



# MEMO

**TO:** Board of Directors  
**FROM:** Jenna Covington, Executive Director  
**DATE:** November 15, 2024  
**SUBJECT:** November 21, 2024, Board Meeting

As we near Thanksgiving, we all enter a time of reflection and gratefulness. This year has been full of both challenges and victories for the District. I will always be grateful for a Board of Directors who provides both long-range vision for our region and the means to achieve it. The entire NTMWD staff daily greatly appreciate your drive, encouragement and support to provide for the needs of the 2.3 million people we serve across the region.

There are two quick reminders I wanted to mention up top. First, we are hosting an open house for the Board and staff at 1:00 PM in the Training Room before the Board Meeting. This is a chance to highlight some of the recently implemented advancements, including the new green stormwater irrigation system, GIS technologies and improvements to the Training Room. We will have cookies and drinks available for this come-and-go event.

Second, if you have not had a chance to fill out the Executive Director Evaluation Form, the deadline is November 21. The form needs to be submitted to the outside counsel. If you have any questions, please get in touch with Brian Brooks.

**Strategic Objective Highlight:** *1.4.3: Implement an Inflow and Infiltration Monitoring and Communications Plan.*

Inflow and Infiltration (I&I) is excess water that flows into wastewater pipes from groundwater and stormwater. Infiltration occurs when groundwater seeps into wastewater pipes through cracks in pipes and other infrastructure. Inflow is surface water that enters the wastewater system through opened manholes and other surface openings in the system. Inflow and infiltration impact the capacity of the wastewater conveyance and treatment facilities. As a result, wastewater conveyance systems can overflow, and wastewater treatment processes can be disrupted, allowing wastewater to be discharged to the environment.

The Wastewater Conveyance Team reviews the flow recorded at permanent billing meters throughout the system annually to identify areas experiencing elevated levels of I&I during wet weather conditions. The team visually inspects high-priority pipelines yearly based on the flow data collected. Recently, the team completed the

third year of this program and identified and corrected multiple potential sources of I&I located within District and Member/Customer systems.

Additionally, the Planning Department performs capacity assessments of the Wastewater Conveyance System on a routine basis. Through these capacity assessments, we recently completed the installation and monitoring of 150 temporary flow meters across multiple basins. Data from this effort will be utilized to calculate and evaluate I&I rates throughout the District and Member/Customer systems.

An additional component of the initiative is to broadly communicate I&I observations. I&I is a regular topic discussed at bi-monthly meetings with our partner cities and a focus of outreach efforts. The recent temporary flow monitoring project results will be shared with each city once finalized.

In Fiscal Year 2025, the Wastewater Conveyance Team is slated to install temporary flow monitors within the regional collection system at strategic locations to continue identifying locations with elevated levels of I&I.

### **Customer Premium**

This month, I am pleased to bring you the resolution to a very long-standing “big rock.” After months of engagement with members, customers, consultants, and the board, we are at a point where we can bring this decades-old issue to a close.

While this has been a very time-consuming issue, I believe the approach the District took to build consensus has led to better understanding among Members and Customers, greater trust in the transparency of the process and, ultimately, a better solution for all those involved.