



Water & Sewer

This month the water crew repaired 11 leaks and replaced 9 service lines. We changed a 2 inch valve on Wilson St. which was broken closed. We changed a 2 inch valve on Lakewood Dr. that was broken closed. We replaced a 6inch valve on Mcbeth St. that was broken closed. We also changed a 6inch valve on Catherine St and a 6inch valve on Wagnon St. The water crew is starting to change a lot of the valves we have found to be broken to improve the system. We cleared 3 sewer lines of blockages. We made 2 3/4inch taps. We also made a 6inch tap and valve for the City View project. We also installed a 6inch hydrant for the City View project. We got our new camera and we really love it. It is an essential piece of equipment to find broken down sewers and taps. It will help us with future projects. This new camera includes state of the art software that will give us immense info about our system.



Natural Gas Update

Problems with cathodic protection in the Jonesville area initiated the installation of a new ground bed at the intersection of A Street @ Ball Park. The original ground bed was installed in 1974. Cathodic Protection is working well in that area at this time.

Scales Turkey House – Gas Meter Station – Bobby Faucett Road in Jonesville – completed (see pic above)

Our construction crew completed 3000 ft. of 2” polyethylene gas main on Walnut Grove Road in Pauline.



ELECTRIC

Lights, lights and more lights have kept us busy this month. Over the past couple of years we have been replacing any City maintained light with an LED. We have replaced several of the interstate lights on Highway 176 this month. These lights are much brighter and more cost efficient fixtures. We hope to have all the fixtures on Highway 176 completed within two years. The traffic light pole that was damaged by an 18 wheeler on Main St. was replaced this month as well. We completed the conversion of standard bulbs to LEDs in the Warehouse on the Street Dept. side. At times lights are just not enough to deter bad things from happening. To help combat this our crew installed several cameras for Public Safety and the Housing Authority in problem areas. We have completed our in-house training for those employees interested in becoming a Lineman. All did a great job! Dustin Austin and Dusty Grady will be joining our crew in the next few weeks. During this time we completed substation maintenance, cut right of ways and trees, installed several underground services and helped the Gas Crew with installation of lines at the new turkey houses.

City of Union
Utilities & Public Services



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MORE Customer Service!

Our new centralized customer service system is a big hit, but I think it is important to define customer service and delineate our goals.

cus-tom-er ser-vice, noun, def: the assistance and advice provided by a company to those people who buy or use its products or services.

Good customer service involves developing bonds with customers, hopefully leading to long-term relationships. It creates advantages for both customers and the City alike. Customers benefit because we provide a service that meets their needs. The City benefits because satisfied customers are likely to be repeat customers. They will stay with us, support us and advocate us. However, good customer service is not easily achieved. It takes time to establish. It requires investment to deliver consistent standards.

At the heart of providing customer service is the notion of 'respect'. This involves respecting our employees, as internal customers within the organization, as well as external customers. These are standards that are not optional!

To maintain these standards we must identify what customers expect from us. We then build these customer expectations into all the services we provide. For example, we should always be courteous and informative about our services as well as City ordinances and policies. We should always be dealing with any complaints promptly and fairly. We should OVER inform customers with updates to their services, inconveniences and policy changes.

More as we grow....and learn....and get better! Our customers deserve the best and over the coming months and years, we will continue to implement new reforms and tactics to better inform and communicate with the customer.

SAFETY

You don't need to know the whole alphabet of Safety. The A, B, C of it will save you if you follow it: Always Be Careful

IMPORTANT DATES

Work Anniversaries

Chad Ferrell: 13 years

Brett Adams: 5 years

Jared Anderson: 2 years

Jacob Robinson: 1 Year

Birthdays

Dustin Austin

Mike Weaver

Quality water... for life.

WATER PLANT Update

The month of September was a busy one. We installed a new Streaming Current Monitor (see pic below) which helps to monitor plant dosage. We added and installed an extra decant pump to help in the cleaning of our basins. Scotty wired our last Turbidity meter up on our Raw Water. We installed a new Tank Level Probe on our Bulk Delpac Storage Tank. We installed a new Transfer Pump on Hypo Line number two. Osborn Contractor Services repaired the lining on the number two Hypo Bulk Tank. We also cleaned all four Sedimentation basins.




Waste Water TREATMENT PLANT

The City of Union Tosches Creek Wastewater Plant events that took place the Month of September. Over the course of the month we treated 30.88 million gallons of wastewater. We also registered 6.0" of rain for the month.

The operators worked hard at keeping the wastewater plant in compliance with our permit. They also checked our 15 sewage pumping stations regularly to make sure they were pumping all they were designed to pump. We also received leachate water from the landfill and septic trucks brought water from those who have septic tanks from our county.

The month of September was full of events for the Wastewater treatment department. We have put the Sodium Hypo project on hold for now. We are investigating the possibility of using PAA as our disinfectant reagent. Also, we assisted the Town of Carlisle with their pump station breakdowns. We are still preparing for our land application event, which we hope to get in before the end of 2020.



Public Service Update

* GOING THE EXTRA MILE*

The month of September's "Going the Extra Mile" occurred on Callahan Road, near Lucky's Scrap.

The owner of Lucky's, Mr. Ray called to report a major wash-out along the side of the road. The customers were pulling over and dropping off the edge. This was causing damage to their vehicles. Mr. Ray was very concerned about his customers.

So this led the Public Service team to seek a solution. We put down 2 tons of rock and asphalt, and packed it down. This solved the problem and made Mr. Ray and his customers happy.

Thanks to our team!
(See picture below.)



- A big thank you to all the walkers in the park who informed us regarding lights that were non-functioning on the walking trails. Customer input is one of the things that drives our services. Hope it is well lit again!
- One of the coolest things we do is to create new opportunities for our team members. Whenever we can add additional rungs on the ladder for career advancement, we do so. Recently, we have been reorganizing the Natural Gas department. During this process, we have reshuffled our troops and adjusted a position in the Gas Measurement area which has been filled by Brett Adams. Currently, we are looking at the possibility of converting one of our folks into a cathodic protection professional. More on that later.....
- Last month, we mistakenly referred to our utility locator as a meter reader. That got quite a reaction! Beverly is our LOCATOR and does a great job. Most utilities our size have two to perform this function. Thanks for your great work!
- What the heck is pickleball? And what are all those funny lines on our tennis courts? Believe it or not, we had tremendous public support for this relatively new sport and if you drive by, they are playing. Basically, it is a smaller court using paddles similar to pingpong with a wiffle ball. Looks fun.
- We completed two major projects this month. The new water line on City View is all but complete, giving those folks reliable water flow again. The emergency project to replace the sewer line under Union Blvd is complete, giving us reliable sewer flow and not endan-

If you haven't seen the video produced by the SC Rural Water Intern program. I urge you to visit our Utility Facebook page and check it out. It features our own Robert Rice! He shines and if you want to cheat, skip up to the 4:30 mark and there he is, representing Union.



NEWS and NOTES

A Semi-Regular Feature

gering either the road or the environment.

- In our GIS Department, we are continuing to expand the use of Workforce throughout our system. The water/sewer crew is far ahead but the electric line crew is catching up. Still waiting to introduce to the gas crew but it is coming. The integration of this software with our call center at City Hall is an amazing upgrade informationally.
- We have hired Charles Savage for our opening in the Public Service department. You will see him on our streets soon. We are proud to add him to our team. If you see him, stop and say hello!