

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

Meeting Date:
December 16, 2025

Agenda Item Number: K-1

Action Required:
No

Department:
Field Operations

Sponsor:
Rudy Perez

Subject:
Field Report - November 2025

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

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

Approved By: _____

General Manager

Date: _____

12-11-25

Wastewater Field Operations

There were a total of 24 service calls for the month of November of these 14 were system-generated alarms, mostly by low vacuum detection at a vacuum station. The system-generated alarms were addressed quickly by the field staff 11 of those systems generated were found using the **(FVMS) Flo Vac Monitoring System**. The reports below detail the remaining 10 calls from customers.

| Date | Address | Incident | Response | KLWTD Issue |
|----------|----------------------|---|--|-------------|
| 11/3/25 | 97702 Overseas Hwy | A customer called stating that their grinder pump was not working. They had a plumber on site who advised them to call KLWTD. | Field Techs arrived on site and found that the pump on the property was a private pump. The system on the property works off a private pump that flows into a pit. Pit was working as should. (Private Issue) | NO |
| 11/6/25 | 20 N Ocean Dr | A customer called to report that the grinder pump alarm was going off. | Upon Techs arrival it was noticed that the pump alarm was going off, and that the pump was nonresponsive. Once pump was replaced, tech watched the sump drain go down. Pump was also simulated and put back into service. | YES |
| 11/8/25 | 203 Charlemagne Blvd | Customer called in to report that the grinder pump alarm was going off. | On arrival at the address techs found that the alarm was not going off. The grinder pump was checked and simulated, no issues detected. (Homeowner was Notified) | NO |
| 11/11/25 | 102 E Shore Dr | Customers called in to report that there may be a possible back up at the manhole. | Upon Field Techs arrival they found that the buffer tank was overwhelmed. While troubleshooting, they found that the controller had come off the bracket mount. Once placed back into place the sewer in the sump went down and the buffer tank was back in service. | YES |

| | | | | |
|----------|---------------------|---|--|-----|
| 11/12/25 | 1 Hibiscus Ave | We received a customer call regarding a strange noise coming from the grinder pump. | Field Techs arrived onsite and found that the grinder pump was not working. The noise that was being heard was the actual buzzard (alarm) not working correctly. Pump was replaced, simulated and put back in service. | YES |
| 11/21/25 | 339 Mahogany Dr | A customer called stating that their toilets were not draining properly. | Field Techs arrived and found that the buffer tank was overwhelmed. The issue was diagnosed that the valve malfunctioning. Once valve was replaced the buffer tank was simulated and was put back in service. | YES |
| 11/23/25 | 130 Pacific Ave | The customer called stating that the shower and toilet were 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 |
| 11/23/25 | 96130 Overseas Hwy | We received a customer call regarding an active grinder pump alarm. | Upon Field Techs' arrival the sump was found overwhelmed tried to manually discharge pump but was not successful. Once pump was replaced multiple simulations were run to ensure that the pump was working properly. System was back in service. | YES |
| 11/24/25 | 101740 Overseas Hwy | A customer called in to report an odor coming from multiple units. | Field Techs arrived and found that the grinder pumps were working properly. The sumps were inspected, and no odors were detected. Property manager was informed. | NO |
| 11/30/25 | 134 Arctic Ave | 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 |

Area Addressed with the Flow Vac Monitoring System

| Date | Address | Incident | Response | Issue Found |
|----------|--|---|--|--|
| 11/1/25 | 800 Narragansett Ln | Received a low vacuum alarm call from Vac Station D | Field Tech isolated the tank valves to determine an area. Once determined they used the (FVMS) to find the issue. | Bad Valve |
| 11/6/25 | 1. 92165 Overseas Hwy 2. 99301 Overseas Hwy | Received a low vacuum alarm from Vac Station JK | Field Tech isolated the tank valves to determine an area. Once determined they used the (FVMS) to find the issue. | 1. Bad Controller 2. Bad Controller |
| 11/9/25 | 97684 Overseas Hwy | 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. | Debris in valve |
| 11/10/25 | 74 Hibiscus Ln | Received a low vacuum call from Vac Station E | Field Tech checked on the (FVMS) and went straight to the address with the issue. | Bad Controller |
| 11/18/25 | 663 Cabrera St | 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 |

| | | | | |
|----------|---------------------|--|--|-----------------------|
| 11/22/25 | 110 Long Ben Dr | Received a call from Vac Station G | Field Tech checked the (FVMS) and went straight to the address with the issue. | Bad Valve |
| 11/22/25 | 101691 Overseas Hwy | Received a low vacuum call from Vac Station D | Field Tech checked the (FVMS) and went straight to the address with the issue. | Bad Valve |
| 11/23/25 | 203 Allen Ave | Received a low vacuum alarm from Vac Station E | Field tech checked the (FVMS) and went straight to the address with the issue. | Controller and Fernco |
| 11/23/25 | 125 Tree Ln | Received a low vacuum alarm at Vac Station JK | 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 |
| 11/24/25 | 1046 Adam 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 |
| 11/30/25 | 6 Oceanview Blvd | Received a low vacuum alarm from Vac Station I | Field tech checked the (FVMS) and went straight to the address with the issue. | Bad Valve |

The other 3 remaining system generated calls; Are not under the Flow Vac Monitoring System.

| | | | | |
|--------------------------|-----------------------|--|--|--|
| 11/1/25 | Calusa Lot# 323 & 372 | Vac Station E called with a low vacuum alarm | Isolated tank valves at the vacuum station to an area, then used street valve to further narrow the issue to the location. | 323- Bad Controller 372- Bad Controller |
| 11/5/25 & 11/19/25 | 100301 Overseas Hwy | Low Vacuum call from vac station E | Upon arrival it was found that pumps 4 & 5 had soft start faults. | |

55 Shoreland Dr - Contractor (Wire Nuts) Ran into a 6" Lateral Service

Pictures: 1 & 2 Show Field Tech exposing the damaged pipe.



Picture 3: Damaged Section Removed



Picture 4: Repair made by Field Tech.

