

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

Meeting Date:
April 21, 2026

Agenda Item Number: L-1

Action Required:
No

Department:
Field Operations

Sponsor:
Rudy Perez

Subject:
Field Report - March 2026

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

Reviewed / Approved

Financial Impact

Attachments

Operations: _____
Administration: _____
Finance: _____
District Counsel: _____
District Clerk: _____
Engineering: _____

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Funding Source:
N/A

Budgeted:
N/A

1. Monthly Report

Approved By:  Date: 04/16/2026
General Manager

Wastewater Field Operations

There were a total of **27 service calls** for the month of **March** of these **13 were system-generated alarms**, mostly by low vacuum detection at a vacuum station. The system-generated alarms were addressed quickly by the field staff of those **(9) systems generated** were found using the **(FVMS) Flo Vac Monitoring System**. The report shown below details the remaining **(14) customer calls**.

Date	Address	Incident	Response	KLWTD Issue
3/2/26	206 N Ocean Dr	A customer called stating that they were experiencing backup difficulties.	<p>Upon Field Techs' arrival on site, Techs noticed that the alarm light on the panel was on, but the buzzard was not working</p> <p>Techs diagnosed issue to be a faulty pump. Once the pump and a new alarm buzzard were replaced system was put back in service.</p>	YES
3/2/26	28 South Dr	A customer called to advise us. While walking around the neighborhood that there seemed to be sewer around the manhole.	<p>Upon Field Techs' arrival on site, the pit was found in proper working conditions. Tech called the concerned customer to clarify what she saw, apparently there was a puddle of water near the pit that seemed to be getting bigger. When further investigating the issue, it was determined that it was a water service leak in the area. FCAA was notified.</p> <p style="text-align: center;">(NOT A KLWTD ISSUE)</p>	NO
3/3/26	131 Casa Court	A customer called to report that their bathtub was backing up. Plumber advised them to call KLWTD first.	<p>Upon Field Techs' arrival on site, pit was working properly. There were no signs of a backup, cleanout was observed and found dry. Homeowner was notified.</p> <p style="text-align: center;">(HOMEOWNER ISSUE)</p>	NO

3/4/26	238 Allen Ave	A customer called to notify that sewer was coming out the manhole.	Upon Field Techs' arrival on site, Techs found the pit to be overwhelmed. They were able to draw down the level in the sump and found that the in-sump breather had come out of its place. Once component was put back, pit was placed back in service.	YES
3/10/26	97240 Overseas Hwy	We received a customer call regarding a grinder pump alarm and said that the toilets weren't draining properly at main house.	Upon Field Techs' arrival on site, the grinder pump sump was overwhelmed. The vac truck was brought out so that the tech could identify what the problem was. It was found that the hose clip to the discharged hose had broken loose. Once the tech placed back the hose in its position, the pump was able to draw down and clear itself. System was put back in service.	YES
3/11/26	390 Laguna Ave	The customer called to report a backup within their home.	Upon Field Techs' arrival on site, Techs found that the pit was in proper working conditions. The cleanout was observed and found dry. Pit was manually discharged as well. Homeowner was notified of the findings. (HOMEOWNER ISSUE)	NO
3/13/26	102 E Shores Rd	The customer called stating that there was water on top of the cleanout.	Upon Field Techs' arrival on site, Techs found the pit to be working properly. Pit was manually simulated and discharged; cleanout was observed and found dry. Homeowner notified of findings. (HOMEOWNER ISSUE)	NO
3/15/26	723 Sharon PL	The customer called to report a backup at the property would like us to check the sewer.	Upon Field Techs' arrival on site, Techs found that the pit was working properly. The cleanout was checked to ensure that there was no blockage in the line. Homeowners were notified of findings. (HOMEOWNER ISSUE)	NO

3/17/26	776 Bostwick Dr	A customer called to report a backup at the property.	Upon Field Techs' arrival, it was noticed that the control had malfunctioned. Once the controller was replaced pit was manually discharged and put back in service.	YES
3/18/26	600 Bonita Ave	A customer called stating that they were experiencing backup difficulties.	Upon Field Techs' arrival on site, they observed the cleanout and manually discharged pit. No issues were detected. Homeowner was notified. (HOMEOWNER ISSUE)	NO
3/18/26	91645 Overseas Hwy	A customer called stating that they were experiencing backup difficulty. And had a plumber on site.	Upon Field Techs' arrival on site, Techs found the pit to be working properly. Pit was manually discharged; and clean out was observed and found dry. Tech's continued to help the customer and found there to be a break on the private side. KLWTD assisted with the repairs customer was very grateful. (HOMEOWNER ISSUE)	NO
3/26/26	245 Buttonwood Ave	A customer called to report a possible backup.	Upon Field Techs' arrival on site, the cleanouts were visually observed and found dry. Pit was manually discharged and simulated; pit was found in proper working conditions. Homeowner was notified. (HOMEOWNER ISSUE)	NO
3/26/26	97220 Overseas Hwy	A customer called in to report a possibly grinder pump alarm going off next door.	Upon Field Techs' arrival on site, the system was observed. No alarm at the neighbor's house or at the actual callers. What the customer was hearing was backup alarm on heavy equipment nearby. (HOMEOWNER ISSUE)	NO

3/26/26	325 Calusa Lot# 68	A customer called to report a backup.	Upon Field Techs' arrival on site cleanout was checked and found dry. Pit was manually discharged and working accordingly. Customer was notified. (HOMEOWNER ISSUE)	NO
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Area Addressed with the Flow Vac Monitoring System

Date	Address	Incident	Response	Issue Found
3/9/26	110 Long Key Rd	Received a low vacuum alarm call from Vac Station A	Field Tech isolated the tank valves to determine an area. Once determined they used the (FVMS) to find the issue.	Bad Controller
3/11/26	6 Oleander Ave	Received a high-level alarm on our low-pressure (FVMS) monitoring	Field Tech diagnosed issue as a faulty pump.	Bad Grinder Pump
3/17/26	224 LA Paloma Rd	Received a low vacuum 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
3/18/26	5 Coral Rd	Received a low vacuum call from Vac Station E	Field Tech checked on the (FVMS) and went straight to the address with	Bad Valve

			the issue.	
3/20/26	8 Corrine Pl	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
3/21/26	92431 Overseas Hwy	Received a low vacuum alarm from Vac Station JK	Field Tech checked on the (FVMS) and went straight to the address with issue.	Grease in sensor tube
3/22/26	322 Jenny Ln	Received a low vacuum call from Vac Station D	Field Tech isolated tank valves at the vacuum station to determine an area. Once determined, Tech used the (FVMS) to find the issue.	Bad Valve
3/29/26	21 Snapper Ln	Received a low vacuum call from Vac Station D	Field Tech checked on the (FVMS) and went straight to the address with issue.	Bad Controller

3/26/26	28 Se Marlin Ave	Received a low vacuum alarm from Vac Station D	Field Tech checked on the (FVMS) and went straight to the address with issue.	Bad Controller
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Below are the (4) System Generated Calls Non-Related to FVMS:

- **3/1/26** - 95190 Overseas Hwy / high level lockout at Vac Station I /Power issue.
- **3/2/26** – 92431 Overseas Hwy / Power issue at Vac Station JK.
- **3/17/26** – 421 Calusa / Low vacuum alarm from Vac Station E / Bad valve and controller.
- **3/21/26** – 373 Calusa / Low vacuum alarm from Vac Station E / Bad controller

Concrete Collar Replacement



10" Valve Tank Replacement at Vac Station A

