



# INFRAMARK

## CUSTOMER FIRST NEWSLETTER

SEPTEMBER 2019

## ***YOUR OPERATOR - A DAY IN THE LIFE***

### **SMOOTH OPERATORS - REVISITED**

A few years ago, our newsletter highlighted our operators in an issue called "Smooth Operators." These are the men and women who run your water and wastewater treatment plants. Their goal is the operation of your facilities with no interruption of service. Many times, our operators' efforts may go unnoticed, be it a 2:00 am call-out for a water main leak or a Saturday night sewer back-up. Our operators are dedicated to providing quality water, around the clock service to keep our communities environmentally safe. Your operator ensures that your facilities, including your water plant, wastewater treatment plant, lift stations, pipes and all components of your system work at top efficiency. Diligent maintenance and regular testing of the facilities are the keys to routine operation.

### **A DAY IN THE LIFE OF AN OPERATOR**

Operators have a daily routine starting around 7:15 am every weekday. Most operators' duties include water treatment facilities and wastewater facilities as well as sewage pumping stations. While they have defined job duties, they really do not know how the day will unfold. Why? It is because an operator's job is guided and controlled by variables that cannot be predicted.

On an average day, a typical operator could have up to 4-6 wells to operate. Water wells are just half of the story. Besides making sure that potable drinking water comes into your house or business, they also deal with the water that has been used. An operator's main goal when treating wastewater is to ensure that the water discharged from the plant is disinfected, non-hazardous to our environment and meets the TCEQ discharge permit requirements.

While the job has a clearly choreographed routine, there are days where nothing is routine. That is where experience, dedication and thinking on your feet are essential job components.

Some, but not all the activities that fill your operator's day are:

### **WATER FACILITIES**

- Daily recording of pumping equipment run time hours
- Daily monitoring and recording of chlorine/chloramine residuals within and outside of the facilities in the distribution system
- Adjusting chemical feed rates to maintain proper residuals required by the TCEQ
- Daily inspections of equipment fluid levels and adding if needed
- Monitoring and recording of daily chemical usage and adjusting settings if need
- Checking security fencing around perimeter of facility and correcting if damages or issues are seen to prevent trespassing
- Checking equipment for proper operations and have repaired if needed
- Monitoring equipment for leaks and have repaired if needed
- Maintain proper water pressure within the distribution system
- Daily housekeeping

### **WASTEWATER FACILITIES**

- Daily recording of pumping equipment run time hours
- Daily monitoring and recording of chlorine residuals

- Monitoring of chemical feed systems and adjusting feed rates if needed to maintain proper residuals required by the TCEQ
- Daily inspections of equipment fluid levels and adding if needed
- Cleaning of certain components with in the facility for proper operation
- Daily process control on the biological side
- Sludge management
- Daily inspection of security fencing around perimeter and correcting if damages or issues are seen to prevent trespassing onto facility
- Daily housekeeping

## THE DIFFERENT LEVELS OF OPERATORS

There are at least six different levels of operators that work for Inframark:

- Operator in Training
- Operator I
- Operator II
- Operator III
- Operator IV
- Lead Operator

The difference between the operator levels at Inframark consist of a variety of factors including job experience, education and training. An operator in training does not need to have experience, but an Operator II must have at least two years and the appropriate license from the TCEQ. An Operator III must have at least four years of experience and the necessary license while an Operator IV must have at least five years and the necessary license. License requirements by the TCEQ for water and wastewater operators range from a D licensed operator to an A licensed operator with an A license being the highest level.

No matter what challenges they face, our experienced operators will ensure your community is environmentally safe and the facilities run efficiently and smoothly.

On behalf of the Texas MUD Leadership Team

**Todd A. Burrer**

Vice President, Texas MUD's  
713-805-9232

[Todd.Burrer@inframark.com](mailto:Todd.Burrer@inframark.com)



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