CROSS CONNECTION CONTROL PROGRAMS

TECHNOLOGY – BENEFITS & UNINTENDED CONSEQUENCES

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CCC AT THE FLORIDA KEYS AQUEDUCT AUTHORITY

- 130 mile island chain
- Cross 43 bridges
- Pressures reaching 250 psi
- Also provide reclaimed water & wastewater services to portions of the service area

CCC AT THE FLORIDA KEYS AQUEDUCT AUTHORITY

- Approximately 48,000 meters
- Backflow program began 1986
- Unique service area with lots of water-front properties, auxiliary water supplies and stilt homes

CCC AT THE FLORIDA KEYS AQUEDUCT AUTHORITY

- Backflow assemblies & devices tested by both the utility & plumbers
- Approximately 19,000 are tested by FKAA staff
- Automatic Meter Reading Began 2006
TECHNOLOGY

- Technology
  - The application of scientific knowledge for practical purposes, especially in industry.

DATABASES

- Database – A collection of information that is organized in one place so it can be easily accessed, managed & updated.

  - Benefits –
    - Time Savings - Retrieving information
    - Reporting – Quick and flexible
    - Linking data – Ex. customer service and backflow database
    - Mailings – completed with a few clicks of a button.

- Pitfall 1 – Inaccurate Data
  - Garbage in – Garbage out
  - Who is entering the data

- Pitfall 2 – Searching with correct parameters (asking the right questions)

- Pitfall 3 – Incomplete Data
  - Sometimes what you don’t track is as important as what you do track.

These are not reasons to avoid databases, just items that need to be considered.
AUTOMATIC METER READING

- Allows the collection of data from the meter without having to go to the meter

Benefits –
- Saves Time / Money for meter reading
- Allows for collection of more detailed information (i.e. backflow reporting)
- Improved services for customers

AUTOMATIC METER READING

Best of Intentions

- Pitfall 1 - Not needing/having employees visit the property regularly
  - Fewer eyes on
  - Reduced customer contact
  - Maintenance/Access
AUTOMATIC METER READING

How the meter looks after months or years of no attention.

AUTOMATIC METER READING

- Pitfall 2 – May shift workload – Less time reading – more time on analysis of data.
- Pitfall 3 – Accept that nothing is perfect

TECHNOLOGY

- Does Technology = Advancement

QUESTIONS

Technology is a HUGE benefit. Just be prepared for the unintended consequences.