

Nassau County - Amelia Utilities

FGUA Management Scope of Service

- Provide full-time on-site manager to provide planning and assistance to the on-site supervisor
- Assist with management of utility staff to include Operations and Maintenance and Customer Service staff
- Manage regulatory relations - compliance, monitoring, reporting, etc.
- Assist the on-site supervisor and finance department with procurement, purchasing, budgeting, review and approve payroll, etc.
- Manage R&R Fund - \$302,000 per year to be managed in accordance with the FGUA purchasing policy to be reimbursed by the County to the FGUA
- Assist in scheduling of work and On-Call schedule for O&M staff
- Assist in the Development of a 5-year Capital Improvement Plan
- Provide Monthly Management Report - format and content to be agreed upon
- Attend and participate in BOCC, staff, planning and budget meetings as required
- Assist in the preparation of Public Notices, CCR' s, MOR's, DMR's, FDEP correspondences, WMD Reporting, etc.
- Review Customer Service business rules, ordinances, collections, policies, procedures, liens, etc. and provide recommendations
- Evaluate and identify potential automation opportunities to increase efficiencies
- Evaluate Customer Service information system and service order work flow
- Work with Nassau County to relocate front line customer service to be housed at the utility site located on Amelia Island
- Review utility capital structure
- Review rate structure, ancillary fees and charges and provide recommendations
- Evaluate utility ownership alternatives for better use of public funds
- Manage customer communication and public outreach
- Advise on media relations and communications
- Advise on CMMS Software and GIS Mapping
- Within budget and control limitations, supervise and direct County staff (11 FTE) in accordance with county personnel policies and procedures and collective bargaining agreement with the goal of achieving the following:

SECTION 1- TREATMENT FACILITIES

A. Within the design capacity and capability of the county's existing facilities, operate, maintain and repair the water and wastewater treatment plant facilities, unit processes, and their respective appurtenances, in accordance with local and state regulations and as specified by the equipment manufacturer, including, but not limited to, the following:

- control of treated water corrosivity within the limits of the existing treatment process;
- flow meter's tested and calibrated annually unless otherwise specified by permit or regulatory agencies;
- general housekeeping;
- grounds maintenance;
- maintain Supervisory Control and Data Acquisition (SCADA) system, if any;
- issue public notices of non-compliance with drinking water standards;
- issue notices of non-compliance resulting from limitations of the treatment process or equipment failure;
- minimize the generation of noise and odors in accordance with Applicable Law within the limits of existing treatment processes;
- assist in the coordination of construction contractors, engineers, or other consultants or vendors for line tie-ins and connection of Capital Improvements to the Utility Facilities;
- provide timely submittal of all operating reports required by regulatory agencies;
- provide predictive and preventative maintenance of the plant and appurtenant equipment, pumps and motors;
- procure laboratory testing services; and
- provide residual removal services as needed to optimize plant operations.

B. Take immediate action to either prevent environmental incidents or dangerous situations, and endeavor to keep the number and duration of such incidents and situations to a minimum.

SECTION 2 -WATER PUMPING STATIONS AND WELLS.

A. Within the design capacity and capability of the county's existing facilities, operate, maintain and repair the pumping stations and raw water supply well facilities and their respective appurtenances including, but not limited to, the following:

- (1) Monitoring of pump stations and wells for Emergency Conditions.
- (2) Maintenance, operation and repair of the radio telemetry system.
- (3) Regularly scheduled predictive and preventative maintenance, inspections and adjustments. A list of activities to be performed at the following minimum intervals shall include, but not be limited to, the following:
 - clean sump pumps as needed;
 - check control panels for proper operation weekly;
 - check motor amperage at least once a quarter;
 - check and clean filter elements for gas or diesel engines as specified by the manufacturer;

- change and maintain the oil level in pumps as Specified by the manufacturer;
- maintain proper belt tension at all times and check weekly;
- poll the station on a scheduled basis by the telemetry system to the extent of the capability of said system at five (5) minute increments;
- check pump running times weekly;
- maintain the station's lights and replace bulbs as needed;
- check motor starter contacts at least once a quarter;
- inspect floats quarterly;
- maintain alarm lights and horns weekly;
- remove debris from pumps and check valves as required;
- lubricate pump and motor bearings as specified by the manufacturer;
- clean out pumps as required;
- exercise all station valves at least once a quarter; and
- clean check valves as required.

(4) Repair pump stations and wells as needed in order to maintain their integrity. Such activities to be performed or provided shall include, but not be limited to, the following Repairs, Replacements and Renewals:

- rebuilding or replacing gate, check butterfly, and ball valves;
- removing and reinstalling pumps and motors for repair;
- repairing motors and pumps;
- repairing or replacing rails, supports, or piping;
- replacing flapper valves on pump volutes;
- repairing or replacing electrical panels;
- rewinding motors;
- replacing impellers, wear plates, bearing, and seals;
- cleaning clogged pumps;
- replacing piping on sump pumps;
- replacing circulation lines;
- clean aerators on a quarterly basis and repair screens as needed; and
- repairing and replacing remote telemetry unit components.

SECTION 3 - WATER DISTRIBUTION SYSTEMS.

A. Within the design capacity and capability of the county's existing facilities, operate, maintain, and repair the water transmission, distribution piping, treated water storage, meters and other appurtenances including, but not limited to, the following:

timely repair of any water main breaks, water main leaks, service line breaks, and service line leaks up to the point of customer connection;

- Provide water utility locates in a timely manner when locate tickets are received from the county's existing Sunshine One call delivery system;
- excavation, backfilling, compaction and restoration of such excavations in the course of performing work in the water distribution system;
- regular flushing of dead-end system main lines monthly or more often if required and record the gallons flushed on maintenance report;

annual fire hydrant flow testing, inspection and maintenance per GUA protocol;

customer requested meter field testing to assure accuracy.

customer requested bench testing to assure accuracy

B. Carry out disconnections, reconnections, and other general repairs such as line leaks, valve breaks and damage to appurtenances relating to existing water services or the distribution system in a timely manner and in no event later than twenty-four (24) hours after receipt of a work order, unless any delay beyond twenty - four (24) hours is due to unavailability of parts, in which case such work will be completed as soon as the parts are obtained.

C. Respond to Emergency Conditions on a seven-days-a- week, twenty-four (24) hour a day basis without a work order and initiate such response within two (2) hours of being notified or otherwise learning of such Emergency Condition or of any unforeseen combination of circumstances that reasonably calls for immediate action.

SECTION 4- STORAGE TANKS.

Render predictive and preventative maintenance service with respect to all county-owned ground storage tanks. Such preventative maintenance services, at a minimum shall consist of regularly scheduled inspections and adjustment of electrical and mechanical equipment associated with each of the City's water storage tanks. When possible, equipment deficiencies detected during inspections shall be corrected prior to leaving job sites.

SECTION 5 -WASTEWATER PUMPING FACILITIES.

A. Within the design capacity and capability of the county's existing facilities, operate, maintain and repair the wastewater pumping facilities, and their respective appurtenances including, but not limited to, the following:

- (1) Monitoring of lift or pumping stations for emergency conditions.
- (2) Maintenance, operation and repair of the radio telemetry system, if any.
- (3) Regularly scheduled preventative maintenance, inspections and adjustments.
- (4) Monitor the wastewater pumping facilities which have the technology for such monitoring for the following parameters:
 - pump running times;
 - high water level in wet well;
 - loss of electrical power: and
 - thermal overload.
- (5) Provide predictive and preventative maintenance to the wastewater pumping facilities including, but not limited to:
 - regularly scheduled inspections at least three (3) times weekly;
 - adjustment of electrical and mechanical equipment;
 - check control panels for proper operation at least three (3) times weekly;
 - check motor amperage at least once a quarter;
 - change and maintain the oil level in pumps as specified by the manufacturer;
 - lubricate and clean air blowers weekly or as specified by the manufacturer;
 - check pump running times at least three (3) times weekly;
 - clean "wet wells" on an as-needed basis; cleaning frequency will be determined after initial inspections of lift stations are conducted;
 - check remote telemetry units for proper operation daily;
 - maintain the station's alarm lights and replace bulbs as necessary;
 - check the wet well levels for proper distance of pumping as necessary;

- check motor starter contacts at least once a quarter,
- clean floats quarterly or as needed;
- remove debris from pumps and check valves as necessary;
- clean out pumps as required as necessary;
- exercise all station valves at least once a quarter; and

(6) Supply all materials as needed for the predictive and preventative maintenance program in conformance with the requirements of this Agreement.

(7) Repair and rehabilitate pump stations including, but not limited to, the following:

- repairing or replacing gate, check and plug valves;
- removing and reinstalling pumps and motors for repair;
- repairing motors and pumps;
- repairing or replacing rails, supports, or piping;
- replacing flapper valves on pump volutes;
- repairing or replacing electrical panels;
- rewinding motors;
- removing submersible pumps for cleaning, repairs, or gasket replacement;
- replacing impellers, wear plates, bearing, and seals;
- cleaning clogged pumps;
- replacing piping on sump pumps;
- replacing circulation lines; and
- repairing and replacing remote telemetry unit components.

SECTION 6-WASTEWATER COLLECTION SYSTEMS.

A. Within the design capacity and capability of the county's existing facilities, operate, maintain and repair the wastewater collection systems including the following:

- provide wastewater utility locates in a timely manner when locate tickets are received from the county's existing Sunshine One call

delivery system;

- all sanitary sewer overflows shall be reported to regulatory agencies as required by FDEP rule;
- timely repair of any sewer line breaks and service line breaks; inspection of main pipelines and manholes.

(5) Respond to any wastewater collection system Emergency Condition seven (7) days a week, twenty-four (24) hours a day including, but not limited to, pipeline blockage or potential thereof, or manhole surcharging, as may reported by any source, within the county service area as soon as possible, but in any event, within two (2) hours of being notified or otherwise learning of such or related condition in the wastewater collection system.

(C) Timely, and properly, maintain and repair the wastewater collection and transmission facilities. Take all necessary measures to remedy conditions in the wastewater collection system facilities resulting from a main pipeline blockage and consequential surcharging of such pipelines or manholes and shall be responsible for clean-up and abatement resulting from such conditions which occur within the wastewater system facilities.

SECTION 7 - COMPUTERIZED MAINTENANCE RECORDS.

The FGUA shall utilize the county's current computerized maintenance management system for the Utility Facilities consistent with current county practices.

SECTION 8 - FULL TAP AND METERS AND METER SETTING.

Complete Meter Setting and installation of Full Tap and Meters in a timely manner and in no event later than as follows:

(A) For meter installations where service is already in place, five (5) Business Days from the date of the installation or meter setting request.

(8) For Full Taps and Meters and Meter Settings where a permit from an outside agency is not required, fifteen (15) Business Days from the date of the installation or meter setting request.

(C) For Full Taps and Meters and Meter Settings where a permit from an outside agency is required, twenty (20) Business Days after the receipt of the permit.

SECTION 9 - EMERGENCIES.

Respond to Emergency Conditions of any type at the Utility Facilities on a seven (7) days a week, twenty-four (24) hours per day basis.