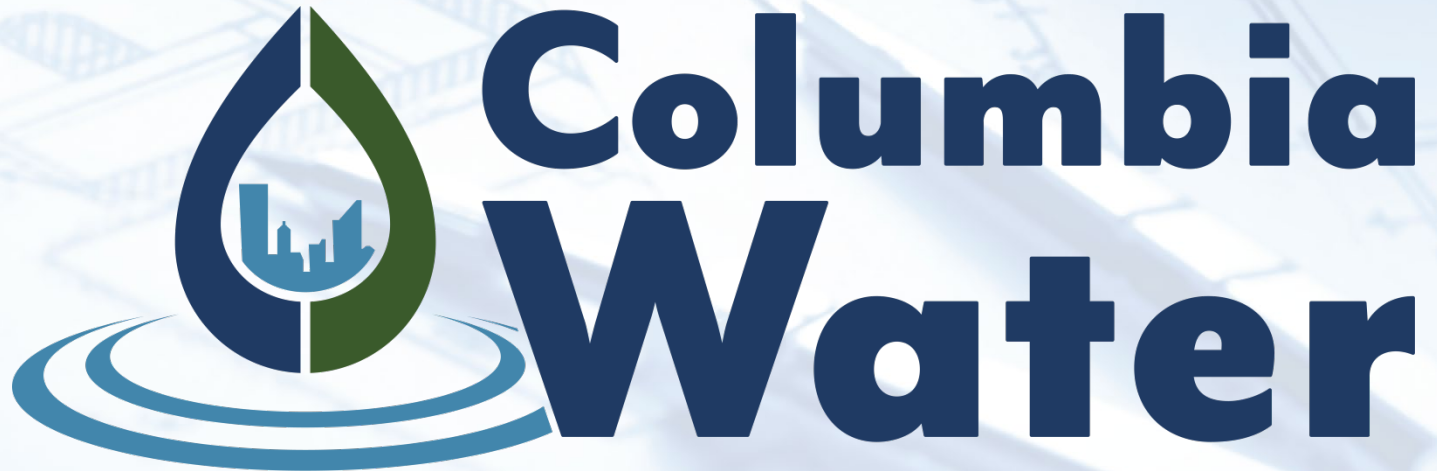




Columbia Water Progress & Updates

Rosewood Community



Drinking Water • Wastewater • Stormwater

Overview/Agenda

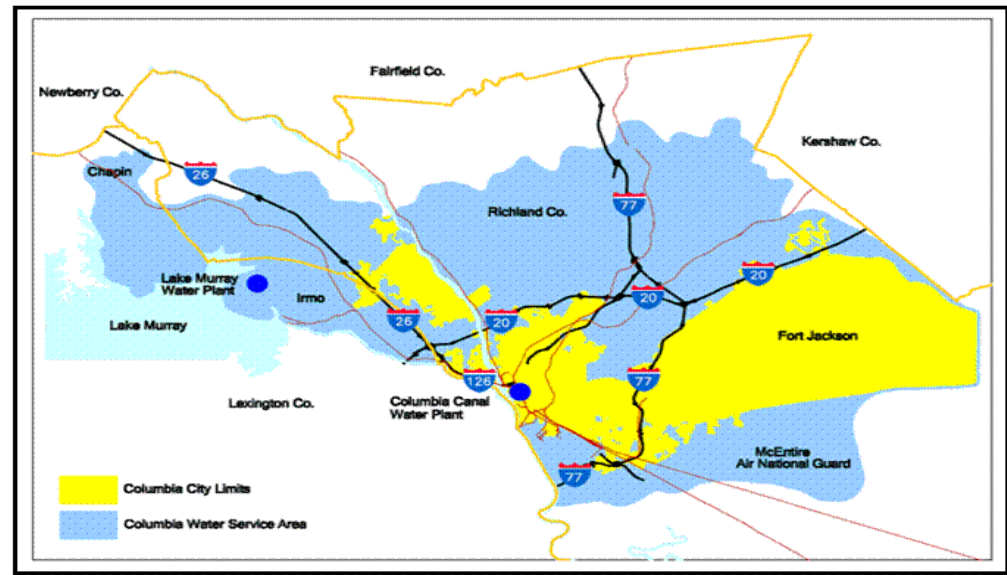
- Introductions
- System Overview and Updates
- Rosewood Drinking Water Project
- Questions



System Overview

Columbia Water System

- Two Water Treatment Plants (Columbia Canal & Lake Murray)
- 159.5 MGD Total Capacity
- 60 MGD Average Day (100 MGD Peak Day)
- Distribution System
 - 415K Customer Population
 - 2500+ Miles of Water Mains
 - 14 Pressure Zones
 - 20 Booster Pump Stations
 - 23 Water Storage Tanks
 - 150,000 Metered Accounts
 - Service Area 320 Square Miles



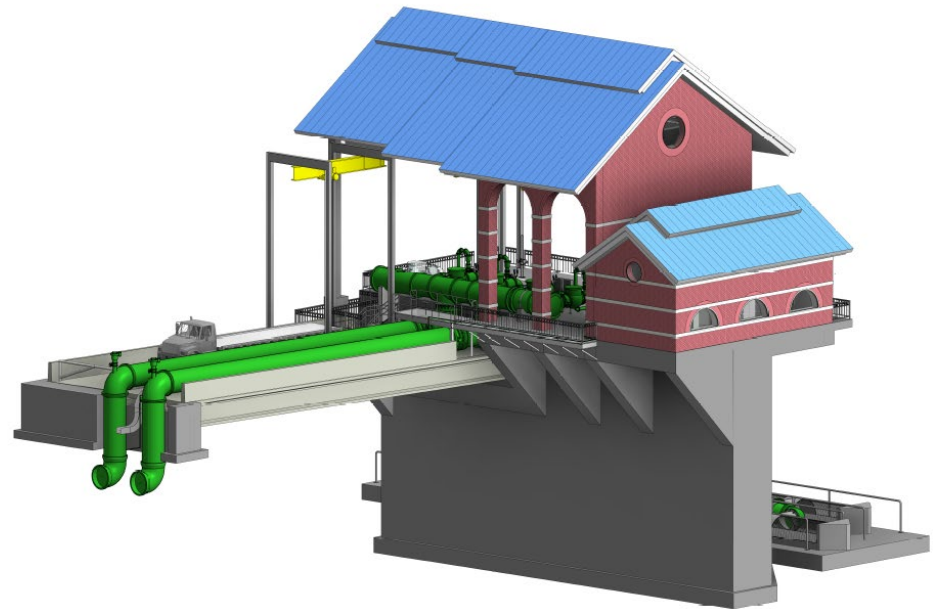
Canal Water Supply Recovery Efforts

- Columbia Water came to an agreement with FEMA in September 2020 on the scope of work, which signals the beginning of the repair process.
- The scope of work includes repairing the breach, fixing damaged sections of the canal embankment and repairing the hydroelectric plant.
- An environmental assessment of the canal is almost complete.
- Additional necessary work that does not fall under FEMA's scope is replacing the headgates at the north end of the canal. However, a separate federal funding source is being sought for those repairs.



Resilient Water Supply Project

- The Canal Drinking Water Plant gets its raw water from the Columbia Canal. The breach from the 2015 flood prevented the canal from retaining water and jeopardized the water supply.
- The City of Columbia is proposing a project to develop a new raw water intake facility that will allow the Canal Plant to draw water directly from the Congaree River.
- The proposed facility will provide a second raw water intake that will greatly enhance the resiliency of Columbia's drinking water supply.



Customer Response Update

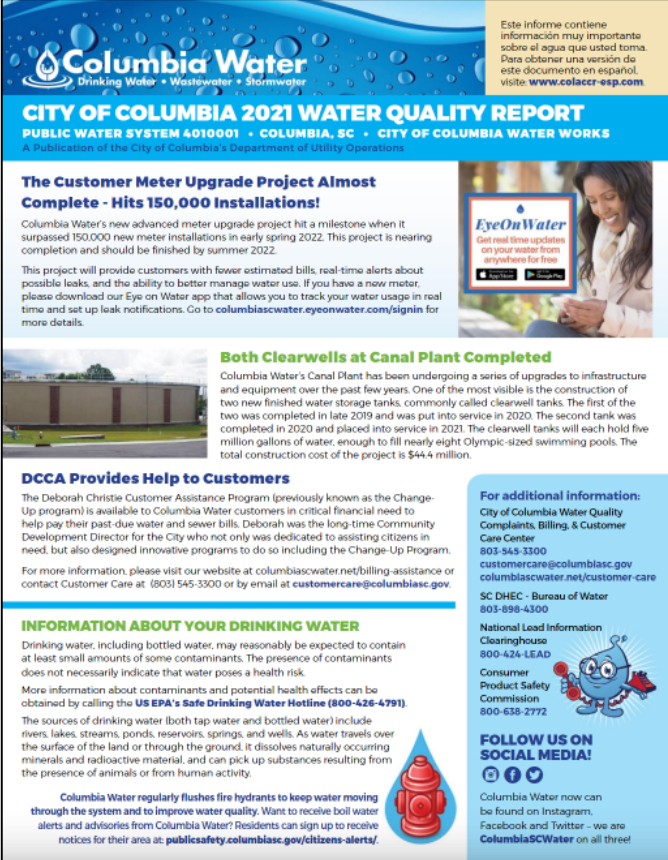
- With the addition of several new CSRs, the reorganization of work schedules, and the hiring of a call service, our Customer Care response times have improved dramatically.
- The addition of a dedicated Project Manager, the use of more contractors and an increase in staffing has allowed Water Distribution to make great strides in reducing its backlog.
- More than 150,000 new AMI meters have been installed – sign up for the Eye On Water app today!

2022	Feb	Jul
% of Incoming Calls Answered in 10 Min.	55%	97.3%
% of Incoming Calls Answered in 30 Min.	67%	100%
Average Customer Wait Time	11:42	1:09
Number of Phone Calls	24,211	23,973

2022	Feb	Jul
New Work Orders	604	743
Resolved Work Orders	442	686
Work Order Backlog	4,155	2,971
Staff	32	42

Water Quality

- Columbia Water tests for a variety of substances and provides reports on a routine basis.
- Water system mapping improvements provide a critical foundation for asset management, hydraulic modeling, and water quality improvements.
- CleanWater 2020 program continues to remain on schedule with all EPA requirements, and sewer overflows have been reduced dramatically.



Columbia Water
Drinking Water • Wastewater • Stormwater

CITY OF COLUMBIA 2021 WATER QUALITY REPORT
PUBLIC WATER SYSTEM 4010001 • COLUMBIA, SC • CITY OF COLUMBIA WATER WORKS
A Publication of the City of Columbia's Department of Utility Operations

The Customer Meter Upgrade Project Almost Complete - Hits 150,000 Installations!
Columbia Water's new advanced meter upgrade project hit a milestone when it surpassed 150,000 new meter installations in early spring 2022. This project is nearing completion and should be finished by summer 2022.
This project will provide customers with lower estimated bills, real-time alerts about possible leaks, and the ability to better manage water use. If you have a new meter, please download our Eye on Water app that allows you to track your water usage in real time and set up leak notifications. Go to columbiawater.eyeonwater.com/signin for more details.

EyeOnWater
Get real time updates on your water from anywhere for free

Both Clearwells at Canal Plant Completed
Columbia Water's Canal Plant has been undergoing a series of upgrades to infrastructure and equipment over the past few years. One of the most visible is the construction of two new finished water storage tanks, commonly called clearwell tanks. The first of the two was completed in late 2019 and was put into service in 2020. The second tank was completed in 2020 and placed into service in 2022. The clearwell tanks will each hold five million gallons of water, enough to fill nearly eight Olympic-sized swimming pools. The total construction cost of the project is \$44.4 million.

DCCA Provides Help to Customers
The Deborah Christie Customer Assistance Program (previously known as the Change-Up program) is available to Columbia Water customers in critical financial need to help pay their past due water and sewer bills. Deborah was the long-time Community Development Director for the City who not only was dedicated to assisting citizens in need, but also designed innovative programs to do so including the Change-Up Program.
For more information, please visit our website at columbiawater.net/billing-assistance or contact Customer Care at: (803) 545-3300 or by email at customer-care@columbiasc.gov.

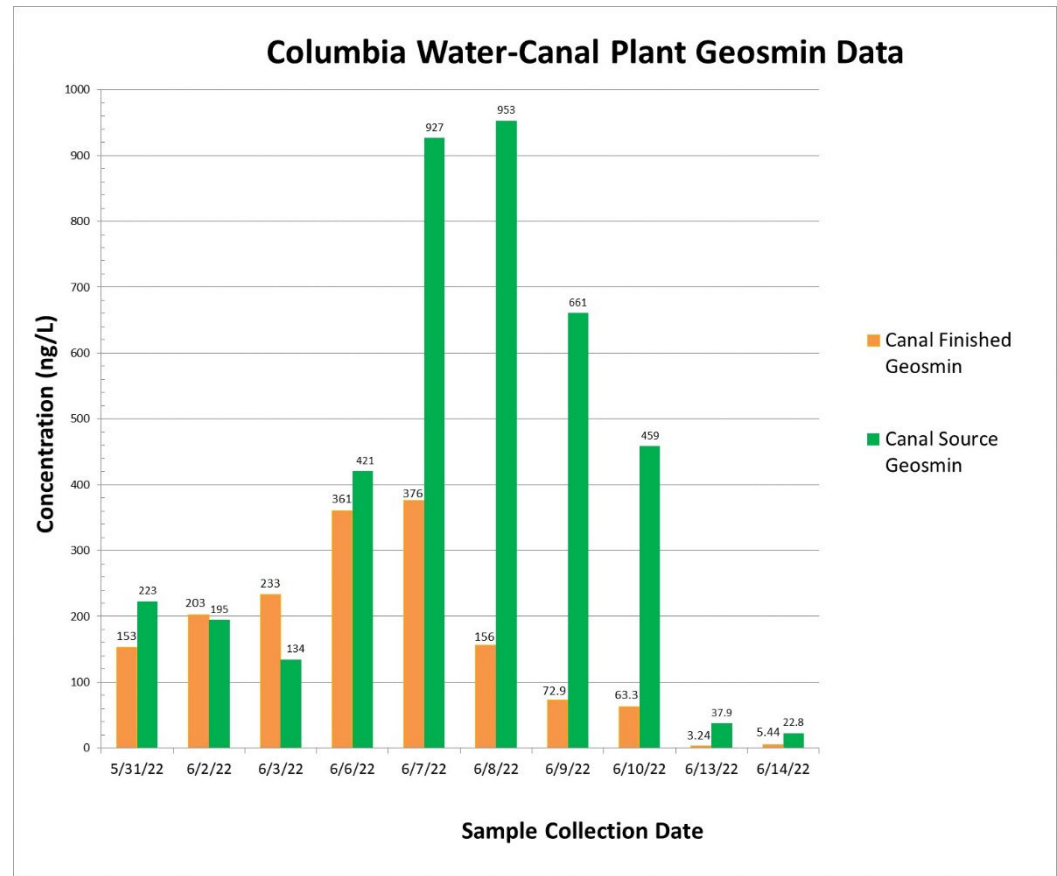
For additional information:
City of Columbia Water Quality Complaints, Billing, & Customer Care Center
803-545-3300
customer-care@columbiasc.gov
columbiawater.net/customer-care
SC DHEC - Bureau of Water
803-898-4300
National Lead Information Clearinghouse
800-424-LEAD
Consumer Product Safety Commission
800-635-2772

INFORMATION ABOUT YOUR DRINKING WATER
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.
More information about contaminants and potential health effects can be obtained by calling the **US EPA's Safe Drinking Water Hotline (800-426-4791)**.
The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive material, and can pick up substances resulting from the presence of animals or from human activity.
Columbia Water regularly flushes fire hydrants to keep water moving through the system and to improve water quality. Want to receive boil water alerts and advisories from Columbia Water? Residents can sign up to receive notices for their area at: publicsafety.columbiasc.gov/citizens-alerts/

FOLLOW US ON SOCIAL MEDIA!
Columbia Water now can be found on Instagram, Facebook and Twitter - we are **ColumbiaSCWater** on all three!

Taste and Odor Issue

- We sample source water for geosmin routinely and usually it is well under 5 parts per trillion (ppt).
- Over the Memorial Day weekend, it spiked to 223 ppt. By June 8, it peaked at more than 900 ppt.
- We increased our capacity to add activated carbon and also began adding copper sulfate with DHEC's approval.



	May 31	June 2	June 3	June 6	June 7	June 8	June 9	June 10	June 13	June 14
Canal Source Geosmin (PPT)	223	195	134	421	927	953	661	459	37.9	22.8
Canal Finished Geosmin (PPT)	153	203	233	361	376	156	72.9	63.3	3.24	5.44

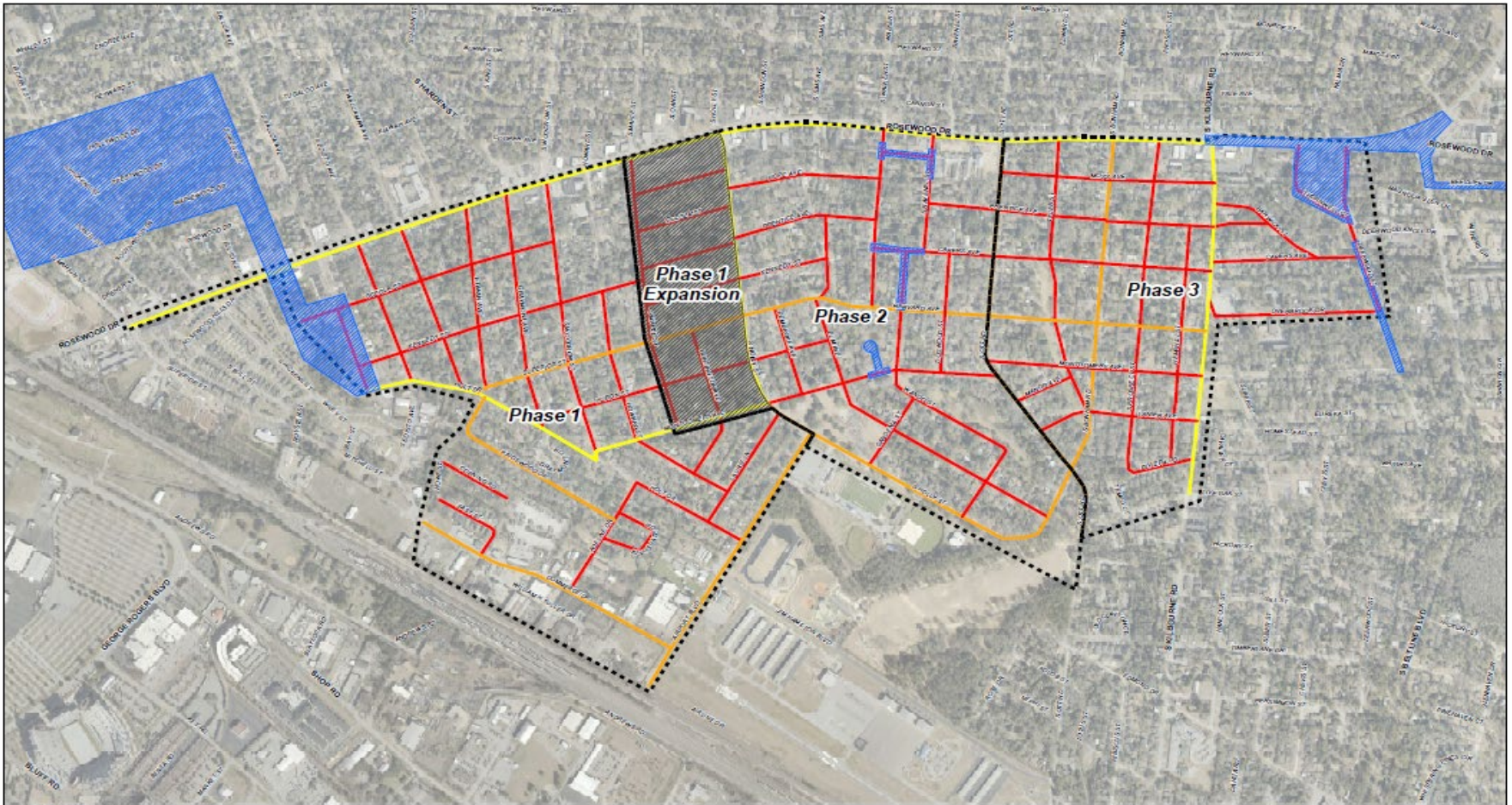


Rosewood Drinking Water Project

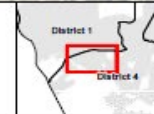
Rosewood Project

- The Rosewood Area Water System Improvements (WM3925) Project will install approximately 115,500 ft. of new water lines in the Rosewood area
- Project is divided into three phases
- Current budget estimates:
 - Phase 1: \$13.8 million
 - Phase 2: \$13.0 million
 - Phase 3: \$11.9 million
 - Total: \$38.8 million

Rosewood Project Map



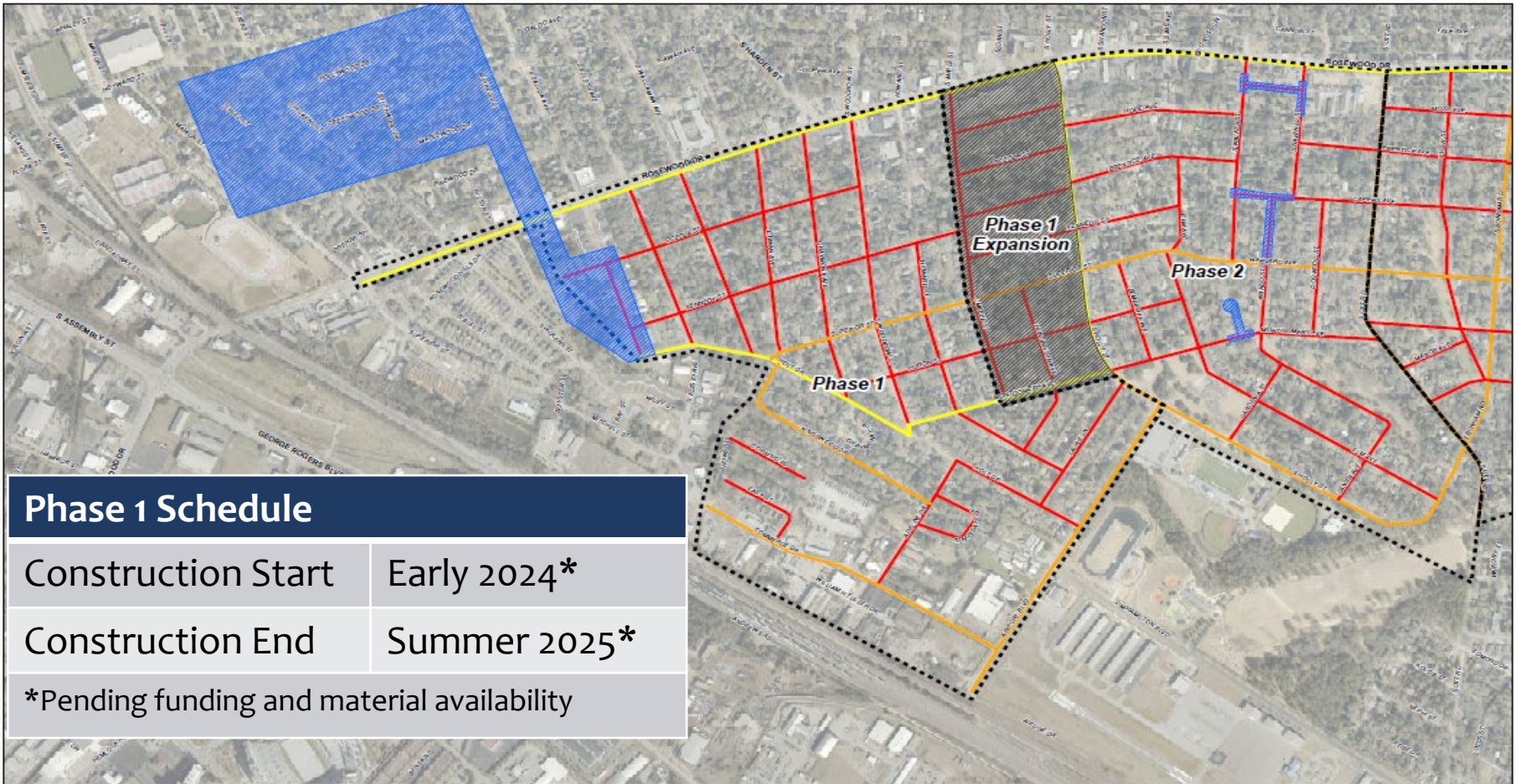
- Phase Boundary
- 6" Water Main
- Phase 1 Expansion
- 8" Water Main
- Completed/On-Going Project
- 12" Water Main



WM3925
Rosewood Area Water
System Improvements

Map provided by Columbia Water

Phase 1



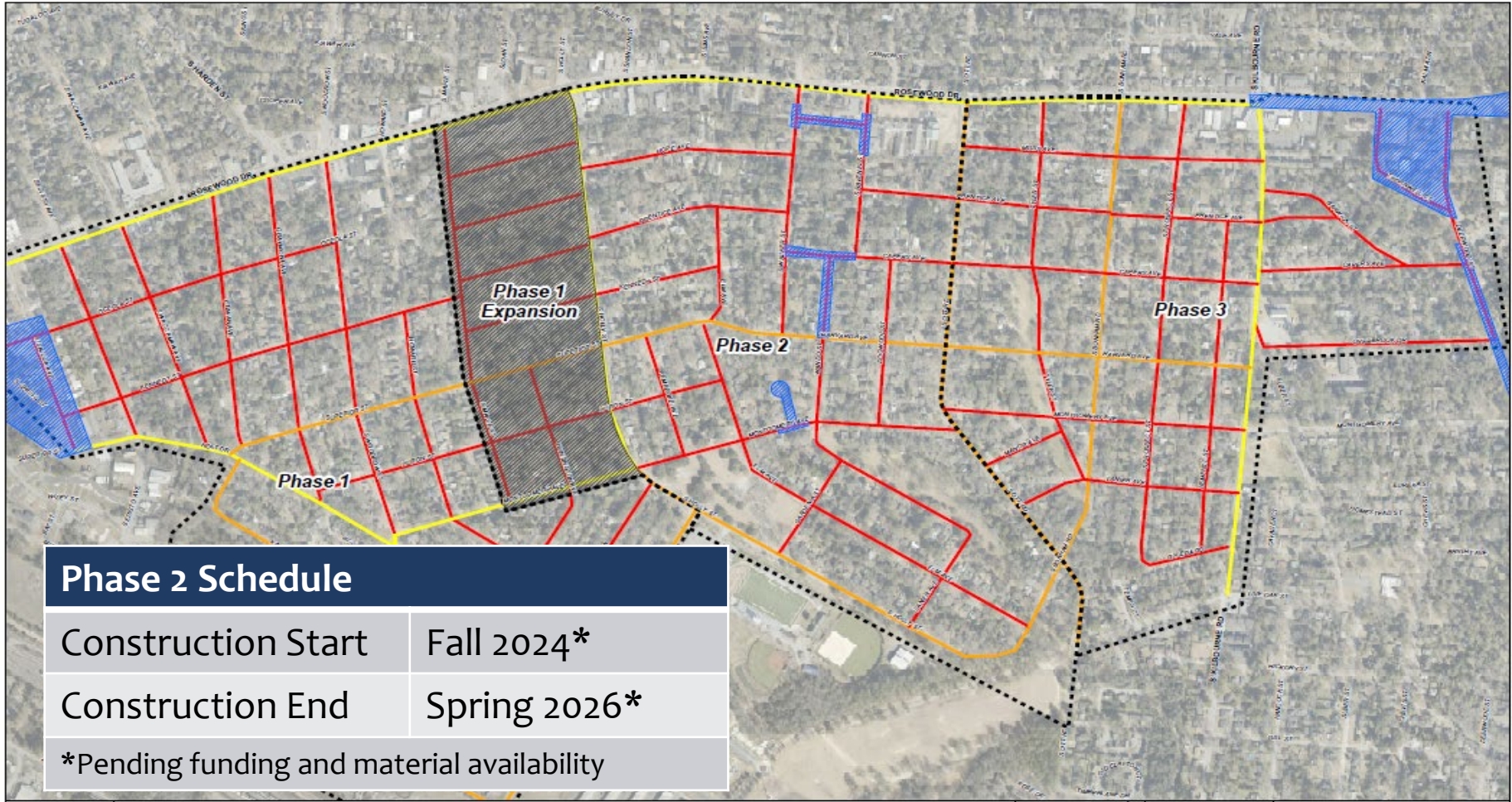
Phase 1 Schedule

Construction Start	Early 2024*
Construction End	Summer 2025*

*Pending funding and material availability

	Phase Boundary	6" Water Main			WM3925 Rosewood Area Water System Improvements
	Phase 1 Expansion	8" Water Main			
	Completed/On-Going Project	12" Water Main			

Phase 2



Phase 2 Schedule

Construction Start	Fall 2024*
Construction End	Spring 2026*

*Pending funding and material availability

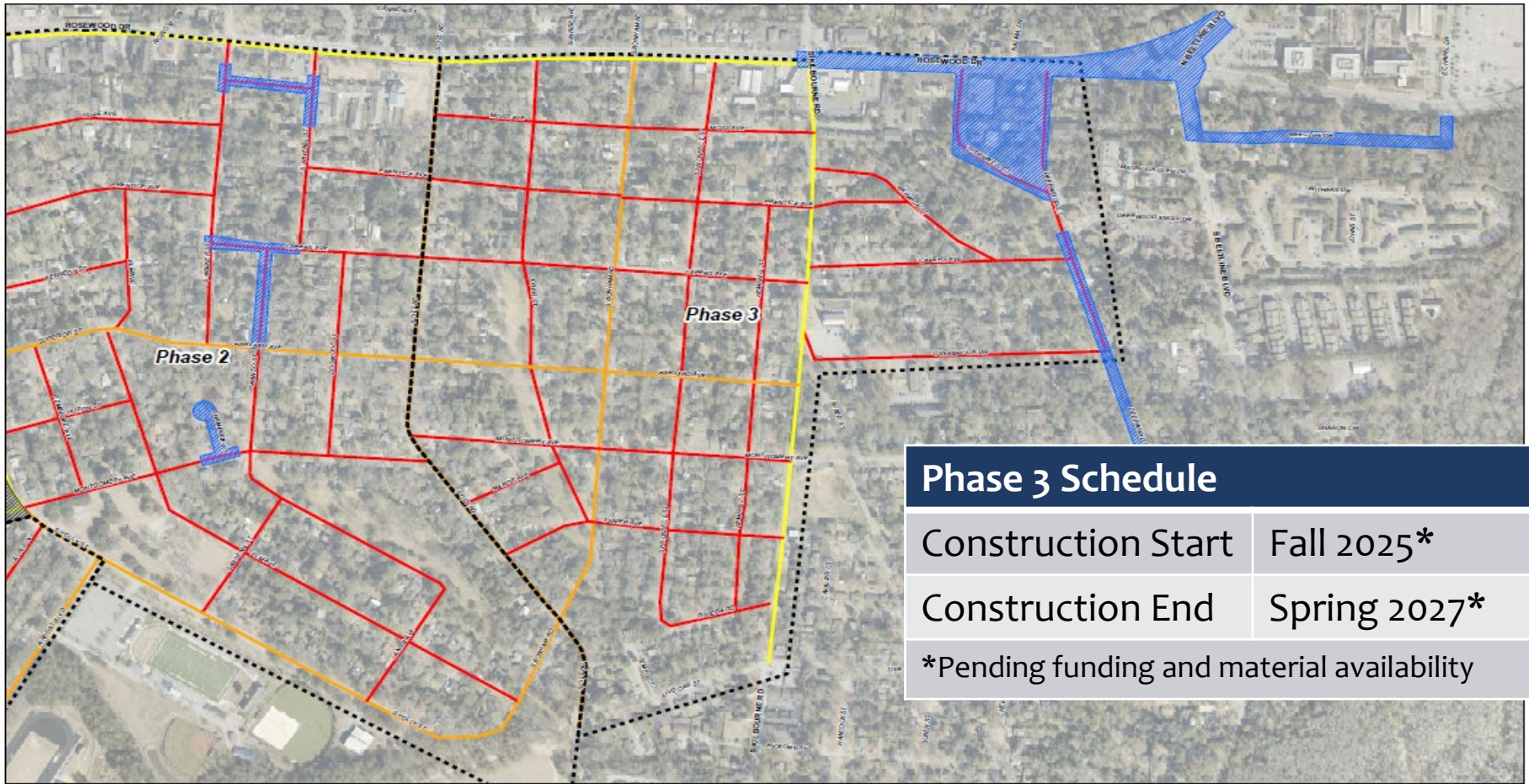


- Phase Boundary
- Phase 1 Expansion
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WM3925
Rosewood Area Water
System Improvements

Phase 3



Phase 3 Schedule

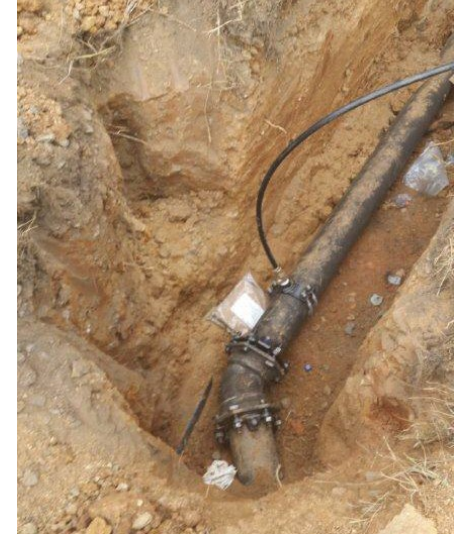
Construction Start Fall 2025*

Construction End Spring 2027*

*Pending funding and material availability

<p>Columbia Water Water & Sewer Services We Are Columbia</p>	Phase Boundary	6" Water Main		<p>1 inch = 200 feet</p>	<p>WM3925 Rosewood Area Water System Improvements</p>
	Phase 1 Expansion	8" Water Main			
	Completed/On-Going Project	12" Water Main			

Water Line Construction



What to Expect During Construction

- Temporary impacts to parking and driveway access
 - Road detours / limited through traffic
- A few meter relocations / service interruptions
 - Relocation of inaccessible / odd sized meter boxes (AMI)
 - Relocation of any backyard meters to street side
 - Tie-in of new service connection to existing home service
- Backfill and Asphalt / Concrete Repair (35% of budget)
 - Most areas will be patch / repair of just the trench cut
 - Entire lane or intersection to be resurfaced in some areas
 - Especially on Rosewood Drive

Questions / Discussion

Customer Care Contact Info:

- 803-545-3300
- customercare@columbiasc.gov
- MyColumbiaSC app for Android and Apple
- www.columbiascwater.net
- You can find this presentation online at:
columbiascwater.net/rosewood-update

**Follow us on social media! We are
ColumbiaSCWater on Facebook, Twitter and
Instagram.**

