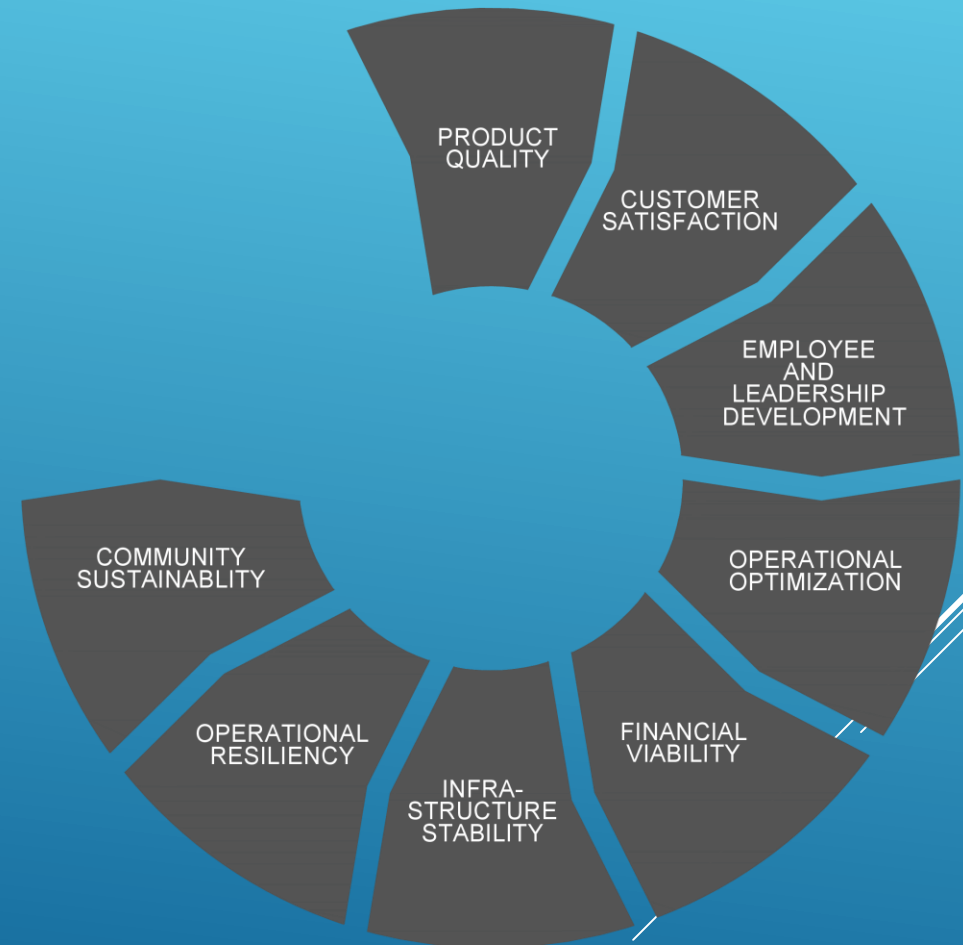
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- ▶ Operational Resiliency



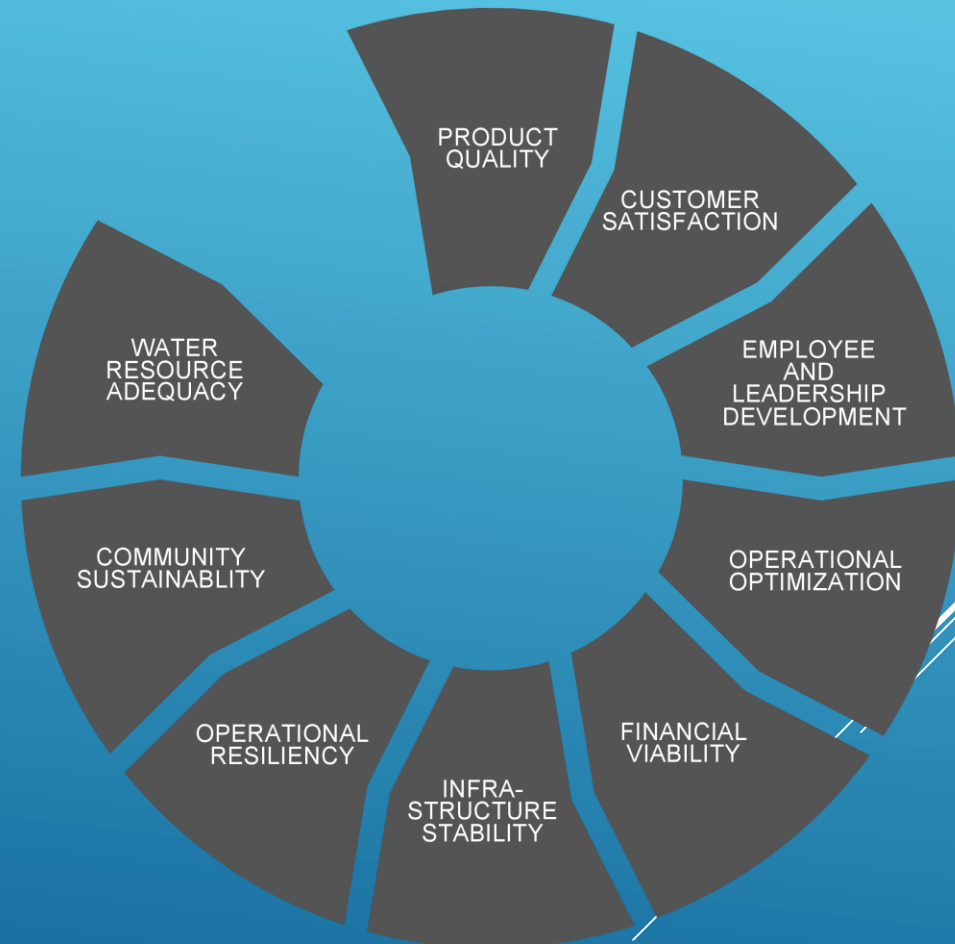
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- ▶ Operational Resiliency
- ▶ Community Sustainability



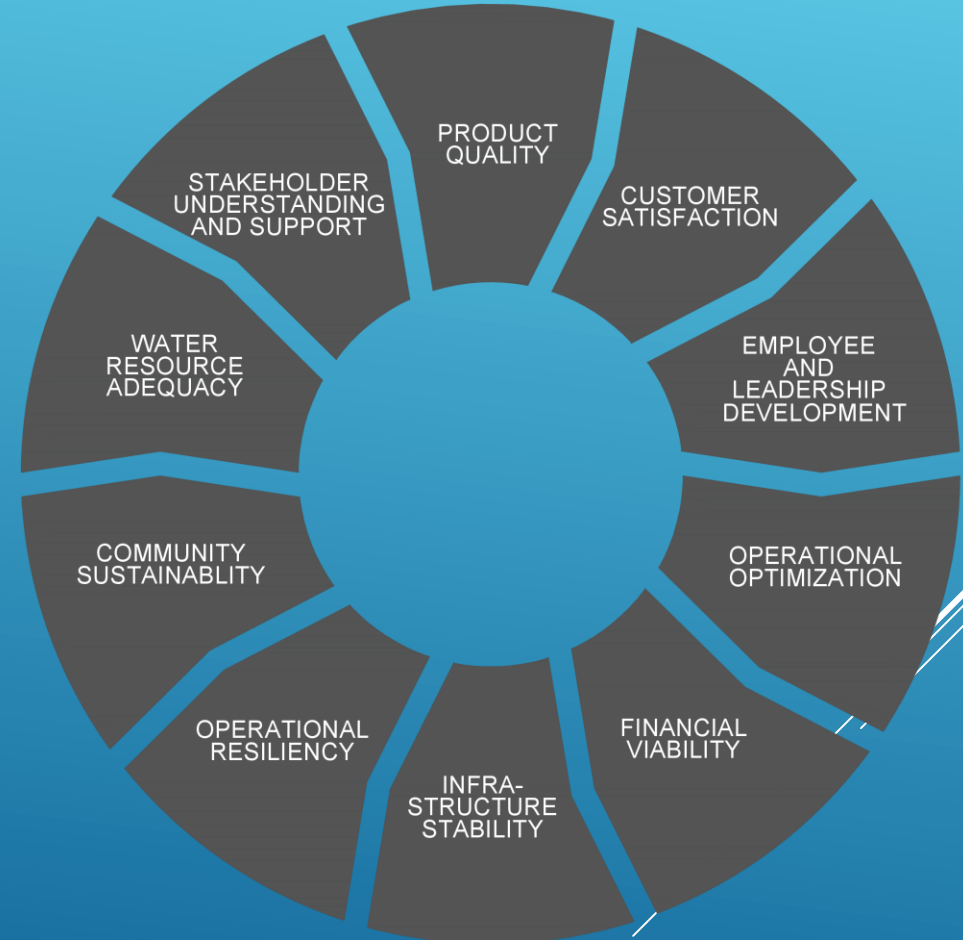
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- ▶ Operational Resiliency
- ▶ Community Sustainability
- ▶ Water Resource Adequacy



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- ▶ Community Sustainability
- ▶ Water Resource Adequacy
- ▶ Stakeholder Understanding & Support



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CHALLENGES FOR WASTEWATER SYSTEMS AND OPERATORS

- ▶ Condition of Infrastructure – Collection & Treatment
- ▶ Public Appreciation
- ▶ Funding for Capital Improvements & Depreciation
- ▶ Workforce – Obtaining & Retaining Qualified Staff
- ▶ Customer & Community Relations
- ▶ Governmental Regulations
- ▶ Energy Costs



CHALLENGES FOR WASTEWATER SYSTEMS AND OPERATORS

- ▶ Farm Runoff and Increased Urbanization
- ▶ Pollutants are becoming more complex with more stringent requirements. Specialized equipment and training are needed.
- ▶ Monitoring and reporting requirements
- ▶ Growth
- ▶ Sludge Disposal



OVERALL MANAGEMENT STRATEGIES

- ▶ Assessment of Current Condition
- ▶ Education – Employees, Public & Elected Officials
- ▶ Value of Product
- ▶ Efficiency
- ▶ Funding of Future Improvements
- ▶ Empower and Educate Staff
- ▶ Control on Inflow & Infiltration
- ▶ Master Planning – Growth & Capacity





SPRINGDALE WATER UTILITIES

