

Public Utilities Commission  
Meeting



# NMB Water Highlights

June 11, 2025



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2. Water Quality Control
3. Utility Production & Maintenance
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# Community Outreach



# Community Outreach

**Greg Williams** – NMB Water Public Affairs Manager

## ▪ Achievements

- Several NMB Water staff members participated at the City of Miami Gardens Customer Account Day on May 27th.
- Regular meetings are scheduled every other week.



# Community Outreach

## ■ Upcoming Events

- On August 28<sup>th</sup>, the City of North Miami Beach and NMB Water will be hosting a member luncheon for the South Florida branch of the American Public Works Association (APWA).
- The special event is anticipated to have over 125 attendees from local municipalities, corporations and industry leaders.



# Water Quality Control



# Water Quality

**Valentina Ramirez** – Water Quality Control Manager

## ■ Highlights

- NMB Water sent a letter to the Department of Health informing them that we are no longer feeding fluoride to the water systems.
- Water Quality Manager TNI exam for the knowledge, skills and abilities of a certified environmental laboratory quality management systems professional will be held on August 8<sup>th</sup>.

## ■ Upcoming Projects

- The 2024 Consumer Confidence Report in English, Spanish and Creole will be completed in June.
- Lead and Copper draft letter for the school and daycares is in the works.
- NMB Water well survey by FDOH.

# Utility Production & Maintenance



# Production & Maintenance

**Jesse Emo** – Maintenance Manager

## ■ Achievements

- Work Orders completed
  - 45 Corrective
  - 7 Enhancement / Upgrades
  - 246 Preventive

## ■ Additional Updates

- High Pressure pump 3232 repair.
- Catwalk repairs completed.



# Customer Service



# Customer Service

## Ernesto Salazar – Customer Service & Billing Manager

### ▪ Collections & Delinquency Management

- **Goal:** Improve collection efforts and reduce delinquent balances.

- **Achievements:**

- 581 delinquency notices mailed, primarily targeting commercial accounts.
- These notices represent a potential collection of \$1,186,929.05.
- \$21,025 was charged in collection fees.
- 260 work orders were issued for disconnections and reconnections due to non-payment.
- \$3,862,880.50 in total payments were received in May, including \$770,611.10 in delinquent-related payments.
- Due to a shortage of meter registers, field operations have focused on enforcement (shut-offs) until new inventory arrives.

# Customer Service

## ■ Billing Operations

- **Goal:** Ensure accurate billing and monitoring of metering issues.
- **Achievements:**
  - For April (latest available data), 34,023 accounts were billed.
  - Total charges issued: \$13,226,219.55.
  - 2,447 accounts were estimated, representing approximately 7.2% of the total billed accounts.
  - Continued efforts to identify and address:
    - Zero-usage accounts
    - Multi-unit properties with unusually low per-unit consumption
    - A monthly report analyzes total usage divided by unit count to flag anomalies.
    - Follow-up work orders are issued, and billing is adjusted based on historical data until the meter is tested.

# Customer Service

## ■ Ordinance No. 2025-02 (Second Reading)

- Ordinance 2025-02 was presented and received first reading approval in the April 2025 Commission Meeting.
- **The ordinance proposes:**
  - Restricting water/sewer accounts to property owners only for both residential and non-residential properties.
  - Implementing minimum monthly charges for all accounts, including previously inactive ones.
- **Key supporting data:**
  - Over \$6.6 million in unpaid balances tied to inactive accounts; nearly \$2 million confirmed as tenant-related.
  - 4,882 tenant-related account transactions occurred between Jan 2020 and Jan 2025, averaging 81/month, consuming an estimated 987 to 1,917 staff hours.
  - Operational risks include unmonitored consumption from inactive meters, high refund processing burden, and the inability to lien tenant debts.
  - This change aligns with solid waste and stormwater practices, which are already owner-billed.
  - Cities such as Hallandale Beach, Miami Beach, Coral Springs, and Pembroke Pines already enforce similar policies.

# Capital Improvement Program



# Capital Improvement Program

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

- **Eastern Shores Watermain System Rehabilitation (Phase 2)**
  - Paving and Thermoplastic striping is complete.
  - Contractor completing punch list items and restoration.
- **Operations Center Pump Station Improvements**
  - Awaiting the delivery of Motor Control Centers (MCC) in July 2025.
  - Installation of VFDs and conduits is completed.
- **Norwood Water Treatment Plant Improvements**
  - Pump Cans have been installed, and the team is in the process of installing the mechanical piping.
  - The new HSPS Variable Frequency Drives (VFDs) have been delivered.
  - The prefab workshop shell has been completed.
- **Production Wells**
  - Contractor has reached Final completion, in the process of submitting all close out documentation.

# CIP Construction Updates

- **Washington Park**
  - Overall, 80% completed.
  - The force main portion of work is nearly complete.
  - The contractor has made progress on the lift station section of work despite supply chain and vendor coordination issues.
- **Corona del Mar Collection System (Private Laterals)**
  - 27 properties are in the final stages of the permitting process.
  - 32 properties are in permitting process which still need to go through various agencies including WASD, DERM, DOH, NMB Water, and NMB Building for final approval.
- **Bunche Park Watermain Rehabilitation**
  - The CIP Team has completed all the Water Main installation.
  - Currently working on service connections and DOH certification.
- **Master Pump Station #4 Force Main Re-routing**
- **Bell Gardens Force Main Replacement**
  - Bell Gardens – Construction is underway.
  - MSP#4 – Contractor is preparing for HDD.



Washington Park



Master Pump #4

# CIP Projects

## Guilherme Neukamp – Water & Sewer Design Manager

- **SCADA & Radio Telemetry System**

- Provided comments on the Nanofiltration and Low-Pressure Reverse Osmosis System Submittals, ensuring timelines remain aligned with City deliverables.
- Continued coordination with Scada proposal revisions.



# NMB Water Highlights



# NMB Water Highlights

**Hamid Nikvan** – NMB Water Director

- **City Commission – Water Related Agenda Items**

- **Resolution No. R2025-53**

- Directing that the Ongoing Water Rate Study Incorporate Analysis of Current Operational Costs, Future Capital Improvement Projects and Potential Revenue Loss for the Purpose of Potential Cost Savings for North Miami Beach Residents

- **Upcoming Consent Agenda Items**

- J & J Inc D/B/A Eagle Painting – Painting and Pressure Cleaning Services for WTP (\$112,250.93)
- R&M Service Solutions LLC – Fire Hydrant Maintenance, Repair and Replacement (\$175,000.00)
- Dobbs Equipment LLC – Purchase of Backhoes for Divisions 908/910 (\$322,326.00)
- CUES, Inc. – Sewer/Storm Water/Pipeline Portable Inspection System for Wastewater (\$74,204.69)
- Prolime – Contract Change Order – Loading, Hauling and Disposal of Liquid Lime (\$260,000.00)
- Southern Underground – Contract Change Order Contract #ITB1495 – Bunche Park – Time & Financial Increase (117 days / \$187,944.00)

# NMB Water Highlights

- **Hard Rock Stadium Project Update**  
**Bell Gardens Force Main Replacement**

- **Cost Increase – \$1 million**

- After a review of all available options related to Hard Rock's recent construction requirements – NMB Water is preparing to send correspondence to Hard Rock in hopes of reaching a cooperative solution.
- Potential renegotiation discussion with the contractor based on contractual obligations, allowing us to avoid incurring the additional \$1 million cost increase.
- It's important to note that this project is funded by a DEO grant with limited flexibility for budget changes.

- **Construction Requirements**

- Additional construction requirements presented by Hard Rock would add to the project cost due to increased labor, materials, and time.
- Given the implications for our budget, schedule, and contract obligations, NMB Water is requesting that Hard Rock reconsider their position and proceed under the original, mutually agreed-upon plan.



# NMB Water Highlights

## ■ Additional Highlights

### ○ Water Loss Analysis Update

- Staff are currently reviewing all interconnect and wholesale agreements, many of which are outdated, to bring them in line with current code requirements.

### ○ FIFA Club World Cup Update

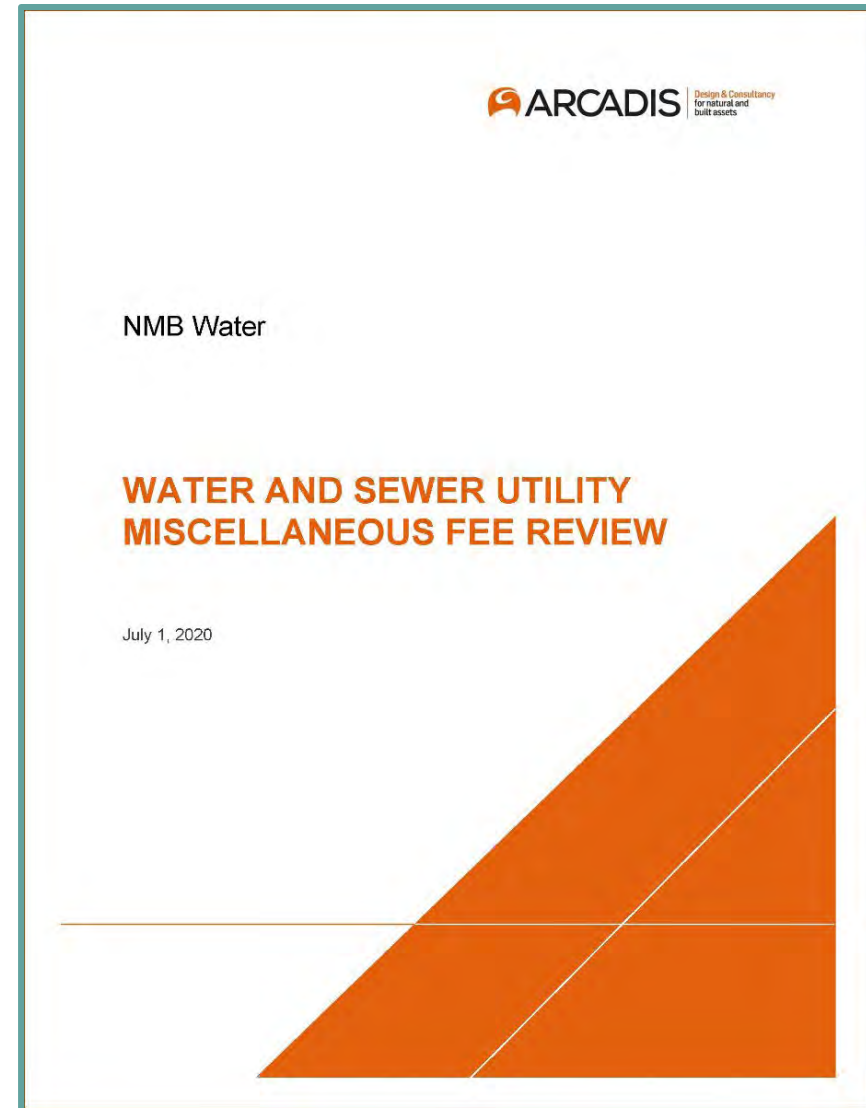
- Miami-Dade County has been selected to host a series of the 2025 FIFA Club World Cup matches June 14 – July 1.
- To support this international event, the Miami-Dade County Emergency Operations Center (EOC) will be focused on coordinating support operations and staying responsive to emerging needs throughout the tournament.
- As a partner, NMB Water will have a representative available for each match.



# NMB Water Highlights

## ○ Impact Fee Study Update

- Summary of the study and recommendations considered as a basis for updating the utility rates for Commission approval at July meeting.
- The study recommends that NMB Water consider modifying and increasing some of the existing charges.
- New miscellaneous fees are reasonable when compared to other regional water and sewer utilities.





Thank You

