

# **City of Kirkwood Water Department**

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## **Mission Statement**

The Water Department will provide an abundant supply of drinking water, as supplied by the Missouri-American Water Company, at acceptable pressures and flows, with minimal interruptions in service. We will monitor the status of all pending future distribution system regulations and will plan for improvements necessary to meet or exceed any and all future requirements. We will provide a high level of service to our customers. We will operate our water utility as safely, efficiently and economically as possible, providing a high quality product at a reasonable and acceptable cost.

The Water Department has identified the following performance measures: Staffing, main breaks, water main replacements, meter replacements, locate requests, and comparative data.

## **Staffing**

The Water Department has a staff of 14-1/2 full-time employees, an increase of one over last year.

Listed below are the current positions:

|      |   |
|------|---|
| 1    | Water Department Director   |
| ½    | Administrative Secretary (serves both Water and Electric Departments) |
| 1    | Distribution System Engineering Technician                            |
| 2    | Equipment Mechanic  |
| 1    | Meter Mechanic  |
| 5    | Distribution System Worker  |
| 1    | Assistant Mechanic  |
| 1    | Distribution Leadman  |
| 1    | Distribution System Supervisor  |
| 1    | Support Services Supervisor   |
| 14 ½ | Total   |

The Water Department shares equally with the Electric and Sanitation Departments the expenses for the positions listed below. These positions provide utility-billing services to the Water, Electric, and Sanitation Departments.

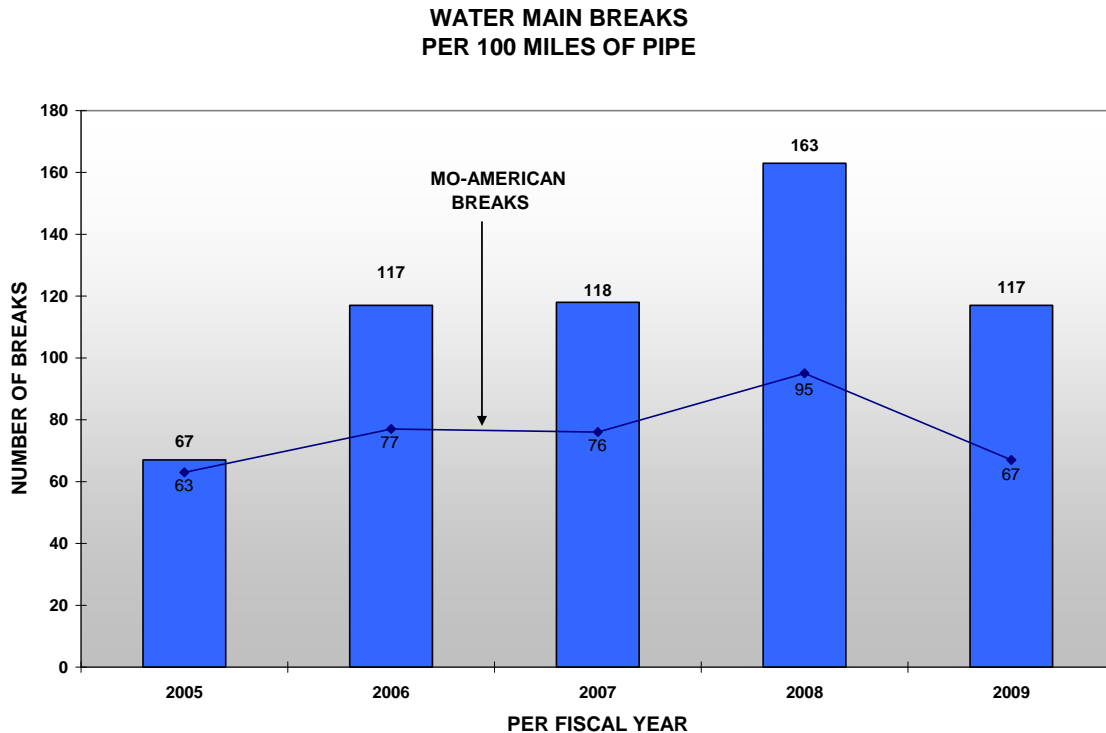
|   |                                 |
|---|---------------------------------|
| 1 | Office Manager/Finance          |
| 2 | Utility Billing Clerks          |
| 1 | Customer Service Representative |
| 4 |                                 |

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The Water Department also pays for ½ the salaries of the meter readers employed by the Electric Department, and for the entire salary of the GIS Technician employed by the MIS Department.

### Water Main Breaks



The chart shown recaps the five-year history for water main breaks expressed as annual number of breaks per 100 miles of pipe. The number of water main breaks shown includes all types of breaks, ranging from large breaks to very small leaks. Of the 158 main breaks that occurred in fiscal year 2009, 51% were significant breaks and 49% were smaller breaks or leaks. Typically, the smaller leaks are repaired under pressure, without interrupting service to any customers, while the larger, more significant breaks require water service be shut down to the affected area.

### Water Main Replacement

This past fiscal year, 3,400 feet of deteriorated six-inch main on W. Essex from Clemens Ave. to Dougherty Ferry was abandoned. A combined 975 feet of deteriorated four-inch main on Glendower and two-inch main on Reedway was

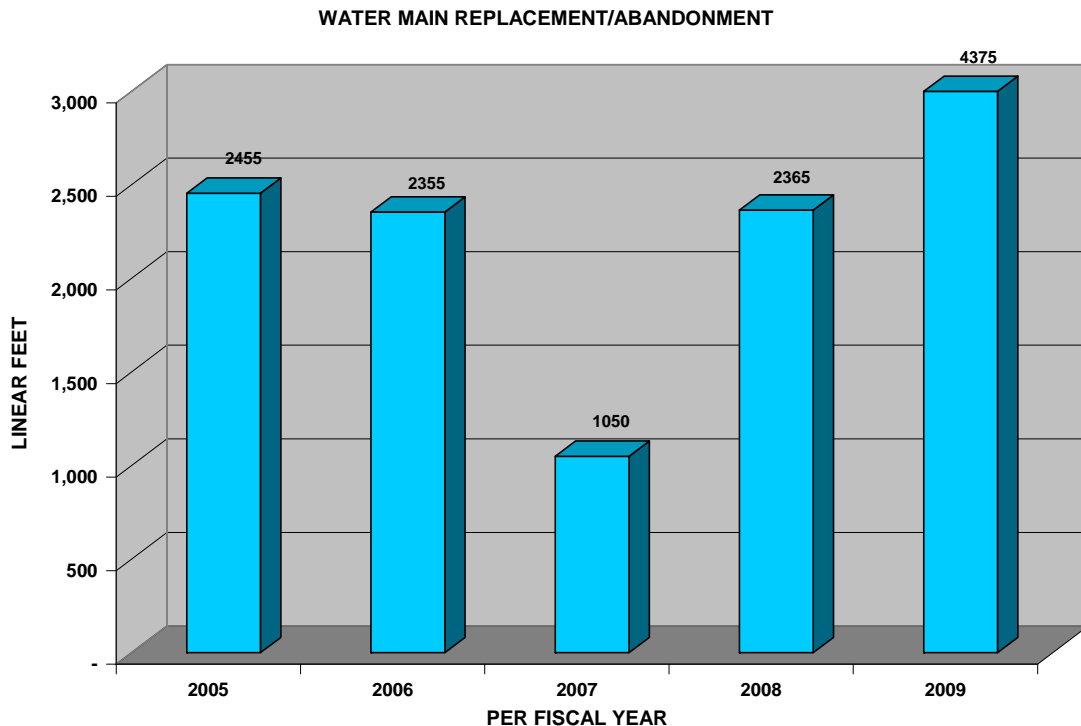
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replaced with eight-inch pipe. The replacement of 1,100 feet of deteriorated six-inch water main with 12-inch pipe on Lemp Rd. is underway and will be completed in September of 2009. The replacement of a combined 1,865 feet of deteriorated six-inch water main with eight-inch pipe on Eastwood, Robin Hood and Rosewood is in the design phase and will be replaced in the 2009 calendar year.

Criteria used to prioritize main replacement projects include: 1) Frequency of main breaks, 2) available flows, 3) potential damage from breaks, 4) difficulty of installation, and 5) cost. The majority of new mains installed is eight-inch and twelve-inch diameter, and replaces largely four-inch and two-inch diameter mains.

Over four of the past five years, we have replaced or abandoned an average of 2,888 feet of water main annually. This represents approx. 0.41 of one percent of our distribution system annually. **Last year, we replaced approx. 0.61 of one percent of our system while the Missouri-American Water Co. replaced approx. 0.37 of one percent of their system.**

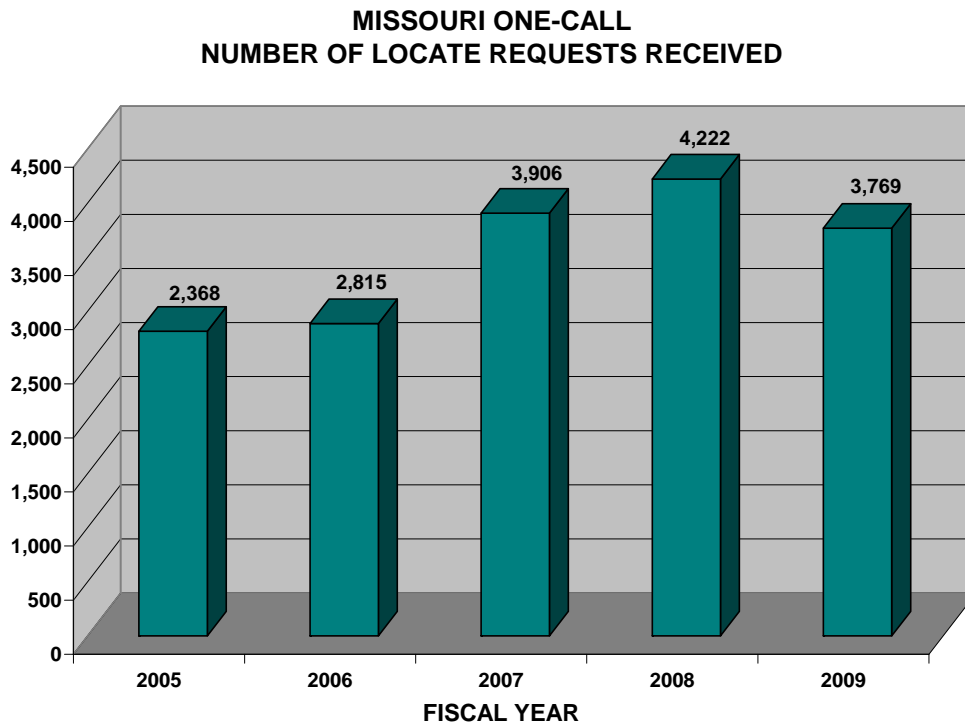


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## Locate Requests

Since The Water Department's mandatory enrollment in the Missouri One-Call System early in 2003, the number of requests for the location and marking of our underground facilities has risen dramatically. The number of locate requests is indicated on the following chart.



## Average Residential Cost of Monthly Water Service based on 1,100 Cubic Foot Consumption (not including taxes)

|  |         |
|--|---------|
| Missouri-American Water Co. – St. Louis County | \$31.21 |
| City of Kirkwood                               | \$37.67 |

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### Water Pressure (in psi)

|                       | <b>Low:</b> | <b>Avg:</b> | <b>High:</b> |
|-----------------------|-------------|-------------|--------------|
| AWWA                  | 43          | 70 psi      | 108          |
| City of Kirkwood      | 40          | 55-60       | 150          |
| Mo-American Water Co. | 30          | 80          | 195          |

### Comparative Data

The comparative data listed in this document is from the Missouri-American Water Co. in St. Louis County and from the American Water Works Association (AWWA). The AWWA data is from approximately 200 medium sized (serving populations of 10,000 to 100,000) water systems and was collected in 2002.

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