

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

Meeting Date:

November 18, 2025

Agenda Item Number: K-1

Action Required:

No

Department:

Field Operations

Sponsor:

Rudy Perez

Subject:

Field Report - October 2025

Summary:

Mr. Perez will present the Field monthly report.

Reviewed / Approved

Operations: _____

Administration: _____

Finance: _____

District Counsel: _____

District Clerk: _____

Engineering: _____

Financial Impact

\$

Funding Source:

N/A

Budgeted:

N/A

Attachments

1. Monthly Report

Approved By: _____

General Manager



Date: 11/13/2025

Wastewater Field Operations

There were a total of 31 service calls for the month of October 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 12 of those systems generated were found using the **(FVMS) Flo Vac Monitoring System**. The reports below detail the remaining 12 calls from customers.

Date	Address	Incident	Response	KLWTD Issue
10/2/25	97280 Overseas Hwy	A customer called stating that the grinder pump at Villa 1 was going off.	Field Techs arrived on site and found that the pump was not working properly, it would run on manual but not on auto. Once pump was replaced the system was put back in service.	YES
10/4/25	101500 Overseas Hwy	A customer called to report the lift station alarm was going off.	Upon Techs arrival it was noticed that both pumps were running but having a hard time keeping up. Tides were extremely high at the time. Causing a lot more flow coming in. Property is being investigated.	NO
10/11/25	29 Bass Ave	A customer called in to report that their toilets were starting to back up.	Upon Field Techs arrival they found that the cleanout was dry. Pit was manually discharged and working accordingly. Homeowner was notified of findings. Homeowner issue.	NO
10/13/25	315 2 nd Terr	Customers called in to report that the air terminal was making noise.	Upon Field Techs arrival they found that the pit was hung open. While trouble shooting the issue it was notice that debris caused valve to stay open. Once debris were removed, pit was put back in service.	YES

10/14/25	98775 Oversea Hwy	We received a customer call regarding a backup at his property.	Field Techs arrived onsite and found that the pit was working properly. Techs noticed that the property has a private pump station that was not working properly. Homeowner was notified to call a plumber. HOMEOWNER ISSUE	NO
10/15/25	164 N Bay Dr	A customer called stating that their toilets were not draining properly.	Field Techs arrived and found that the cleanout was dry. They manually discharged pit and inspected all components. No issue on KLWTD side. Homeowner issue.	NO
10/18/25	125 Dove Lake Dr	The customer called stating that their house was backing up.	Field Techs arrived and found the pit to be working properly. It was manually discharged, and cleanout was found dry. System was working as expected. Homeowner issue.	NO
10/18/25	121 Westminster Dr	A customer called to report a backup.	Upon Field Techs arrival cleanout was inspected and found dry. Pit was manually discharged and working as should issue on homeowner side.	NO
10/19/25	108 Coastal Dr	A customer called in to report a noise coming from the grinder pump.	Field Techs arrived and found that the grinder pump alarm was off. Tech tested all functions and found that the pump was running with higher amps than usual. Pump was replaced; system was simulated and put back in service.	YES
10/21/25	11 Cindy Pl	A customer called stating that the shower and toilets were backing up.	Upon Field Techs arrival pit was manually discharged and working properly. Cleanout was opened and found dry. Homeowner was notified. (Homeowner Issue)	NO

10/27/25	1215 Mockingbird Rd	Customer called stating that they were experiencing back issues.	Field Techs arrived on site and inspected the cleanouts on the private side and Districts. Both were found dry. Pit was also manually discharged with homeowner present. Issue was on the private side.	NO
10/28/25	34 Atlantic Dr	Customer called to report the grinder pump light and alarm were on.	Techs found that an electrical company was working on site and cut off the power from the main breaker. Doing so the pumps function was disabled. Once power was restored system was back in service.	NO

Area Addressed with the Flow Vac Monitoring System

Date	Address	Incident	Response	Issue Found
10/4/25	1. 218 W Canal Dr 2. 971 Valencia Rd 3. 803 Bonito Ln 4. 32 Mangrove Ln	Received a low vacuum alarm call from Vac Station G, D & A	Field Tech checked on the (FVMS) Flow Vac Monitoring System and went straight to the address with issue.	1.Bad Valve 2. Bad valve 3.Bad Valve 4.Bad Controllers
10/5/25	1. 18 Jenny Pl- Vac D 2. 37 Judy Pl – Vac D 3. 102101 OVS HWY Vac D	Received a low vacuum alarm from Vac Station D	Field Tech isolated the tank valves to determine an area. Once determined they used the (FVMS) to find the issue.	1.Bad Valve 2. Bad Controller 3. Bad Controller
10/6/25	147 Casa Court Ln	Received a low vacuum call from Vac Station I	Field Tech isolated the tank valves to determine an area. Once determined they used the (FVMS) to find the issue.	Pit was diagnosed with having a bad valve.
10/8/25	436 Lime Dr	Received a low vacuum call from Vac Station D	Field Tech checked on the (FVMS) and went straight to the address with the issue.	Bad Controller
10/13/25	92720 Ovs Hwy	Received a low vacuum call from Vac Station D	Field Tech Checked on the (FVMS) and went straight to the address with the issue.	Debris in Valve
10/17/25	171 Lore Lane Pl	Received a low vacuum	Field Tech isolated the tank valves to determine an area.	Controller

		call from Vac Station E	Once determined they used the (FVMS) to find the issue.	
10/20/25	624 Island Dr	Received a call from Vac Station A	Field Tech isolated tank valves at the vac station to determine an area. Once determined they used the (FVMS) to find the issue.	Bad Valve
10/22/25	167 Ocean Shores Dr	Received a low vacuum call from Vac Station E	Field Tech checked the (FVMS) and went straight to the address with the issue.	Bad Valve
10/24/25	854 Narragansett Ln	Received a low vacuum alarm from Vac Station D	Field tech checked the (FVMS) and went straight to the address with the issue.	Bad Valve
10/25/25	886 Ellen Dr	Received a low vacuum alarm at Vac Station D	Field tech isolated tank valve at the vac station to determine an area. Once determined they used the (FVMS) to find the issue.	Bad Valve
10/26/25	238 Ellen Dr	Received a low vacuum alarm at Vac Station D	Field tech checked the (FVMS) and went straight to the address with the issue.	Debris in Valve
10/29/25	714 Grouper Ln	Received a low vacuum alarm from Vac Station I	Field tech checked the (FVMS) and went straight to the address with the issue.	Bad Controller

The other 7 remaining system generated calls; Are not under the Flow Vac Monitoring System.

10/4/25	12 Mockingbird Rd	Vac Station A called with high level lockout	Station lockouts due to the amount of flow coming in. Exceeding PSI pressure in force main.	
10/7/25	12 Mockingbird Rd	Low vacuum call from Vac Station A	Soft Start #3 Fault	
10/11/25	100301 Over Seas Hwy	Low vacuum call from Vac Station E	Vacuum pump # 3 VFD Fault	
10/13/25	Lot# 320 Calusa Campground	Low vacuum at Vac Station E	Isolated tank valve to an area. Not on the (FVMS).	Bad valve
10/15/25 10/23/25	100301 Overseas Hwy	Low vacuum call from Vac Station E	Vacuum pumps #3 & 4 soft start failure	
10/30/25	92431 Overseas Hwy	High level lockout call from Station JK	2 Clogged EQ lines causing sewer pumps from pumping.	And a compressor failure