

Since our role as a maintenance department is dictated by many varying factors, we looked at an average over the past five years of many of our routine tasks. On an average we install 10 new services per month. Although city ordinance allows a 30-day installation time frame, our average time to install after receiving the water hook-up application is three days.

Over the past 13 years, we have upgraded all new service lines and renewed service lines to copper and PEXa (crosslinked polyethylene) tubing from the old polyethylene lines or galvanized lines. We average five renewals per month, which includes about one leak per month. As more service lines are replaced with copper or PEXa, the number of leaks should diminish.

Every six months, we inspect and adjust 24 PRVs (pressure reducing valves) in 12 vaults at various locations around the City. Every five years a contractor is brought in to inspect and rebuild all of our PRVs. A proper setting on the PRVs cuts down pump run times at our three million booster station and also maintains a consistent pressure to all our customers.

As new housing developments take place, the developer is responsible for supplying adequate fire protection for the project. The maintenance department adds new hydrants in areas with inadequate fire protection and also replaces older hydrants in the system. On average we install about five new hydrants per year. We also maintain about 900 hydrants in the system.

Last year, we averaged over 20 service requests per month. Every attempt is made to check out the request within hours of receiving it. However, it often takes a few days to complete, due to waiting for locates to be complete or other scheduling that must be considered.

During each month, we have about 175 meter reads to do for various reasons, as well as about 100 tags for connection or termination of service. We also handle about 30 maintenance projects per month on meter boxes, which include digging the dirt out of them, replacing boxes, lids, etc.

Last year, we handled three main breaks that took priority over everything else. Maintaining continuous quality water service is our number one goal.