

Key Largo Wastewater Treatment District
Board of Commissioners Meeting
Agenda Item Summary

Meeting Date:
August 20, 2024

Agenda Item Number: K-1

Action Required:
No

Department: Field Operations
Sponsor: Rudy Perez

Subject:
Field Report - June and July 2024

Summary:
Mr. Perez will present the Field monthly report.

<u>Reviewed / Approved</u>	<u>Financial Impact</u>	<u>Attachments</u>
Operations: _____	\$	1. June Monthly Report 2. July Monthly Report
Administration: _____		
Finance: _____	Funding Source:	
District Counsel: _____	N/A	
District Clerk: _____	Budgeted:	
Engineering: _____	N/A	

Approved By:  Date: 8.15.24
General Manager

Wastewater Field Operations

There was a total of 35 service calls for the month of June of these 19 were system-generated alarms, mostly by low vacuum detection at a vacuum station. The system-generated alarms were addressed quickly by the field staff. The reports below detail the remaining 16 calls.

Date	Address	Incident	Response	KLWTD Issue
6/1/24	126 Valois Blvd	Customer reported his grinder pump alarm was going off.	Tech found pump was working properly as should. Homeowner was notified. (Homeowner issue).	No
6/6/24	127 Stinger Rd	Customer called to report a back up.	Tech found pit to be overwhelmed from a bad valve. Valve was replaced. Pit was put back in service.	Yes
6/6/24	100 Poinciana Dr	Customer called to report a backup.	Techs checked cleanout, manually discharged pit and found everything working as should. (Homeowner issue).	No
6/10/24	1320 Calder Rd	Customer reported that the Manhole cover was broken in front of Her house.	Techs removed roots from our cleanout. Found that roots were coming from homeowner side and advise them to call a plumber.	Yes
6/10/24	210 N. Ocean Dr	Customer called regarding a downstairs back up.	On techs arrival the downstairs was found with sewer on the floor. Triple A restoration was called out. Techs found that the circuit board failed giving no notice of a high level alarm.	Yes
6/10/24	484 Summerland Rd	Customer called regarding a possible back up.	Techs found pit to be overwhelmed, they diagnosed pit to have a bad valve. Valve was replaced. And pit was put back in service.	Yes
6/15/24	1 Sexton Way	Customer called to report a possible back up.	Everything was working as it should. Techs found flapper on the homeowner side was disconnected. (Homeowner issue).	No

6/18/24	97850 Overseas Hwy	Customer called to report standing water around lid.	On techs arrival buffer tank was opened and found no indication of it being overwhelmed. Buffer tank was checked and simulated. Customer was notified.	No
6/18/24	22 Center Ln	Customer called to report a possible back up.	Techs found pit to be overwhelmed. They diagnosed pit to have a breaded hose. Hose was replaced. Pit was simulated and put back in service.	Yes
6/20/24	51 Janet Pl	Customer called to report a possible back up.	Tech found everything working as should. Cleanout was inspected and pit was simulated. Homeowner was advised to call a plumber. (Homeowner issue).	No
6/21/24	557 Gordon Circle	Customer reported his cleanout was full.	Pit was diagnosed to have a broken nipple on the sensor tube. Tech replaced sensor tube and placed pit back into service.	Yes
6/24/24	20 Drury Rd	Customer called to report a possible back up. Fixtures not draining.	Tech found that everything was working as it should. Advised the Homeowner that they would need to call a plumber. (Homeowner Issue).	No
6/24/24	390 Laguna Ave	Customer called to report an odor outside His home.	Tech found that everything was working as it should. Advised the homeowner to call a plumber. (Homeowner Issue).	No
6/25/24	96000 o/s Hwy Buttonwood Bay	Customer called to report a sewage leak.	Tech found that the issue was on the private side. They informed customer to call a plumber. (Homeowner Issue).	No
6/28/24	894 Ellen Dr	Customer called to report a possible back up.	Tech found everything to be working as it should. Advised the Homeowner to call a plumber. (Homeowner Issue).	No
6/28/24	151 Marina Ave	Customer called to report a possible back up.	Tech found everything to be working as should. Advised Homeowner to call a plumber. (Homeowner issue).	No

Wastewater Field Operations

There was a total of 41 service calls for the month of July of these 25 were system-generated alarms, mostly by low vacuum detection at a vacuum station. The system-generated alarms were addressed quickly by the field staff. The reports below detail the remaining 16 calls.

Date	Address	Incident	Response	KLWTD Issue
7/1/24	125 Coconut Rd	Customer called in to report a back up.	Tech opened clean out and manually discharged pit. Fond system in proper working condition. Homeowner notified. (Homeowner issue)	No
7/3/24	789 Bostwick Dr	Customer called to report a noise coming through they're plumbing.	Tech found pit to be hung open. Controller was changed. System back to normal.	Yes
7/3/24	988 Oleander Dr	A concerned customer called in regarding sewer out on the road.	Field manager and tech determined that it was not sewer on the road. It was the garbage truck running they're route that morning.	No
7/4/24	507 Oldsmar Ln	Customer called to report a back up.	Tech found pit overwhelmed. He diagnosed issue to be a bad valve. Valve was replaced, pit was simulated and back in service.	Yes
7/6/24	96160 Overseas Hwy	Customer called regarding a back up.	On techs arrival it was determined home was on a private system. (Privately owned pump). Homeowner issue.	No
7/8/24	450 Bowie Ln	Customer called regarding a possible back up. Home not draining properly.	Techs found pit to be overwhelmed, they diagnosed pit to have a bad valve. Valve was replaced. And pit was put back in service.	Yes
7/9/24	Lot# 204 Calusa Campground	Customer called to report an odor. And possible sewer around manhole.	Tech found no overflow coming out of manhole. An odor was detected from breather. Tech found that the suction tube was clogged causing pit to be overwhelmed. Debris were removed and cleared.	Yes

7/11/24	76 Heron Ln	Customer called to report sewage water around lid with an odor.	On techs arrival pit was found overwhelmed. Tech diagnosed issue to a faulty fernco. Fernco was replaced as the controller. Pit was simulated and put back in service.	Yes
7/11/24	12 Mangrove Ln	Customer called to report a loose lid and broken concrete around pit.	On techs arrival found that a riser placed on manhole ring was broken as was asphalt around pit. Riser ring was replaced, and a new asphalt patch was done.	Yes
7/15/24	28 Pirates Dr	Customer called experiencing back up issues.	Tech found pit to be overwhelmed while trouble shooting components found there to be grease build up in sensor tube. Grease removed pit back in service.	Yes
7/16/24	232 Lee Ave	Customer called stating there was a sewer odor outside his house.	Tech found no odor coming from the air terminal. He then proceeded and checked clean out. No back up or odor detected. It was noticed the neighbor had a substantial amount of garbage outside. It was determined odor was coming from trash bins.	No
7/18/24	95355 Overseas Hwy	Customer called to report a bad odor in shower.	Tech found that everything was working properly. Detected no odor from clean out or air terminal. (Homeowner Issue).	No
7/21/24	390 Laguna Ave	Customer called to report an odor outside His home.	Tech found that everything was working as it should. Advised the homeowner to call a plumber to check vents. (Homeowner Issue).	No
7/23/24	48 Hibiscus Ln	Customer called to report a back up.	Clean out and pit were checked found system to be working properly. They informed customer to call a plumber. (Homeowner Issue).	No
7/23/24	894 Ellen Dr	Customer called to report a possible back up.	Tech found that the vacuum hose was detached from controller causing pit not to function. Once tech placed hose back to controller it discharged and cleared sump. Homeowner notified.	Yes

7/29/24	97240 Overseas Hwy	Customer called to report the grinder pump alarm was going off.	Tech diagnosed issue to be a faulty pump. Pump was replaced. Homeowner was notified.	Yes
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