

**City of Woonsocket, RI
Wastewater Collection System**

Annual Report

2016

In compliance with EPA order No. 07-035, the City of Woonsocket, RI is pleased to submit their Wastewater Collection System Annual Report for 2016. During the calendar year 2016, the City of Woonsocket made significant progress in many maintenance areas for the sanitary sewer collection system such as flushing and cleaning, CCTV, controlling fat & oil and grease, and spot repairs. Since 2010, the City has repaired 127 mainline pipe segments, resulting in removal of an estimated 189,960 GPD from the sewer system.

This report will follow the format as required by the EPA Order of 07-035:

A) Summary listing of all SSO:

During the calendar year 2016, the System received a total of 64 complaints, and only one complaint was a result of a reportable SSO. Details of this SSO can be found in Attachment A.

The table below summarizes the details of all complaints and other activities by the Sewer Division:

MONTH	TOTAL COMPLAINTS	TOTAL SSO	TOTAL # OF CITY SEWER BLOCKAGES	TOTAL # OF HOMEOWNER BLOCKAGES	OTHER COMPLAINT ISSUES
January-16	4	0	1	3	0
February-16	10	0	1	6	3
March-16	7	0	2	2	2
April-16	9	1	3	4	2
May-16	5	0	0	4	1
June-16	0	0	0	0	0
July-16	7	0	0	3	4
August-16	5	0	0	2	3
September-16	2	0	0	2	0
October-16	3	0	0	2	1
November-16	7	0	0	5	2
December-16	5	0	0	4	1
Totals	64	1	7	37	19

Date	Time Called	Time Responded	Location	Owner Name/Caller	Phone Number	Area of Discharge	Amount (gallons)	Cause
Friday, January 15, 2016	7:00 AM	7:30 AM	261 South Main Street	Cumberland Farms	401-477-2387			Service lateral blockage
Wednesday, January 27, 2016	4:00 PM	4:45 PM	116 East Orchard Street	Eileen Ranaud	401-765-6443			Main line sewer blockage
Saturday, January 23, 2016	7:30 PM	8:00 PM	109 Morse Street	Marcy Nevins	401-529-2898			Service lateral blockage
Saturday, January 30, 2016	4:00 PM	5:00 PM	121 Priscilla Road	Carlene Hooker	401-451-2174			Service lateral blockage
Friday, February 05, 2016	11:30 PM	12:15 AM	361 Cumberland Hill Road	Maurice Ian	401-489-0901	Basement	280	Grease blockage in main line
Saturday, February 06, 2016	12:56 PM	1:30 PM	212-214 Orchard Street	Ron Morcos	401-640-2180			Service lateral blockage
Monday, February 08, 2016	9:30 AM	9:48 AM	84 Surry Lane	Matt Brown	401-263-6072			Service lateral blockage
Wednesday, February 10, 2016	10:00 AM	10:14 AM	196 Avenue C	Rick Lambert				Manhole frame damage
Wednesday, February 10, 2016	10:20 AM	10:40 AM	Intersection of Vose Street & Thomas Street	Rick Lambert				Manhole frame damage
Thursday, February 11, 2016	10:00 AM	10:20 AM	1 Depot Square	Boston Surface Railroad	401-765-2211			Odor
Thursday, February 18, 2016	10:00 AM	10:30 AM	680 South Main Street	Bruce Merlan	401-769-7707			Service lateral blockage
Thursday, February 25, 2016	9:30 AM	9:40 AM	105 Cumberland Hill Road	Woonsocket Animal Shelter				Service lateral blockage
Thursday, February 25, 2016	5:20 PM	6:00 PM	25 South Main Street	Steven D'Augustino	401-762-3637			Service lateral blockage
Friday, February 26, 2016	8:16 AM	8:30 AM	75 Mill Street	Ray Hennessy	401-525-0642			Service lateral blockage
Tuesday, March 01, 2016	11:30 AM	11:40 AM	11 Wagon Wheel Lane	Karen Bouyere	401-489-0901			Service lateral blockage
Wednesday, March 02, 2016	9:24 AM	10:00 AM	Knollwood Avenue	Call Service				Catch basin overflowing
Friday, March 18, 2016	12:00 PM	12:15 PM	263 Pond Street	Broaster House Restaurant	401-762-1717			Odor
Monday, March 21, 2016	1:45 PM	2:00 PM	33 Bell Street	Jose Guzman	401-265-6889			Odor
Thursday, March 24, 2016	9:40 PM	10:10 PM	480 Rathbun Street	Roger Savin	401-741-5315			Service lateral blockage
Monday, March 28, 2016	1:15 PM	1:30 PM	116 Park Place	Alex Santamaria	401-442-4817	Basement	20	Grease blockage in main line
Thursday, March 31, 2016	5:00 PM	5:30 PM	Kennedy Manor Siphon Tower	CJ Nemes	401-769-7707			Grease blockage in main line
Saturday, April 02, 2016	10:30 PM	11:00 PM	161 - 163 Elm Street	Call Service		Basement	80	Rag blockage in main line
Sunday, April 03, 2016	11:30 AM	12:00 PM	Louise Street	Rick Lambert		Street	1000	Grease blockage in main line
Sunday, April 03, 2016	1:00 PM	1:00 PM	241 Louise Street	Bob Doire	401-265-6888	Basement	2	Grease blockage in main line
Thursday, April 07, 2016	11:00 AM	11:15 AM	67 Maple Street	Pauline Rondeau	401-762-3410			Service lateral blockage
Thursday, April 07, 2016	11:30 AM	12:14 PM	Gaulin Avenue	Richard Savage	401-651-2504			Rain water ponding over manhole
Friday, April 08, 2016	10:00 AM	10:15 AM	102 Providence Street	Wayne Lenahan	401-632-6698			Service lateral blockage
Friday, April 08, 2016	10:47 AM	10:50 AM	33 Marshall Street	Missy Inthisone	401-744-6551			Service lateral blockage

Friday, April 15, 2016	11:00 AM	12:00 PM	457 Fairmount Street	Rick Lambert				Manhole cover damage
Friday, April 15, 2016	1:00 PM	1:30 PM	231 Winter Street	Ryan Snime	401-559-2185			Service lateral blockage
Monday, May 02, 2016	2:00 PM	2:30 PM	136 Poplar Street	Rick Lambert				Construction debris in sewer main
Monday, May 09, 2016	11:00 AM	11:30 AM	159 Maple Street	Mike Debrouse				Service lateral blockage
Thursday, May 12, 2016	4:00 PM	4:30 PM	625 Knollwood Drive	Denise Kieth	401-440-6240			Service lateral blockage
Friday, May 20, 2016	10:45 AM	11:00 AM	64 Roberge Street	Dan Campos	401-459-6737			Service lateral blockage
Saturday, May 28, 2016	3:00 PM	3:45 PM	529 Coe Street	George Gagnon	401-442-5753			Service lateral blockage
Friday, July 01, 2016	7:00 AM	10:00 AM	40 Rachel Street	Scott Sanford				Information request
Friday, July 01, 2016	9:37 AM	10:30 AM	95 Morin Street	Rick Lambert				Sink hole
Tuesday, July 12, 2016	3:30 PM	4:00 PM	Gaskill Street	Rick Lambert				Noisy manhole cover
Tuesday, July 12, 2016	11:45 PM	12:00 AM	592 Diamond Hill Road	Rich Bolvin	401-300-6378			Service lateral blockage
Wednesday, July 20, 2016	5:30 PM	6:00 PM	50 Jackson Street	Bouthinh Louangxay	401-391-6864			Service lateral blockage
Monday, July 25, 2016	6:00 PM	6:30 PM	192 Myette Street	Jessica Counts	401-623-1557			Service lateral blockage
Thursday, July 28, 2016	12:55 PM	1:10 PM	122 MacAuthur Road	Shawn Beals	401-766-6452			Odor
Wednesday, August 10, 2016	8:00 AM	8:30 AM	37 Foundry Street	Sean Yarde	617-877-8072			Service lateral blockage
Friday, August 12, 2016	12:15 PM	1:15 PM	1750 Diamond Hill Road	Papa Gino's	401-765-8181			Odor
Tuesday, August 16, 2016	2:30 PM	3:30 PM	20 New Street	Rick Lambert				Manhole frame damage
Monday, August 22, 2016	8:39 AM	9:00 AM	228 Grandview Avenue	Reney Mondoux				Missing storm drain cover
Wednesday, August 24, 2016	1:40 PM	2:05 PM	542 East School Street	Jennifer Hayes	401-584-3969			Service lateral blockage
Saturday, September 03, 2016	10:50 AM	11:20 AM	166 Farm Street	Steve Faria	401-309-2863			Service lateral blockage
Sunday, September 25, 2016	8:30 PM	9:00 PM	170 Logee Street	Wayne Brondo	401-441-2261			Service lateral blockage
Monday, October 03, 2016	1:45 PM	3:00 PM	8 Benelli Street	Mike Debrouse				Service lateral blockage
Friday, October 07, 2016	1:45 PM	2:30 PM	30 Monroe Street	Jeremy Fontain	401-309-4727			Service lateral blockage
Wednesday, October 12, 2016	3:30 PM	4:30 PM	1250 Logee Street	Rick Lambert				Noisy manhole cover
Tuesday, November 01, 2016	10:30 AM	10:40 AM	95 Park Avenue	Heather Blais	401-762-4824			Broken cleanout cover
Wednesday, November 02, 2016	1:00 AM	1:30 AM	25 Newport Street	Mike Cahill	401-641-4665			Service lateral blockage
Friday, November 04, 2016	12:50 PM	1:20 PM	25 Wayne Road	Kevin Keophady	401-578-3882			Service lateral blockage
Saturday, November 05, 2016	3:00 PM	3:30 PM	136 Coe Street	Bill Berube	401-623-0370			Service lateral blockage
Thursday, November 17, 2016	8:00 AM	8:30 AM	110 Willow Street	Scott Sanford				Service lateral blockage
Monday, November 28, 2016	8:00 AM	8:30 AM	47 Phebe Street	Paul Latraverse	401-762-0707			Service lateral blockage

Wednesday, November 30, 2016	8:30 AM	8:45 AM	76 Dewey Street	Rob Smith	774-452-6097			Service lateral blockage
Monday, December 12, 2016	6:00 PM	7:00 PM	63 Read Avenue	Cristian Bueno	401-497-4651			Service lateral blockage
Tuesday, December 13, 2016	11:00 AM	11:30 AM	1750 Diamond Hill Road	Mike Debrousse	401-765-8181	Street	500	Service lateral blockage
Saturday, December 17, 2016	12:00 PM	1:00 PM	145 Church Street	David Glashow	401-769-6600			Service lateral blockage
Tuesday, December 20, 2016	11:00 AM	11:30 AM	1750 Diamond Hill Road	Woonsocket Water Department	401-765-8181	Street	500	Service lateral blockage
Monday, December 26, 2016	12:50 PM	1:45 PM	231 Cato Street	Bill - Woonsocket Water Department	401-288-1117			Watermain break

**City of Woonsocket
Sewer Collection System**

	CCTV Inspection in feet	Main Line Cleaning in feet	Number of Manholes Inspected
January 2016	3234	1104	27
February	10979	503	76
March	10258	2926	24
April	11402	9691	13
May	5517	1294	26
June	20108	8544	98
July	9437	10491	43
August	7962	7084	74
September	3782	0	6
October	9984	13113	83
November	6989	7736	85
December	17129	17074	39
Yearly Total	116779	79560	594

B) Other activities

1. Flushing and Cleaning:

During the calendar year 2016 the city, through its contractor Veolia Water NA (VWNA) flushed and cleaned a total of 79,560 feet of sanitary sewer main. In the past year 82.89 tons of debris was removed from the system.

2. CCTV:

During the year 2016, VWNA inspected a total of 116,779 feet of the collection system with CCTV. All CCTV was conducted according to PACP protocol.

3. Manhole inspection:

During the year 2016, 594 manholes were inspected. All manhole inspection was conducted in accordance to NASSCO standards.

The actions taken by the City of Woonsocket to reduce SSO during 2016 were as follows:

1. Infiltration:

In 2009 the City of Woonsocket entered into a 10 year contract with Veolia Water North America (VWNA) to maintain and operate its wastewater collection system. Under the terms of the contract, VWNA will clean and flush 120,000 feet of sewer pipes every year and CCTV 58,000 feet per year. During 2014 this contract was modified so that the cleaning and CCTV will be 95,000 feet per year.

In the past six years, the City repaired 127 sewer main segments which eliminated an estimated 189,960 GPD of I/I.

The City will be working with Veolia Water to further reduce the effect of the infiltration and flow on the sewer system.

2. GIS Mapping

The City of Woonsocket converted the entire sewer mapping system to GIS in 2007. The City continues to update the GIS on a regular basis.

Under the contract with Veolia Water, the City downloads the latest CCTV conducted to its GIS database every three months.

C) Budget and Staffing:

The Sewer collection system is financed by a sewer use charge fund. A copy of the current year's budget can be found in Attachment B. The City of Woonsocket established a Capital Improvement fund many years ago and currently budgets \$400,000 for this fund annually.

January 1, 2015 the balance in the capital improvement account with Veolia water was \$917,178.85. On July 1, 2016, in accordance with the contract between the City and Veolia Water, the City as added \$340,892.97 to the account for a total of \$1,258,071.82. As of December 31, 2015 the balance in this account was \$1,100,348.14.

Date of Work	Type of Work	Repair Location	Purpose	Vendor	Amount	Fund Balance
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 373.53	\$ 1,257,698.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 370.00	\$ 1,257,328.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 271.13	\$ 1,257,057.16
6/2/16 - 6/6/16	Excavate	Clinton Street	Pipe Repair	Boyle & Fogarty Construction	\$ 48,071.55	\$ 1,208,985.61
7/16/2016	CIPL	Rachel Street	Lateral Repair	Boyle & Fogarty Construction	\$ 5,555.51	\$ 1,203,430.10
8/24/2016	CIPL	Mowry Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,201,730.10
8/24/2016	CIPL	Kermit Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,199,930.10
8/25/2016	CIPL	Oakton Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,198,230.10
8/25/2016	CIPL	Park Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,196,530.10
8/25/2016	CIPL	Kennedy Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,194,130.10
8/26/2016	CIPL	Carnation Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,192,430.10
9/12/2016	CIPL	Hemond Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,190,730.10
9/15/2016	CIPL	Capwell Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,189,030.10
9/16/2016	CIPL	Elmore Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,187,330.10
9/16/2016	CIPL	Division Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,185,630.10
9/17/2016	CIPL	Cooper Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,183,930.10
9/19/2016	CIPL	Rose Avenue	CIPL Pipe Repair	Veolia	\$ 2,600.00	\$ 1,181,330.10
9/20/2016	CIPL	Williams Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,178,930.10
9/21/2016	CIPL	Berard Avenue	CIPL Pipe Repair	Veolia	\$ 4,000.00	\$ 1,174,930.10
9/22/2016	CIPL	St. Francis Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,173,130.10
9/21/2016	D&R	44 Holland Avenue	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,576.96	\$ 1,168,553.14
9/7/2016	D&R	231 Cato Street	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,222.00	\$ 1,164,331.14
11/28/2016	Replace	Mendon Rd, Manville Rd, Main St, Providence St.	Raise manhole frames	Boyle & Fogarty Construction	\$ 30,400.00	\$ 1,133,931.14
12/5/2016	Paving	Clinton Street	Paving	RICON	\$ 33,583.00	\$ 1,100,348.14

The following are the proposed projects for 2017:

Proposed Capital Repairs	Estimated Cost
Cure-in-Place Lining	\$33,800.00
Following projects have estimated prices	
Dig and replace 10' of sewer main on Mt. St. Charles Avenue	\$6,000.00
Dig and replace 75' of sewer main on St. Francis Street	\$6,000.00
Dig and Replace entire section of main on Knight Street	\$30,000.00
Dig and replace entire segment of main on Rose Avenue	\$35,000.00
Dig and Replace 6' of sewer main on Cumberland Street	\$15,000.00
Dig and Replace 6' of sewer main on Williams Street	\$6,000.00
Dig and replace entire segment of main on Walnut Hill Road	\$25,000.00
Dig and replace entire segment of main on Knollwood Drive	\$30,000.00
Dig and replace entire segment of main on Grandview Avenue	\$15,000.00
Dig and replace 15' of sewer main on Grandview Avenue	\$20,000.00
Dig and replace 10' of sewer main of Grandview Avenue	\$15,000.00
Dig and replace 8' of sewer main on Rustic Drive	\$6,000.00
Total	\$242,800.00

The VWNA organization chart: See Attachment C.

The State of Rhode Island RIDEM is aware of the agreement between the City and VWNA. Copies of job descriptions can be found in Attachment D. The collection system Manager and one O&M Tech are certified MACP & PACP, all staff is NASSCO Certified.

City's effort to reduce extraneous flow and FOG:

In 2008, the City started to issue discharge permits to all restaurants in the service area via the IPP. Currently the IPP permits 150 restaurants. Only a few restaurants remain to be permitted. 149 of the permitted restaurants have a grease trap or a grease interceptor. The IPP has issued a compliance schedule to the remaining restaurants. In 2015, the IPP inspected 50 restaurants and an additional 50 restaurants will be inspected in 2017.

D) Buried Manholes:

During the current round of CCTV inspections, Veolia discovered some buried manholes. Efforts were made to adjust the manholes frames and covers so they are

above grade. As the CCTV of the system progresses, any manholes discovered to be buried will be raised as necessary.

F) Projects during calendar year 2017:

During the calendar year 2017, the City will work with its contractor (VWNA) to achieve the following:

- a. Cleaning and CCTV inspection of the collection system will continue. Any defects contributing to I/I or potential SSO will be repaired.
- b. Manhole inspection will also continue. Any manholes discovered buried will be raised to grade. Any structural problems will be repaired.
- c. The IPP will continue to inspect permitted restaurants and ensure compliance with regulations during 2017.

G) Public Education and outreach:

Recently, the City launched a new website. The Wastewater and Sewer web pages were transferred to the new site. The web pages are used for educating the public on the pretreatment regulations and the sewer system. The public is able to download permit applications and review current policies and rates. See Attachment E.

In addition, the site is designed to educate the public on FOG programs and items not to be disposed in the sewer in order to reduce SSO in general. The webpage informs the public that the City accepts waste vegetable oil to be recycled to biodiesel. The webpage is also used to publish the important telephone numbers which the public may need in case there is a sewer, odor, or billing problem.

The following is the Woonsocket Sewer Annual Report for 2016 which was submitted to the City by Veolia Water in accordance with the contract. Attachment F.

ATTACHMENT
A

Sanitary Sewer Overflow Report

Woonsocket_RI_Collections

Incident Summary

Number of Incidents: 1


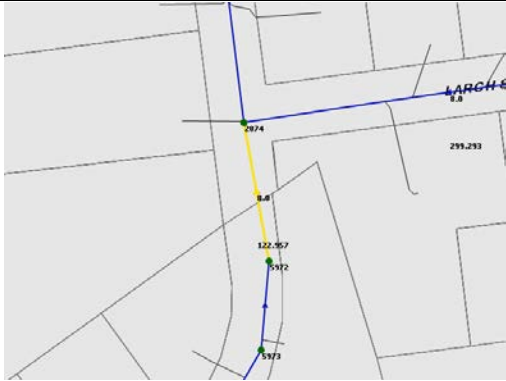
Incident ID	Incident Type	Node ID	Pipe ID	Property ID
1459692963_belsky	Pollution incident	-	5972.2874.1	Louise Street
1459691894_belsky	Customer complaint	2876	2875.2876.1	Louise Street

Incident ID	1459692963_belsky		
Incident Type	Pollution incident	<i>Property ID</i>	Louise Street
<i>Location</i>	Louise Street		
<i>X Coord (ft)</i>	331593.03	<i>Y Coord (ft)</i>	328744.26
<i>Node ID</i>	-	<i>Pipe ID</i>	5972.2874.1

Status	RESOLVED	Priority	HIGH
<i>Date Reported</i>	11:30 03 Apr 2016	<i>Report Taken By</i>	SUPER (Supervisor)
<i>Date Inspected</i>	12:00 03 Apr 2016	<i>Inspected By</i>	BELSKY (John Belsky)
<i>Date Resolved</i>	14:30 03 Apr 2016	<i>Resolved By</i>	BELSKY (John Belsky)
<i>Cause</i>	Grease and rag build up in sewer main	<i>Estimated Cost (\$)</i>	662.64
<i>Effect</i>	GROUND (Sewage on Ground)	<i>Actual Cost (\$)</i>	599.70
<i>Action</i>	Cleaned pipe segment		

Additional Actions Taken(1):	SUPER (Notify Supervisor)	Amount Discharged (gals)	1000.000
<i>Additional Actions Taken(2):</i>	REG (Notify Regulatory Agency)	<i>Volume Recovered (gals):</i>	1000.000
<i>Additional Actions Taken(3):</i>	-	<i>Discharge Rate (gal/min):</i>	5.000
<i>Additional Actions Taken(4):</i>	-	<i>User number 4</i>	-
<i>User text 5</i>	-	<i>User number 5</i>	-
<i>User text 6</i>	-	<i>User number 6</i>	-
<i>User text 7</i>	-	<i>User number 7</i>	-
<i>Discharge Date</i>	4/3/2016	<i>User number 8</i>	-
<i>Discharge Start Time</i>	11:30 am	<i>User number 9</i>	-
<i>Discharge End Time</i>	12:15 pm	<i>User number 10</i>	-

Notes	<p>Rick Lambert from the City of Woonsocket Highway Department called to report he received a call about a sewer overflow on Louise Street. Upon arrival the Veolia confirmed the overflow was coming from the sewer. The crew began jet rodding the sewer main to clear the blockage. The blockage was caused by a large amount of grease and rags in the pipe. Once the blockage was cleared and the all the debris were removed the crew began cleaning the street of any standing water and disinfecting the area. There was roughly 1000 gallons estimated to have overflowed from the sewer. This event was reported to RIDEM.</p>
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<i>Photo -</i>	<i>Sketch -</i>





Incident ID	1459691894_belsky		
Incident Type	Customer complaint	<i>Property ID</i>	Louise Street
<i>Location</i>	Louise Street		
<i>X Coord (ft)</i>	331514.88	<i>Y Coord (ft)</i>	329303.50
<i>Node ID</i>	2876	<i>Pipe ID</i>	2875.2876.1

Status	RESOLVED	Priority	HIGH (High - ie: Blockage/Safety Issue)
<i>Date Reported</i>	11:30 03 Apr 2016	<i>Report Taken By</i>	SUPER (Supervisor)
<i>Date Inspected</i>	12:00 03 Apr 2016	<i>Inspected By</i>	BELSKY (John Belsky)
<i>Date Resolved</i>	14:30 03 Apr 2016	<i>Resolved By</i>	BELSKY (John Belsky)
<i>Cause</i>	BLOCK_MAIN (Sewer Blockage Main Line)	<i>Estimated Cost (\$)</i>	394.88
<i>Effect</i>	Sanitary Sewer Overflow	<i>Actual Cost (\$)</i>	550.13
<i>Action</i>	CLEAN (Cleaned Pipe Segment)		

Complaint	Sanitary Sewer Overflow		
<i>Contact Name</i>	Rick Lambert		
<i>Address</i>	Louise Street Woonsocket 02895		

User text 1	CLEAN (Cleaned Pipe Segment)	User number 1	-
<i>User text 2</i>	SUPER (Notify Supervisor)	<i>User number 2</i>	-
<i>User text 3</i>	-	<i>User number 3</i>	-
<i>User text 4</i>	-	<i>User number 4</i>	-
<i>User text 5</i>	-	<i>User number 5</i>	-
<i>User text 6</i>	-	<i>User number 6</i>	-
<i>User text 7</i>	-	<i>User number 7</i>	-
<i>User text 8</i>	-	<i>User number 8</i>	-
<i>User text 9</i>	-	<i>User number 9</i>	-
<i>User text 10</i>	-	<i>User number 10</i>	-

Notes	<p>Rick Lambert from the City of Woonsocket Highway Department called to report he received a call about a sewer overflow on Louise Street. Upon arrival the Veolia confirmed the overflow was coming from the sewer. The crew began jet rodding the sewer main to clear the blockage. The blockage was caused by a large amount of grease and rags in the pipe. Once the blockage was cleared and the all the debris were removed the crew began cleaning the street of any standing water and disinfecting the area. There was roughly 1000 gallons estimated to have overflowed from the sewer. This event was reported to RIDEM.</p>
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Photo -	Sketch -



ATTACHMENT
B

USER CHARGE COLLECTION FUND

Public Works Department

Sewer Division

Detail 2016-2017

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		Adopted Budget FY 16	Adjusted Budget FY 16	Total Est. Expended FY 16	Adopted Budget FY 17
U6951	<u>Personal Services</u>				
-51110	Permanent Services	\$ -	\$ -	\$ -	\$ -
-51122	Temporary Labor	16,443	16,443	16,443	16,443
	Permanent Services	16,443	16,443	16,443	16,443
	<u>Extra Compensation</u>				
-51141	Overtime	-	-	-	-
-51144	Out of Class Pay	-	-	-	-
-51145	Longevity	343	343	343	418
-51147	Sick Leave Reimb	-	-	-	-
51148	Comp Time Reimb	-	-	-	-
-51149	Shift Differential	-	-	-	-
-51153	Non Sick/Injury Bonus	-	-	-	-
-51155	Bonus for Course	-	-	-	-
	Total Extra Compensation	343	343	343	418
	Total Personal Services	16,786	16,786	16,786	16,861
U6952	<u>Maintenance & Servicing</u>				
-52211	Postage	-	-	-	-
-52212	Telephone	600	600	600	750
-52213	Dues and Subscriptions	-	-	-	-
-52214	Advertising	-	-	-	-
-52219	Education Training	-	-	-	-
-52221	Printing & Reproducing	-	-	-	-
-52223	Operations & Management	727,750	727,750	727,750	749,583
-52227	Accelerated Cleaning	-	-	-	-
-52231	Gen. Maint. & Upkeep	-	-	-	-
-52234	Veh & Outside Equip Upkeep	-	-	-	-
-52238	Maintenance - Roads & Walks	-	-	-	-
-52244	Land Rental Charges	2,475	2,475	2,475	2,475
-52251	Heating	-	-	-	-
-52252	Light & Power	55,000	55,000	55,000	55,000
52281	Other Independent Services	-	-	-	75,000
-52290	Engineering Services	10,000	10,000	5,000	10,000
	Total Maint. & Servicing	\$ 795,825	\$ 795,825	\$ 790,825	\$ 892,808

account detail continued on next page

USER CHARGE COLLECTION FUND

Public Works Department

Sewer Division

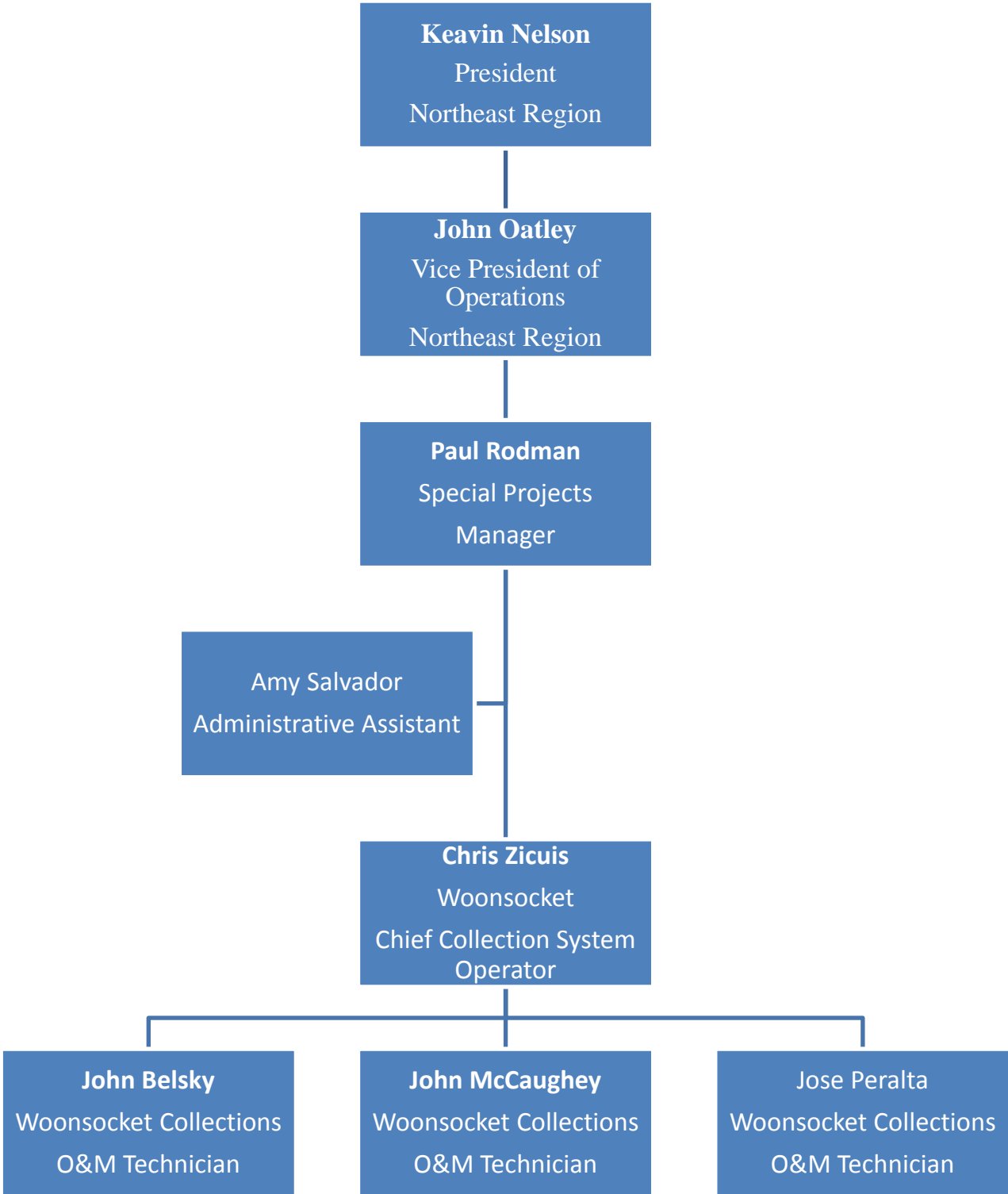
Detail 2016-2017

page 2 of 2

	Adopted Budget FY 16	Adjusted Budget FY 16	Total Est. Expended FY 16	Adopted Budget FY 17
U6953 <u>Operating Supplies</u>				
-53311 Office Supp. & expenses	-	-	-	-
-53321 Gas & Diesel Fuel	-	-	-	-
-53322 Tires & Batteries	-	-	-	-
-53335 Water Purchased	3,750	3,750	3,750	4,000
-53344 Tools & Implements	-	-	-	-
-53346 Cleaning & Hskp Supplies	-	-	-	-
-53349 Other Supplies	-	-	-	-
-53363 Clothing & Footwear	-	-	-	-
-53366 Medical Supplies	-	-	-	-
-53369 Clothing Allowance	25	25	25	25
Total Operating Supplies	3,775	3,775	3,775	4,025
U6954 <u>General Charges</u>				
-54433 City Employees Pension	795	795	726	1,000
-54434 FICA Employer Cost	1,805	1,805	1,805	605
-54449 RWT Service Charges	-	-	-	-
-54451 Vehicle Insurance	-	-	-	-
-54452 Insurance Workers Comp	-	-	-	-
-54453 Insurance Liability	-	-	-	-
-54456 Insurance-Group Life	46	46	43	63
-54471 Health Insurance	49,570	49,570	49,570	49,570
-54472 Dental Insurance	3,385	3,385	3,385	3,385
-54473 Renewal & Replace Fund	400,000	400,000	400,000	400,000
-54492 Contingency	100,000	100,000		100,000
Total General Charges	555,601	555,601	455,529	554,623
TOTAL SEWER DIVISION	\$ 1,371,987	\$ 1,371,987	\$ 1,266,915	\$ 1,468,317

ATTACHMENT
C

VWNA Woonsocket Organization Chart



ATTACHMENT
D



June 30, 2009

COLLECTION SYSTEM MANAGER, WOONSOCKET, RI

Responsibilities/Duties for this position: Supervises approximately three full time employees on a regular basis. The work involves the maintenance of sanitary collection systems and pump stations as needed. Employees typically perform cleaning, inspection and maintenance of the gravity sanitary sewer pipes and manholes. The unique feature of this system is the pipes are large diameter of 10 to 30 inches.

Experience, Education and/or Licensing needed for this position: Degree in related field or equivalent related experience. Must hold or be working toward the highest level of Collection System Certification as required by site. Must demonstrate knowledge and experience of health and safety requirements, federal, state and local laws and codes. Must be First Aid and CPR certified within 90 days of hire. Five to seven years in progressive experience in the operation and maintenance of a sanitary sewer collection system with specialized experience in cleaning and inspecting large deep sanitary sewer pipes and manholes. Lead experience or supervisory training required with understanding of human relations, training, performance evaluation and health and safety.

Candidate must have:

- Experience in Cleaning and inspecting large diameter gravity sewer pipes and manholes.
- Effective skills in troubleshooting, problem solving and team building.
- The availability to help execute the wet weather operations plan.
- The ingenuity and initiative to coordinate problem resolution and to execute the contract requirements within a team environment.
- General knowledge of budget preparation and understanding of cost control.
- Demonstrated good verbal communications and interpersonal skills in order to interface with and motivate all levels of personnel.
- Demonstrated ability to prepare accurate, timely, effective, complete and easily understood written communications and reports.
- Proficiency in the care and use of all site specific, facility required PPE (Personal Protection Equipment).
- Computer skills and a knowledge of word processing, spreadsheet and presentation software for preparing work related reports, charts, graphs and data submittal requirements.
- The ability to use computer systems for preparing work orders and purchasing requisitions.
- The ability to work on an on-call, rotational 24 hour emergency basis with the other Collection System Supervisor.
- Must have or develop skills for the O&M of pump stations and instrumentation and control equipment.
- A demonstrated commitment to compliance with applicable laws and regulations, the Company's Code of Business Conduct and other Company policies and procedures.

Collections O&M Technician

JOB DESCRIPTION

Business Unit / Location: VWNA / Woonsocket, RI	Position Code: 270010 Benchmark
Department: UGAM	Prepared by: J. Mongie Last Update: April 9, 2010
Managed by (Title): Collections System Supv / Mgr	FLSA Status: Non-Exempt
Department Approval	HR Approval

SUMMARY

Performs field maintenance, inspection, installation or repairs in one or more areas such as system protection (line locates and inspections of the collection system), cleaning and CCTV pipe, SSES projects, and system flows, and inspecting and maintaining manholes, pipes, and wet wells.

Note: This position requires a mandatory rotating on-call schedule with a half hour response time. Also ability to travel to other job locations

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED TO CARRY OUT THE JOB

Technical Knowledge, Years of Related Experience, Certifications Required, Equipment and/or Systems Experience

High school or GED with the ability to read, write and comprehend English (maps, operational, maintenance, safety and quality instructions) and be able to carry out verbal and written instructions.

Ability to perform basic mathematical calculations. Some vocational training and mechanical aptitude preferred, with the ability to read, interpret and record data from meters, gauges, panels, computer consoles and other equipment.

Six months to two years experience in a related position with ability to comprehend specifications, drawings and manuals.

Minimum water / wastewater license as required by regulatory agency at site.

Experience using power, pneumatic, hydraulic, and hand tools.

Experience using pressure gauges and precision measuring instruments.

Must have ability to use a computer or computer device for record keeping.

Must consistently demonstrate the ability to learn and independently perform assigned duties and meet or exceed production and quality goals.

Must demonstrate ability to work in a team environment and willingness to assume additional or new responsibilities readily.

Must demonstrate the ability to work well and communicate with clients, management and the general public.

Must possess a valid driver's license and a safe driving record.

TRAINING REQUIRED

What training will an employee require to successfully perform the duties of the position?

Employee Orientation, Field Service Operating Procedures, Safety, Confined Space training, OSHA and Quality Training. Equipment inspection and repair training.

HAZWOPER (Hazardous Waste Operations and Emergency Response) Level I and II First Responder Certification if required by site. Minimum water / wastewater operator state certification.

Cross-connection certification if required by site.

Customer Service Training. Computer or systems training as required.

Must become proficient in the care and use of all site specific, facility required PPE (Personal Protection Equipment), including respirators, gas detectors, confined space equipment, etc.)

Forklift Certification if required by site.

Works toward increasing skills in additional functional areas or in obtaining advanced skills / certifications.

CDL Class B with Tanker endorsement

Knowledge of operations and maintenance of Vactor Trucks

May perform more advanced functions as part of training and development.

Learning Curve: How much time is required to effectively perform the job? ☐ 0-3 months

☐ 3-6 months ☒ 6-9 months ☐ 9 months to 1 year ☐ 1 – 1 ½ years ☐ 1 ½ to 2 years ☐ 2 to 3 years

E or N	MAIN ACTIVITIES CARRIED OUT Identify the major tasks accomplished by this job. Identify % of time spent on each and whether activity is an E- essential function or N – non-essential function of the job.	% OF TIME
E	Performs inspections for sewer pipe repairs, replacements and fresh water sources. Performs system locates. Performs cleaning and maintenance of pipes and manholes.	30%
E	Learns to use the InfoNet Mobile application to record and complete existing work orders and create work orders ad hoc in the field.	15%
E	Learns to perform SSES projects, such as smoke testing, dye testing, dye flooding, building inspection, sewer tie in & sewer extension inspections and manhole inspections.	25%
E	Performs routine and preventative maintenance on equipment. Promptly reports any operational problems to Lead or Supervisor.	10%
E	Cleans equipment and work area as required and properly disposes of waste according to safety and environmental policies. Operates vehicles for field service purposes.	10%
E	SPECIFIC ACTIVITIES (INTERMITTENT, ON AN OCCASIONAL BASIS, ETC.) May travel to other projects for assistance.	10%

SCOPE AND IMPACT OF THE JOB

Revenue or budget managed: \$ 0 Investments decided upon / managed: none at this level

Number of Direct Reports: 0 Number of Indirect Reports: 0

Titles of Reports: n/a

Nature of Supervisory Responsibility: ☒ None

Degree of supervision received or the degree of autonomy given: The degree to which supervisor outlines the methods to be followed or results to be obtained and checks work or progress.

Works under direct supervision: Works either with higher level or more experienced team member or specific instructions are given on assignments or follows written or verbal instructions and established procedures (specifications, drawing and manuals) and standard practice to perform assigned tasks.

Complexity of Duties and Decisions: The extent to which duties are guided by standard policy, practice or precedents or the amount of resourcefulness and planning and creative effort in devising new methods, policies, policies, procedures, products or original application.

Performs a variety of manual functions. Follows established procedures to perform standardized or routine tasks. Must follow established operational, maintenance, safety and emergency response procedures. Must adhere to specifications and schedule. May suggest process improvements.

Initiative: Describe the ingenuity, creative imagination or original thought that is expected of the job.

Uses initiative in carrying out recurring assignments. Waits for direction for next steps and assignments outside of routine. Keeps supervisor informed of problems.

How errors detected and what is possible impact of those errors?

Work is reviewed for completeness and accuracy, or inherent checks are built into the nature of the work. Most errors are caught during self-inspection before leaving work unit. Impact is minimal.

INTERPERSONAL / COMMUNICATIONS

Indicate internal and external contacts and purpose of contacts.

Internal contact with immediate associates and immediate supervisor for instructions, training and guidance. Frequent contact with customers to resolve service issues and problems.

WORK ENVIRONMENT AND DEMANDS

List the work environment and physical demands encountered while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

Spends majority of time in field environment and occasionally works in an office, maintenance or repair shop environment. Typically spends 85% of time exposed to outdoor and sometimes inclement weather. Company service vehicles are used as required. May serve rotational 24 hour emergency on-call.

Possible Work Hazards:

May be exposed to possible operations hazards including fumes, dust, toxic and caustic chemicals, noise, rotating machinery, high pressure and hot and cold temperatures, slippery surfaces, water and electrical hazards and confined spaces.

Physical Demands:

Amount of time spent – Standing 25%, Walking 75% for as many as five miles per shift. Requires close visual and hearing observation to detect non-conformance and machine malfunction. Constantly uses hands to finger, handle or feel and frequently reaches with hands and arms. Works in various positions; works on ladders, catwalks, and supports at heights of 50 feet above the ground; and works with hands extended above and below head and body up to 40 minutes using hand tools weighing up to 15 pounds. Must be able to lift and carry 50 pounds (occasionally 60 pounds) distances of 10 feet. Occasional stooping, bending or kneeling and entering confined spaces.

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees are expected to perform tasks as assigned by supervisory personnel, regardless of job title or routine job duties.

ATTACHMENT
E



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Woonsocket Regional Wastewater Commission



Contact Us

CH2M HILL

City Ordinance: Sewer & Pretreatment

Facility Plan

Local Limits Evaluation

Odor Complaint Information

Pretreatment Division



Sewer Division



Annual Reports

Annual Sewer Use Charge - Rhode Island Cities & Towns

Information About Your Sewer

National Pollutant Discharge Elimination System (NPDES)

What You Need to Know Before Hiring a Plumber

Woonsocket Sewer System

Synagro

Wastewater Plant

Contact Info

Phone:

(401) 766-0555

Fax:

(401) 765-1017

Address:

11 Cumberland Hill Road
Woonsocket, RI 02895
United States

See map: [Google Maps](#)

News

[Responses to City's RFP for the Old Woonsocket Middle School](#)

[Enhancement of Cass Park](#)

City of Woonsocket, 169 Main Street
Woonsocket, RI 02895
(401) 762-6400

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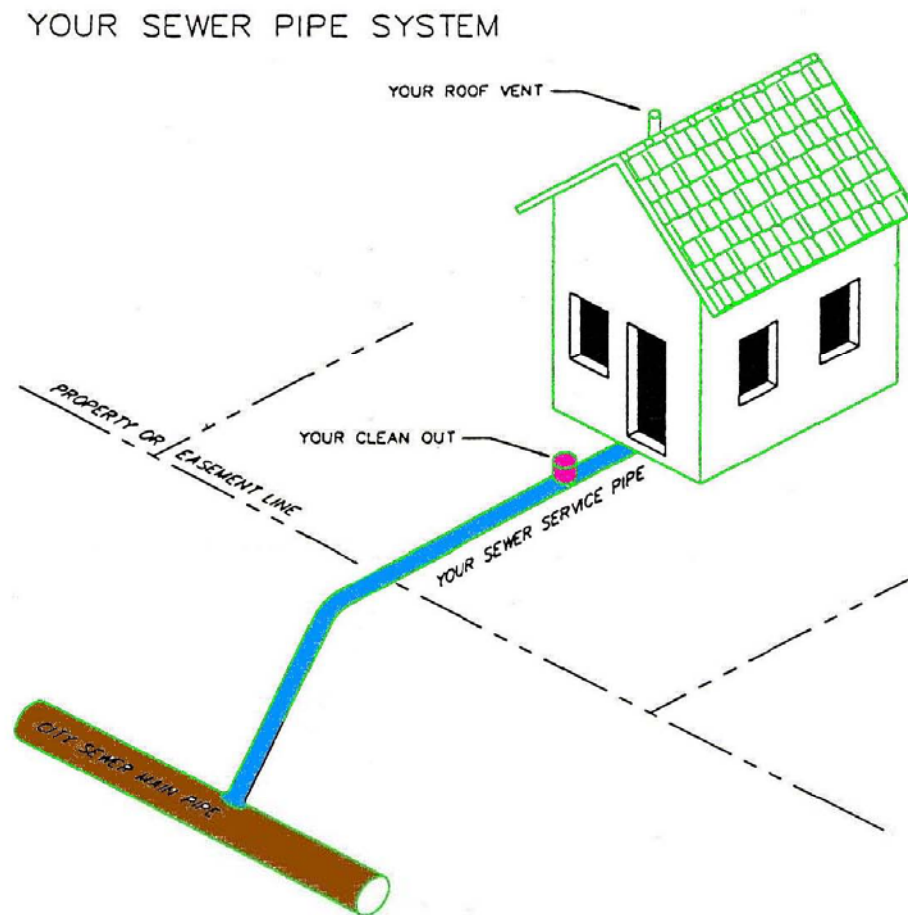
Stay Connected:



What is a sewer service lateral?

The service lateral is constructed by private owners for private use of their property. It is a private sewer located on private property not serving the community at large and for which the City does not have an executed and recorded easement for the purpose of providing City maintenance. The service lateral is an extension of the house building sewer that connects the building to the City sewer. The maintenance and repair of the entire sewer service lateral is the property owner's responsibility.

Page 1 of 1



What is a sanitary sewer system?

Those structures (pipes, force mains, gravity sewer lines and manholes) in the wastewater collection system designed to convey municipal sewage only (not stormwater) to a wastewater treatment facility are referred to as "sanitary sewers."

What is a sewer overflow or sanitary sewer overflow?

A sewage overflow is the intentional or unintentional diversion of flow from a sanitary or combined sewer collection and transmission system. Sewage overflows include discharges to public property or discharges on private property; discharges to State Waters and United States Waters.

What should a customer do when a sewage backup occurs in the home/yard, etc.?

If you experience a sewage backup, you should contact Veolia Water the operator of the City's sewer collection system at 401-762-5050 ext. 2

Sewer Backup Problems

Preventative measures you can take to prevent Sewer backups:

- Do not dispose of your household grease in the sinks or toilets
- Do not dispose of diapers or other disposable hygiene products in your toilets
- Do not dispose of bones and food scraps if you do not have an appliance to grind them before disposal
- Inspect and have your rooftop vents cleaned out by a professional
- Place screening over your rooftop vents if you encounter a problem with rodents entering your home through your toilets
- For information on how you can prevent a backup or sewer overflow: For more information on what to do if you have a sewer overflow:

Prevent Blocked Drains

Most homeowners have experienced a temporary blockage or sluggish drains in their plumbing. Minor blockages often can be cleared with a plunger.

Cooking grease, hair, food particles, toilet paper and roots often cause sluggish drains or line blockages. If they happen near the drain opening or toilet bowl, a plunger may be effective in clearing them. However, if the problem is some distance into a drain line, it may require a plumber to locate and resolve.

Eliminate Water

If you have a blocked or stubborn drain, the first thing you want to do is reduce or eliminate the water you put in the lines to minimize the amount of damage you may do. Obviously, if you keep flushing a slow-moving toilet, it will overflow the bowl, damaging your floor.

Washing machines can create one of the biggest problems when your drains are running slowly. Washers use 15 to 20 gallons a load. This water could back up into toilets or showers, possibly

causing overflow damage. It is relatively easy to find out if the blockage is in the house drains or in the sewer lines.

Check Your Cleanout

First, check the cleanout next to the house to see if it has water in it. If it contains no water, then you know the blockage is somewhere in the house plumbing. If there is water standing in the cleanout, the blockage is most likely in the line from the house to the main sewer line.

If there is a cleanout near your property line and you find water standing in it, the problem is likely in the City sewer line. Under these circumstances you should discontinue using your facilities and contact Veolia Sewer Collection at 401-762-5050 option 2.

If there is no cleanout at the property line and water is standing in a cleanout on your property, you should also contact Veolia Sewer Collection at 401-762-5050 option 2.

Please Note: Veolia Sewer Collection is not permitted to do any work on private property; therefore, the homeowner or a plumber must resolve any problem between the right-of-way and the house.

If you have any questions regarding your sewer bill, please contact Sewer Use charge at City Hall Telephone number 401-767-2217

How to Prevent Fats, Oils, and Greases from Damaging Your Home and the Environment

Fats, Oils, and Greases aren't just bad for your arteries and your waistline; they're bad for sewers, too.

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. An increasingly common cause of overflows is sewer pipes blocked by grease. Grease gets into the sewer from household drains as well as from poorly maintained grease traps in restaurants and other businesses.

Where does the grease come from?

Most of us know grease as the byproduct of cooking. Grease is found in such things as:

- Meat fats
- Lard
- Cooking oil
- Shortening
- Butter and margarine
- Food scraps
- Baking goods
- Sauces
- Dairy products



Too often, grease is washed into the plumbing system, usually through the kitchen sink. Grease sticks to the insides of sewer pipes (both on your property and in the streets). Over time, the grease can build up and block the entire pipe.

Home garbage disposals do not keep grease out of the plumbing system. These units only shred solid material into smaller pieces and do not prevent grease from going down the drain. Commercial additives, including detergents that claim to dissolve grease may pass grease down the line and cause problems in other areas.

The results can be:

- Raw sewage overflowing in your home or your neighbor's home;
- An expensive and unpleasant cleanup that often must be paid for by you, the homeowner;
- Raw sewage overflowing into parks, yards, and streets;
- Potential contact with disease-causing organisms; and
- An increase in operation and maintenance costs for local sewer departments, which causes higher sewer bills for customers.

Telephone numbers to remember

For Sewer bills inquiry: Call 401-767-2217

For Odor complaints: Call odor hot line at 401-765-7623

For Pretreatment questions call: 401-766-1255

For Sewer issues such as:

Sewage over flow from manhole

Broken manhole cover

Sewer over flow in basement

Sewer blockage

Call 401-762-5050 option 2

ATTACHMENT
F

Woonsocket Sanitary Sewer Collection System Calendar Year 2016 Annual Operating Report



**Prepared for:
City of Woonsocket**



January 17, 2016

Jonathan R. Pratt, P.E.
City Engineer
City of Woonsocket
169 Main Street
Woonsocket, RI 02895

**RE: Woonsocket Sanitary Sewer Collection System
Annual Operating Report – CY 2016**

Dear Mr. Pratt,

Please find enclosed the annual operating report for CY 2016. Feel free to contact me at your convenience should you have any questions regarding this Annual Operating Report.

Sincerely,

Paul Rodman
Special Projects Manager

cc: John Oatley, Vice President of Operations, VNA

Abstract

The contract between the City of Woonsocket, RI and Veolia North America for the operation and maintenance of the sanitary sewer system states that the contract year comprised of the days between July 1st and June 30th. The purpose of this report is to document all activities that were completed during calendar year 2016 to submit with the annual DEM CMOM report.

All sanitary sewer pipes were cleaned using a high velocity combination jet/vac unit and all debris vacuumed out of the sewer mains to prevent backups downstream in the system. The sanitary sewer mains were then CCTV'd and defects coded using the industry standard NASSCO pipe inspection formatting. Veolia field crews also used the NASSCO standard to complete sewer manhole inspections and document all defects. Quality control measures were then executed on the collected data to ensure accuracy and the following report was generated directly from InfoNet, which includes defect photos, and summaries. The City of Woonsocket's GIS was then updated per the findings in the field from the cleaning, CCTV, and manhole inspection data collected. From these condition inspection reports the Veolia team compiled an overall list of recommended defects for capital repair, and submitted a proposal to repair the worst of the defects.

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Executive Summary

This report provides an in depth overview of the work completed on the Woonsocket Sanitary Sewer Collection System throughout the 2016 calendar year by Veolia North America. A series of tables have been provided to aid in tracking the annual progress towards the base contract obligations. Table 1. will show the number of customer complaints/service calls, sanitary sewer overflows, mainline sewer blockages, service lateral blockages and basement backups reported in 2016; and compare those figures to the previous five years of the contract. Veolia completed cleaning the entire Woonsocket sanitary sewer system in June 2014 and immediately started to clean it a second time. Table 2. will show a comparison of the amount of debris that was removed in each of the first five years of the contract compared to the second round of cleaning per year. Table 3. will show the number of pipe repairs that Veolia has completed in each of the seven completed contract years and the amount of estimated infiltration that was removed per year. Also found in other sections of the executive summary will be any major issues/problems that have been identified and not currently resolved, key plans and objectives for the following contract year, a list of any reports submitted to regulatory agencies, operating statistics, and finally the contract year's final Preventative Maintenance and Corrective Repairs balance sheet.

i. Key accomplishments for the year

During 2016 the Veolia Woonsocket Collections can report that the annual total of Sanitary Sewer Overflows was only one (1), which was the same as the previous year.

Table 1. Annual Complaints and SSO table

YEAR	TOTAL COMPLAINTS	TOTAL MAINLINE SSO	TOTAL # OF MAINLINE SEWER BLOCKAGES	TOTAL # OF HOMEOWNER LATERAL BLOCKAGES	TOTAL # OF BASEMENT BACKUPS
2010	72	27	29	36	36
2011	66	5	5	29	18
2012	74	3	5	32	14
2013	53	0	5	34	3
2014	44	2	4	22	0
2015	55	1	6	32	4
2016	64	1	7	37	6



Table 2. Total Debris Removed

First 5 Years of Contract		Second 5 Years of Contract	
Year	DEBRIS REMOVED (TONS)	Year	DEBRIS REMOVED (TONS)
2010	113.16	2015	35.47
2011	119.61	2016	82.89
2012	38.00		
2013	71.41		
2014	56.19		
Total	398.37	Total	118.36

Table 3. Annual Total of Pipe Repairs and Infiltration Removal table

YEAR	TOTAL PIPE REPAIRS	TOTAL I/I REMOVED (GPD)
2010	6	30,303
2011	32	79,200
2012	7	15,840
2013	56	33,600
2014	12	31,015
2015	0	0
2016	14	0
Total	127	189,958.00

ii. Major issues/problems not yet resolved

There are currently no major issues or problems that have not been resolved.



iv. List of reports (dates) submitted to regulatory agencies

During 2016 there was one (1) report submitted to Regulatory Agencies.

1. April 3, 2016 – Sanitary Sewer Overflow report submitted to RIDEM. This was caused by a main line sewer blockage on Daniel Drive that resulted in roughly 1000 gallons of sewer water that ponded in the cul-de-sac. None of the sewer water entered the storm drain and all water released was sucked up and the area was disinfected.

v. Operating Statistics

Calendar Year 2016	
Total Pipe Distance Cleaned	79,559.51 ft
Total CCTV Survey Length	116,779.30 ft
Total Manhole Inspections	594
Total number of pipe repairs	14
Total number of manhole repairs	37
Total number of emergency repairs	5
Total number of customer complaints	64
Total number of Sanitary Sewer Overflows	1
Total number of customer basement backups	6

vi. Maintenance***A) Annual SSO's and Customer Complaint Activities***

MONTH	TOTAL COMPLAINTS	TOTAL MAINLINE SSO	TOTAL # OF MAINLINE SEWER BLOCKAGES	TOTAL # OF LATERAL BLOCKAGES	TOTAL # OF BASEMENT BACKUPS	TOTAL MAINLINE & BASEMENT BACKUPS	OTHER CUSTOMER COMPLAINT ISSUES	EMERGENCY REPAIRS
TOTAL TO DATE	64	1	7	37	6	7	19	5



viii. Accounting

Preventative Maintenance and Corrective Repairs Tracking Spread Sheet

Veolia Water Woonsocket Collection System
Preventative Maintenance and Corrective Repairs Balance Sheet

Date of Work	Type of Work	Repair Location	Purpose	Vendor	Amount Approved	Fund Balance
				FY 16 Carryover		\$ 917,178.85
				FY 17 per Contract		\$ 340,892.97
				Total		\$ 1,258,071.82
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 373.53	\$ 1,257,698.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 370.00	\$ 1,257,328.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 271.13	\$ 1,257,057.16
6/2/16 - 6/6/16	Excavate	Clinton Street	Pipe Repair	Boyle & Fogarty Construction	\$ 48,071.55	\$ 1,208,985.61
7/16/2016	CIPL	Rachel Street	Lateral Repair	Boyle & Fogarty Construction	\$ 5,555.51	\$ 1,203,430.10
8/24/2016	CIPL	Mowry Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,201,730.10
8/24/2016	CIPL	Kermit Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,199,930.10
8/25/2016	CIPL	Oakton Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,198,230.10
8/25/2016	CIPL	Park Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,196,530.10
8/25/2016	CIPL	Kennedy Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,194,130.10
8/26/2016	CIPL	Carnation Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,192,430.10
9/12/2016	CIPL	Hemond Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,190,730.10
9/15/2016	CIPL	Capwell Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,189,030.10
9/16/2016	CIPL	Elmore Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,187,330.10
9/16/2016	CIPL	Division Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,185,630.10
9/17/2016	CIPL	Cooper Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,183,930.10
9/19/2016	CIPL	Rose Avenue	CIPL Pipe Repair	Veolia	\$ 2,600.00	\$ 1,181,330.10
9/20/2016	CIPL	Williams Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,178,930.10
9/21/2016	CIPL	Berard Avenue	CIPL Pipe Repair	Veolia	\$ 4,000.00	\$ 1,174,930.10
9/22/2016	CIPL	St. Francis Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,173,130.10
9/21/2016	D&R	44 Holland Avenue	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,576.96	\$ 1,168,553.14
9/7/2016	D&R	231 Cato Street	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,222.00	\$ 1,164,331.14
11/28/2016	Replace	Mendon Rd, Manville Rd, Main St, Providence St.	Raise manhole frames	Boyle & Fogarty Construction	\$ 30,400.00	\$ 1,133,931.14
	Paving	Clinton Street	Paving	RICON	\$ 33,583.00	\$ 1,100,348.14
					Total Amount Spent	Fund Balance
					\$ 157,723.68	\$ 1,100,348.14



Calendar Year 2016 Sanitary Sewer Collection System Annual Operating Report

I. Operations – Contract System Performance

A. Public Relations

1) *Emergency Service Calls*

During 2016 there were sixty-four (64) recorded emergency service calls. Details of each call are followed below.

Date:	January 15, 2016
Caller:	Cumberland Farms
Address:	261 South Main Street
Phone number:	401-477-2387
Time called:	7:00 a.m.
Time inspected:	7:30 a.m.
Reason for complaint:	Sewer blockage
Result of complaint:	Service lateral blockage
Overview:	

The shift manager of the Cumberland Farms on the South Main Street called to report they were having problems with their service lateral. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The sewer main appeared to be flowing without restriction and there was no evidence of surcharging. The shift manager was informed that the City main was fine and they may want to contact a drain cleaner to check their service lateral.



Date:	January 27, 2016
Caller:	Eileen Ranaud
Address:	116 East Orchard Street
Phone number:	401-765-6443
Time called:	4:00 p.m.
Time inspected:	4:45 p.m.
Reason for complaint:	Sewer blockage
Result of complaint:	Main sewer line blockage

Overview:

Mrs. Renaud called and said that there was sewage coming into here basement. Upon arrival there was water in the basement shower. The crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The upstream sewer manhole was holding water just below the bench. The moved to the downstream sewer manhole and began jetting the sewer main. The jetting brought back a ball of roots which also relieved the surcharging. The continued with the root cutter and also CCTV'd the sewer main to verify that all of the roots were removed. The crew offered to clean the back up, but because it stayed in the shower basin Mrs. Renaud declined.

Date:	January 23, 2016
Caller:	Marcy Nevins
Address:	109 Morse Avenue
Phone number:	401-529-2898
Time called:	7:30 p.m.
Time inspected:	8:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Nevins called and stated that she was having problems with her service lateral. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flows in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Nevins was informed of the condition of the City sewer main and instructed to contact a drain cleaner to inspect her service lateral.



Date:	January 30, 2016
Caller:	Carlene Hooker
Address:	121 Priscilla Road
Phone number:	401-451-2174
Time called:	4:00 p.m.
Time inspected:	5:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Hooker called and stated that she was having problems with her service lateral. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flows in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Hooker was informed that there were no problems with the City sewer main and that she may want to contact a drain cleaner to inspect her service lateral.

Date:	February 5, 2016
Caller:	Maurice Ian
Address:	361 Cumberland Hill Road
Phone number:	401-489-0901
Time called:	11:30 p.m.
Time inspected:	12:15 a.m.
Reason for complaint:	Basement backup
Result of complaint:	Grease blockage in sewer main

Overview:

Mr. Ian called and stated that there was sewage backing up into his basement. Upon arrival the Veolia crew saw that water was coming into a 10'x15' sub-basement area through the floor cleanout that the cap had been removed. The crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The downstream sewer manhole was holding flow and surcharging. The crew began to jet rod the pipe and removed a large amount of orange grease which was restricting the flow in the sewer main. Once the grease was removed the flow returned to normal. There is a Chinese Restaurant across the street from the property and this incident was reported to the City Pre-Treatment Division to follow up with an inspection of their FOG program. The crew returned to the basement and assisted Mr. Ian by cleaning any standing water remaining in the sub-basement. The effected sub-basement was a 10'x15' area and there was roughly 3" of standing water in the area. There were 280 gallons of sewage that entered the sub-basement area. Mr. Ian was also asked if he would like a cleanup contractor at which he did not confirm. The City's Insurance Company "The Trust" was contacted and informed of the situation. Mr. Frank Rane was the person who was contacted at The Trust.





Date:	February 6, 2016
Caller:	Ron Morcos
Address:	212-214 Orchard Street
Phone number:	401-640-2180
Time called:	12:56 p.m.
Time inspected:	1:30 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

The call service informed the on call staff member that Mr. Morcos called and stated that he was having problems with his service lateral. While still en route to the property Mr. Morcos called again and stated that the plumber that was on site just cleared the blockage in the service lateral and Veolia's services were no longer required.

Date:	February 8, 2016
Caller:	Matt Brown
Address:	84 Surry Lane
Phone number:	401-263-6072
Time called:	9:30 a.m.
Time inspected:	9:48 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Brown called and stated that he was having problems with his service lateral. Upon arrival the Veolia crew spoke with the plumber that was on site. The plumber said that the problem was in the homeowners service lateral.

Date:	February 10, 2016
Caller:	Rick Lambert
Address:	196 Avenue C
Phone number:	
Time called:	10:00 a.m.
Time inspected:	10:14 a.m.
Reason for complaint:	Manhole damage
Result of complaint:	Missing asphalt around manhole frame

Overview:

Rick Lambert from the City Department of Public Works called and stated that one of his plow trucks hit the sewer manhole located in front of 196 Avenue C and did some damage to the frame. Upon arrival the crew noticed a large section of asphalt that had been removed and now a 3" section of the sewer manhole frame was exposed. The crew filled the hole in that day and the site was placed on the repaving list for the spring.





Date:	February 10, 2016
Caller:	Rick Lambert
Address:	Intersection of Vose Street and Thomas Street
Phone number:	
Time called:	10:20 a.m.
Time inspected:	10:40 a.m.
Reason for complaint:	Manhole frame damage
Result of complaint:	Broken sewer manhole frame
Overview:	

Rick Lambert called and stated that during that last snow storm one of his plows hit the sewer manhole at the intersection of Vose Street and Thomas Street. Upon inspection the crew identified that the frame was damaged beyond repair and that the entire frame had to be replaced. The crew replaced the frame and cover that day.



Date:	February 11, 2016
Caller:	Boston Surface Rail
Address:	1 Depot Square
Phone number:	401-765-2211
Time called:	10:00 a.m.
Time inspected:	10:20 a.m.
Reason for complaint:	Odor
Result of complaint:	No odor detected

Overview:

The Supervisor from the Woonsocket Rail Road Station called and stated that there was an odor coming out of the first floor bathroom. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The sewer main appeared to be flowing without restriction and there was no evidence of surcharging. The supervisor was informed of the condition of the City sewer main and suggested to run some water through the plumbing.

Date:	February 18, 2016
Caller:	Bruce Merlan
Address:	680 South Main Street
Phone number:	401-769-7707
Time called:	10:00 a.m.
Time inspected:	10:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Merlan called and stated that he was having problems with his service lateral. He had a plumber out to his property the night before and could fix the problem. The plumber told Mr. Merlan that the problem was beyond the cleanout into the City main. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The sewer main was flowing without restriction and there was no evidence of surcharging. Mr. Merlan was informed of the condition of the sewer main and that he would need to have the plumber return because the blockage was in his service lateral.



Date:	February 25, 2016
Caller:	Woonsocket Animal Shelter
Address:	105 Cumberland Hill Road
Phone number:	
Time called:	9:30 a.m.
Time inspected:	9:40 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

One of the employees of the Woonsocket Animal Shelter notified Veolia that their service lateral was plugged again. Upon arrival the Veolia began jetting the lateral through the outside cleanout with the 1" lateral cleaning hose. During the cleaning process the crew pulled back a number of dog toys, dog food, and sanitary wipes. The crew was unable to break the blockage and the equipment became stuck in the pipe. The pipe turned out to be collapsed and filled with roots. There were two sections of the service lateral that were excavated and replaced.

Date:	February 25, 2016
Caller:	Steven D'Augustino
Address:	25 South Main Street
Phone number:	401-762-3637
Time called:	5:20 p.m.
Time inspected:	6:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Public Works Director, Steven D'Augustino called to request Veolia's assistance with a service lateral blockage located at Ye Ol' English. Upon arrival the Veolia crew checked to condition of the City sewer main to verify there was no surcharging or flow restrictions. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. The entered the basement where they spoke to a drain cleaner from Roto-Rooter. The drain cleaner mentioned that the service lateral was filled with roots and they he was currently cabling the pipe to remove the roots.



Date:	February 26, 2016
Caller:	Ray Hennessy
Address:	75 Mill Street
Phone number:	401-525-0642
Time called:	8:16 a.m.
Time inspected:	8:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Hennessy called and stated that his toilets would not flush. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and surcharging. The flow in the main appeared to be fine and there was no evidence of surcharging. Mr. Hennessy was informed of the condition of the sewer main and pointed out there might be a blockage in his service lateral. He said that he was going to contact a private plumber.

Date:	March 1, 2016
Caller:	Karen Bouyere
Address:	11 Wagon Wheel Lane
Phone number:	401-489-0901
Time called:	11:30 a.m.
Time inspected:	11:40 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Bouyere called and stated that she had water coming into her basement bathtub. Upon arrival that Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The appeared to be fine and there was no evidence of surcharging. There is a known trouble spot on the next street over from the property so the crew jet rodded the sewer main to make sure there was no blockage. Mrs. Bouyere was informed about the condition of the sewer main and advised to contact to drain cleaner.



Date:	March 2, 2016
Caller:	Call Service
Address:	Knollwood Avenue
Phone number:	
Time called:	9:24 a.m.
Time inspected:	10:00 a.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Storm water catch basin full

Overview:

The call service called the Veolia on call employee to report a sanitary sewer overflow located at the intersection of Knollwood Avenue and Walnut Hill Road. Upon arrival the Veolia staff member identified the storm water catch basin on the side of the street was surcharged and had water coming out of it. The employee checked the City sewer main and verified that all sewer flows were normal and there were no signs of surcharging.

Date:	March 18, 2016
Caller:	Broaster House Restaurant
Address:	263 Pond Street
Phone number:	401-762-1717
Time called:	12:00 p.m.
Time inspected:	12:15 p.m.
Reason for complaint:	Odor
Result of complaint:	Open sewer lateral clean out

Overview:

One of the employees from the Broaster House Restaurant called and complained of a gasoline smell coming from the open cleanout in the basement. Upon arrival the Veolia crew informed that Broaster House staff that the cover needs to stay on the clean out.

Date:	March 21, 2016
Caller:	Jose Guzman
Address:	33 Bell Street
Phone number:	401-265-6889
Time called:	1:45 p.m.
Time inspected:	2:00 p.m.
Reason for complaint:	Odor
Result of complaint:	Dry peetrap in the basement

Overview:

Mr. Guzman called and stated that there was an odor coming from a dry trap next he his washing machine. Upon arrival the Veolia crew informed Mr. Guzman to fill the trap with water which stopped the odor.



Date:	March 24, 2016
Caller:	Roger Savin
Address:	480 Rathbun Street
Phone number:	401-741-5315
Time called:	9:40 p.m.
Time inspected:	10:10 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Savin called and said that he was having problems with his sewer. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restrictions and there was no evidence of surcharging. Mr. Savin was informed of the condition of the City main and he replied that he was going to contact a drain cleaner.

Date:	March 28, 2016
Caller:	Alex Santamaria
Address:	116 Park Place
Phone number:	401-442-4817
Time called:	1:15 pm
Time inspected:	1:30 pm
Reason for complaint:	Basement backup
Result of complaint:	Sewer main blockage

Overview:

Mr. Santamaria called and stated that there was sewage coming into his basement. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes which were surcharged. The sewer main was found to be going under the old Woonsocket Middle School and the pipe was clogged with grease and rags. The crew jet roded the main and removed all the debris. Mr. Santamaria was informed that he could contact The Trust is he wished to have a contractor come on site to clean his basement.



Date:	March 31, 2016
Caller:	CJ Nemes
Address:	401-769-4776
Phone number:	401-769-7707
Time called:	5:00 pm
Time inspected:	5:30 p.m.
Reason for complaint:	Sewer main blockage
Result of complaint:	Sewer main blockage

Overview:

Mr. Nemes called and stated that the main sewer line on Corey Street was blocked. Upon arrival the Veolia confirmed that the main was blocked. The crew found that the Kennedy Manor Siphon Tower was blocked with grease. They began jetting the line and removing as much grease as possible. All the siphon lines were jetted and cleaned as a precaution. The crew checked the lateral lines for Chelo's and Burger King which were filled with grease. The findings were reported to the City Pre-Treatment Department to follow up.

Date:	April 2, 2016
Caller:	Call service
Address:	161 – 163 Elm Street
Phone number:	
Time called:	10:30 p.m.
Time inspected:	11:00 p.m.
Reason for complaint:	Sewer blockage main line
Result of complaint:	Basement backup

Overview:

The afterhours call service notified the Veolia on call employee about a basement backup located at 161 - 163 Elm Street. Upon arrival the Veolia employee checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The downstream manhole had no flow and the employee began jet rodding the main. Within 60 feet the clog was blocked and appeared to be a buildup of rags. Once the main was cleared and debris removed the employee entered the basement of the property to document any damages from the back up.



Date:	April 3, 2016
Caller:	Rick Lambert – Woonsocket Highway Supervisor
Address:	Louise Street
Phone number:	
Time called:	11:30 a.m.
Time inspected:	12:00 p.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Sanitary Sewer Overflow

Overview:

Rick Lambert from the City of Woonsocket Highway Department called to report a sewer overflow on Louise Street. Upon arrival the Veolia confirmed the overflow was coming from the sewer. The crew began jet rodding the sewer main to clear the blockage. The blockage was caused by a large amount of grease and rags in the pipe. Once the blockage was cleared and the all the debris were removed the crew began cleaning the street of any standing water and disinfecting the area. There was roughly 1000 gallons estimated to have overflowed from the sewer. This event was reported to RIDEM.

Date:	April 3, 2016
Caller:	Bob Doire
Address:	241 Louise Street
Phone number:	401-265-6888
Time called:	1:00 p.m.
Time inspected:	1:00 p.m.
Reason for complaint:	Basement backup
Result of complaint:	Basement back up

Overview:

While working to clear a sewer main blockage on Louise Street, Mr. Doire approached a Veolia staff member and reported he was getting sewage backing up into his basement bathroom. After the crew completed clearing the blockage and cleaning the sewer main they entered Mr. Doire's residence to document any damage. The crew identified roughly 2 gallons of water on the bathroom floor where it came out of the toilet.



Date:	April 7, 2016
Caller:	Pauline Rondeau
Address:	67 Maple Street
Phone number:	401-762-3410
Time called:	11:00 a.m.
Time inspected:	11:15 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Rondeau called and said that she has been having problems with sewer service. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. There was no sign of surcharging, but there was limited flow. Mrs. Rondeau's property is located on a dead end pipe with no upstream connections. The crew jet rodded the main to verify there were no blockages and there was no debris to remove. Mrs. Rondeau was informed that she may have a problem with her service lateral and that she might want to contact a drain cleaner.

Date:	April 7, 2016
Caller:	Richard Savage
Address:	Gaulin Avenue
Phone number:	401-651-2504
Time called:	11:30 a.m.
Time inspected:	12:14 p.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Rain water ponding over sewer manhole

Overview:

Mr. Savage called to report a sanitary sewer overflow in the street on Gaulin Avenue. Upon arrival the Veolia crew noticed that the sewer manhole had been removed and there was a buildup of water around the manhole. This manhole had a rain catcher basket installed that was not allowing rain and surface water enter the manhole. The buildup of rain water made the situation appear to be a SSO. The employee replaced the cover and explained to Mr. Savage why the rain catcher bucket was in the manhole and that it was not a SSO.



Date:	April 8, 2016
Caller:	Wayne Lenahan
Address:	102 Providence Street
Phone number:	401-632-6698
Time called:	10:00 a.m.
Time inspected:	10:15 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Lenahan called to report problems with his sewer service. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Lenahan was informed that he may have a problem with his service lateral and might want to contact a drain cleaner

Date:	April 8, 2016
Caller:	Missy Inthisone
Address:	33 Marshall Street
Phone number:	401-744-6551
Time called:	10:47 a.m.
Time inspected:	10:50 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Inthisone called and stated that she was having problems with her sewer service. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for evidence of flow restrictions and surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Inthisone was informed that she may have a problem with her service lateral and that she might want to contact a drain cleaner.

Date:	April 15, 2016
Caller:	Rick Lambert
Address:	457 Fairmount Street
Phone number:	401-744-6551
Time called:	11:00 a.m.
Time inspected:	12:00 p.m.
Reason for complaint:	Damaged sewer manhole cover
Result of complaint:	Damaged sewer manhole cover

Overview:

Rick Lambert of the Woonsocket Highway Department called to report a broken sewer manhole frame and cover on Fairmount Street. Upon arrival the Veolia crew confirmed that the frame and cover were both damaged beyond repairs and needed to be replaced



Date:	April 15, 2016
Caller:	Ryan Snime
Address:	231 Winter Street
Phone number:	401-559-2185
Time called:	1:00 p.m.
Time inspected:	1:30 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Snime called and stated that he has been having problems with his sewer service and would like the City sewer main inspected. Upon arrival that Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Snime was informed that the City sewer was fine and he told us that he was having his service lateral replaced.

Date:	May 2, 2016
Caller:	Rick Lambert
Address:	136 Poplar Street
Phone number:	
Time called:	2:00 p.m.
Time inspected:	2:30 p.m.
Reason for complaint:	Sewer blockage main line
Result of complaint:	Sewer blockage main line

Overview:

Rick Lambert called and said that while excavating his crew dropped a large amount of spoils into the sewer main in front of 136 Poplar Street. The Veolia crew removed all debris from the sewer manhole and then cleaned the sewer main also removing all debris that entered the pipe.



Date:	May 9, 2016
Caller:	Mike Debrousse – Woonsocket Engineering
Address:	159 Maple Street
Phone number:	
Time called:	11:00 a.m.
Time inspected:	11:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mike Debrousse from the Woonsocket Engineering Department called and stated that his office received a call from the home owner of 159 Maple Street and they were having problems with their service lateral. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Nobody was home at the residence. Mr. Debrousse was contacted and informed that the City sewer main was flowing fine.

Date:	May 12, 2016
Caller:	Denise Kieth
Address:	625 Knollwood Drive
Phone number:	401-440-6240
Time called:	4:00 p.m.
Time inspected:	4:30 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Kieth called to report her service lateral was blocked. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Kieth was informed that she want to contact a drain cleaner because her service lateral may be blocked.



Date:	May 20, 2016
Caller:	Dan Campos
Address:	64 Roberge Street
Phone number:	401-459-6737
Time called:	10:45 a.m.
Time inspected:	11:00 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Campos called and stated that there was a problem with the sewer at his property. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Campos was informed that he may want to contact a drain cleaner because his service lateral could be blocked.

Date:	May 28, 2016
Caller:	George Gagnon
Address:	529 Coe Street
Phone number:	401-442-5753
Time called:	3:00 p.m.
Time inspected:	3:45 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Gagnon called to complain about problems with his sewer service. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and here was no evidence of surcharging. Mr. Gagnon was informed that the City sewer main was fine and he might want to contact a drain cleaner because his service lateral might be blocked.

Date:	July 1, 2017
Caller:	Scott Sanford
Address:	40 Rachel Street
Phone number:	
Time called:	7:00 a.m.
Time inspected:	10:00 a.m.
Reason for complaint:	Information request about a blocked service lateral
Result of complaint:	No blockage identified

Overview:

Scott Sanford from the Woonsocket Engineering Department called to have the sewer lateral of 40 Rachel Street CCTV'd. The City was preparing to replace the service lateral and wanted to verify that there was no blockage that could be cleared to avoid excavation. No blockage could be identified in the service lateral from the main.



Date:	July 1, 2017
Caller:	Rick Lambert
Address:	95 Morin Street
Phone number:	
Time called:	9:37 a.m.
Time inspected:	10:30 a.m.
Reason for complaint:	Information request about a sink hole
Result of complaint:	No damage to the sewer main identified
Overview:	
<i>Rick Lambert from the City Highway Department called to report a sink hole on Morin Street. The Veolia field crew CCTV'd the sewer main to verify any damage that may result in the sink hole. The sewer main showed no defects that contributed to the sink hole. Rick Lambert was notified of the findings.</i>	

Date:	July 12, 2017
Caller:	Rick Lambert
Address:	Gaskill Street
Phone number:	
Time called:	3:30 p.m.
Time inspected:	4:00 p.m.
Reason for complaint:	Noisy manhole covers
Result of complaint:	Noisy manhole covers identified and repaired
Overview:	
<i>Rick Lambert from the Woonsocket Highway Department called and stated that there were three noisy sewer manhole covers on Gaskill Street. Upon arrival the Veolia crew identified the three loose covers and installed a gasket in each to prevent the rocking.</i>	

Date:	July 12, 2017
Caller:	Rich Bolvin
Address:	592 Diamond Hill Road
Phone number:	401-300-6378
Time called:	11:45 p.m.
Time inspected:	12:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral
Overview:	
<i>Mr. Bolvin called and stated that he was having a problem with his sewer service. Upon inspection the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow appeared to be normal and there was no evidence of surcharging. Mr. Bolvin was informed that he may have a blockage in his service lateral and that he might want to contact a drain cleaner to clear the blockage.</i>	



Date:	July 20, 2017
Caller:	Bounthinh Louangxay
Address:	50 Jackson Street
Phone number:	401-391-6864
Time called:	5:30 p.m.
Time inspected:	6:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Louangxay called and stated that he was having problems with his service lateral. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Louangxay was informed that he may have a blockage in his service lateral and that he might want to contact a drain cleaner.

Date:	July 25, 2017
Caller:	Jessica Counts
Address:	192 Myette Street
Phone number:	401-623-1557
Time called:	6:00 p.m.
Time inspected:	6:30 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Counts called to report a problem with her service lateral. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for evidence of flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Counts was informed that she may have a blockage in her service lateral and that she might want to contact a drain cleaner.



Date:	July 28, 2017
Caller:	Shawn Beals
Address:	122 MacAuthor Road
Phone number:	401-766-6452
Time called:	12:55 p.m.
Time inspected:	1:10 p.m.
Reason for complaint:	Odor
Result of complaint:	Odor

Overview:

Mr. Beals called and stated that he smelt an odor coming from the apartments behind his property. The Veolia crew walked into back yard right back corner where he was getting most odor from. There was no odor identified at that present time. The crew proceeded to drive up to Plaza Village Apartments to see if they could detect any odor there. There was no odor

Date:	August 10, 2016
Caller:	Sean Yarde
Address:	37 Foundry Street
Phone number:	617-877-8072
Time called:	8:00 a.m.
Time inspected:	8:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Yarde called stating that he had a problem with his service lateral. He said that he had a plumber come out to his residence and the plumber said that the blockage was in the sewer main. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Yarde was informed of the status of the sewer main and he said that he would call the plumber back.



Date:	August 12, 2016
Caller:	Papa Gino's
Address:	1750 Diamond Hill Road
Phone number:	401-765-8181
Time called:	12:15 p.m.
Time inspected:	1:15 p.m.
Reason for complaint:	Odor
Result of complaint:	Catch basin full of debris

Overview:

A worker from Papa Gino's called and stated that whenever it rains there is a sewer odor in the parking lot. Upon arrival the crew searched the parking lot and checked the flow in the sewer main on Diamond Hill Road. The crew found a catch basin in the parking lot that was full of debris and had a faint sewer odor coming from it. The Papa Gino's manager was shown the catch basin and explained that it needed to be cleaned out. Once it is cleaned out the odor was dissipate.

Date:	August 16, 2016
Caller:	Rick Lambert
Address:	20 New Street
Phone number:	
Time called:	2:30 p.m.
Time inspected:	3:30 p.m.
Reason for complaint:	Sewer manhole frame damage
Result of complaint:	Sewer manhole frame and cover replaced

Overview:

Rick Lambert notified Veolia that there was a sewer manhole that continues to come out of the frame on New Street. Upon arrival the Veolia field crew identified that problem cover that had a significant amount of damage to the frame. The frame and cover were dug out and replaced with a new cover and frame.

Date:	August 22, 2016
Caller:	Renee Mondoux
Address:	228 Grandview Avenue
Phone number:	
Time called:	8:39 a.m.
Time inspected:	9:00 a.m.
Reason for complaint:	Missing sewer manhole cover
Result of complaint:	Missing storm drain cover

Overview:

Renee Mondoux called and stated that she received a call about a missing sewer manhole cover in front of 228 Grandview Avenue. Upon arrival the Veolia field crew identified that missing cover has a storm drain cover in the curbing of the street. The cover was next to the manhole and the Veolia employee replaced the cover.



Date:	August 24, 2016
Caller:	Jennifer Hayes
Address:	542 East School Street
Phone number:	401-584-3969
Time called:	1:40 p.m.
Time inspected:	2:05 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mrs. Hayes called and stated that she was having a problem with her service lateral. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mrs. Hayes was informed of the flow in the sewer main and that she may have a blockage in her service lateral.

Date:	September 3, 2016
Caller:	Steve Faria
Address:	166 Farm Street
Phone number:	401-309-2863
Time called:	10:50 a.m.
Time inspected:	11:20 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Faria called and stated that he was having problems with his service lateral. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Faria was informed about the status of the City of the sewer main and that he may have a blockage in his service lateral.



Date:	September 25, 2016
Caller:	Wayne Brondo
Address:	170 Logee Street
Phone number:	401-441-2261
Time called:	8:30 p.m.
Time inspected:	9:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Brondo called and stated that he was having problems with his sewer service. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Brondo was informed of that the City sewer main was fine and that he might have a blockage in his service lateral.

Date:	October 3, 2016
Caller:	Mike Debrousse
Address:	8 Benelli Street
Phone number:	
Time called:	1:45 p.m.
Time inspected:	3:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mike Debrousse from the City Engineering Department called and stated that he received a complaint of a service lateral blockage at 8 Benelli Street. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. There was little to no flow in both manholes so the crew jet rodded and CCTV'd the main to verify there was no blockage. Mr. Debrousse was notified that the City main was clear as the homeowner was not at the residence at the time of inspection.



Date:	October 7, 2016
Caller:	Jeremy Fontain
Address:	30 Monroe Street
Phone number:	401-309-4727
Time called:	1:45 p.m.
Time inspected:	2:30 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Fontain called and stated that he was having problems with his sewer. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. Mr. Fountain was informed of the status of the City sewer main and advised to contact a drain cleaner if his problem continues.

Date:	October 12, 2016
Caller:	Rick Lambert
Address:	1250 Logee Street
Phone number:	
Time called:	3:30 p.m.
Time inspected:	4:30 p.m.
Reason for complaint:	Noisy sewer manhole cover
Result of complaint:	Installed gasket

Overview:

Rick Lambert called and stated that he received a complaint from the resident at 1250 Logee Street about a noisy sewer manhole cover. Upon arrival the Veolia field crew identified the noisy cover and installed a manhole cushion to seal the fit between the frame and cover.

Date:	November 1, 2016
Caller:	Heather Blais
Address:	95 Park Avenue
Phone number:	401-762-4824
Time called:	10:30 am
Time inspected:	10:40 am
Reason for complaint:	Broken cleanout cover
Result of complaint:	Home owner responsible to repair broken cleanout cover

Overview:

Mrs. Blais called and stated that she just had her driveway re-paved and during the work her sewer cleanout cover was broken. She wanted to know who was responsible to fix the broken cover. Mrs. Blais was informed that she was responsible to fix the cover.



Date:	November 2, 2016
Caller:	Mike Cahill
Address:	25 Newport Street
Phone number:	401-641-4665
Time called:	1:00 a.m.
Time inspected:	1:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Cahill called and stated that he had water coming up in his toilet and that he believed the City sewer line was blocked. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The main appeared to flowing without restriction and there was no evidence of surcharging. To be sure that there were no obstructions in the main the crew jet rodded and returned no debris. Mr. Cahill was informed that he may have a blockage in his service lateral and that he would need to contact a drain cleaner to clear the blockage.

Date:	November 4, 2016
Caller:	Kevin Keophakdy
Address:	25 Wayne Road
Phone number:	401-578-3882
Time called:	12:50 pm
Time inspected:	1:20 pm
Reason for complaint:	Blocked service lateral
Result of complaint:	Removed piece of metal from service lateral

Overview:

Gem Plumbing called and stated that while working on the sewer lateral at 25 Wayne Road they identified a piece of metal that they dislodged while rodding. The Veolia crew jet rodded the sewer main in front of the property and retrieved the piece of metal as well as cleaned the entire main to make sure there was no other debris that could cause a potential backup.

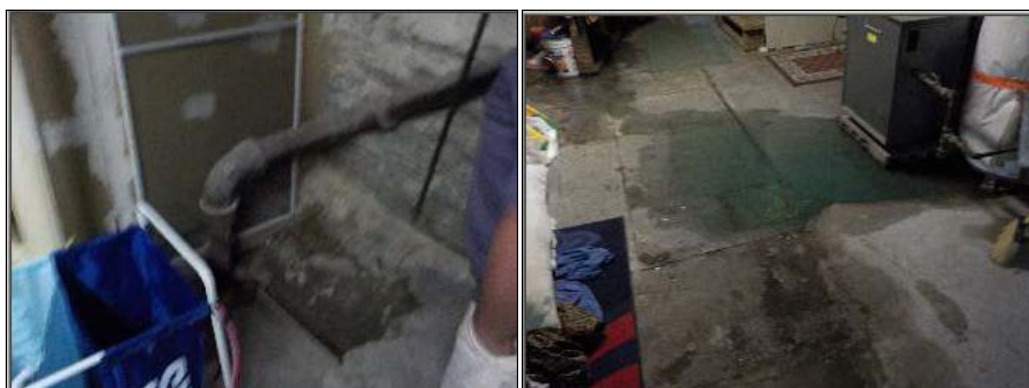


Date:	November 5, 2016
Caller:	Bill Berube
Address:	136 Coe Street
Phone number:	401-623-0370
Time called:	3:00 pm
Time inspected:	3:30 pm
Reason for complaint:	Blocked service lateral
Result of complaint:	Basement backup result of service lateral blockage

Overview:

Mr. Berube called and stated that he had sewage coming into his basement. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes to verify flow and evidence of surcharging. They flow in the City main appeared to be flowing without restriction and there was no evidence of surcharging. To make sure there were no obstructions the crew jet rodded the main and did not remove any debris or relive any blockage. Mr. Berube was informed that the City main was flowing fine and that he had a blockage in his service lateral and to contact a drain cleaner.

Photo documentation of effect areas in the basement



Date:	November 17, 2016
Caller:	Scott Sanford – City Engineering
Address:	110 Willow Street
Phone number:	
Time called:	8:00 am
Time inspected:	8:30 am
Reason for complaint:	Blocked service lateral
Result of complaint:	Service lateral blockage

Overview:

Scott Sanford from the Woonsocket Engineering Department called and stated that he received a complaint about a blockage 110 Willow Street. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. To make sure there were no obstructions in the main the crew jetted and removed no debris or hit any blockages. The homeowner was not home to inform of the situation so Mr. Sanford was notified of the situation in case the homeowner called the Engineering Department again.

Date:	November 28, 2016
Caller:	Paul Latraverse
Address:	47 Phebe Street
Phone number:	401-762-0707
Time called:	8:00 a.m.
Time inspected:	8:30 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Service lateral blockage

Overview:

Mr. Latrouerse called and stated that he has been experiencing sewage back ups in his basement on and off from 11/25/16 to current day. Upon arrival the Veolia crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the main appeared to be flowing without restriction and there was no evidence of surcharging. To verify there were no blockages in the main the crew jet rodded the sewer main and did not remove any debris or break up any obstructions. The crew entered the property to document any damage in the basement, but there was no mess or damage at the time of inspection. Mr. Latrouesre was informed that the City sewer main was flowing fine and he said that he was going to call a drain cleaner later in the day.



Date:	November 30, 2016
Caller:	Rob Smith
Address:	76 Dewey Street
Phone number:	774-452-6097
Time called:	8:30 a.m.
Time inspected:	8:45 a.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Service lateral blockage

Overview:

Mr. Smith called to report a sewer back up at his house located at 75 Dewey Street. Upon arrival Mr. Smith stated that he had been trying to snake his service lateral to clear a blockage, but has been unsuccessful. The Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the sewer main appeared to be flowing without restriction and there was no evidence of surcharging. To verify there was no blockage in the sewer main the crew jet rodded and only removed a little grit, no obstruction was hit. Mr. Smith was informed that the City main was flowing fine and that his service lateral was blocked. When the crew asked to enter the home to document any damage from the reported back up Mr. Smith stated that it was not necessary and did not allow access to the property.

Date:	December 12, 2016
Caller:	Cristian Bueno
Address:	63 Read Avenue
Phone number:	401- 497-4651
Time called:	6:00 p.m.
Time inspected:	7:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Bueno called and stated that his basement sink was not draining. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the main appeared to be flowing without restriction and there was no evidence of surcharging. The sewer main was jet rodded to verify that there were no blockages in the main. Mr. Bueno was informed that the City sewer main was fine and if his problem continued he might have a blockage in his service lateral. He stated that he would call a drain cleaner in the morning.



Date:	December 13, 2016
Caller:	Mike Debroisse
Address:	1750 Diamond Hill Road
Phone number:	401-765-8181
Time called:	11:00 a.m.
Time inspected:	11:30 a.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Sanitary Sewer Overflow

Overview:

Mike Debroisse from the City Engineering Department called to report water coming out of a cleanout in the side of Papa Gino's on Diamond Hill Road. Upon arrival the Veolia field crew verified there was sewage coming out of the cleanout cover. The crew checked the upstream and downstream sewer manholes for flow restrictions and surcharging. The flow in the City main appeared to be flowing without restriction and there was no evidence of surcharging. The manager of Papa Gino's was informed that their service lateral was blocked and sewage was overflowing onto the sidewalk and discharging into a storm drain. The manager contacted their corporate headquarters who sent out a plumber to clear the blockage. The Veolia crew kept their vactor truck on site sucking up the overflowing water until the plumber cleared the blockage.



Date:	December 17, 2016
Caller:	David Glashow
Address:	145 Church Street
Phone number:	401-769-6600
Time called:	12:00 p.m.
Time inspected:	1:00 p.m.
Reason for complaint:	Blocked service lateral
Result of complaint:	Blocked service lateral

Overview:

Mr. Glashow called and stated that the City sewer line was blocked. His plumber had snaked out to the City main and the lateral was still blocked. Upon arrival the Veolia field crew checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the main appeared to be flowing without restriction and there was no evidence of surcharging. The crew jet rodded the sewer main to verify there was no blockage. Mr. Glashow was shown the flow in the manholes and the crew explained to him that the City main was clear of any blockage and that the plumber would need to continue cabling the lateral.



Date:	December 20, 2016
Caller:	Woonsocket Water Department
Address:	1750 Diamond Hill Road
Phone number:	401-765-8181
Time called:	11:00 a.m.
Time inspected:	11:30 a.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Sanitary Sewer Overflow

Overview:

The Woonsocket Water Department called about water coming down the street in front of Papa Gino's and it was not their domestic water service. Upon arrival the Veolia field crew identified that it was the service lateral again leaking down the side walk. Veolia Project Manager, Paul Rodman contacted the Vice President of Papa Gino's/D'Angelo's and demanded that they resolve the matter immediately because this was supposed to be fixed two days prior. After four hours of waiting for the plumber the Vice President authorized Veolia to clear the blockage in their service lateral. Within 10 minutes the SSO was stopped, service lateral cleared and debris sucked up with the vacator truck. The Veolia staff washed the side walk and street with a 10/1 bleach water solution to disinfect the street. The crew then sucked out the catch basin and wash it down with the bleach solution. Before the crew left they spread rock slat over the affected area to prevent any freezing of the washed area.



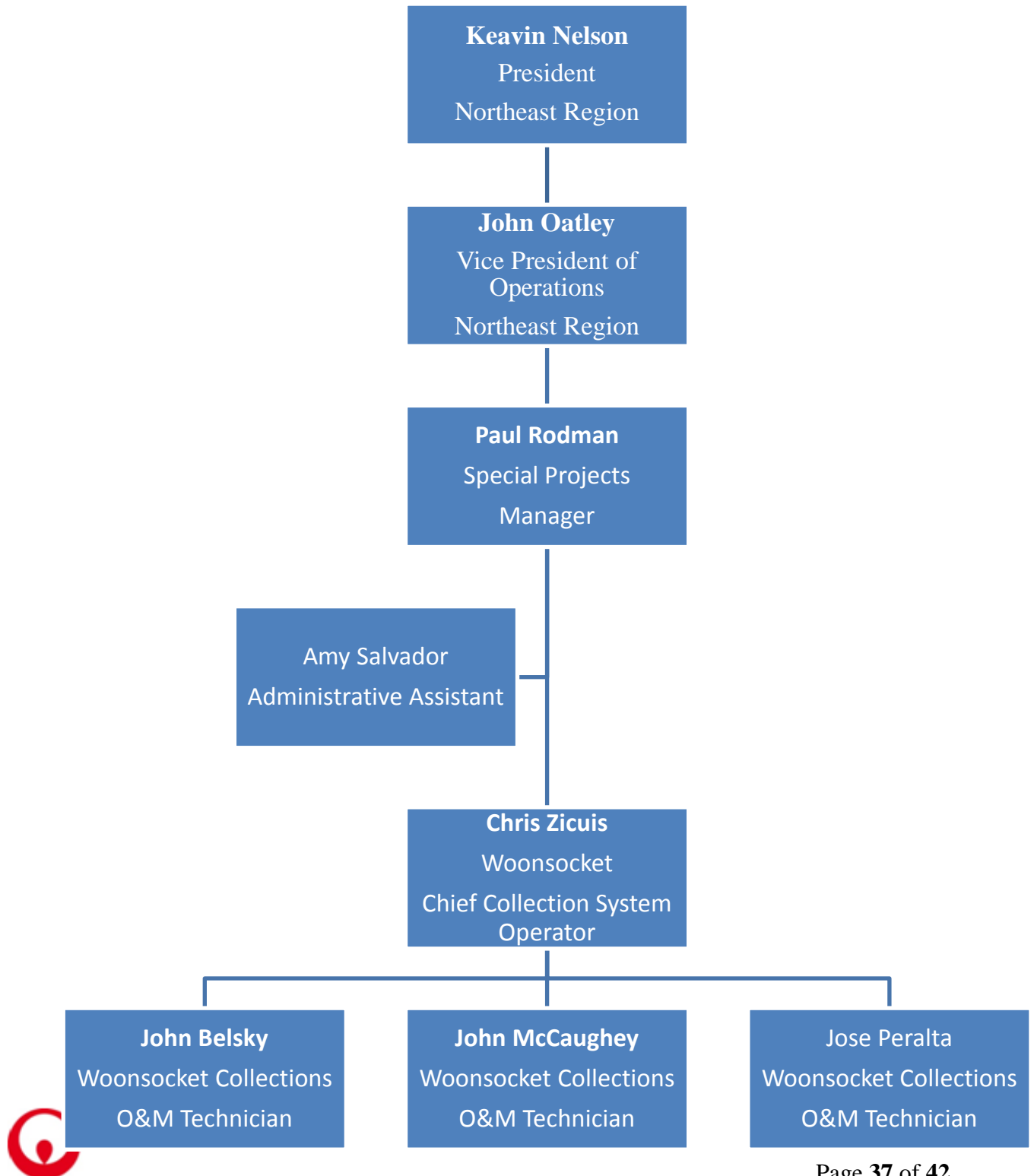
Date:	December 26, 2016
Caller:	Bill – City of Woonsocket Water Department
Address:	231 Cato Street
Phone number:	401-288-1117
Time called:	12:50 p.m.
Time inspected:	1:45 p.m.
Reason for complaint:	Sanitary Sewer Overflow
Result of complaint:	Domestic water service break

Overview:

Bill from the Woonsocket Water Department called and stated that there was water coming out a patch in the street where a sewer lateral was just repaired. He also stated that he troubleshooted the water lines and it was not the water department's problem. Upon arrival the Veolia field crew identified the leak and checked the upstream and downstream sewer manholes for flow restrictions and evidence of surcharging. The flow in the main appeared to be flowing without restriction and there was no evidence of surcharging. The main was jet rodded and no blockage was released or debris returned. The crew CCTV'd the main in an attempt to see if the lateral that was repaired was blocked. The lateral was identified and looked clear. Lastly the crew dye tested the lateral to verify the lateral was not blocked further towards the house. Dye entered the main quickly which indicated no blockage. The crew called Bill from the water department back and stated that the sewer main and service lateral were not the cause of the water coming out of the trench. He needed to return to the site and shut the curb stop off because the domestic water line might be broken at the curb stop. Bill said they would get back to it on Monday. Veolia contacted Rick Lambert of the City Highway Department to request that the intersection of Cato and Arnold be sanded because the leaking water was ponding and freezing in the intersection. Veolia also notified the City Engineer to make him aware of the situation.



C. Staffing



D. Safety

There were zero (0) lost time accidents or incidents during 2016.

E. NASSCO Certification Numbers

- Paul Rodman Jr. – U-708-7222
- Chris Zicuis – U-408-6826
- John McCaughey – U-214-06020394
- John Belsky – U-111-216555

II. Maintenance**F. Contract Obligation Progress Table**

MONTH	TOTAL CLEANING	TOTAL CCTV	MANHOLE INSPECTIONS
January-16	1,104.40	3,234.30	27
February-16	502.70	10,978.80	76
March-16	2,925.84	10,258.10	24
April-16	9,691.00	11,402.20	13
May-16	1,294	5,516.50	26
June-16	8,544.00	20,107.80	98
July-16	10,490.94	9,437.00	43
August-16	7,084.00	7,961.50	74
September-16	0.00	3,781.60	6
October-16	13,112.59	9,983.50	83
November-16	7,736.17	6,988.60	85
December-16	17,073.57	17,129.40	39
TOTAL TO DATE	79,559.51	116,779.30	594



G. Customer Complaint and Monthly SSO Activity Table

MONTH	TOTAL COMPLAINTS	TOTAL SSO	TOTAL # OF MAINLINE SEWER BLOCKAGES	TOTAL # OF LATERAL BLOCKAGES	TOTAL # OF BASEMENT BACKUPS	TOTAL MAINLINE & BASEMENT BACKUPS	OTHER CUSTOMER COMPLAINT ISSUES	EMERGENCY REPAIRS
January-16	4	0	1	3	1	1	0	0
February-16	10	0	1	6	1	1	3	2
March-16	7	0	2	2	1	2	2	0
April-16	9	1	3	4	2	2	2	1
May-16	5	0	0	4	0	0	1	0
June-16	0	0	0	0	0	0	0	1
July-16	7	0	0	3	0	0	4	0
August-16	5	0	0	2	0	0	3	1
September-16	2	0	0	2	0	0	0	0
October-16	3	0	0	2	0	0	1	0
November-16	7	0	0	5	1	1	2	0
December-16	5	1*	0	4	0	0	1	0
TOTAL TO DATE	64	1	7	37	6	7	19	5

H. Other Reporting Statistics Table

MONTH	TOTAL PIPE REPAIRS	TOTAL I/I REMOVED (GPD)	DEBRIS REMOVED (TONS)	SMOKE TESTING (FT)	DYE TESTS	REPLACED MANHOLE COVERS	JETTED STORM DRAINS IN (FT)	CATCH BASINS CLEANED
January-16	0	0	0	0	0	0	0	0
February-16	0	0	14.8	0	0	0	2	0
March-16	0	0	35.48	0	0	0	0	0
April-16	0	0	0	0	0	0	0	0
May-16	0	0	0	0	0	0	0	0
June-16	1	0	7.99	0	0	0	0	0
July-16	0	0	0	0	0	0	0	0
August-16	6	0	0	0	0	1	0	0
September-16	7	0	0	0	0	0	0	0
October-16	0	0	16.42	0	0	0	0	0
November-16	0	0	0	0	0	0	0	0
December-16	0	0	8.2	0	2	36	344.63	2
TOTAL TO DATE	14	0	82.89	0	2	37	346.63	2



J. Significant Operations and Maintenance Problems (HOT SPOTS)

After the sixth year of conducting the preventive maintenance program throughout the Woonsocket Sanitary Sewer Collection System the current “HOT SPOT” list with the cleaning frequency can be found in **Table 4. HOT SPOTS** below

Table 4. HOT SPOTS

List of “HOT SPOTS”	Cleaning Frequency	Reason
Cumberland Street Siphon	Weekly	Grease build up
Gaulin Avenue	Weekly	Grease build up
Wagon Wheel Road	Weekly	Structural damage
Intersection of Transit Street & Front Street	Weekly	Grease build up
Marie Ann Court	Weekly	Grease build up
East Orchard Street	Quarterly	Grease build up
Fairmount Projects Streets	6 Months	Grease build up
Morin Heights Project Streets	6 Months	Grease build up
Havelock Siphon	6 Months	Grease build up
Singleton Street Siphon	6 Months	Grease build up
Diamond Hill Siphon	6 Months	Grease build up

K. Recommendations for Underground Repair and Replacement (Capital)

The following table identifies the capital repairs that Veolia Asset Management Group is submitting for repair in 2017.

Proposed Capital Repair FY 16-17	Price
Cure-in-Place Lining	\$33,800.00
Following projects have estimate prices	
Dig and replace 10' of sewer main on Mt. St. Charles Avenue	\$6,000.00
Dig and replace 75' of sewer main on St. Francis Street	\$6,000.00
Dig and Replace entire section of main on Knight Street	\$30,000.00
Dig and replace entire segment of main on Rose Avenue	\$35,000.00
Dig and Replace 6' of sewer main on Cumberland Street	\$15,000.00
Dig and Replace 6' of sewer main on Williams Street	\$6,000.00
Dig and replace entire segment of main on Walnut Hill Road	\$25,000.00
Dig and replace entire segment of main on Knollwood Drive	\$30,000.00
Dig and replace entire segment of main on Grandview Avenue	\$15,000.00
Dig and replace 15' of sewer main on Grandview Avenue	\$20,000.00
Dig and replace 10' of sewer main of Grandview Avenue	\$15,000.00
Dig and replace 8' of sewer main on Rustic Drive	\$6,000.00
Total	\$242,800.00



L. Capital Modification Projects

During 2016 there were two (2) projects completed as Capital Modifications. The first of the projects was the repair of fourteen (14) sections of sewer main that had significant structural defects. Veolia repaired the mains through cure in place lining. The second project completed was the raising of thirty-six (36) sewer manhole frames to grade.

III. Regulatory Correspondence

During 2016 there was one (1) sanitary sewer overflows to report to regulatory agencies.

IV. Accounting

Preventative Maintenance and Corrective Repairs Tracking Spread Sheet

Veolia Water Woonsocket Collection System
Preventative Maintenance and Corrective Repairs Balance Sheet

Date of Work	Type of Work	Repair Location	Purpose	Vendor	Amount Approved	Fund Balance
				FY 16 Carryover		\$ 917,178.85
				FY 17 per Contract		\$ 340,892.97
				Total		\$ 1,258,071.82
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 373.53	\$ 1,257,698.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 370.00	\$ 1,257,328.29
6/2/2016	Excavate	Clinton Street	Pipe Repair	Team EJP	\$ 271.13	\$ 1,257,057.16
6/2/16 - 6/6/16	Excavate	Clinton Street	Pipe Repair	Boyle & Fogarty Construction	\$ 48,071.55	\$ 1,208,985.61
7/16/2016	CIPL	Rachel Street	Lateral Repair	Boyle & Fogarty Construction	\$ 5,555.51	\$ 1,203,430.10
8/24/2016	CIPL	Mowry Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,201,730.10
8/24/2016	CIPL	Kermit Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,199,930.10
8/25/2016	CIPL	Oakton Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,198,230.10
8/25/2016	CIPL	Park Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,196,530.10
8/25/2016	CIPL	Kennedy Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,194,130.10
8/26/2016	CIPL	Carnation Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,192,430.10



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9/12/2016	CIPL	Hemond Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,190,730.10
9/15/2016	CIPL	Capwell Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,189,030.10
9/16/2016	CIPL	Elmore Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,187,330.10
9/16/2016	CIPL	Division Street	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,185,630.10
9/17/2016	CIPL	Cooper Avenue	CIPL Pipe Repair	Veolia	\$ 1,700.00	\$ 1,183,930.10
9/19/2016	CIPL	Rose Avenue	CIPL Pipe Repair	Veolia	\$ 2,600.00	\$ 1,181,330.10
9/20/2016	CIPL	Williams Street	CIPL Pipe Repair	Veolia	\$ 2,400.00	\$ 1,178,930.10
9/21/2016	CIPL	Berard Avenue	CIPL Pipe Repair	Veolia	\$ 4,000.00	\$ 1,174,930.10
9/22/2016	CIPL	St. Francis Street	CIPL Pipe Repair	Veolia	\$ 1,800.00	\$ 1,173,130.10
9/21/2016	D&R	44 Holland Avenue	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,576.96	\$ 1,168,553.14
9/7/2016	D&R	231 Cato Street	Dig and Replace Lateral	Boyle & Fogarty Construction	\$ 4,222.00	\$ 1,164,331.14
11/28/2016	Replace	Mendon Rd, Manville Rd, Main St, Providence St.	Raise manhole frames	Boyle & Fogarty Construction	\$ 30,400.00	\$ 1,133,931.14
	Paving	Clinton Street	Paving	RICON	\$ 33,583.00	\$ 1,100,348.14
					Total Amount Spent	Fund Balance
					\$ 157,723.68	\$ 1,100,348.14

