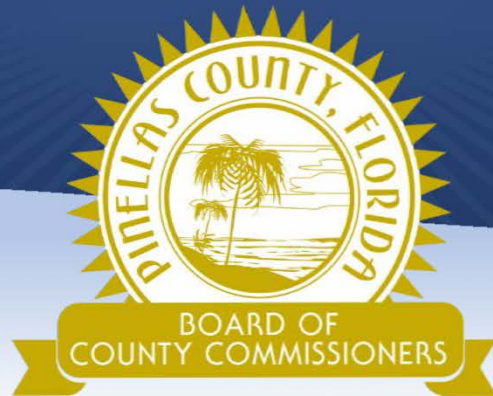


Doing Things!

To Serve the Public

Utilities



Our Vision:
To Be the Standard for
Public Service in America.



Doing Things! Presentation

Presented by Megan Ross

Utilities Director

February 12, 2019



Our Vision: To Be the Standard for Public Service in America



Who We Are



- **423 FTE, 19.8% of County Administrator Workforce**

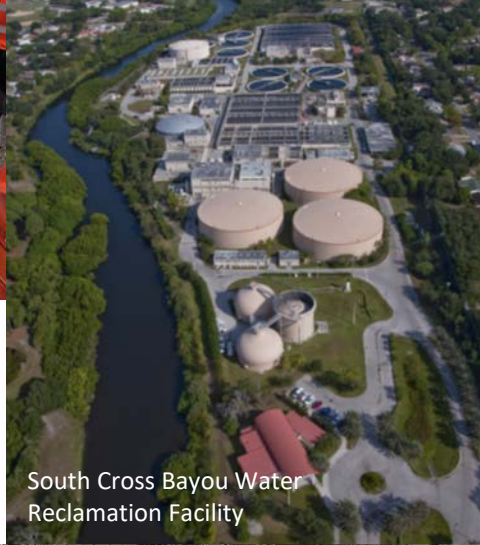
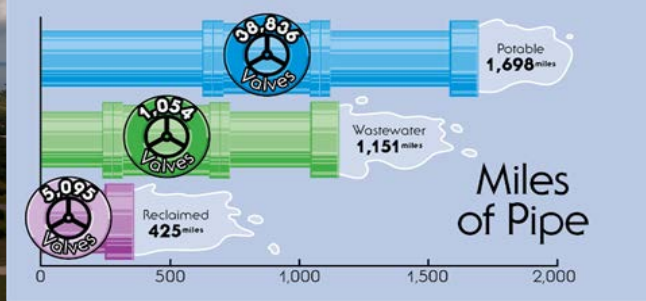
- **Customer Services**
- **Water Quality**
- **General Maintenance**
- **Operations**
- **Engineering**



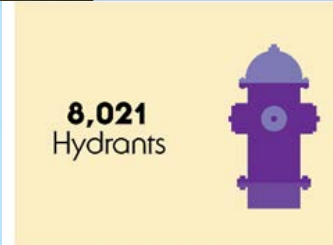
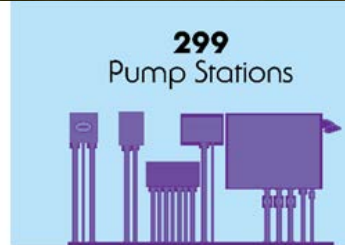
What We Do



William E. Dunn Water Reclamation Facility



South Cross Bayou Water Reclamation Facility



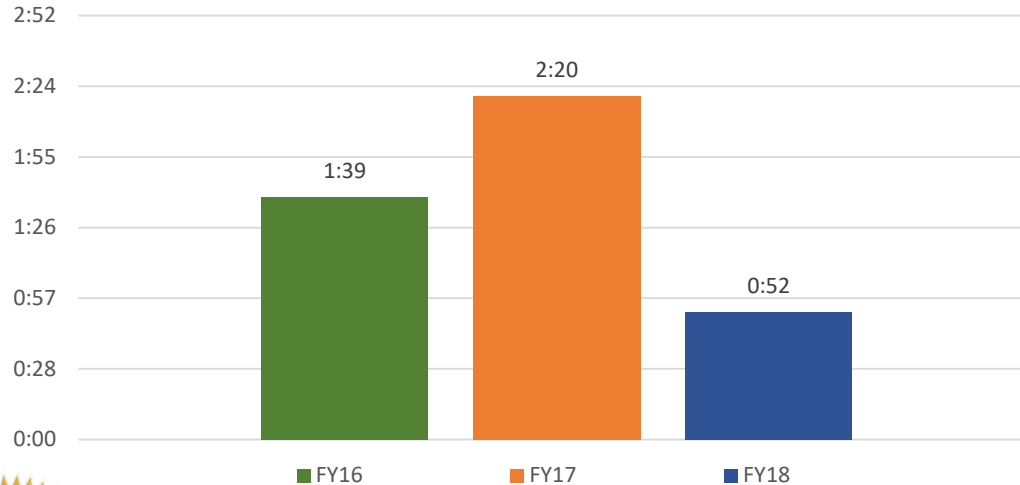
Keller Water Treatment Facility





Utilities Call Center: 727-464-4000

Average Phone Wait Time



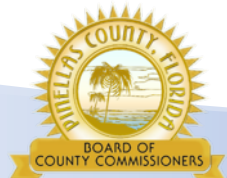
Want an even easier way to pay your Pinellas County Utilities bill?

Simply download the **Bill2Pay** mobile payment application on Google Play or the Apple Store. The app offers a quick and simple method to make a payment with a credit card via a mobile device.

- Instant payment
- Secured App
- Convenience fee applies*

Also!
Check out the **Bill2Pay** website at: <https://mypayments.bill2pay.com/client/pinellas>

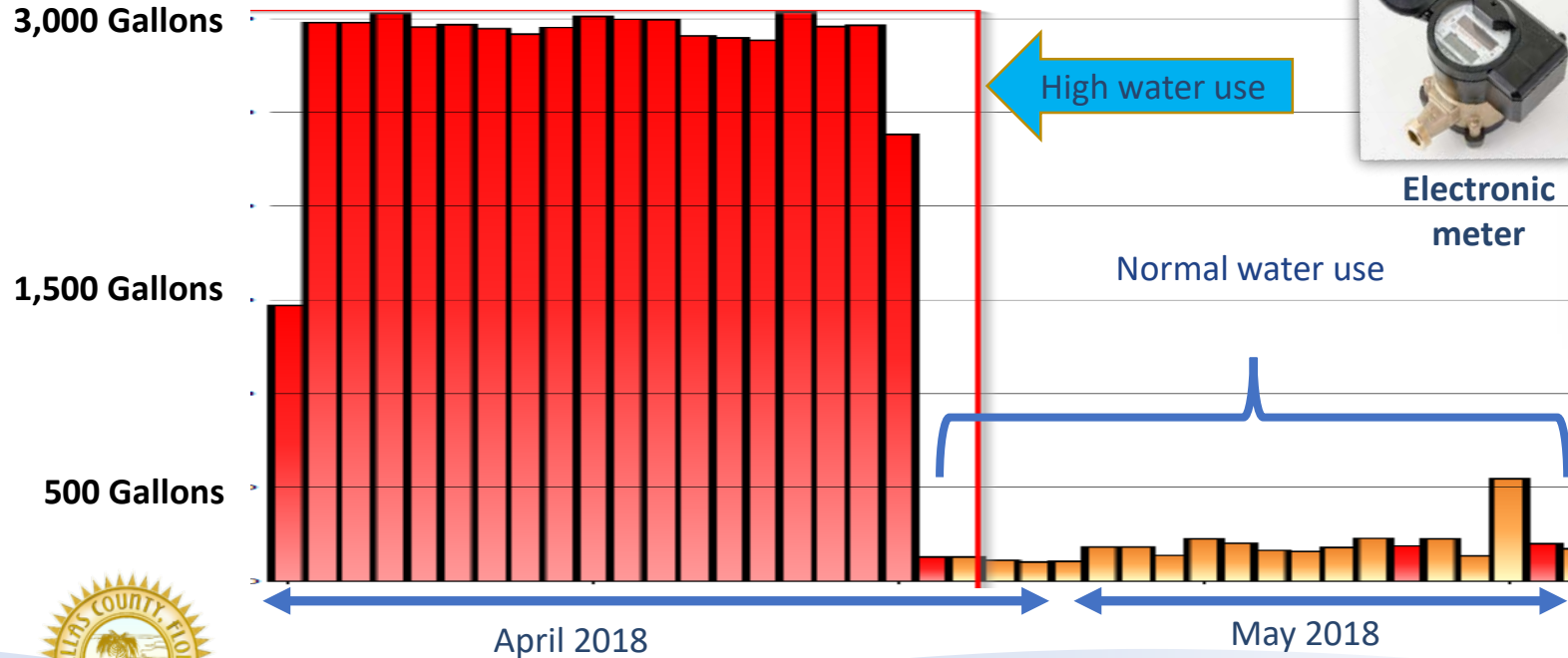
*Credit card convenience fee is 1.5% (\$1.50) will be assessed for each credit card payment up to \$100. The credit card payment over \$100 will be assessed for each bill payment without the credit payment submitted. **Check convenience fee. A fixed \$1.50 will be assessed for each bill payment. Check payment up to \$100.00.



Things Done



Daily water use from electronic meter



Electronic
meter



Hand Held
transmitter

Things Done



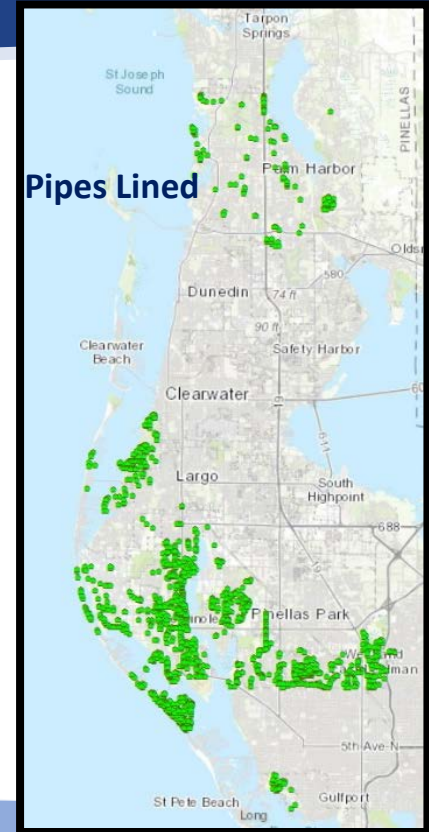
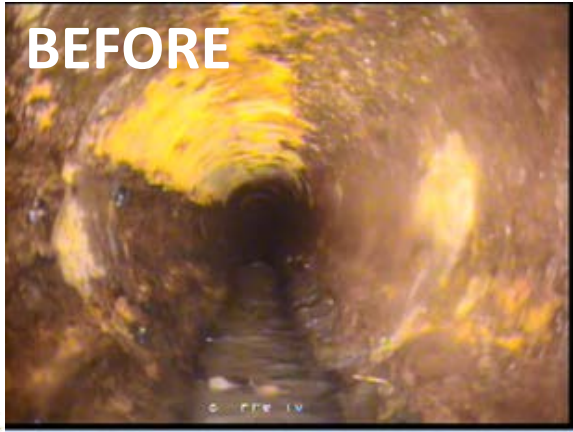
Environmental
Protection &
Sewer service
reliability

Things Done



Sewer Pipes

- 130 pipes lined FY16-18 totaling over 5 miles
- **30 miles** of pipe in next 2 years

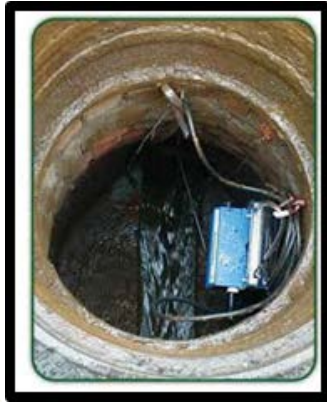


Things Done



Flow Monitoring

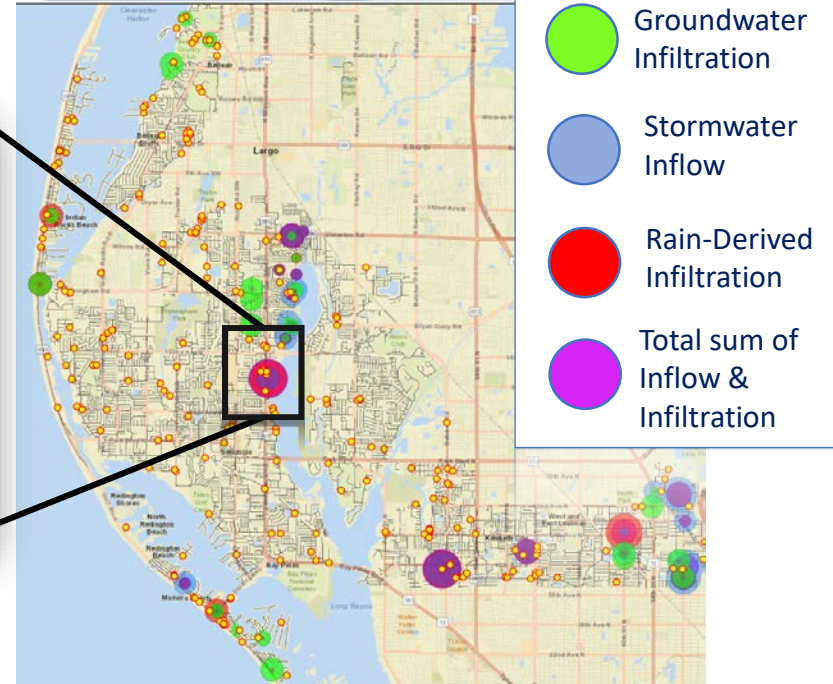
- **Date-driven** analysis to reduce sewer overflows
- **Targeting areas** based on inflow and infiltration



Flow Meter



Inflow and Infiltration
“hotspot”



Data from Flow Monitoring



Partnership for a Cleaner Tomorrow

- Capital Improvement Program preview event
- Shared contract for sewer and stormwater pipe lining
- Shared Stormwater Model and program development



Things Done



- ## Hurricane Michael Emergency Response



Back up power to sewer pump station



Crews restored water and sewer service within 24 hours of arrival.

Pinellas County crews responded to Marianna, FL, within 36 hours of Michael making landfall.



Things Done



Lealman Farm Share Event

Water Conservation

PUBLIC OUTREACH



Carwise Middle School South Cross
Bayou Education Program



Pinellas County Council Health &
Safety Fair

Engaging the Community



Sewer Lift Station Power Resiliency

- Generators & by-pass pumps
- Reduce sanitary sewer overflows from wet weather & power outages
- 31 stations prioritized



Diesel powered bypass pump

Doing Things



- Water Reclamation Facility Improvements



South Cross Bayou Water
Reclamation Facility grit headworks
improvements



Dunn Water Reclamation Facility
Improvements – Advanced filtration and
Disinfection

Doing Things



Water System Upgrades

Enhanced Water
Quality & service
reliability



Capri Isle Booster Station



Workforce Development

- Career programs
- Maintenance Reliability
- Improved Recruitment



Job Posting for Maintenance Worker



Kelvin Davis, Electrical Mechanical Tech

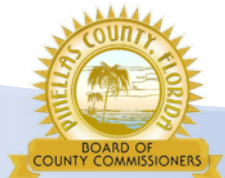


Joey Jardin, Water Plant Operator



2019 Community Outreach & Education

- Drink More Tap H₂O
- Water Conservation
- STEAM Fest
- Bauder Elementary Science Expo
- USF Engineering Expo
- Girls Scouts STEM-A-palooza
- Youth STEMposium



Thank you!



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Public Service in America.