

Public Utilities Commission Meeting



NMB Water Highlights

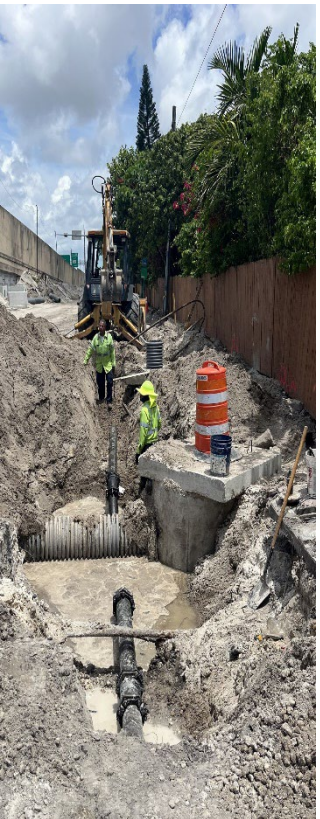
April 9, 2025



AGENDA

1. NMB Water Finance
2. Community Outreach
3. Water Production & Maintenance
4. Engineering & Infrastructure
5. Materials Control & Equipment
6. Customer Service
7. Capital Improvement Program

NMB Water Finance



NMB Water Finance

Kaygon Atkinson — Utilities Finance Manager

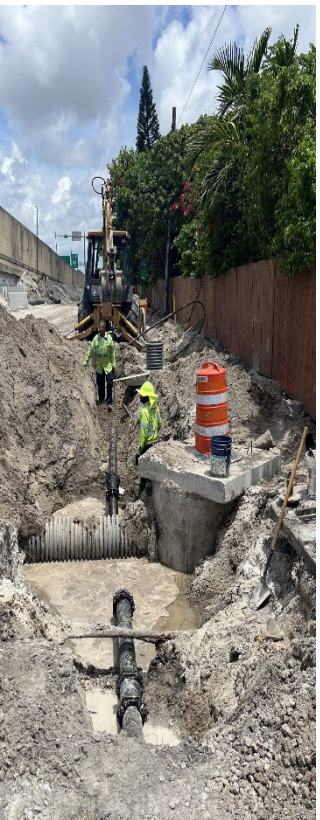
▪ Budget & Expenditures Overview

NMB Divisions	Division Name	Total Budget	Actual Expenditures	Remaining Funds
410900	Administration	24,012,571.00	3,884,970.32	18,761,308.00
410901	Lab/Compliance	392,388.00	139,283.92	188,166.99
410904	Norwood Water Plant	12,872,014.00	3,208,283.84	4,880,584.28
410908	Distribution	3,550,970.00	1,118,350.07	2,232,086.47
410909	Maintenance	2,518,016.00	666,329.62	1,434,514.79
410912	Engineering	1,298,071.00	465,443.08	766,515.97
410915	Warehouse	545,248.00	81,663.27	426,802.11
450910	Wastewater	15,964,128.00	3,269,126.74	11,953,509.38
510916	Customer Service	4,162,031.00	1,154,711.98	2,585,147.05

NMB Water Finance

■ Key Financial Highlights

NMB Divisions	Division Name	# of PO's	PO Ordered	Remaining PO Balance	PO Liquidated
410900	Administration	18	2,549,288.72	1,395,280.11	1,154,008.61
410901	Lab/Compliance	12	110,583.16	64,937.09	45,646.07
410904	Norwood Water Plant	44	5,992,131.03	3,829,052.61	2,163,078.42
410908	Distribution	20	339,425.36	230,086.78	109,338.58
410909	Maintenance	21	818,181.60	519,562.27	298,619.33
410912	Engineering	10	72,834.60	59,262.80	13,571.80
410915	Warehouse	26	1,119,507.98	849,033.13	270,474.85
450910	Wastewater	22	372,510.00	288,864.37	83,645.63
510916	Customer Service	15	775,969.19	418,996.32	356,972.87
Grand Total		188	12,150,431.64	7,655,075.48	4,495,356.16



Community Outreach



Community Outreach

Greg Williams – NMB Water Public Affairs Manager

▪ Achievements & Accomplishments

- 3rd Annual Charity Golf Classic to benefit the “We Care to Share” program was held on March 28th at the Miami Shores Country Club.
- The tournament was sold out with over 132 golfers.

▪ Highlights

- On Thursday, March 20th, NMB Water participated in the Fulford Elementary School Career Day.
- On Monday, March 31st, NMB Water participated in the Sunny Isles Beach Family Resource Fair.
- Social Media Engagement – Regular posts across Facebook, X, Instagram and LinkedIn.

Community Outreach

■ Upcoming Community Outreach

- **April** – Water Conservation Month
- **April** – Fire Hydrant Painting program with 4 local NMB schools
- **April 25** – NMB Water Day Camp with Allison Academy
- **April 28 – May 1** – APWA Florida Chapter Conference in Orlando
 - NMB Water will be receiving Project of the Year award for the Oleta River Crossing Watermain Replacement.
- **May 4 – 10** – National Drinking Water Day

Utility Production & Maintenance



Production & Maintenance

Jesse Emo — Maintenance Manager

▪ Achievements & Accomplishments

- Reverse Osmosis well 3F is now back in service.
- 266 Work Orders Completed (39 Corrective, 8 Enhancement/Upgrades, and 219 Preventative).
- Installation of replacement VFD's (in progress).
- Emergency Lighting Upgrades installed in the control room & mezzanine deck.

▪ Highlights

- Maintenance of Clarifier 2 in progress.
- Annual certification of back flow preventer valves.
- Calibration of all flow meters are in progress.
- Solenoid shielding for slaker #1 installed.
- Fluoride acid bulk tank bypass piping installed.
- Well 12 Check Valve & Piping replacement project.

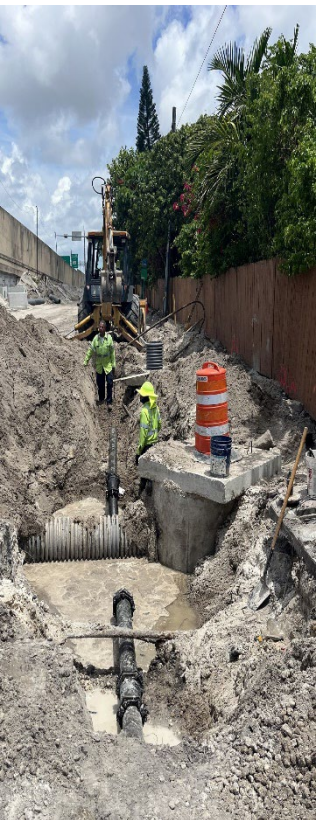
Production & Maintenance

■ Upcoming Projects

- **Well 12 Check Valve & Piping Replacement**
 - New Check Valve, Gate Valve, Air Relief, Sample Point, and positioning for Flow meter to be installed
- **Well 21 Status**
 - Obtained repaired pump
 - Pending delivery & scheduling of new motor for installation
- **Calibrations of Flow Meters**

■ Purchase Order Requests

- Fluid Control Specialties – request in the amount of \$555,108.00 for replacement parts for check valves, Rotork actuators, valves.
- CECO Environmental – request in the amount of \$162,590.00 for a degasifier blower replacement.
- Rexel, Inc. – increase to the current PO# 250435 in the amount of \$70,000.00 to a total of \$215,000.00.



Engineering & Infrastructure



Engineering

Karim Rossy — Engineering & Infrastructure Coordination Manager

▪ Achievements & Accomplishments

- Locators closed 1,252 location tickets.
- 15 active developer projects in active construction-inspection.
- 13 Public Works permits were reviewed.
- 16 GIS records request were completed.
- 14 plans were reviewed for impact fees.
- 36 Corona Del Mar properties were assessed for sewer connection fees.
- TRAD review of Burger King fast food restaurant at 1910 NE 163rd Street.
- Easement review & approval of Town of Golden Beach Civic Center project.

Engineering

■ Highlights

- Transitioned all CIP projects to Sam Zamacona, NMB Water Deputy Director.
- Completed the review of the Bentley Tower project in Sunny Isles. A 62-story, 216-unit condo and collected the \$586k water and sewer inplant and fireflow fees.
- Completed the review of the NOMI Square complex, a 342 unit , 7-story apartment complex in Biscayne Gardens with fees totaling \$239k.
- Held Pre-Construction meeting for the massive Presidential Estates West projects, which will consist of 103 new single-family homes and over 6,000 feet of new 8-inch water mains and 18 fire hydrants.

Materials & Equipment



Materials & Equipment

Veronica Torres — Interim Materials Control & Warehouse Manager

▪ Achievements & Accomplishments

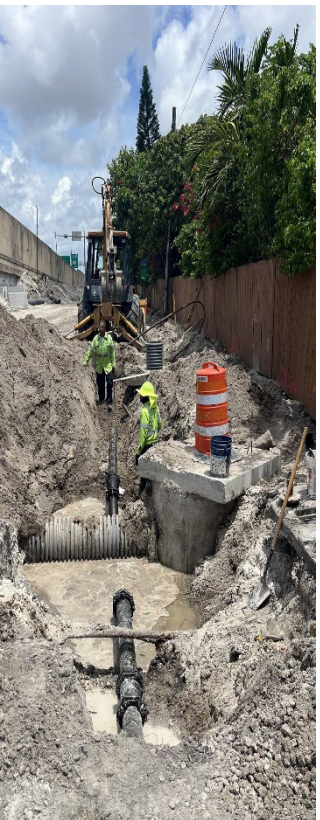
- Forklift was sent out for repair.
- Asbestos has been successfully removed from Phase 2.

▪ Highlights

- All parts for pending projects have been ordered.
- Staff has completed the gas tank certification.

▪ Upcoming Projects

- Installation of gates and racks in Phase 2.
- Install warehouse ceiling fans.



Customer Service



Customer Service

Ernesto Salazar – Customer Service & Billing Manager

▪ Achievements & Accomplishments

- Team successfully completed our quarterly billing cycle. Despite a growing number of accounts requiring manual or drive-by reads, the team worked efficiently to obtain the necessary data and ensure timely billing.
- Team implemented the new review process to monitor zero-usage accounts more closely, which has already helped flag several accounts for further investigation.
- Proactive removal of penalties for commercial customers affected by a January delivery issue, demonstrating our commitment to customer service and transparency.

▪ Highlights

- Implementation of the zero-usage account review process.
- Upcoming collaboration with InfraSync to assess billing processes and system integrity.
- Progress made in the hiring process for phone and front window support roles.

Customer Service

■ Challenges

- Team faced an increase in accounts requiring drive-by or manual reads, adding workload and slowing down some parts of the billing cycle, as well as field work orders.
- Team discovered that a significant number of January invoices did not reach commercial customers. Addressing this issue required swift coordination and corrective action by the team.

■ Upcoming Projects

- Team will be sending notices with the upcoming invoices to inform affected customers about the January billing issue and the corrective steps being taken.
- A project with InfraSync is scheduled to begin, focusing on billing process review, water loss analysis, and overall system integrity.
- Continued planning with Sprypoint for the new billing system is underway, with kick-off meetings expected soon.

Capital Improvement Program



Capital Improvement Program

Aqeel Abdool-Ghany – CIP Program Manager – Black & Veatch

- **Eastern Shores Watermain System Rehabilitation (Phase 2)**
 - All service connection have been made and completed.
- **Operations Center Pump Station Improvements**
 - Variable Frequency Drives (VFD) have been delivered and are awaiting the delivery of Motor Control Centers (MCC) in early August 2025.
 - Installation of VFDs and conduits in progress.
- **Norwood Water Treatment Plant Improvements**
 - Completion of witnessed testing for VFDs.
 - Pump Cans delivered and the contractor has started the installation.
 - Delivery for prefab construction is expected by mid-April 2025.
- **Production Wells**
 - Disinfection and final water quality testing for the Floridian Well is currently in progress.

CIP Construction Updates

- **Washington Park**
 - Overall, 57% completed. The Contractor is currently working along NE 14th Court between NE 153rd Terrace to NE 159th Street. Contractor installed sheet piling for the lift station.
- **Corona del Mar Collection System (Private Laterals)**
 - 32 properties successfully completed the permitting process for the septic to sewer conversion, with construction now underway.
 - 27 properties are currently in the permitting process with various agencies including WASD, DERM, DOH, NMB Water, and NMB Building.
- **Bunche Park Watermain Rehabilitation**
 - CIP Team completed the installation of a new watermain along NW 27th Avenue between NW 163rd and NW 155th Terrace. This section is awaiting DOH certification and approval.
- **Master Pump Station #4 Force Main Re-routing**
- **Bell Gardens Force Main Replacement**
 - Bell Gardens received Miami-Dade County ROW permit. Pending Miami Gardens ROW permit.
 - MSP#4 received Miami Gardens ROW permit.



Thank You

