WATER DEPARTMENT

2024 Annual Summary

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260.925.5711 phone | water@ci.auburn.in.us

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RE: Water Department 2024 Summary

TO: Auburn Common Council

2024 was a busy and productive year for the Auburn Water Department (AWD). The department completed and assisted in several projects which will increase our reliability to the customers and improve the longevity of our water system. AWD, as always, diligently works to stay on top and ahead of the ever-changing regulations by the EPA and IDEM. Together, we all strive to ensure we are providing and remain a safe, dependable service provider for years and generations to come. Please continue reading for more information on our recap of 2024.

2024 Statistics

Gallons of water Pumped	Yr. 2024 – 846,348,000 gal.
	Yr. 2023 – 749,500,000 gal.
Feet of new water main installed	5,068 ft (0.96 miles)
Total feet of pipe in system	576,249.92 ft (107.05 miles)
New fire hydrants installed	14
Total hydrants in system	1,163
Total excavations by distribution crew	Yr. 2024 – 119 / Yr. 2023 – 78
Distribution system leaks (repaired)	Yr. 2024 - 34 / Yr. 2023 – 26
Service leaks (repaired)	Yr. 2024 - 15 / Yr. 2023 - 10
Emergency repairs	Yr. 2024 – 14 / Yr. 2023 - 17
Service repairs (inc. curb boxes)	Yr. 2024 – 37 / Yr. 2023 - 30
New customers	117
Live tap installations	8
Water service orders completed	644
Utility locates tickets completed	4,995

Treatment / Pumping

- In July of 2024, AWD completed the installation of the new orthophosphate injection system in-house and began feeding it into the system. This was done in preparation of the upcoming regulation changes concerning the presence of lead in drinking water. The new regulations are set to lower the maximum allowable limit for lead in drinking water nation-wide. Introduction of orthophosphate into the water will also protect the pipes in our system from corrosion, which allows metals to enter the drinking water, therefore lowering lead levels. AWD will be closely monitoring the new feed system and conducting sampling/testing to ensure we receive the results expected. As a bonus, the addition of orthophosphate will also increase the longevity of the City's water system!

- Treatment plant software upgrades to the SCADA (Supervisory Control And Data Acquisition) system began in 2024. This is being done with the assistance of the City's IS Department and our SCADA programmer consultant, Donohue, and Associates. This will be completed in 2025. The SCADA system controls the communication and automation of the treatment plants.

- As a result of IDEM's UCMR5 rule (Unregualated Contaminants Rule), in early 2024 AWD conducted sampling for polyfluoroalkyl substances (PFAS). One of those samples had come back positive for a trace of PFAS in one well. In later 2024, AWD had the opportunity to resample the same sites. This round of test results all came in negative! AWD will continue to monitor this contaminant as required.

- All piping inside our wellhouses were cleaned and repainted in-house by our treatment employees.

- Well #15 in the North wellfield was overhauled.
- High Service Pump #1 in the North Treatment Plant was overhauled.
- Well #4 in the south wellfield was cleaned.
- Well #6 in the South wellfield was overhauled.

Water Distribution System

- The replacement of the water main on South Baxter Street from Seventh St to Fifteenth Street began in 2024 and continues into 2025. The section of water main from Seventh Street to Ninth Street was completed and put into service. Work continues in the section from Ninth Street to Fifteenth Street. This project also incorporates some sewer line work and will end with reconstruction of the street, curbs, and sidewalks.

- 14 new fire hydrants were installed this year. Total hydrants in system: 1,163 (1,050 public, 113 private)

- Distribution Crews spent approximately 6 days flushing 160 fire hydrants to clear dead ends and cul-de-sacs and to ensure we are delivering fresh water and a compliant chlorine residual to these areas for the customers. A total of 3.5 million gallons was flushed.

- Distribution Crews checked out and addressed 39 issues with fire hydrants. Some of which the Fire Department reported to us. Some of these issues were clearing brush for accessibility, leaking, not draining properly, needed raised to grade, operated hard, needed painted, etc. None were replaced as all items were repaired.
- A Leak detection survey was performed on 158,400 LF (30 miles) of pipe in our system that revealed 4 water leaks we had no knowledge of. These leaks were promptly repaired. Total combined loss due to the leaks was estimated at 21,600 gallons/day.
- 327 main-line water valves were located, cleaned out, and exercised. 21 valves were found to have issues and corrected. Some of these issues included those that were paved-over, operating nut issues, leaking packing, etc.
- Administrative and field staff began conducting unannounced visits to verify the accuracy of customer metered accounts. The audit verifies and checks correct meter ID#, correct installation, verify bypasses and backflow devices exist where applicable, correct number of fire connections and sizes, and number of private fire hydrants on site. To be sure we are capturing and metering all water used by the customer, technicians also check to see that the water meter bypass valves are closed and tagged. Many Bypass valves were found open therefore closed, tagged, and management notified of the importance to keep their bypass closed except in emergency.
- Many changes were made to GIS throughout 2024. Some of these include adding both public and private fire hydrants previously not captured. Many attributes on pipe size, pipe material, valve size, and private/public labels on service lines were corrected along with inaccurate locations and water main alignment. With the aid of IS, field crews were able to start using Field Maps on their phone and/or iPad to access utility mapping in the field. These changes allow for a more accurate Asset Management along with much quicker field identification and locating.

  New water infrastructure accepted by the City:

  - Fawn Creek, Section III
  - Seven 15
  - Watson Estates, Section I

In the Department

- The City council adopted our new water rate schedule and successfully applied for and closed on bonding for a few much needed improvements to the North Street operations facility and water system improvements. These projects will include:
  - New office space, garage, and wash bay additions to the existing office/maintenance building.
  - Installation of standby generators for the treatment plant, wellfield, and the office/maintenance building.
  - Parking lot reconstruction.
  - Water infrastructure replacements.

- The Distribution and Treatment divisions of the water dept each swapped a technician between divisions for some additional and valuable cross-training. These employees were eager and desired to increase their knowledge in the other division of their department. Cross-training is going very well for those two individuals. They have each also been added to the stand-by rotation for their current division.

- Early in 2024 AWD completed its Asset Management Plan with Commonwealth Engineers. This plan, as a living document, will be maintained moving forward to manage our infrastructure, projects, processes, and other assets.

- (LSLI) Lead Service Line Inventory: Along with the assistance of Abonmarche Engineers, AWD completed and submitted its initial inventory by the October 16, 2024 deadline as required by the EPA and IDEM. These efforts were completed at no cost to AWD or the City as they were paid for through a $100,000 grant received through the IFA. As it currently stands, 349 lead and/or galvanized water services requiring replacement have been inventoried. The full inventory is still a work in progress as we continue to identify lead services throughout the water system. We are also actively looking for more grants and funding opportunities to assist with this financial undertaking.

- Next requirements by the EPA and IDEM are the development of a (LSLR) Lead Service Line Replacement plan. Beginning in October 2026, this plan will require the City to begin replacing known lead services over the course of ten years, ending in 2037. The required number of replacements per year shall be 10% of the system's total lead service inventory per year. Last November, AWD began review and discussions with Abonmarche to begin the development of Auburn's LSLR. Auburn's LSLR plan will utilize the City's GIS system to prioritize and track the replacement progress of lead services throughout the system.

- Early in the year "Lead-Safe Auburn", our new website, launched for communicating with and educating the public on this topic. This website features an online self-survey the customer can take to identify their service material and submit a photo to us for records. Lead Safe Auburn also contains links to a wealth of educational material for the customer and a link to the EPA's website for detailed information. https://lead-safe-community-site-cocigis.hub.arcgis.com/

- AWD assisted other departments anywhere needed in a wide range of tasks, which we always strive to do. This included numerous hours plowing snow, providing labor and operating equipment for others. ...Anywhere the rest of the team needs us.

In closing, we are very happy with our accomplishments for 2024. We look forward to 2025 and the excitement, challenges, and many accomplishments it will bring. Cheers to another successful year!

If you have any questions, please contact me.

Best Regards,

Randy Harvey and the Auburn Water Department