



Monthly Progress Report

January 2026

Operations and Maintenance



NMB Water Monthly Progress Report – January 2026

Executive Summary

This report serves approximately 175,000 customers across Miami Gardens, Aventura, Sunny Isles Beach, Golden Beach, and parts of unincorporated Miami-Dade County, delivering over 700 million gallons of water monthly.

Key Achievements

- Production and Distribution: The Norwood Water Plant produced approximately 708 million gallons of water.
- Continued to manage the Florida Department of Environmental Protection (DEP) Grants and the WIFIA Loan for Capital Improvement Projects, which included hosting a successful on-site visit from the Environmental Protection Agency (EPA).

Challenges

- The CIP Team is currently encountering challenges in securing permits from third-party agencies (DERM, WASD, and FDOH) for the Corona del Mar Collection System – Private Laterals project. Efforts are ongoing to expedite permit approvals to facilitate construction progress. The change order was approved by the CRA board on January 20, 2026.

Financial Performance

The FY26 financial health of NMB Water remains strong, with key metrics showing efficiency and stability.

- Operating Ratio: 31%
 - Definition: Operating expenses as a percentage of operating revenue (lower is better).
 - Performance: Indicates efficient cost management, though unusually low for utilities (typical range: 80 – 90%).
- Bond Rating: A+ (Upper Medium Grade)
 - Performance: Reflects strong creditworthiness.
- Repair and Replacement Funds for FY 2026:
 - Allocated: \$3,366,100.00
 - Invested: \$766,216.00 (23% encumbered)
 - Performance: Funds primarily support Water Production, Wastewater, Water Distribution, and Utility Control Systems Management.

Financial KPIs

KPI	Value	Target/Range	Status
Operating Ratio	38%	Lower is better	Efficient
Bond Rating	A+	Upper Medium Grade	Strong
Repair and Replacement Fund	\$3,366,100. / \$91,652.	Full utilization implied	On Track

Water Quality Control (901)

Water quality meets all regulatory standards, ensuring safe drinking water for customers.

Water Quality Parameters

Parameter	Value	Target/Range	Status
pH	9.1	8.75-9.2	Compliant
Turbidity	0.4 NTU	<1 NTU	Compliant
Chlorine Residual	3.9 mg/L	0.6-4.0 mg/L	Compliant
Total Coliform	2.27%	<5%	Below Target

Production / Distribution / Maintenance (904)

Operational capacity remains robust, with production exceeding targets and maintenance effective:

- Water Produced: 708 million gallons
 - o Comparison: Above the monthly average of 700 million gallons.
- Pipe Leaks: 30 per 100 miles
 - o Target: <55.90 per 100 miles
 - o Performance: Below target, indicating effective maintenance.
- Pipe Breaks: 1
 - o Target: <55.90 per 100 miles annually
 - o Performance: Likely within target, assuming extensive network (industry avg: 11.1 breaks/100 miles/year).

Capital Improvement Projects (900)

- Norland Southeast Watermain Replacement – The 90% Stage Gate Design Review process was initiated by the CIP Team on July 29, 2025. City of NMB is working with EOR to address comments submitted.

Customer Service (916)

Customer Service (CS) provides services for meter reading, Itron and Invoice Cloud management, billing, money-collection, and call center to approximately 34,950 customer accounts.

- Customer Interactions (December):
 - o Total: 1,090
 - o Average Acceptance Rate: 100%
 - o Average Handle Time: 6:13 minutes
 - o Average Talk Time: 4:09 minutes
 - o Total RNA (rings no answer): 0

Additional Metrics

Wastewater Collection (910)

- Planned Maintenance: 47% achieved

Engineering and Infrastructure (912)

- Location Tickets Received 724
- Right-of-Way Permits 4
- Utility Requests 34
- Building Plan Reviews 11

Materials Control & Equipment – Warehouse (915)

- Monthly Inventory Analysis: \$64,381.31

Community Outreach

- Public Utilities Director (NMB Water) Hamid Nikvan represented the City of North Miami Beach and NMB Water as a keynote panelist at the 5th Infraday Florida conference in Miami on January 14. Mr. Nikvan shared his professional expertise during a session for “Resilient Cities – Designing for Performance and Intelligence”. Topics discussed included critical infrastructure analytics, ROI from data-driven operations, as well as delivering smarter, more adaptive city systems. Infraday is a national organization focused on the infrastructure sector bringing together senior leaders from City, State, and Federal agencies.
- Also on January 14, select NMB Water team of professionals participated in the Career & Truck Day at the Madie Ives K-8 Preparatory Academy.
- On January 23, NMB Water participated in the City of North Miami Beach Washington Park Phase 2 kick-off event. During the public ceremony, NMB Water provided an update to the Phase 1 portion, including details of the new sewer

connection that was installed, as well as the site restoration, paving and landscaping.

Upcoming Initiatives

- Eastern Shores Watermain System Rehabilitation (Phase 2) – The closeout process is continuing – awaiting ROW Permit close-out with City of North Miami Beach and final as-builts.

Conclusion

- The NMB Water Monthly Progress Report provides a comprehensive yet concise dashboard, highlighting KPIs, achievements, and challenges. It ensures stakeholders find the information accessible and actionable, reducing the likelihood of being ignored.