

2014 SIERRA CLUB COMPLIANCE REPORT



SUBMITTED TO THE LITTLE ROCK
SANITARY SEWER COMMITTEE
FEBRUARY 18, 2015

SIERRA CLUB SETTLEMENT
ANNUAL REPORT
FOR 2014

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**SIERRA CLUB SETTLEMENT
COMPLIANCE REPORT
FOR 2014**

**EXECUTIVE SUMMARY
From Greg Ramon, C.E.O.**

It is my privilege to submit the attached annual report on the progress that Little Rock Wastewater (LRW) has made in mitigating sanitary sewer overflows (SSOs). On September 12, 2001, LRW signed the Sierra Club Settlement Agreement (Agreement) and has worked diligently to comply with the terms set forth. Since its inception, LRW has spent \$306 million to meet the requirements of the Agreement. It is projected to cost an additional \$237 million to complete the improvements of the aging collection system to reduce inflow and infiltration (I/I). Since the signed Agreement LRW has realized continued success in mitigating non-capacity related overflows throughout the year 2014. The established maintenance procedures and schedules continue to provide the desired results by minimizing mainline stoppages within the collection system. I am pleased to state that LRW meets the non-capacity requirements of the Agreement.

With regard to capacity related overflows, LRW procured a rate increase needed in 2012 to complete capital projects targeted on the wet weather performance of the sewer system. The rate increase in 2013 supported a revenue bond and loan which have been used to fund improvements at both Fourche Creek Wastewater Treatment Facility and Adams Field Wastewater Treatment Facility and collection system.

Today, LRW is involved in a rate study which will take into account a ten-year capital improvement perspective. This will support additional improvements to both treatment facilities and collection system. The rate study will also address work that is not related to the Agreement.

LRW continues to educate our customers and the stakeholders of the City Little Rock on programs available to assist with maintaining a healthy sewer system, preventing overflows, and construction projects that may affect their neighborhood or where they work. Many of these programs have received national recognition over the years and continue to be successful. LRW strives to improve upon these programs and to develop new programs as the world of wastewater collection and treatment changes through new technologies, regulations, and industry knowledge. Since the development of these programs LRW has seen a noticeable drop in the frequency and severity of sanitary sewer overflows.

We are pleased with the progress that has been made to date. We have come a long way! We are committed to meeting the Settlement Agreement requirements and protecting the environment. It is in our best interest to continue this path.

Respectfully submitted,

A handwritten signature in black ink that reads "Greg Ramon".

Greg Ramon, C.E.O.

I. INTRODUCTION

The following activities constituted LRW's major compliance efforts and they will be discussed with other activities in the order mentioned, consisting of (1) Project Updates; (2) Financing; (3) Other Compliance Actions; (4) Supplemental Environmental Projects; (5) 2014 Non-Capacity Related Sanitary Sewer Overflows; and, (6) 2014 Capacity Related Overflows.

II. PROJECTS UPDATE

The System Evaluation Capacity Assurance Plan (SECAP) and subsequent updates are the capital improvement plan to mitigate overflows for the designated design storm. As an overview, LRW contracted with RJN Group to conduct the SECAP Update. RJN started the project in the fall of 2009. RJN provided the final report in November 2010. The SECAP was completed in 2002. The 2002 SECAP resulted in a Capital Improvement plan to mitigate overflows and bring the wastewater system into compliance with the Consent Administrative Order (CAO) and Sierra Club Settlement Agreement. Many of the projects contained in the original projects and the need for the remaining improvements and/or develop additional sanitary sewer system, update the existing hydraulic model, identify capacity wastewater treatment plants, develop improvement projects, budget estimates, recommend infiltration/inflow reduction, and provide a capital improvement plan. RJN provided LRW with the data and analysis previously mentioned in the objectives.

LRW has listed the projects in the 2015 budget and scheduled the projects accordingly. The report lists storage facilities, operation adjustments, capacity improvements, and other pertinent items to mitigate overflows. The four sites are the Rock Creek Storage, Cantrell Area Storage, Scott Hamilton Drive Peak Flow Facility (formerly referred to as the Mabelvale Pike Peak Flow Attenuation Facility), and the Adams Field Storage. The estimated storage for the four facilities is 63 million gallons. The existing AFWTF storage is estimated at 14 million gallons and Scott Hamilton Drive Peak Flow at 30 million gallons. The total amount of storage required is 107 million gallons. There are multiple projects listed in the SECAP update to increase the capacity of existing gravity mains. A large diameter main (42" & 48") proposed from 36th street to Mabelvale Pike is the largest line project required. The Grassy Flat main is requiring a capacity increase from an 18 inch main to a 30 inch mainline. Multiple projects such as manhole adjustments and upsizing of mains is included in the report. The SECAP Update assumed all previous collection system projects would be completed. The following list is projects already completed or currently included in the 2015 budget.

A. Little Maumelle Wastewater Treatment Facility

Construction of the project was completed in March 2011 and the facility was placed in operation in July 2011.

B. Peak Flow Attenuation Facilities

Construction of the projects was completed in August 2011.

C. Scott Hamilton Drive Peak Flow Facility (formerly referred to as Mabelvale Pike Peak Flow Attenuation Facility)

The SECAP Update, dated November 2010, identified the need for additional storage to complement the existing storage facility at Scott Hamilton Road. The additional storage, along with a hydraulic upgrade at the Peak Flow Pump Station, will further reduce the surcharge of rainfall dependent inflow and infiltration within the North and South 60 Sewer Interceptors thereby mitigating sanitary sewer overflows within the service area for the identified design storm. LRW progressed towards completion of the preliminary design phase efforts for this project. The preliminary engineering report identified the need for an additional 31 MG of storage. The Conditional Use Permit phase is completed.

The five year forecast prepared in conjunction with the 2015 capital budget allocates project cost of \$941,200 in 2015, \$2,675,567 in 2016, \$16,180,027 in 2017, and \$3,440,415 in 2018.

D. Peak Flow Pump Station – Additional Pump

The Peak Flow Pump Station was designed with a vacant pump position so the capacity of the station could be readily increased when storage becomes available. The increased capacity of the station will reduce the occurrence of sanitary sewer overflows for the design storm event with additional 31 MG storage at the Scott Hamilton Peak Flow Facility. The additional pump is scheduled to be added in 2017 with a project cost of \$1,240,533.

E. Cantrell Road Pump Station and Force Main Upgrade

Essentially all sanitary sewerage from the area north of Cantrell Road and east of Pinnacle Valley Road flows through the Rebsamen Interceptor. This interceptor and an area of the city bounded by the Dillard's corporate headquarters to Central High School, to the University of Arkansas Medical Center, back to the Dillard's headquarters - which includes the State Capital Grounds - flows through the Rose Creek sewer basin pipes to the Cantrell Road Pump Station.

The Cantrell Road Pump Station was constructed in 1968 and was modified with bar screens and two dry pit submersible pumps in 1986. Two of the four pumps are original to the station while the other two pumps are replacement pumps that were installed in 1986. A portion of the switch gear is original while some was replaced or added in 1986. In 2013, a preliminary engineering report was completed for the pump station, and identified that rehabilitation/upgrade of the existing pump station was required.

The 30-inch force main that conveys flow from the Cantrell Road Pump Station to the River Front Interceptor is a pre-stressed concrete cylinder force main that was installed and placed in service in 1968 and has been in service since. Design life for similar structures can be 50 years. An engineering study of the force main will be updated to assess its existing condition. This project calls for the installation of a new force main and the inspection and rehabilitation of the existing force main after the new main is placed in service. In 2013, a preliminary engineering report was completed for the new force main, and identified the most economical route for the replacement of the existing force main. Construction began at Cantrell Road Pump Station, April 2014, and November 2014 for the force main.

The forecast prepared in conjunction with the 2015 capital budget allocates project costs of, \$6,656,108 in 2015.

F. Cantrell Road Pump Station In-Line Storage

This four million gallon in-line storage facility will alleviate overflows up to the design storm event generated from wet weather flows in the Jimmerson and Cantrell areas of the City. In addition, this storage facility will allow the pumping capacity at the Cantrell Road Pump Station to remain the same, which is essential to prevent the upsizing of the Riverfront Interceptor from west of downtown to the Adams Field Treatment Facility. Procurement of engineering services for this project was performed in 2014, and the site selection process was started.

The five year forecast prepared in conjunction with the 2015 capital budget allocates project cost of \$396,301 in 2015, \$1,961,497 in 2016, and \$7,983,294 in 2017, and \$4,309,108 in 2018.

G. Fourche Creek Wastewater Treatment Facility Hydraulic Upgrade

The hydraulic upgrade of the Arch Street Pump Station from 36 million gallons per day (MGD) to 45 MGD necessitated the hydraulic upgrade of the Fourche Creek Wastewater Treatment Facility to a minimum of 45 MGD. In 2008, LRW, with its consultant CDM, completed a 20-year capital improvement plan (CIP) to assess treatment processes, identify deficiencies, and plan for improvements to the plant to meet future hydraulic and process needs. The overall project was divided into four phases. Phase One was the addition of the new disinfection system, with a project cost of \$9,756,140.97. The disinfection project was completed January 2011. The second phase was the addition of a secondary clarifier, with a project cost of \$ 10,066,644.03, was completed October 2011. With the completion of the second phase, the treatment plant can hydraulically handle 45 MGD. The third phase will address headworks, bioreactor, and primary clarifier with a project cost estimate of \$26,250 to be completed in 2016, \$5,384,611 in 2017, and \$5,661,945 in 2018. Phase Four of FCWTF does not include any improvements pertaining to the SECAP. The five-year forecast allocates \$11,072,806 for engineering, construction, administration expenses, contingencies, and plant process improvements. This project is scheduled to be completed in 2018.

H. Rock Creek Storage

An 8 million gallon in-line storage facility is essential to store wet weather flows generated along the Rock Creek and Grassy Flat Creek Interceptors and the western portion of the City, thereby alleviating overflows up to the design storm event. In 2013, procurement of engineering services was performed, and in 2014 the site selection process is still ongoing.

The five year forecast prepared in conjunction with the 2015 capital budget allocates project cost of, \$1,595,000 in 2015, \$5,033,280 in 2016, \$14,129,931 in 2017, and \$5,691,988 in 2018.

I. Adams Field Storage Basin

The SECAP Update, dated November 2010, identified the need for additional storage at the Adams Field Treatment Plant to complement existing and proposed storage facilities (Scott Hamilton Drive Peak Flow Facility). The additional storage will allow for extended hydraulic pass-through of rainfall dependent infiltration and inflow volume thereby mitigating sanitary sewer overflows within the service area for the identified design storm. In 2013, procurement of engineering services was performed.

The five year forecast prepared in conjunction with the 2015 capital budget allocates project cost of \$288,375 in 2015, \$1,401,343 in 2016, \$15,045,294 in 2017, and \$17,271,227 in 2018.

J. Overflow Mitigation Projects

In the late 1980s, LRW was the first municipality in Arkansas to establish a program to address excessive infiltration and inflow (I/I) which leads to sanitary sewer overflows during or following wet weather events. During the 1990s, LRW shifted its focus not only to address excessive I/I within public mains, but to restore capacity to basin outfalls that were undersized for designated wet weather events and labeled this effort as the overflow mitigation program (OMP). The program has reduced the number of overflow points within the city as well as reduced the amount of extraneous rainwater that was treated. LRW will continue this program as evidenced by the following identified future projects and corresponding funding efforts:

1. Overflow Mitigation Projects (OMPs) funded by RLF XI:

- a. Allsopp North/Country Club Rehabilitation** **\$8,445,500**
The Allsopp North/Country Club mainline CIPP rehabilitation project was completed. The second phase of rehabilitation, Pipe Burst and Open Cut Construction, is currently underway and completion is anticipated in July 2015. The Allsopp North/Country Club project is the largest overflow mitigation project the utility has designed to date. The difficulty of this project is further complicated by the housing density and extensive landscaping in the project area.
- b. Allsopp Park/Country Club Outfall** **\$4,720,511.00**
These two outfall projects traverse some rather difficult terrain within the city's riverfront region and required careful attention to their environmental surroundings. Both outfall replacement projects were designed by McClelland Consulting Engineers (MCE) and MCE will perform construction administration. The construction efforts are nearing completion and are anticipated to be completed in February 2015.
- c. Leawood OMP** **\$6,177,200**
The CIPP portion of this Overflow Mitigation Project has been completed. The second phase of rehabilitation, containing Pipe Burst and Open Cut Construction will be advertised for bids in early 2015 with completion anticipated by mid-2016.

- d. Lower Swaggerty OMP** **\$5,791,300**
The CIPP portion of this Overflow Mitigation Project has been completed. The second phase of rehabilitation, containing Pipe Burst and Open Cut Construction has been awarded and construction is anticipated to begin in early 2015 with projected completion by mid-2016.
- e. Pleasant Valley OMP** **\$3,665,700**
The CIPP portion of this Overflow Mitigation Project was combined with the rehabilitation, containing Pipe Burst and Open Cut Construction. This project was begun in November 2014 with an anticipated completion date by the end of 2015.
- f. Echo Valley OMP** **\$3,819,800**
The CIPP portion of this Overflow Mitigation Project was combined with the rehabilitation, containing Pipe Burst and Open Cut Construction. This project was begun in September 2014 with an anticipated completion date by September 2015.
- g. 0H – 0G Relocation** **\$580,800**
The 36” outfall serving the Baptist Hospital, the Natural Resources Complex, as well as West Financial District, was previously under design for relocation. The proposed relocation was disapproved by the Federal Highway Administration, due to being in essence a longitudinal utility installation inside the right-of-way of an Interstate Highway. Therefore, it was determined necessary to stabilize the existing 36” pipe in place as well as internally rehab the pipe, in order to help ensure the long-term integrity of this vital interceptor. The external stabilization phase was completed in November, 2014, and the internal rehabilitation phase will be completed within the 2015 calendar year.
- h. 42” Force Main Inspection** **\$2,000,000**
Since its installation in the early 1980’s, the force main serving the Fourche Creek Facility has undergone five major repairs due to hydrogen-sulfide degradation. This investigation will afford an internal review and structural determination of the remaining pipe. The unique situation of investigating while surcharged with raw wastewater creates a challenge that until only recently has technology been available to “see” through this medium and evaluate the surrounding pipe material. A technology using the SmartBall was completed in the summer of 2014. No leaks were detected, but the ARVs on the force main will need to be upsized and access points will be installed at the locations. During the installation of the access points, further investigation will be performed internally on the force main.
- i. Allsopp North/Country Club Manhole Rehab** **\$431,900**
The manhole rehab shall address Infiltration and Inflow, as well as repair any structural deterioration within the Allsopp North/Country Club basins.
- j. Leawood Manhole Rehab** **\$265,778**
The manhole rehab shall address Infiltration and Inflow, as well as repair any structural deterioration within the Leawood area.

- k. Echo Valley Manhole Rehab** **\$283,446**
The manhole rehab shall address Infiltration and Inflow, as well as repair any structural deterioration within the Echo Valley area.
- l. Pleasant Valley Manhole Rehab** **\$268,125**
The manhole rehab shall address Infiltration and Inflow, as well as repair any structural deterioration within the Pleasant Valley area.
- m. Springer Blvd – R1** **\$712,397**
This project consists of the upsizing of the mainline and addresses any Infiltration and Inflow, as well as structural deterioration.
- n. West Markham Mainline – R6** **\$484,164**
This project consists of the upsizing of the mainline and addresses any Infiltration and Inflow, as well as structural deterioration.
- o. Bishop Street Relay – R14** **\$287,964**
This project consists of the upsizing of the mainline and addresses any Infiltration and Inflow, as well as structural deterioration.
- p. Grassy Flat Main – R27** **\$1,005,369**
This project consists of the upsizing of the mainline and addresses any Infiltration and Inflow, as well as structural deterioration.

2. Overflow Mitigation Projects (OMPs) Planned for RLF XII:

RLF XII Projects

Granite Mountain OMP	\$ 1,335,200
Lower Swaggerty OMP Manhole Rehab	\$ 151,900
Subbasin 30100 OMP	\$ 1,354,400
Longfellow Subbasin 11400	\$ 1,410,700
Rose Creek East OMP	\$ 2,226,400
Rose Creek Central OMP	\$ 2,824,400
Rose Creek West OMP	\$ 3,293,400
Walnut Valley OMP	\$ 2,791,600
University Avenue Relay - SECAP - R7	\$ 583,800
Rose Creek East Relay - SECAP - R13	\$ 505,400
Walton Heights Basin 11600 OMP	\$ 1,649,300
River Ridge - SB 11200 OMP	\$ 344,700
Sherrill Heights - SB 11000 OMP	\$ 250,600
36th Street to Mabelvale Pike Outfall	\$10,494,000
3L078 to 3I080 (42" to 60") R3	\$ 25,300
Rebsamen Collector/Murray Park 10090	\$ 339,000
Rebsamen Collector/Commercial 10500	\$ 133,700
Rebsamen Collector/Harbor 10060	\$ 453,800
Overlook/Pinnacle Point OMP 10070	\$ 1,040,900
Rebsamen Collector/Golf Course OMP 10080	\$ 194,000
Boyle Park Mainline - R24	\$ 419,600
48" Cross Connection (16K) R29	\$ 86,800
Rebsamen Collector/Alltel 10400	\$ 488,000
17th Street Pipe Burst - R15	\$ 156,600

Fairpark Relay –R12	\$ 241,639
Jimmerson West OMP	\$ 2,291,600
	\$35,086,739

- **Future rate increase needed for project** - Yes to support design and construction of projects (2016 rate adjustment)
- **Project purpose:** SECAP/CAO/Sierra Club - Protect Health, Environment

3. Overflow Mitigation Projects (OMPs) Planned for RLF XIII:

<u>RLF XIII Projects</u>	
Chicot Subbasin 40704	\$ 3,138,700
Cloverdale Subbasin 40703	\$ 4,771,400
Mabelvale Pike Subbasin 40701	\$ 2,955,800
Meadowcliff Subbasin 40701	\$ 4,864,200
Quapaw South SB 20401	\$ 2,017,800
District 84 OMP	\$ 3,066,000
Upper Coleman OMP	\$ 5,557,500
District 119 OMP	\$ 3,767,100
Mabelvale OMP	\$ 2,365,300
Barrow OMP	\$ 4,801,100
Quapaw North OMP	\$ 1,995,600
Foreman Lake OMP	\$ 1,252,100
Hall High South OMP	\$ 3,987,400
Upper Country Club Outfall – R19	\$ 452,300
Mainline Imp. for Modeled Overflow/Growth	<u>\$11,311,100</u>
	\$56,303,400

- **Future rate increase needed for project** - Yes to support design and construction of projects (2017 Rate Increase)
- **Project purpose:** SECAP/CAO/Sierra Club - Protect Health, Environment

4. Overflow Mitigation Projects (OMPs) Completed under RLF VIII:

- Jimmerson Creek (RLF VIII)** – Completed in 2010.
- Jimmerson West Outfall (RLF VIII)** – Completed in 2010.
- Jimmerson East and Upper Hinson Manhole Rehab (RLF VIII)** – Completed in 2010.
- Allsopp South (RLF VIII)** - Completed in 2011.
- Barton (RLF VIII)** – Completed in 2011.
- System Evaluation and Capacity Assurance Plan (SECAP) Update (RLF VIII)** – Completed in 2010.

III. FINANCING

A. Discussion:

Little Rock Wastewater did not issue any new capital bond funding in 2014. LRW focused on starting and completing certain compliance projects provided by the SECAP and SECAP Update with the goal of eliminating capacity related sanitary sewer overflows in the Little Rock Sanitary Collection and Treatment system.

A majority of bond funded 2014 projects are list below. The funding source of these projects comes from both the RLF 11 and 2012 Revenue Bond proceeds.

RLF 11 PROJECTS 2014

PROJECT NO.	NAME
0003120400	0H - 0G Relocation
0004060300	Allsopp North/Country Club Rehabilitation
0004070600	Leawood OMP
0004070700	Echo Valley OMP
0004070800	Pleasant Valley OMP
0004080100	Granite Mountain OMP
0004080200	Lower Swaggerty OMP
0004080300	Subbasin 30100 OMP
0004083100	Jimmerson West OMP
0004131900	Country Club Outfall/Allsopp Park Constr.

2012 BOND PROJECTS 2014

PROJECT NO.	NAME
0004130100	Annual Pipe Maintenance Contracts
0004140100	2014 Annual CIPP/Pipeburst Maint. Contract
0006130100	Cantrell Rd PS and Force Main Upgrade

IV. OTHER COMPLIANCE ACTIONS

A. Signage/Public Notification/Public Information:

As required in the Settlement Agreement, LRW staff developed a Sanitary Sewer Overflow Response Plan (SSORP) which was authorized by the Little Rock Sanitary Sewer Committee on September 18, 2002. The SSO Response Plan, as amended, is included in this document as Attachment A. The plan establishes a protocol for maintenance crews to follow when responding to an SSO event, and specifies internal and regulatory reporting procedures. The SSORP is reviewed and revised

annually to ensure all policies, procedures and contacts are accurate. The response protocol includes provisions for temporary signage and posting notices at individual residences. Temporary signage currently used by LRW is shown in Attachment B. A copy of the “door hanger” LRW uses to post residences is provided in Attachment C.

Practically all of the SSO Notification Program requirements contained in the Settlement Agreement are addressed in the SSORP, including the provisions for permanent signage at recurring SSO locations on public property. Locations eligible for permanent signage are in Table A-1 of the SSORP (Attachment A).

An example of permanent signage placed at recurring SSO sites is shown in Attachment D.

- B. Public Education and Outreach Programs** - LRW is committed to public education and outreach and has developed several programs to reach our customers in an effort to minimize sanitary sewer overflows and to educate the public on what they should do to help us help them.

1. *Public Relations* – To provide Consultation Services, Market Research, Public Policy Development and other Related Services LRW has contracted with JPJ Consulting. JPJ Consulting has played a critical role in the organizing of public meetings, development of public policy, market strategies to promote educational programs, and working with the City Board and Sanitary Sewer Committee to maintain transparency.

2. *Can the Grease*® - The *Can the Grease* initiative kicked off in 2002 as a means of education, motivation, and promotion of the grease related problems in Little Rock’s sanitary sewer system. LRW’s residential customers can request a grease information “starter kit,” which includes a grease container, three (3) heat-resistant liners, two (2) information pamphlets, the LRW *Can the Grease* brochure and the WEF Fat Free Sewers brochure, and an information magnet. Starter kits are also distributed in larger quantities at community events and to apartment complexes. In 2014, **276** starter kits were delivered to residential customers, **3520** to apartment complexes and mobile home parks, **505** at various community events or tradeshows, **499** for grease related overflows, and **25** for the subsidy program. LRW distributed approximately **4,800** *Can the Grease* starter kits for the entire year. (Attachment E)

The *Can the Grease* program was nationally recognized in 2008 with the *NACWA Public Information & Education Award*, and in 2009 with the *ADEQ Stewardship Award*.

3. *Clearwater 2019* – This program is designed to update the public on projects and the funding needed to meet the Consent Administrative Order. Activities include meeting with neighborhood associations, school boards, and stakeholders in areas where these projects are taking place. Several meetings were held throughout the year with neighborhoods in the Allsopp Park area, the Episcopal Colligate School, the Lilac Circle/Coffee Pot, Hillcrest/Heights, and Upper Baseline Neighborhood Associations.

4. **Captain Sewer**® - Back in action, Captain Sewer made four appearances in 2014 providing educational presentation on water conservation and the importance of clean water, activity books and earth balls to schools and children.

5. **Stay Connected**® - LRW continues to promote our **Stay Connected** program which has made a huge leap towards a cleaner, environmentally affable future through public education. The message is one of awareness and preservation: know where your sewer service line is and have it checked for cracks, breaks and debris. With an involved advertising campaign and service line inspection plan, LRW has made significant steps in public awareness and education of sewer service line responsibility and maintenance. *Stay Connected* paved the way for the development of the Sewer Service Line Replacement Program. This year's message to residences was "Call Us First". Promoted in bill inserts and several advertisements in local print media, "Call Us First" spread the message to call LRW before calling a plumber to verify whether stoppages were on the sewer main or in the private service line. (Attachment F)

The *Stay Connected* program was nationally recognized in 2010 with the *NACWA Public Information & Education Award*.

6. **Sewer Service Line Replacement Program** – Passed as an ordinance in June 2012 and put into effect January 1, 2013 the Sewer Service Line Replacement Program was put into effect to control inflow and infiltration from a source that LRW had no control over in the past. Studies determined that 40% of the excess water entering into the collection system was coming from the private sewer services of homes and that many of these home have had long standing sewer service line issues that were too costly to repair by the home owner alone. Since its implementation there have been **1087** applicants to the program with **692** complete replacements. The average cost of replacing a service line \$3,251.00 to which LRW offers \$2,500.00 in assistance reimbursement. The funds that support the program are collected from a \$1.00 monthly charge to the domestic customer and are held in an independent account. All funds in the account go directly back to our customers. To date LRW has reimbursed \$11,715,096.00 back to customers participating in the program. Before the implementation of this program LRW met with the Arkansas Plumbers' Association and hosted an educational meeting informing local plumbers on how the program works and how to process these requests with LRW.

7. **Private Sewer Line Cleaning Permit** – This program is aimed at apartment complexes to coordinate their private sewer line cleaning with LRW to prevent downstream stoppages due to flushing debris and F.O.G. into the public mains. The program requires that before cleaning their services, apartments contact LRW, obtain the free permit, use a debris catcher, and work with our crews to prevent overflows to residence downstream.

8. **Bill Inserts** - LRW created two (2) bill inserts that were distributed in the Utility bill in 2014. The "Where Your Money goes/Clearwater 2019/Call Us First" insert was released in July. The November "New CEO Greg Ramon/ Call Us First"

informed customers of the Introduced the new CEO Greg Ramon and promoted the *Stay Connected*® “*Call Us First*” program to aid customers with resolving sewer line issues that do not warrant a plumber’s call thus reducing the cost to the customer. (Attachment G)

9. Awards – LRW received several awards and recognition during 2013 for contributions to the environment, financial reporting. The awards LRW received are as follows:

- (a) **NACWA Peak Performance Awards** – The National Association of Clean Water Agencies (NACWA) awards Peak Performance Awards.

Platinum Awards recognize 100% compliance with NPDES permits over a consecutive five (5) year period. If a member agency has received a Platinum Award, in the subsequent years, as long as 100% compliance is maintained, Platinum Award status can be continued. Should 100% compliance not be maintained, member agency facilities must receive four consecutive Gold Awards to again be eligible for another Platinum Award.

Gold Awards honor treatment works that have achieved 100 percent compliance with their NPDES permit for an entire calendar year.

Silver Awards recognize facilities that have received no more than five NPDES permit violations per calendar year.

All eligible member agency facilities must provide at least secondary treatment, or advanced primary treatment with a 301(h) waiver. Additionally, there are no facility capacity minimums for Peak Performance Award eligibility.

Fourche Creek Treatment Facility received one violation and received a Silver Award. Adams Field and Little Maumelle Treatment Facilities both received the Gold Peak Performance Awards.

- (b) **Certificate of Achievement for Excellence in Financial Reporting** – The Government Finance Officers Association (GFOA) has awarded the Finance Department of LRW the Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual Financial Report (CAFR).

The GFOA is a nonprofit professional association that serves approximately 17,500 professionals in the governmental finance field. The Certificate of Achievement for Excellence in Financial Reporting is the “highest form of recognition in governmental accounting and financial reporting” by the GFOA and is considered to be a “significant accomplishment by a government and its management.” LRW’s CAFR was judged by an impartial panel that looked for

high standards of the program such as “demonstrating a constructive ‘spirit of full disclosure’ to clearly communicate its financial story and motivate potential users and user groups to read the CAFR.”

This is LRW’s ninth consecutive year to accomplish this feat. (Attachment H)

(c) **Distinguished Budget Presentation Award** - The Government Finance officers Association (GFOA) of the United States and Canada awarded Little Rock Wastewater the GFOA'S Distinguished Budget Presentation Award for its budget for 2014. The award represents a significant achievement by the entity. It reflects the commitment of the governing body and staff to meeting the highest principles of governmental budgeting. In order to receive the budget award, the entity had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as:

- a policy document
- a financial plan
- an operations guide
- a communications device

Budget documents must be rated "proficient" in all four categories, and the fourteen mandatory criteria within those categories to receive the award.

When a Distinguished Budget Presentation Award is granted to an entity, a Certificate of Recognition for Budget Presentation is also presented to the individual or department designated as being primarily responsible for its having achieved the award. This award was presented to Debbie Williams.

Award recipients have pioneered efforts to improve the quality of budgeting and provide an excellent example for other governments throughout North America. The Government Finance Officers Association is a nonprofit professional association serving over 17,600 government finance professionals throughout North America. The GFOA's Distinguished Budget Presentation Awards Program is the only national awards program in governmental budgeting. This is LRW’s fifth consecutive year to accomplish this feat. (Attachment I)

(d) **Sterling Agency Award** – Presented every three years, LRW was presented the Excellence of Achievement Award and named a Sterling Agency in 2014 by the Universal Public Purchasing Certification Council (UPPCC) for having a fully certified staff for seven (7) consecutive years.

This award was created to acknowledge an agency’s commitment to the value of certification in the public sector. Norma Hall, Chair of the UPPCC Governing Board states that “This accomplishment speaks volumes of [this] agency’s commitment and dedication to the profession and the skills and expertise that [LRW] bring to the public procurement industry.”

LRW is currently the only public organization to have a fully certified purchasing staff in the state. LRW set the bar seven (7) years ago by becoming the only public utility in Arkansas to have a 100% certified staff and has now raised the bar by being named a Sterling Agency two consecutive times for its devotion and commitment to public procurement. Camber Thompson accepted this award. (Attachment J)

10. Trade Associations, Exhibits, Fundraisers, and Community Service – One of the major success elements of our public awareness program in 2013 was our participation in specific trade associations, environmental exhibits, and community events. Participation in selected trade associations has allowed LRW to promote and educate an extensive number of residents and business owners on the importance of reducing grease in the sanitary sewer system, updates on our major projects and water conservation. 2014 event/exhibit participation is as follows and shown on Attachment K:

(a) **Partners in Education**- LRW has teamed with local schools to provide assistance and materials when needed and to help promote our public education programs. Since 1995, LRW has sponsored the Little Rock Central High (LRCH) School Science Fair by providing materials for protection of the gymnasium floor, the incentive awards, and judges. Central High teachers, PTA, and administration have been most appreciative of LRW's efforts in supporting environmental education and LRW employees have been very responsive in volunteering. On February 7, 2014, the LRCH science fair was conducted and several LRW employees volunteered to judge. LRW also has partnered with eStem, Henderson Middle School, David O'Dodd and Booker T. Washington Elementary Schools providing educational activity books, bottle water, and *Can the Grease* kits at various school events.

(b) **National Night Out** – LRW participated in six National Night events in 2014, via the area's Alert Centers. On October 7, LRW employees participated in the events at several locations throughout the City, promoting our CTG and SSLRP programs.

(c) **Good Shepherd Ecumenical Retirement Center Health Expo** – The Good Shepherd Retirement Center hosted a Health Expo on May 29, 2014. LRW attended and passed out *Can the Grease* kits.

(d) **GIS Day** - The GIS Day event, November 19, 2014, focused on GIS data technology as strategic resources for economic development. "Connecting Communities" the theme for PAgis' GIS Day event at the Wyndham Hotel in North Little Rock. Presenters focused on how GIS is used to manage and maintain community resources. LRW staff presented "Use of GI'S Online" as well as maintained a booth for the event.

(e) **Spanish Speaking Customers** – To better reach our Spanish speaking customers, all customer handout materials were translated and put together in packets for our personnel to give to the homeowner or resident when needed.

(f) **Arkansas Hospitality Association Trade Show** - LRW participated in the 2014 AHA Trade Show at the State House Convention Center to promote our Can the Grease program as well as using it as an outlet to introduce local service industries to our Environmental Assessment Division (EAD) whom oversee compliance of industries with ADEQ's pretreatment regulations.

(g) **Community Involvement** - Another way LRW promoted public awareness programs in 2014 was our participation in the United Way fundraiser campaign, Little Rock's Adopt-A-Street program where LRW adopted ¼ of a mile of road along Shackelford Road, and the Channel 11 THV Summer Cereal Drive for the Arkansas Foodbank Network. LRW also participated in the 2014 *Rock the Block* event, aiding Habitat for Humanity with repairs to homes that otherwise could not afford repairs.

11. Media – It has been the intent of LRW to continue improved communication with all areas of the media during 2014. That goal was accomplished through regularly issued press releases highlighting special topics of interest. LRW worked with JPJ Consulting on a billboard and radio ad campaign to promote Clearwater 2019.

In 2014 LRW advertised in various local publications such as *Arkansas Times* and *Arkansas Business*, and to promote programs and public education campaigns. (Attachment L)

12. Publications –We printed several informational brochures on a variety of topics from our *Can the Grease*, *The Sewer Service Line Replacement Program*, and *Work in Your Area Notices*. (Attachment M)

13. Website – LRW revamped and created a totally new website for www.lrwu.com with the latest news, updates, and information. The user-friendly site enables visitors to view a calendar listing all Sanitary Sewer Committee meeting dates, approved minutes of the Committee, and even biographies of each Committee member. With several interactive displays, general wastewater information, ordinances, rate information, and much more, website traffic continues to grow. One of the most visited areas of the site is the customer information section, which enables visitors to select a topic or department, and then populate a field with a question or comment. They can also look at LRW's construction schedule to see dates and places of work to be performed.

14. Facility Tours – LRW conducted a total of 11 wastewater treatment facility tours at our Little Maumelle Treatment Facility, Adams Field treatment Facility, and Fourche Creek Treatment Facility. To further public education, brochures are

distributed to each visitor detailing the facility during the tour(s). Some of those who toured the facility were: UALR, Central Arkansas Plumbers' Apprenticeship School, and the Arkansas Environmental Academy, UCA Biology Department, JA Fair High School, Vilonia High School, LR Central High School and Hendrix College. (Attachment N)

V. SUPPLEMENTAL ENVIRONMENTAL PROJECTS AND ANY OTHER LRW ENVIRONMENTAL EFFORTS

The Settlement Agreement required the LRSSC to establish a Supplemental Environmental Project consisting of the Fourche Plant Wetlands, bike paths (set forth hereinafter in paragraphs A and B):

- A. **Fourche Creek Wastewater Treatment Facility Wetlands:** The 90 acres of wetlands next to the FCWTF have not been disturbed and are available to Little Rock Parks & Recreation Department if it wishes to develop hiking trails on the property. In 2010, the Audubon Society of Arkansas removed the invasive species, Alligator Weed, from this area by laying down tarps to “choke out” the weed. They followed up by replanting species of vegetation native to the area. The Audubon Society also introduced to the area an insect known for eating only the Alligator Weed. They obtained these insects from the Corps of Engineers out of Jacksonville, Florida. The replanting of the native vegetation has been successful but the Audubon Society is still verifying the success of the insects.

- B. **Bike Paths:** In 2012 LRW contractors completed a pipeline conveyance project in correlation with the LMWTF where it placed large diameter pipes underneath Pinnacle Valley Road (PVR) and County Farm Road (CFR). The completion of the project entailed a new, asphalt road for PVR and CFR with designated bike paths on both sides of the road. LRW also constructed a walking bridge on top of our conveyance pipe which crosses the Little Maumelle River. When LRW constructed the access road to the LMWTF, a nine-foot wide pedestrian way was constructed for future bike path endeavors along the road. LRW is continuing communication with Little Rock’s Parks and Recreation Department, the City of Little Rock, and Pulaski County officials for future possible bike paths. Mayor Mark Stodola invited LRW to be a part of a bike path task force, and it plans on actively participating in the future.

VI. 2013 NON-CAPACITY RELATED SANITARY SEWER OVERFLOWS

- A. **Compliance Standard:** The Settlement Agreement limits the number of non-capacity related SSOs per 100 miles of sanitary sewer operated and maintained by LRW in LRSSC’s collection and treatment system. The Settlement Agreement specifies the following “interim schedule” for non-capacity related SSOs:

Calendar Year	Number of Non-Capacity Related SSOs per 100 Miles of Sewer
2002	12
2003	11
2004	10
2005	9

2006	8
2007	7
2008	6

When LRSSC has reduced non-capacity related SSOs to 6 per 100 miles of sewer mains for two (2) consecutive calendar years, LRSSC shall be deemed to have complied with all provisions of this agreement related to non-capacity related SSOs.

B. Non-Capacity Related SSOs in 2014: There were 43 non-capacity related SSOs reported in 2014. Of the 43 total, seven (7) SSOs were related to construction and vandalism. The result was a total of 36 non-capacity related overflows attributed to the operation and maintenance of the LRW collection system. Of the 36 non-capacity related overflows, five (5) SSOs were attributed to debris; three (3) SSO were attributed to equipment failure; eight (8) SSOs were attributed to grease; seven (7) SSOs were attributed to line failures; thirteen (13) SSOs were attributed to roots.* A complete listing of non-capacity related SSOs is provided under Attachment O.

C. Compliance Assessment: LRW has reduced the number of non-capacity related sanitary sewer overflows attributed to the operation and maintenance of the collection system owned by LRW to below 6 per 100 miles of sewer lines for eleven (11) consecutive calendar years, - 2004 with a total of 42, 2005 with a total of 53, 2006 with a total of 42, 2007 with a total of 46, 2008 with a total of 33, 2009 with a total of 38, 2010 with a total of 39, 2011 with a total of 45, 2012 with a total of 49, 2013 with a total of 46, and 2014 with a total of 36. Therefore, under the Settlement terms in Paragraph No. 5, page 10, LRW is deemed to have complied with all provisions of this Settlement related to non-capacity related SSOs.

D. Additional Projects Not Covered By SECAP: In addition to the progress made on SECAP projects during 2014, LRW spent approximately \$3,693,450.00 renewing or replacing structurally deteriorated sewer mains. Old deteriorated sewers are sources of infiltration/inflow and are prone to blockage, contributing to both the number of capacity and non-capacity SSOs.

In a continued effort to maximize LRW's rehab dollars, LRW treated 17,690 feet of mainline in 2014 with a contracted chemical root removal company with a total cost of \$24,220. Root removal is an important component of LRW's Plan 66 that targets SSO reduction.

LRW personnel completed work on 329 line segments that were in need of point repairs as well as relocated or replaced 7,840 feet of sewer line.

21,486 feet of sewer line was rehabilitated under the 2014 maintenance contracts for pipe bursting and cured-in-place-pipe (CIPP), for a total cost of \$2,065,000.00.

In 2014, the Cleaning and Inspection Department Televised 696,930 feet, Hand Cleaned 726,250 feet, Hydro Cleaned 2,096,998 feet, and Line Walked 2,768,600 feet of sewer lines.

* In March 2007, LRW eliminated the combination of "Roots & Grease" as a code in reporting the cause of an overflow. LRW decided to use either "Roots" or "Grease" to improve reporting and tracking of SSOs.

VII. 2014 CAPACITY RELATED SANITARY SEWER OVERFLOWS

A. **Compliance Standard:** The Settlement Agreement requires that capacity related SSOs be eliminated, provided that SSOs may occur without a breach of the Settlement Agreement if rainfall amounts exceed a duration-quantity table that essentially defines a two-year storm event (“qualifying event”). A qualifying event shall occur if any of the twelve permanent rain gauges within the collection system record a two-year storm event. More specific, to that end, the agreement required completion of a study recommending and establishing a time line for specific actions to address capacity related SSOs. The study would serve as the foundation for a long-term compliance program.

B. **Capacity Related SSOs in 2014:** There were 54 capacity related SSOs reported in 2014 at 28 locations. There were zero (0) rain events recorded in 2014 measuring above the Design Storm which resulted in zero (0) capacity related overflows. The remaining 54 capacity related overflows occurring in 2014, resulted from rain events measuring below the Design Storm threshold. A complete listing of capacity related SSOs is provided under Attachment P.

VIII. CONCLUSION

Since the execution of the Settlement Agreement in 2001, LRW has come a long way in mitigating SSOs. LRW plans on taking a holistic approach in improving the current system by rehabilitating and replacing existing infrastructure that is currently 50-75 years old. LRW is committed to protecting public health and being a good steward of the environment.