



Virgin Islands Waste Management Authority
Preserving Paradise

Our Vision

To be the most efficient, effective, and fiscally responsible waste management agency in the Caribbean.

“Managing Today’s Challenges While Building Tomorrow’s Infrastructure”



RELIABILITY

Building systems we can count on



RESILIENCE

Preparing for today and tomorrow



COMMUNITY

Working together for a healthier community



SUSTAINABILITY

Investing in long-term solutions

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Chief of Wastewater
VI Waste Management Authority

VIVMA PRESENTATION

Managing Today’s Challenges While Building Tomorrow’s Infrastructure

Recap | Today | Tomorrow | Outcomes



STRONG SYSTEMS



SMART INVESTMENTS



OPERATIONAL
EXCELLENCE



A STRONGER FUTURE
TOGETHER

**A Look at Our
Current
Wastewater
Infrastructure:
The Challenges
We Face and
Our Response**



RECAP

Overview of our aged wastewater system



Households

Wastewater from homes is collected and flows into the public wastewater network.



Businesses

Wastewater from businesses is collected and added to the public network.



Stormwater

is collected into a public stormwater network. This is managed by VI PWD.



Government facilities

Wastewater from schools, hospitals, police stations, administrative buildings and other government facilities is collected and flows into the public wastewater network.

- Schools
- Hospitals
- Police Stations
- Administrative Buildings
- Fire Stations
- Other Public Facilities



8 wastewater treatment plants

Most plants were built decades ago. Equipment is aging, parts are hard to source, and capacity is limited. Energy efficiency and reliability are major challenges.

Aged manholes & pipes

Many manholes lack seals or venting. Pipes are corroded, cracked, or infiltrated by groundwater, leading to blockages, leaks and overflows.



240 Miles of wastewater pipes

Many pipes are old (30–60+ years), made of clay, concrete or ductile iron and experiencing corrosion, root intrusion, cracks and joint failures.



4,227 manholes

Many are decades old, with deteriorated covers, frames and structures.

Two:
Engineered
overflow points.

One:
Pump
stations.

Three:
Points in the
network, such
as manholes.

Wastewater overflows

occur when wastewater spills out from gully traps, manholes, engineered overflow points or pump stations. There are three types:



31 pump stations

Many are old, undersized and lack backup power or modern controls.

Storm Water
Inflow and
Infiltration (I&I)
into the sewer
system



Aging Infrastructure Risks

Increased overflows, blockages, higher maintenance costs, regulatory violations and environmental impacts.



Rising Costs

More frequent repairs, emergency responses and energy use drive operating costs higher every year.



Reliability Challenges

Aging systems are more prone to failures, reducing service reliability and customer confidence.



Investment Needed

Strategic investment and modernization are critical to protect public health and the environment for future generations.



U.S. VIRGIN ISLANDS (USVI)

WASTEWATER INFRASTRUCTURE CONDITION

The Virgin Islands Waste Management Authority (VIWMA) operates an aging wastewater collection and treatment system across **St. Thomas, St. Croix, and St. John.**

Much of the infrastructure has exceeded its intended service life, resulting in increasing maintenance demands, higher operating costs, and greater risks to public health and the environment.

BY THE NUMBERS



~240 Miles
of wastewater
pipelines



4,227
Manholes



31
Pump Stations



8
Wastewater
Treatment Plants

KEY INFRASTRUCTURE CHALLENGES



AGING WASTEWATER PIPELINES

Affected by corrosion, root intrusion, cracked joints, and structural failures, increasing the likelihood of leaks, blockages, and sanitary sewer overflows.



DETERIORATED MANHOLES

Damaged covers, cracked walls, failed seals, and groundwater infiltration contribute to inflow and infiltration (I&I) and reduced system reliability.



AGING PUMP STATIONS

Many are undersized and operate with outdated electrical systems, limited backup power, and aging equipment, reducing operational reliability.



WASTEWATER TREATMENT PLANTS

Reaching the limits of their design life, with aging process equipment, limited treatment capacity, increasing maintenance requirements, and reduced energy efficiency.



STORMWATER INFLOW & INFILTRATION (I&I)

Entering the sanitary sewer system through defective pipes and manholes, unnecessarily increasing flows to pump stations and treatment plants and reducing available system capacity.



SANITARY SEWER OVERFLOWS (SSOs)

Occurring at pump stations, engineered overflow structures, and manholes when the aging infrastructure cannot adequately convey or treat wastewater during peak flow conditions.

IMPACTS TO OUR SYSTEM AND COMMUNITY



Increased emergency repairs and maintenance activities.



Rising operational and lifecycle costs.



Greater risk of equipment failures and service interruptions.



Higher potential for regulatory non-compliance and environmental impacts.



Reduced reliability and resilience of the wastewater system.

OVERALL ASSESSMENT



The image illustrates a wastewater system that is operating well beyond its original design life and requires significant reinvestment. While VIWMA continues to maintain and operate the existing infrastructure, long-term reliability will depend on a comprehensive program of **asset rehabilitation, replacement, modernization, strategic planning, and proactive maintenance**. Investing in resilient infrastructure, reducing inflow and infiltration, upgrading pump stations and treatment facilities, and implementing modern asset management practices will be essential to protecting public health, improving environmental performance, and ensuring reliable wastewater service for future generations in the U.S. Virgin Islands.



VIWMA is committed to protecting public health, preserving our environment, and building a more **reliable, resilient, and sustainable** wastewater system for the U.S. Virgin Islands.



Protect
Public Health



Preserve Our
Environment



Build a Better
Future

Understanding the Challenges

Aging wastewater infrastructure, increasing operational demands, and environmental pressures continue to challenge utilities across the Caribbean and beyond. Many systems were designed decades ago and now operate under conditions far beyond their original capacity. Reliability-focused management is essential to maintaining public health, environmental protection, and continuous service delivery.



Aging Infrastructure

Many wastewater collection systems, pump stations, and treatment plants are approaching or exceeding their intended service life. Deteriorating pipes, corroded equipment, and outdated facilities increase the risk of failures, overflows, and service interruptions.



Limited Funding & Deferred Maintenance

Utilities often face financial constraints that delay critical repairs, replacements, and upgrades. Deferred maintenance increases lifecycle costs and creates larger infrastructure risks over time.



Extreme Weather & Climate Events

Hurricanes, flooding, storm surge, and heavy rainfall place enormous stress on wastewater systems. Utilities must maintain operations during disasters while protecting public health and the environment.



Regulatory & Environmental Compliance

Wastewater utilities must continuously meet environmental regulations and permit requirements while balancing aging infrastructure and operational limitations. Compliance failures can result in environmental harm and significant financial penalties.



Data & Asset Visibility

Many utilities lack centralized asset management systems and condition-monitoring tools. Without accurate infrastructure data, prioritizing repairs, maintenance, and capital investments becomes increasingly difficult.



Power Reliability Challenges

Frequent power interruptions directly impact pump stations and treatment facilities. Without resilient backup systems and emergency generators, wastewater operations can quickly become compromised during utility outages.



Fats, Oils, Grease & Disposable Rags

Improper disposal of fats, oils, grease (FOG), wipes, and disposable rags into the sewer system creates severe blockages and equipment damage. These materials increase maintenance frequency, emergency response events, and operational costs.



Workforce & Technical Resource Gaps

A shortage of skilled operators, electricians, instrumentation technicians, and maintenance personnel impacts system reliability and response capabilities. Specialized expertise is essential for modern wastewater operations.



Public Expectations & Service Reliability

Communities expect reliable wastewater services with minimal disruptions. Utilities must improve communication, emergency response, and operational transparency while maintaining customer confidence.



Building Reliability into the Future

Modern wastewater utilities must transition from reactive maintenance to proactive, reliability-centered operations. Strategic planning, asset management, operational optimization, workforce development, and resilient infrastructure investments are essential to creating sustainable and dependable wastewater systems for future generations.



WHAT KEEPS US UP AT NIGHT

THE REALITY WE FACE. THE RELIABILITY WE MUST PROTECT.



AGING INFRASTRUCTURE

Underground pipes and manholes that are corroded, cracked, or infiltrated by groundwater.



POWER RELIABILITY CHALLENGES

Unreliable power supply threatens continuous operation of critical wastewater systems.



COMMON POWER RELIABILITY CHALLENGES



VOLTAGE DROPS / BROWNOUTS

Cause motors to overheat, reducing insulation life.



VOLTAGE SURGES / SPIKES

Damage motor insulation and control components.



PHASE LOSS / PHASE IMBALANCE

Leads to overheating, nuisance trips, and premature motor failure.



FREQUENT OUTAGES

Cause unexpected shutdowns, loss of process, and equipment stress during restarts.



HARMONICS / NOISE

Cause overheating, vibration, and shorten the life of motors and VFDs.



FATS, OILS & GREASE (FOG)

FOG buildup causes blockages, corrosion, and costly maintenance.

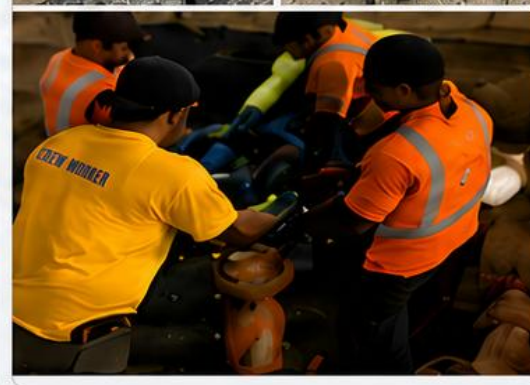


Grease hardened in pipes



DISPOSABLE RAGS

"Flushable" rags do not break down and cause severe blockages and equipment damage.



STRONG SYSTEMS. RELIABLE INFRASTRUCTURE. RESILIENT COMMUNITIES.

Investing in our infrastructure today protects our environment, controls costs, and ensures a reliable future for all.



**SSOs ARE MORE
THAN AN INCONVENIENCE.
THEY ARE A HEALTH HAZARD.**

IDENTIFYING THE HEALTH RISKS OF SANITARY SEWER OVERFLOWS (SSOs)

Sanitary Sewer Overflows (SSOs) release untreated wastewater into our communities, waterways, and environments—posing serious health risks to people, pets, and the planet.



WHAT IS AN SSO?

An SSO is an unintentional discharge of untreated wastewater from the sanitary sewer system due to blockages, equipment failure, heavy rain, or system capacity issues.



CONTAMINATED WATER. SERIOUS CONSEQUENCES.

Untreated wastewater contains harmful bacteria, viruses, chemicals, and parasites that can make people sick and harm the environment.

HEALTH RISKS TO PEOPLE



INFECTIONS

Exposure to pathogens can cause illness.

- ✓ Gastrointestinal illness (nausea, vomiting, diarrhea)
- ✓ Skin infections (rashes, boils)
- ✓ Ear, eye, and respiratory infections
- ✓ Hepatitis A
- ✓ Typhoid fever



RESPIRATORY PROBLEMS

Aerosolized waste can irritate the respiratory system.

- ✓ Asthma attacks
- ✓ Coughing and sore throat
- ✓ Worsened allergies and bronchitis



SKIN AND EYE IRRITATION

Direct contact can cause irritation and infection.

- ✓ Rashes
- ✓ Redness
- ✓ Itching
- ✓ Eye irritation or conjunctivitis



CHEMICAL EXPOSURE

Wastewater may contain harmful chemicals.

- ✓ Toxic exposures
- ✓ Hormone disruption
- ✓ Long-term health impacts



VULNERABLE POPULATIONS

Certain groups face greater health risks.

- ✓ Children
- ✓ Elderly
- ✓ Pregnant women
- ✓ People with weakened immune systems



WATER CONTAMINATION

Harms aquatic life and degrades our waterways, beaches, and bays.



CLOSED BEACHES & WATERWAYS

SSOs can lead to beach closures and limit recreational activities.



COMMUNITY IMPACT

Odors, property damage, and reduced quality of life affect our neighborhoods.



ECONOMIC COSTS

Cleanup, repairs, and healthcare costs impact everyone.

HOW TO PROTECT YOURSELF



AVOID CONTACT

Stay out of floodwaters, streams, and areas with sewage overflow.



KEEP PETS AWAY

Prevent pets from drinking or playing in contaminated water.



WASH UP

Wash hands and any exposed skin with soap and clean water.



SHOWER AFTER EXPOSURE

Shower and change clothes if you've had contact with contaminated water.



SEEK MEDICAL CARE

If you experience symptoms such as nausea, diarrhea, rash, or fever, seek medical attention promptly.



SEE IT? REPORT IT!

Report SSOs to help protect public health and our environment.



(340)-715-9100



www.viwm.org



PREVENT SSOs. PROTECT HEALTH. PRESERVE PARADISE.

Proper disposal, proactive maintenance, and responsible actions keep our systems working—and our communities healthy.



Only flush the 3 Ps: Pee, Poop, and (toilet) Paper.



Dispose of grease, oils, and wipes in the trash.



Prevent tree roots from entering sewer lines.



Report sewer backups and overflows.



**STRONG SYSTEMS.
HEALTHY COMMUNITIES.**



**YOUR HEALTH.
OUR PRIORITY.**



**CLEAN WATER.
STRONGER FUTURE.**



VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

Meet the Teams That Keep Our Wastewater Infrastructure Operating

FOCUS: THE UNITS THAT KEEP OUR SYSTEMS RUNNING EVERY DAY

1. COLLECTION SYSTEM UNIT

Manages the underground network that collects and conveys wastewater across the territory.



UNIT FOCUS

Maintain the collection system infrastructure that delivers wastewater to our pump stations and treatment facilities.



WHAT THE UNIT MANAGES

- Sewer mains, laterals, manholes, and cleanouts
- Gravity flow performance
- Inflow and infiltration control
- System mapping and condition assessment



PRIMARY OBJECTIVES

- Keep the collection system flowing
- Prevent blockages and overflows
- Protect public health and the environment
- Identify and address system deficiencies



KEY SUPPORT FUNCTIONS

- CCTV inspections and system assessment
- Preventive maintenance and cleaning programs
- Asset data updates and GIS support



WHO WE SERVE

The community, businesses, and all users connected to the wastewater collection system.

2. PUMP STATION UNIT

Operates and maintains pump stations that lift wastewater and move it through the system reliably and efficiently.



UNIT FOCUS

Ensure pump stations are reliable, operational, and ready to respond under all conditions.



WHAT THE UNIT MANAGES

- Pump stations and wet wells
- Electrical systems and controls
- Alarms, remote monitoring, and communications
- Emergency power and backup systems



PRIMARY OBJECTIVES

- Provide reliable pumping and system conveyance
- Prevent sanitary sewer overflows (SSOs)
- Ensure equipment reliability and longevity
- Respond quickly to operational issues



KEY SUPPORT FUNCTIONS

- Preventive maintenance and equipment testing
- SCADA monitoring and alarm management
- Spare parts and asset readiness



WHO WE SERVE

The collection system, treatment facilities, and the communities we protect.

3. WASTEWATER TREATMENT UNIT

Treats wastewater to protect public health, the environment, and our water resources.



UNIT FOCUS

Operate and maintain treatment processes that meet regulatory standards and protect our environment.



WHAT THE UNIT MANAGES

- Treatment processes and equipment
- Laboratory and water quality monitoring
- Chemicals, biosolids, and byproducts
- Discharge quality and regulatory compliance



PRIMARY OBJECTIVES

- Deliver high-quality treated effluent
- Ensure regulatory compliance
- Protect surface water and public health
- Optimize treatment performance and efficiency



KEY SUPPORT FUNCTIONS

- Process monitoring and data analysis
- Preventive maintenance and calibration
- Reporting and compliance documentation



WHO WE SERVE

The environment, regulatory agencies, and future generations.

4. ADMINISTRATIVE & SUPPORT DIVISIONS

Provides the essential business, financial, human resource, and technical support that strengthens all operations.



UNIT FOCUS

Deliver administrative, financial, technical, and logistical support that enables efficient, effective operations.



WHAT THE UNIT MANAGES

- Finance, budgeting, and procurement
- Human resources and employee services
- Information technology and data systems
- Compliance, legal, and risk management
- Communications, public outreach, and reporting



PRIMARY OBJECTIVES

- Ensure strong governance and accountability
- Provide timely resources and support
- Manage risk, compliance, and performance
- Strengthen organizational effectiveness



KEY SUPPORT FUNCTIONS

- Strategic planning and performance tracking
- Contract and vendor management
- Training, safety, and organizational development
- Records management and documentation



WHO WE SERVE

Internal teams, leadership, partners, and the communities we serve.

AT A
GLANCE



COLLECTION SYSTEM UNIT

Maintains the underground network that transports wastewater.

Focus: System integrity and flow assurance



PUMP STATION UNIT

Moves wastewater through the system reliably and safely.

Focus: Reliability and continuous conveyance



WASTEWATER TREATMENT UNIT

Treats wastewater to safe, regulated standards before returning it to the environment.

Focus: Treatment performance and compliance



ADMINISTRATIVE & SUPPORT DIVISIONS

Provides business, financial, and technical support that enables all operations.

Focus: Operational effectiveness and organizational strength

★ **ALL FOUR UNITS ARE ESSENTIAL**
Working together as one team to protect public health, the environment, and the communities of the U.S. Virgin Islands.



ONE MISSION. **FOUR UNITS.** ONE RELIABLE SYSTEM.

We work together every day to keep our wastewater infrastructure operating.
Reliable today. Ready for tomorrow.

Our Response

The Wastewater Optimization Program

Maximizing Performance. Minimizing Failures. Building a Better Future.



IN 2024

the Virgin Islands Waste Management Authority – Wastewater Division launched the **Wastewater Optimization Program**.



OPTIMIZE

ASSETS & OPERATIONS



REDUCE

FAILURES & OVERFLOWS



IMPROVE

PERFORMANCE & RELIABILITY



PROTECT

PUBLIC HEALTH &
THE ENVIRONMENT



BUILD

STRONGER COMMUNITIES
FOR TOMORROW

PLANNED TODAY. PERFORMING TOMORROW. PROTECTING WHAT MATTERS MOST.

Program Focus Areas

— Interconnected Pillars for Organizational Success —

1



Administrative Effectiveness

Achieve organizational goals through strategic resource allocation, strong leadership, and consistent results delivery, fostering environments for maintainability and operational excellence.

2



Infrastructure Reliability

Ensure consistent and dependable infrastructure function to guarantee public safety, support economic stability, and maintain operational continuity.

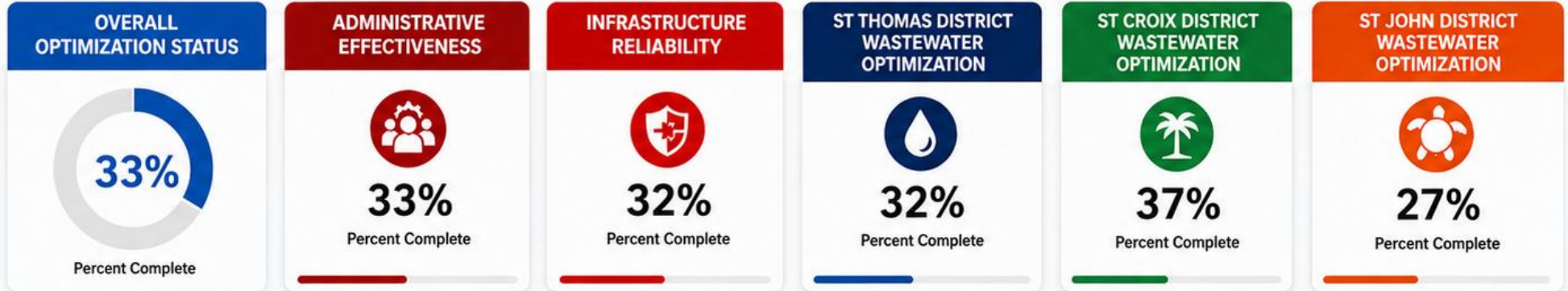
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Effective Administrators require reliable infrastructure to meet objectives, and a reliable infrastructure is only possible through the efforts of effective Administrators. These two pillars are mutually reinforcing and critical for overall success.

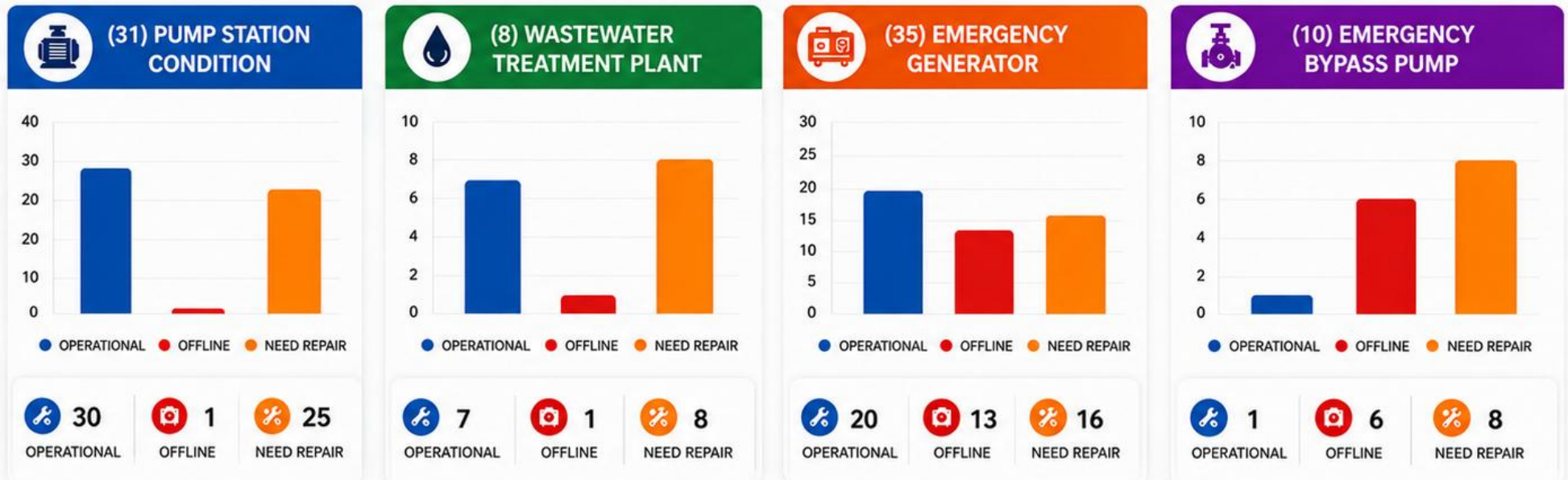


VIWMA WASTEWATER OPTIMIZATION PROGRAM

DASHBOARD



VERTICAL ASSET CONDITION



VIWMA WASTEWATER OPTIMIZATION PROGRAM

PERFORMANCE COMPARISON: 2026 vs 2025

Tracking Progress. Driving Reliability. Protecting Our Communities.



2026 PERFORMANCE (YTD as of May 23, 2026)

OVERALL OPTIMIZATION STATUS



33%

Percent Complete

▲ 7% from 2025

ADMINISTRATIVE EFFECTIVENESS



33%

Percent Complete

▲ 5% from 2025

ST THOMAS DISTRICT WASTEWATER OPTIMIZATION



32%

Percent Complete

▲ 11% from 2025

ST CROIX DISTRICT WASTEWATER OPTIMIZATION



37%

Percent Complete

▲ 7% from 2025

ST JOHN DISTRICT WASTEWATER OPTIMIZATION



27%

Percent Complete

▲ 7% from 2025

SHORTCUTS

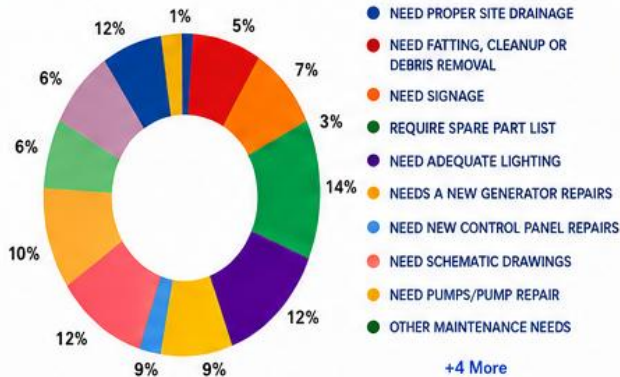
- VIWMA WASTEWATER OPTIMIZATION PLAN
- VIWMA FACILITY CONCERNS
- VIWMA SEWER SYSTEM NON-COMPLIANCE
- VIWMA FLEET MANAGEMENT SYSTEM
- Wastewater Capital Projects Procurement Status

Percent Complete

32%

▲ 3% from 2025

MAINTENANCE CONCERNS @ 8 WWTPs & 31 PUMP STATIONS



KEY DIFFERENCES (2026 vs 2025)



OVERALL PROGRESS

+7%

26% → 33%



ADMIN EFFECTIVENESS

+5%

28% → 33%



ST THOMAS DISTRICT

+11%

21% → 32%



ST CROIX DISTRICT

+7%

30% → 37%



ST JOHN DISTRICT

+7%

20% → 27%



WASTEWATER CONSENT DECREE PROGRESS

No Change

40% → 40%

2025 PERFORMANCE (YTD as of May 23, 2025)

OVERALL OPTIMIZATION STATUS



26%

Percent Complete

MANAGERIAL EFFECTIVENESS



28%

Percent Complete

ST THOMAS DISTRICT WASTEWATER OPTIMIZATION



21%

Percent Complete

ST CROIX DISTRICT WASTEWATER OPTIMIZATION



30%

Percent Complete

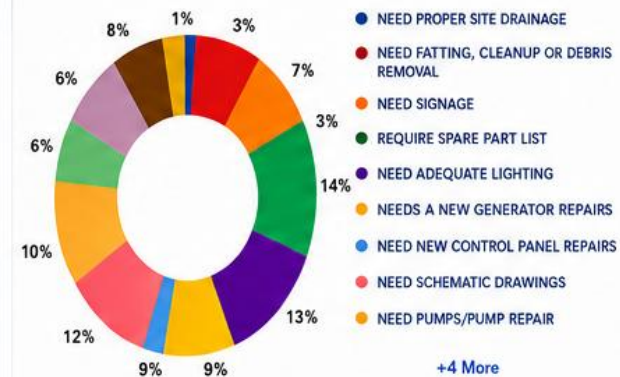
ST JOHN DISTRICT WASTEWATER OPTIMIZATION



20%

Percent Complete

MAINTENANCE CONCERNS @ 8 WWTPs & 31 PUMP STATIONS



WASTEWATER CONSENT DECREE STATUS

Percent Complete

40%

▲ 6% from last month

Sanitary Sewer Overflows (SSOs)

TOTAL REPORTED

153

TOTAL RESOLVED

153

▲ 22 from last month



WWTPS

8

Active Facilities



PUMP STATIONS

31

Active Stations



ACTIVE PROJECTS

29

In Progress



CONSENT DECREE PROGRESS

40%

Percent Complete



SSO REDUCTION PERFORMANCE

100%

Resolved



WWTPS

8

Active Facilities



PUMP STATIONS

31

Active Stations



ACTIVE PROJECTS

29

In Progress



CONSENT DECREE PROGRESS

40%

Percent Complete



SSO REDUCTION PERFORMANCE

100%

Resolved

SUMMARY OF IMPROVEMENTS IN 2026 (COMPARED TO 2025)

- Overall optimization improved by 7 percentage points.
- Administrative effectiveness increased by 5 percentage points.
- Maintenance issues tracking continues to drive corrective actions.
- All districts showed meaningful improvement in progress.
- Continued strong performance in SSO resolution (100%).
- Steady progress toward long-term reliability and compliance.



OUR COMMITMENT

Building reliable systems.
Protecting our environment.
Serving our communities.

**How We Maintain Our Infrastructure
Despite the Challenges
By Building the 10 Attributes of
Administrative Effectiveness to
Strengthen Our Operational Response**

Today

WHILE RELIABILITY REMAINS ESSENTIAL, THE REALITY OF **AGING INFRASTRUCTURE** NOW REQUIRES A STRONGER FOCUS ON:

 RAPID RESPONSE	 OPERATIONAL PREPAREDNESS	 RESILIENT SYSTEM RECOVERY	 SUSTAIN SERVICE CONTINUITY
			
Minimize downtime and restore service quickly.	Be ready with the right people, tools, and plans before incidents occur.	Recover stronger and adapt to reduce future disruptions.	Ensure essential services continue for our communities, every day.



10 ATTRIBUTES OF ADMINISTRATIVE EFFECTIVENESS



ADMINISTRATIVE EFFECTIVENESS

Achieve organizational goals through strategic resource allocation, strong leadership, and consistent results delivery, fostering environments for maintainability and operational excellence.

OUR PRIORITY AREAS FOR OPERATIONAL EXCELLENCE

1 EMPLOYEE EMPOWERMENT, LEADERSHIP AND DEVELOPMENT



Invest in our people through training, mentorship, and leadership development to build a skilled, motivated, and accountable workforce.

2 FLEET & HEAVY EQUIPMENT



Maintain a reliable and well-equipped fleet to ensure safe, efficient, and timely response to operational needs.

3 SYSTEM INVENTORY & INFORMATION MANAGEMENT (IN GIS)



Leverage GIS technology to maintain accurate system data for better planning, decision-making, and infrastructure management.

4 COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)



Utilize CMMS to streamline work orders, track assets, schedule maintenance, and improve efficiency and accountability.

5 WORKPLACE HEALTH & SAFETY



Prioritize a safe and healthy work environment through training, policy enforcement, and continuous safety improvement.

6 SANITARY SEWER OVERFLOW EMERGENCY RESPONSE PROGRAM (SSORP)



Strengthen our emergency preparedness and response to minimize impacts and protect public health and the environment.

7 PROACTIVE MAINTENANCE IMPLEMENTATION



Shift from reactive to proactive maintenance to reduce downtime, extend asset life, and lower overall operational costs.

8 SOURCE CONTROL IMPLEMENTATION (FOG, ROOT CONTROL, CORROSION CONTROL, VANDALISM PREVENTION)



Implement source control strategies to prevent blockages, reduce corrosion, and protect our infrastructure from preventable damage.

9 COMMUNICATION AND OUTREACH



Engage and inform our communities through transparent communication, education, and collaboration.

10 FINANCIAL VIABILITY



Ensure long-term financial sustainability through responsible budgeting, cost management, diverse funding strategies, and efficient resource utilization.



STRONG TEAMS. SMART SYSTEMS. SUSTAINABLE SOLUTIONS. A RELIABLE FUTURE FOR OUR COMMUNITY.



#1

EMPLOYEE EMPOWERMENT, LEADERSHIP & DEVELOPMENT

Empowering People. Building Leaders. Delivering Excellence.

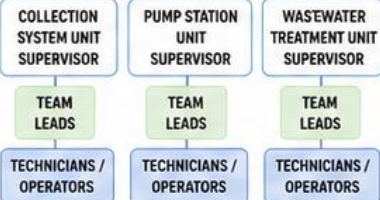


OUR COMMITMENT

We are committed to building a strong, well-equipped, and highly skilled team through the right structure, resources, tools, and facilities needed to deliver reliable wastewater services.

01

EMPLOYEE ORGANIZATIONAL STRUCTURE



A clear organizational structure ensures accountability, efficient communication, and alignment of our teams to achieve operational excellence.



FILL STAFFING POSITIONS



We are committed to filling critical positions with skilled, qualified, and dedicated professionals.

- ✓ Identify critical staffing needs
- ✓ Recruit and onboard qualified talent
- ✓ Provide competitive opportunities
- ✓ Support career growth and retention
- ✓ Build a strong, motivated workforce



TOOLS



The right tools improve safety, increase productivity, and ensure the job is done right the first time.

- ✓ Quality hand and power tools
- ✓ Specialized equipment for the job
- ✓ Calibrated and well-maintained tools
- ✓ Safe and efficient work practices



WAREHOUSE / STOREROOM



A well-organized warehouse ensures materials and supplies are available when and where they are needed.

- ✓ Organized inventory management
- ✓ Proper storage and labeling
- ✓ FIFO (First In, First Out) practices
- ✓ Stock control and replenishment
- ✓ Reduce downtime and delays



WORKSHOP FACILITIES



Our workshop facilities support equipment maintenance, repairs, and fabrication needs in-house.

- ✓ Well-equipped maintenance shop
- ✓ Preventive maintenance and repairs
- ✓ Fabrication and welding capabilities
- ✓ Clean, safe, and efficient workspace
- ✓ Support reliability and cost savings

06

TRAINING AND CAPACITY BUILDING

We invest in continuous learning and development to build skills, strengthen capabilities, and prepare our team for today and tomorrow.



TECHNICAL TRAINING

Build technical expertise and improve operational performance.

- ✓ Operator certifications
- ✓ Equipment operation & maintenance
- ✓ Safety and compliance training



SAFETY TRAINING

Promote a safe work environment and prevent accidents.

- ✓ OSHA & safety compliance
- ✓ Hazard recognition
- ✓ Emergency response



LEADERSHIP DEVELOPMENT

Develop leaders at all levels to drive results and inspire teams.

- ✓ Supervisory training
- ✓ Communication & coaching
- ✓ Decision-making & leadership



SOFT SKILLS & PROFESSIONAL GROWTH

Strengthen communication, teamwork, and professional skills.

- ✓ Effective communication
- ✓ Teamwork & collaboration
- ✓ Customer service excellence



CONTINUOUS IMPROVEMENT

Foster a culture of learning, innovation, and continuous growth.

- ✓ Lessons learned
- ✓ Process improvement
- ✓ Innovation & best practices



STRONG TEAMS



SMART SYSTEMS



SUSTAINABLE SOLUTIONS

A RELIABLE FUTURE
FOR OUR COMMUNITY.

VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

#2

FLEET & HEAVY EQUIPMENT

THE RIGHT EQUIPMENT. WELL MAINTAINED. READY TO PERFORM.

A reliable fleet is essential to delivering safe, efficient, and responsible wastewater services across the Virgin Islands.



OUR COMMITMENT

We are committed to maintaining a modern, well-maintained fleet and heavy equipment that supports our team, protects our community, and ensures operational excellence every day.



RELIABLE FLEET FOR RELIABLE SERVICE



Our fleet enables our teams to respond quickly, work safely, and get the job done right.

- ✓ Vacuum trucks for sewer cleaning
- ✓ Jetters for line maintenance
- ✓ Dump trucks and utility trucks
- ✓ Pickups and service vehicles
- ✓ Equipment for every critical task



PREVENTIVE MAINTENANCE KEEPS US MOVING



Routine maintenance reduces breakdowns, extends equipment life, and saves valuable resources.

- ✓ Scheduled preventive maintenance
- ✓ Routine inspections and diagnostics
- ✓ Fluids, oils, and filter management
- ✓ Repairs performed by skilled technicians
- ✓ Reduced downtime and repair costs



SMART MANAGEMENT, BETTER PERFORMANCE



We use data and planning to manage our fleet efficiently and make informed decisions.

- ✓ Fleet inventory and condition tracking
- ✓ Work order and cost management
- ✓ Fuel usage and performance monitoring
- ✓ Lifecycle planning and replacement
- ✓ Accountability and performance reviews



SAFETY FIRST, ALWAYS



Safe equipment and trained operators protect our team and our community.

- ✓ Daily pre-trip inspections
- ✓ Operator training and certifications
- ✓ Safety equipment and PPE
- ✓ Compliance with safety standards
- ✓ Zero compromise on safety



SUSTAINABLE FLEET, STRONGER FUTURE



We invest in fuel-efficient equipment and responsible practices to reduce our environmental impact.

- ✓ Fuel-efficient and low-emission vehicles
- ✓ Proper disposal of used materials
- ✓ Eco-friendly maintenance practices
- ✓ Reducing fuel consumption
- ✓ Supporting a cleaner, greener VI

KEY FOCUS AREAS



COST EFFECTIVENESS

Careful planning and maintenance reduce costs and maximize equipment life.



AVAILABILITY

The right equipment in the right place, ready when we need it.



TEAM SUPPORT

A dependable fleet empowers our team to perform at their best.



RESPONSIVE SERVICE

Well-maintained equipment helps us respond faster and serve better.



COMMUNITY TRUST

A strong fleet helps us deliver reliable services our community can count on.



STRONG FLEET. STRONG TEAMS. STRONGER COMMUNITY.
WORKING TODAY FOR A CLEANER, HEALTHIER VIRGIN ISLANDS.



VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

#3

SYSTEM INVENTORY AND INFORMATION MANAGEMENT IN (GIS)

KNOW OUR SYSTEM. MANAGE OUR ASSETS. PLAN FOR THE FUTURE.

Accurate data and smart mapping power better decisions, proactive maintenance, and a more reliable wastewater system for our community.



OUR COMMITMENT

We are committed to leveraging GIS technology and accurate data to manage our wastewater assets, improve system performance, and deliver exceptional service.



COMPLETE SYSTEM INVENTORY



We maintain a comprehensive inventory of all wastewater assets.

- ✓ Pump Stations
- ✓ Force Mains
- ✓ Gravity Mains
- ✓ Manholes
- ✓ Treatment Facilities
- ✓ Valves & Other Appurtenances



ACCURATE MAPPING & DATA



GIS mapping provides the right information in the right place at the right time.

- ✓ Up-to-date spatial data
- ✓ Asset locations and conditions
- ✓ Easement and right-of-way tracking
- ✓ Critical infrastructure identification
- ✓ Integration with field data collection



DATA-DRIVEN DECISIONS



Turning data into insights to improve performance and plan for the future.

- ✓ Performance analytics
- ✓ Risk and criticality assessment
- ✓ Capital improvement planning
- ✓ Work order and maintenance history
- ✓ Regulatory reporting and compliance



IMPROVED OPERATIONS & MAINTENANCE



Better information leads to more efficient operations and proactive maintenance.

- ✓ Faster response to issues
- ✓ Preventive maintenance planning
- ✓ Reduced system downtime
- ✓ Optimized resource allocation
- ✓ Extended asset life



SUSTAINABLE SYSTEM FOR TOMORROW



A strong information foundation supports a resilient, sustainable wastewater system.

- ✓ Supports infrastructure resilience
- ✓ Environmental protection
- ✓ Cost-effective decision making
- ✓ Supports grants and funding
- ✓ Better service for our community

OUR GIS CAPABILITIES



ASSET TRACKING

Track location, type, condition, and history of every asset.



CONDITION MONITORING

Visualize asset conditions and prioritize needs.



RISK ASSESSMENT

Identify risks and vulnerabilities across the system.



INTEGRATED SYSTEMS

Connected to CMMS, SCADA, and other enterprise systems.



MOBILE FIELD ACCESS

Field crews update and access data anytime, anywhere.



DATA + PEOPLE = POWERFUL RESULTS

Our GIS system is more than a map—it's a decision-making tool that empowers our team, protects our infrastructure, and strengthens our community.



OUR GOAL

Build a reliable, data-driven system that supports today's operations and tomorrow's growth while protecting the environment and delivering value to the Virgin Islands.

DATA WE MANAGE

- Asset Inventory
- Spatial Data
- Inspection Data
- Maintenance History
- Work Orders
- Regulatory Data



SMART DATA.
STRONG DECISIONS.



ACCURATE INFORMATION.
BETTER PERFORMANCE.



SUSTAINABLE SOLUTIONS.
STRONGER FUTURE.

BUILDING A SMARTER,
MORE RESILIENT SYSTEM.



VIWMA

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Management Authority
Preserving Paradise

#4

COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

SMARTER MAINTENANCE. LESS DOWNTIME. GREATER RELIABILITY.

Our CMMS helps us plan, schedule, track, and analyze maintenance activities to keep our wastewater systems running efficiently and cost-effectively.



OUR COMMITMENT

We are committed to using CMMS technology to streamline maintenance operations, extend asset life, optimize resources, and deliver reliable wastewater services.



WORK ORDER MANAGEMENT



Create, assign, and track work orders from request to completion.

- ✓ Prioritize and schedule work
- ✓ Track status in real time
- ✓ Improve accountability
- ✓ Reduce response time



PREVENTIVE MAINTENANCE



Schedule and automate preventive maintenance to prevent failures before they happen.

- ✓ Recurring maintenance schedules
- ✓ Equipment inspections
- ✓ Condition-based maintenance
- ✓ Extended asset life



ASSET MANAGEMENT



Maintain a complete record of all assets and their history.

- ✓ Asset inventory and hierarchy
- ✓ Equipment details and documentation
- ✓ Location tracking (GIS integration)
- ✓ Lifecycle cost tracking



INVENTORY MANAGEMENT



Track inventory in real time and ensure the right parts are available when you need them.

- ✓ Parts and materials tracking
- ✓ Min/Max and reorder alerts
- ✓ Vendor management
- ✓ Reduce stockouts and waste



REPORTING & ANALYTICS



Turn data into insights to drive better decisions and improve performance.

- ✓ Performance dashboards
- ✓ Maintenance history and trends
- ✓ Cost analysis and budgeting
- ✓ KPIs and compliance reports



MOBILE ACCESS IN THE FIELD



Empower field crews with real-time access to information.

- ✓ View work orders and asset info
- ✓ Update status on the go
- ✓ Attach photos and notes
- ✓ Work offline, sync when online

CMMS BENEFITS



REDUCED DOWNTIME

Proactive maintenance minimizes equipment failures and disruptions.



LOWER COSTS

Better planning and resource management reduce costs and waste.



IMPROVED RELIABILITY

Well-maintained assets ensure a more reliable wastewater system.



BETTER COMPLIANCE

Keep accurate records and meet regulatory requirements.



DATA-DRIVEN DECISIONS

Use accurate data to plan, prioritize, and improve operations.



HOW OUR CMMS WORKS



REQUEST

Work is requested or identified



PLAN

Work is planned and scheduled



EXECUTE

Work is performed in the field



COMPLETE

Work is completed and documented



ANALYZE

Performance is measured and improved

INTEGRATED FOR SUCCESS



GIS

Map assets and work in real time



SCADA

Monitor systems and equipment



INVENTORY

Link parts to assets and work orders



FINANCE

Track costs and manage budgets



OUR GOAL

Maximize asset performance, optimize resources, and deliver reliable, efficient, and sustainable wastewater services for our community.



THE RIGHT WORK.
THE RIGHT TIME.



THE RIGHT PARTS.
THE RIGHT PLACE.



THE RIGHT DATA.
BETTER RESULTS.



BUILDING A SMARTER,
MORE RELIABLE FUTURE.



VIWMA

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Management Authority
Preserving Paradise

#5

WORKPLACE HEALTH & SAFETY

SAFE TODAY. HEALTHY TOMORROW. STRONGER TOGETHER.

A safe and healthy workplace protects our people, our community, and the environment — every single day.



OUR COMMITMENT

We are committed to providing a safe, healthy, and secure work environment by identifying hazards, reducing risks, and promoting the well-being of our team and community.



SAFETY LEADERSHIP



Strong leadership is the foundation of a safe workplace.

- ✓ Visible leadership and accountability
- ✓ Clear safety expectations
- ✓ Empowering employees to speak up
- ✓ Continuous improvement



HAZARD IDENTIFICATION



We identify hazards before they cause harm.

- ✓ Job hazard assessments (JHA)
- ✓ Worksite inspections
- ✓ Risk assessments
- ✓ Reporting and tracking hazards



TRAINING & COMPETENCE



Knowledge and training build confidence and prevent injuries.

- ✓ Safety orientation
- ✓ Job-specific training
- ✓ Certifications and refreshers
- ✓ Emergency preparedness training



PERSONAL PROTECTIVE EQUIPMENT (PPE)



The right PPE is essential for every job.

- ✓ PPE provided at no cost
- ✓ Proper fit and use
- ✓ Regular inspection
- ✓ Replace worn or damaged PPE



HEALTH & WELL-BEING



We support the physical and mental well-being of our team.

- ✓ Promote healthy lifestyles
- ✓ Hydration and heat safety
- ✓ Ergonomics and fatigue management
- ✓ Employee Assistance Program (EAP)



EMERGENCY PREPAREDNESS



We prepare for emergencies to protect lives and minimize impact.

- ✓ Emergency response plans
- ✓ Drills and exercises
- ✓ First aid and CPR training
- ✓ Communication and coordination

OUR SAFETY CULTURE



SPEAK UP

Report hazards and concerns.
Your voice matters.



LOOK OUT FOR EACH OTHER

Care for your teammates.
We're all in this together.



DO IT SAFELY

Follow procedures.
Take your time.
Do it right.



OWN IT

Take responsibility for safety.
Every action counts.



IMPROVE EVERY DAY

Learn from experience.
Strive for excellence.



OUR HEALTH & SAFETY COMMITMENT

We are committed to preventing injuries and illnesses, complying with all regulations, and providing the resources needed to maintain a safe and healthy workplace for everyone.



OUR GOAL

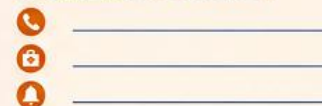
Zero injuries. Zero harm.
Everyone goes home safe, every single day.



IN AN EMERGENCY

Stay calm. Follow the plan.
Know your role.
Protect yourself and others.

EMERGENCY CONTACT



SAFE PEOPLE.
STRONG TEAM.



SAFE WORKPLACE.
SMART OPERATIONS.



HEALTHY TODAY.
SUSTAINABLE TOMORROW.

SAFETY IS A CHOICE.
MAKE IT YOURS.



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Preserving Paradise

#6

SANITARY SEWER OVERFLOW EMERGENCY RESPONSE PROGRAM (SSORP)

PREPARED TODAY. PROTECTING OUR COMMUNITY AND ENVIRONMENT.

SSORP ensures a fast, coordinated, and effective response to sanitary sewer overflows to protect public health, minimize environmental impact, and keep our community informed.



OUR COMMITMENT

We are committed to protecting our community and environment through a well-prepared team, proven procedures, and strong partnerships. When an overflow happens, we act fast—24/7.



RAPID DETECTION & REPORTING



Early detection helps us respond quickly and reduce impacts.

- ✓ 24/7 Monitoring & Alarms
- ✓ Public Reports & Hotline
- ✓ Field Observations
- ✓ Maintenance Staff Alerts
- ✓ SCADA & Telemetry Integration



RESPONSE TEAM & READINESS



A trained team ready 24/7 to respond safely and effectively.

- ✓ On-Call Response Team
- ✓ Clear Roles & Responsibilities
- ✓ Regular Drills & Training
- ✓ Safety First Approach
- ✓ PPE & Safety Equipment



RESPONSE PROCEDURES



Proven procedures for a coordinated and effective response.

- ✓ Assess & Secure the Area
- ✓ Stop or Minimize the Overflow
- ✓ Clean Up and Contain
- ✓ Proper Disposal of Waste
- ✓ Document & Report the Incident



PUBLIC NOTIFICATION & COMMUNICATION



Keeping the public informed through clear and timely updates.

- ✓ Timely Public Notifications
- ✓ Website & Social Media Updates
- ✓ Hotline & Email Alerts
- ✓ Signage at Affected Areas
- ✓ Transparent Communication



ENVIRONMENTAL PROTECTION



We take steps to protect our waters and environment.

- ✓ Containment & Minimization
- ✓ Water Quality Monitoring
- ✓ Environmental Cleanup
- ✓ Regulatory Compliance
- ✓ Protect Public Health



POST-EVENT REVIEW & IMPROVEMENT



We learn from every event to strengthen our response.

- ✓ Incident Documentation
- ✓ Root Cause Analysis
- ✓ Performance Review
- ✓ Corrective Actions
- ✓ Continuous Improvement

OUR RESPONSE RESOURCES



VACUUM & JETTING TRUCKS



BYPASS PUMPS & EQUIPMENT



TRAFFIC CONTROL & SAFETY GEAR



MONITORING EQUIPMENT



PARTNERSHIPS & COORDINATION



PARTNERS WE WORK WITH

- ✓ USVI Department of Health (VIDOH)
- ✓ Department of Planning & Natural Resources (DPNR)
- ✓ Emergency Management
- ✓ Law Enforcement
- ✓ Community Partners



PROTECTING PUBLIC HEALTH

Our quick response helps reduce health risks and keeps our community safe.



PROTECTING OUR ENVIRONMENT

We minimize environmental impacts and work to keep our waters clean.



ACCOUNTABILITY & TRANSPARENCY

We are committed to doing the right thing and keeping our community informed.



PREPARE.
RESPOND.
RECOVER.



STRONG TEAMS.
SAFER COMMUNITY.



PROTECTING TODAY.
BUILDING A BETTER TOMORROW.

TOGETHER, WE KEEP
THE VIRGIN ISLANDS CLEAN,
SAFE, AND HEALTHY.



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Management Authority
Preserving Paradise

#7

PROACTIVE MAINTENANCE IMPLEMENTATION

PREVENT TODAY. PROTECT TOMORROW. PERFORM AT OUR BEST.

Proactive maintenance helps us prevent failures, extend asset life, and ensure reliable wastewater services for our community.



OUR COMMITMENT

We are committed to implementing proactive maintenance practices that reduce risk, improve reliability, and maximize the value of our assets every day.



SCHEDULED MAINTENANCE



Routine maintenance on a set schedule keeps our equipment in top condition and prevents unexpected breakdowns.

- ✓ Preventive maintenance plans
- ✓ Equipment inspections
- ✓ Lubrication and adjustments
- ✓ Calibration and testing
- ✓ Documentation and reporting



CONDITION MONITORING



We monitor asset condition to detect issues early before they become costly problems.

- ✓ Vibration analysis
- ✓ Thermal imaging
- ✓ Oil analysis
- ✓ Ultrasonic testing
- ✓ Corrosion monitoring



DATA-DRIVEN DECISIONS



We use data and analytics to prioritize work, manage risks, and optimize resources.

- ✓ Asset health dashboards
- ✓ Work history and trends
- ✓ Risk-based prioritization
- ✓ Performance reporting
- ✓ Continuous improvement



PLANNED WORK MANAGEMENT



We plan and coordinate work efficiently to minimize disruption and maximize asset availability.

- ✓ Work order management
- ✓ Resource and parts planning
- ✓ Permit and safety compliance
- ✓ Clear scheduling
- ✓ Reduced downtime



RELIABILITY & PERFORMANCE



Proactive maintenance strengthens reliability, improves performance, and protects our community.

- ✓ Fewer emergency repairs
- ✓ Lower lifecycle costs
- ✓ Improved system reliability
- ✓ Regulatory compliance
- ✓ Better service for our community

OUR PROACTIVE APPROACH



TRAINED TEAM

Skilled technicians following best practices and safety standards.



RIGHT TIME, RIGHT WORK

We do the right work at the right time to prevent failures.



RIGHT PARTS, RIGHT PLACE

Having the right parts available when and where needed.



SAFETY FIRST

Every task is performed with safety as our top priority.



ASSET CARE

Caring for our assets today to secure tomorrow's reliability.



THE RESULTS

Proactive maintenance delivers measurable benefits that support our mission and strengthen our system.

- ✓ Increased asset life
- ✓ Reduced unplanned outages
- ✓ Lower maintenance costs
- ✓ Improved safety
- ✓ Better operational performance
- ✓ Stronger community trust



OUR GOAL

Build a culture of proactive maintenance excellence that ensures a reliable, resilient, and sustainable wastewater system.

WE FOCUS ON WHAT MATTERS

- People
- Safety
- Assets

- Performance
- Reliability
- Community



**PREVENT PROBLEMS.
PROTECT ASSETS.**



**PLAN WORK.
PERFORM BETTER.**



**DRIVE PERFORMANCE.
DELIVER VALUE.**



**BUILDING A RELIABLE,
SUSTAINABLE FUTURE.**



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Management Authority
Preserving Paradise

#8

SOURCE CONTROL IMPLEMENTATION (FOG, ROOT CONTROL, CORROSION CONTROL, VANDALISM PREVENTION)

Prevent problems at the source. Protect our system. Save time and resources.

By reducing the impact of fats, roots, corrosion, and vandalism, we extend asset life, reduce overflows, lower maintenance costs, and keep our community safe.



OUR COMMITMENT

We are committed to proactive source control that prevents blockages, reduces infrastructure damage, lowers costs, and ensures a reliable, resilient wastewater system.



FOG CONTROL (Fats, Oils & Grease)



FOG buildup causes blockages, overflows, and costly maintenance.

- ✓ Enforce FOG ordinances and inspections
- ✓ Grease trap / interceptor maintenance
- ✓ Public education and outreach
- ✓ Proper disposal of fats, oils, and grease
- ✓ Partner with food service businesses



ROOT CONTROL



Roots invade pipes, causing blockages, backups, and structural damage.

- ✓ Routine sewer line inspections (CCTV)
- ✓ Root cutting and mechanical cleaning
- ✓ Root-inhibiting chemical treatments
- ✓ Proper landscaping and tree selection
- ✓ Early detection prevents major repairs



CORROSION CONTROL



Corrosion weakens infrastructure and leads to leaks, infiltration, and system failures.

- ✓ Regular inspections and condition assessment
- ✓ Protective coatings and linings
- ✓ pH monitoring and process adjustments
- ✓ Use of corrosion-resistant materials
- ✓ Extend asset life and improve reliability



VANDALISM PREVENTION



Vandalism damages equipment, disrupts service, and creates safety hazards.

- ✓ Secure facilities with fencing and locks
- ✓ Alarm systems and security cameras
- ✓ Lighting and site visibility
- ✓ Community awareness and reporting
- ✓ Report suspicious activity – Don't ignore it!

THE BENEFITS



LOWER COSTS

Prevent problems before they start and reduce emergency repairs.



FEWER OVERFLOWS

Improve system reliability and protect public health and the environment.



EXTEND ASSET LIFE

Reduce wear and damage to infrastructure and equipment.



STRONGER COMMUNITY

A clean, safe, and reliable system builds trust and supports quality of life.



HOW WE IMPLEMENT SOURCE CONTROL



WE ALL HAVE A ROLE TO PLAY

Businesses, residents, and the Authority—working together to protect our wastewater system for today and generations to come.



**CONTROL AT THE SOURCE.
PROTECT OUR SYSTEM.**



**PREVENT TODAY.
AVOID TOMORROW'S PROBLEMS.**



**CLEANER SYSTEM.
STRONGER COMMUNITY.**

**WORKING TOGETHER FOR
A RELIABLE, RESILIENT FUTURE.**



VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

#9

COMMUNICATION AND OUTREACH

INFORM. ENGAGE. COLLABORATE. TOGETHER FOR A BETTER COMMUNITY.

Open, timely, and transparent communication builds trust, strengthens partnerships, and keeps our community informed and involved in protecting our wastewater system.



OUR COMMITMENT

We are committed to clear communication, active engagement, and meaningful outreach that keeps our community informed, involved, and empowered to support a cleaner, healthier Virgin Islands.



KEEPING THE COMMUNITY INFORMED

WORKING TODAY
FOR A CLEANER,
HEALTHIER
VIRGIN ISLANDS

We share important updates and information that impacts our community.

- ✓ Service alerts and maintenance updates
- ✓ Project announcements
- ✓ Website and social media updates
- ✓ Public notices and announcements
- ✓ Emergency notifications



ENGAGING AND LISTENING



We listen to your concerns, answer questions, and build relationships.

- ✓ Community meetings and forums
- ✓ Open houses and listening sessions
- ✓ Surveys and feedback opportunities
- ✓ Responsive to community concerns
- ✓ Building trust through dialogue



PARTNERING FOR STRONGER RESULTS



We collaborate with local organizations, agencies, and stakeholders to achieve shared goals.

- ✓ Community and government partners
- ✓ Environmental organizations
- ✓ Schools and youth programs
- ✓ Industry and business partners
- ✓ Working together for our future



EDUCATING FOR A HEALTHIER COMMUNITY



We educate and empower the community about wastewater, the environment, and how we all play a role.

- ✓ School presentations and programs
- ✓ Public education campaigns
- ✓ Environmental stewardship
- ✓ How-to guides and resources
- ✓ Promoting responsible actions



CONNECTING THROUGH MULTIPLE CHANNELS



We use multiple channels to keep you connected, informed, and engaged.

- ✓ Website: www.viwm.org
- ✓ Social media platforms
- ✓ Email notifications
- ✓ Community bulletin boards
- ✓ Local media partnerships



YOU ARE OUR PARTNER



A cleaner, healthier Virgin Islands starts with all of us working together.

- ✓ Report issues and concerns
- ✓ Use services responsibly
- ✓ Dispose of FOG and waste properly
- ✓ Protect our waterways
- ✓ Together, we make a difference

OUR OUTREACH FOCUS



COMMUNITY ENGAGEMENT

Building strong relationships and listening to our community.



TRANSPARENCY

Being open and honest about our work, challenges, and progress.



EDUCATION & AWARENESS

Raising awareness about wastewater and environmental protection.



COLLABORATION

Working together with partners to achieve common goals.



TWO-WAY COMMUNICATION

Sharing information and encouraging feedback.

STAY CONNECTED WITH US!

- www.viwm.org
- VIWMA Wastewater Division
- info@viwm.org
- (340) 715-9170



HOW YOU CAN GET INVOLVED



ASK QUESTIONS

We're here to provide answers.



SHARE FEEDBACK

Your input helps us improve.



VOLUNTEER

Join cleanup events and community initiatives.



DO YOUR PART

Use the system responsibly and protect our environment.



SPREAD THE WORD

Help us share important information with others.



Together, through communication and collaboration, we build a stronger community and a more reliable wastewater system for generations to come.



OPEN COMMUNICATION.
STRONGER COMMUNITY.



WORKING TOGETHER.
ACHIEVING MORE.



CLEANER ENVIRONMENT.
BETTER TOMORROW.



YOUR VOICE MATTERS.
WE ARE HERE FOR YOU.



VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

#10

FINANCIAL VIABILITY

SUSTAINING TODAY. INVESTING IN TOMORROW.

Sound financial management ensures we have the resources today to operate reliably and the strength tomorrow to grow, improve, and serve our community.



OUR COMMITMENT

We are committed to financial stewardship, cost efficiency, and long-term planning to ensure affordable, reliable, and sustainable wastewater services for the Virgin Islands.



RESPONSIBLE FINANCIAL MANAGEMENT



We manage our finances responsibly to ensure long-term stability and trust.

- ✓ Prudent budgeting and forecasting
- ✓ Strong internal controls
- ✓ Transparent reporting
- ✓ Accountability and compliance
- ✓ Maximizing every dollar



COST EFFICIENCY & OPTIMIZATION



We continuously seek ways to reduce costs while maintaining high-quality services.

- ✓ Energy efficiency initiatives
- ✓ Preventive maintenance savings
- ✓ Resource optimization
- ✓ Reduced downtime and repairs
- ✓ Bulk purchasing and vendor management



SUSTAINABLE FUNDING



We build and secure diverse funding sources to support our mission and future projects.

- ✓ Grants and external funding
- ✓ Capital improvement funding
- ✓ Rate planning and review
- ✓ Reserve funds for emergencies
- ✓ Long-term financial planning



INVESTING IN OUR FUTURE



Strategic investments today create a stronger, more reliable wastewater system for tomorrow.

- ✓ Infrastructure rehabilitation
- ✓ Technology and system upgrades
- ✓ Workforce development
- ✓ Resilience and climate readiness
- ✓ Improved service for future generations



CUSTOMER VALUE & AFFORDABILITY



We are committed to fair rates, excellent service, and delivering value to our community.

- ✓ Affordable and equitable rates
- ✓ Consistent, reliable service
- ✓ Customer-focused solutions
- ✓ Listening and responding
- ✓ Building community trust



FINANCIAL STRENGTH. STRONGER SYSTEM.



A financially strong VIWMA means a more reliable, resilient, and sustainable wastewater system.

- ✓ Prepared for challenges
- ✓ Resilient in disasters
- ✓ Sustainable for the future
- ✓ Stronger system performance
- ✓ Better outcomes for our community

HOW WE STAY STRONG



MONITOR & PLAN

We monitor performance and plan ahead to make informed financial decisions.



CONTROL COSTS

We control costs without compromising safety, compliance, or service quality.



SEEK OPPORTUNITIES

We pursue grants, partnerships, and innovative funding opportunities.



ENGAGE OUR TEAM

We empower our team to make decisions that save costs and improve performance.



MEASURE RESULTS

We track results and reinvest savings into system improvements.



OUR FINANCIAL FOCUS AREAS



OPERATE EFFICIENTLY

Lower operating costs through smart management and efficiency.



MAINTAIN ASSETS

Invest in maintenance to extend asset life and reduce future replacement costs.



SECURE FUNDING

Pursue and secure funding to support critical projects and programs.



BUILD RESERVES

Strengthen reserves to prepare for emergencies and unexpected events.



SUSTAIN GROWTH

Plan for responsible growth and future needs of our community.

FINANCIAL VIABILITY =
RELIABLE SERVICES TODAY.
A BETTER FUTURE TOMORROW.



SOUND FINANCES.
STRONGER SYSTEM.



EVERY DOLLAR COUNTS.
EVERY DECISION MATTERS.



INVESTING WISELY.
SERVING PROUDLY.



SUSTAINABLE TODAY.
STRONG TOMORROW.



VIWMA

Virgin Islands Waste
Management Authority
Preserving Paradise

ADMINISTRATIVE EFFECTIVENESS

FUNDING STRATEGY



Most initiatives under the
**ADMINISTRATIVE
EFFECTIVENESS PROGRAM**
are expected to be funded through
LOCAL FUNDING SOURCES,

Minimizing reliance on **Local Government allotments** and finding **revenue generation** opportunities will strengthen the Wastewater Division's operational capacity.



WORKFORCE &
CAPACITY BUILDING



ASSET MANAGEMENT
& SYSTEM IMPROVEMENT



FLEET & EQUIPMENT
MANAGEMENT



SAFETY & RISK
MANAGEMENT



OPERATIONAL
EFFICIENCY



Investing locally in our people, systems, and processes
builds a stronger, more resilient Wastewater Division.



**Our Strategy for Building
Reliability into
Tomorrow's Wastewater
Infrastructure**

Tomorrow

How do we build for a better tomorrow?

Through thoughtful planning, smart investment, and sustainable solutions, we build the infrastructure our communities need to thrive—today and for generations to come.



PLAN WITH PURPOSE

We assess today's needs and plan ahead for tomorrow's challenges.



BUILD SUSTAINABLY

We use responsible materials and protect our environment.



STRENGTHEN RESILIENCE

We build systems that withstand natural events and future demands.



EMPOWER COMMUNITIES

We create infrastructure that supports health, opportunity, and growth.



BUILD SMARTER

We use innovation and technology to improve efficiency and performance.



INVEST IN THE FUTURE

We make smart investments that deliver lasting value for future generations.

STRONGER SYSTEMS. HEALTHIER COMMUNITIES. BETTER TOMORROW.



Is It Too Late for Wastewater Infrastructure Reliability?

No—but the focus must evolve.

Reliability today must be paired with resilience, preparedness, and strategic modernization.



Infrastructure Reliability

Ensure consistent and dependable infrastructure function to guarantee public safety, support economic stability, and maintain operational continuity.

For many utilities managing aging wastewater systems, the question is no longer only about preventing failures.

The goal today is to:



Reduce
the frequency
of failures
where possible



Detect
problems
earlier through
monitoring and
standardization



Respond
faster when
failures
occur



Recover
systems
quickly with
minimal public
impact



Build
operational
resilience while
planning for
prudent
replacement

Modern Wastewater Reliability Includes:



Standardized
pump stations
and controls



Predictive
monitoring and
SCADA
integration



Emergency
response
readiness



Spare
equipment
and
redundancy



Workforce
development
and training



Asset
management
and condition
assessment



Resilient
system
recovery
planning



VIWMA Mission

To provide waste collection, treatment, and disposal services to protect public health and preserve the environment of the U.S. Virgin Islands.

7 ATTRIBUTES OF INFRASTRUCTURE RELIABILITY

THE FOUNDATION OF A RESILIENT WASTEWATER SYSTEM



Infrastructure Reliability

Ensure consistent and dependable infrastructure function to guarantee public safety, support economic stability, and maintain operational continuity.



1. Strategic Planning



Reliability starts by understanding current system conditions, future demands, environmental risks, population growth, and operational challenges.



2. Proper Design



Reliability-centered design minimizes future failures and lowers lifecycle costs.



3. Standardization



Standardization is not about limiting innovation — it is about creating reliable, repeatable systems that are easier to operate and maintain.



4. Quality Construction



Even the best designs fail without proper construction practices, quality materials, inspection, and commissioning. Reliability depends on building infrastructure correctly the first time.



5. Operational Readiness



Reliable infrastructure requires trained personnel, clear procedures, spare parts, emergency response plans, and performance monitoring.



6. Eco-Friendly Implementation



Implement sustainable solutions that protect natural resources, reduce emissions, and support long-term environmental resilience.



7. Data & Continuous Improvement



Performance data, condition monitoring, and operational analytics help utilities continuously optimize system performance and improve decision-making.



Reliable Today. Resilient Tomorrow.

These seven attributes work together to build a stronger, smarter, and more sustainable wastewater system for current and future generations.



Infrastructure reliability begins with planning, design and construction — not maintenance.

Maintenance only preserves the reliability that was intentionally built into the system from the start.



STRONG TEAMS



SMART SYSTEMS



SUSTAINABLE
SOLUTIONS

A RELIABLE FUTURE
FOR OUR COMMUNITY.

#1

STRATEGIC PLANNING

Reliability starts by understanding current system conditions, future demands, environmental risks, population growth, and operational challenges.



GOOD PLANNING PREVENTS POOR PERFORMANCE.

Strategic planning ensures the right investments are made today to deliver reliable service, protect public health, and build a stronger infrastructure for generations to come.

STRATEGIC PLANNING

Planning Today. Reliability Tomorrow.

Effective strategic planning builds the foundation for a reliable, resilient, and sustainable wastewater infrastructure system.



Understand Current Conditions

Assess asset performance, system capacity, age, and risk to identify critical needs and prioritize investments.



Anticipate Future Demands

Plan for population growth, urban development, climate change impacts, and evolving regulatory requirements.



Evaluate Environmental Risks

Identify environmental sensitivities, flood risks, sea level rise, and other factors that impact infrastructure reliability.



Define Goals & Priorities

Establish clear, measurable objectives aligned with service reliability, compliance, sustainability, and financial stewardship.



Develop Actionable Plans

Create data-driven plans with realistic timelines, budgets, and responsibilities to guide decision-making and resource allocation.



Monitor, Adapt & Improve

Continuously review performance, adapt strategies, and align plans to ensure long-term resilience and system reliability.

#2

PROPER DESIGN

Proper design is the foundation of a reliable, efficient, and resilient wastewater system. It ensures that infrastructure performs as intended—today and for generations to come.



GOOD DESIGN BUILDS RELIABILITY. POOR DESIGN BUILDS PROBLEMS.

Investing in proper design reduces failures, lowers lifecycle costs, improves safety, and protects public health and the environment.

PROPER DESIGN

Designing Today. Protecting Tomorrow.

Well-designed systems are easier to operate, maintain, and adapt to future needs.



Understand System Needs

Analyze current conditions, flows, site constraints, and community needs to develop the right design solution.



Ensure Reliability & Resilience

Design for redundancy, failure protection, and the ability to withstand environmental and operational challenges.



Optimize Operations

Design systems that are efficient, easy to operate, and simple to maintain with safe access and good ergonomics.



Lower Lifecycle Costs

Consider long-term costs in design decisions to minimize maintenance, repairs, and energy consumption.



Protect Public Health & Environment

Design to meet or exceed regulatory standards and minimize environmental impacts, overflows, and odors.



Plan for the Future

Include flexibility for future growth, technology advancements, and changing regulatory requirements.

#3

STANDARDIZATION

Common Standards. Stronger Systems.



Standardization creates consistency, simplifies operations, reduces costs, and improves reliability across all wastewater systems.

STANDARDIZED PUMP STATIONS
COMMON DESIGN. COMMON EQUIPMENT. COMMON SUCCESS.



CONSISTENT
DESIGN



STANDARD
EQUIPMENT



EASY
MAINTENANCE



BETTER
PERFORMANCE

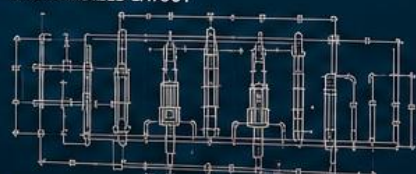


GREATER
RELIABILITY

STANDARDIZED EQUIPMENT LIST

EQUIPMENT	MODEL / SPEC	QTY
SUBMERSIBLE PUMP	100 HP	2
BAR SCREEN	DMB-2	1
GENERATOR	150 kW	1
CONTROL PANEL	DERAGGER PRO	1
ODOR CONTROL UNIT	OC-100	1
BYPASS PUMP	4" DISCHARGE	1

STANDARDIZED LAYOUT



ONE STANDARD. MANY BENEFITS. STRONGER SYSTEM.

Standardization improves training, inventory management, maintenance efficiency, and long-term system performance.

STANDARDIZATION

Common Standards. Stronger Systems.

Using common designs, equipment, and processes across all facilities ensures efficiency, reliability, and cost savings.



Consistency & Reliability

Standardized designs and equipment deliver consistent performance and reduce the risk of failures.



Simplified Operations

Operators and maintenance staff are familiar with the same systems, making work easier and training more effective.



Lower Costs

Bulk purchasing, reduced spare parts variety, and simplified maintenance lead to lower lifecycle costs.



Faster Repairs

Common equipment and procedures reduce downtime and speed up maintenance and repairs.



Better Data & Decision Making

Standardization improves data collection and performance tracking for smarter decisions and continuous improvement.



Stronger System Performance

A standardized approach builds a more resilient, reliable, and future-ready wastewater system.



STANDARDIZING TODAY
FOR A MORE RELIABLE TOMORROW.



COMMON SOLUTIONS.
BETTER RESULTS.



STRONGER SYSTEMS.
STRONGER COMMUNITY.



Virgin Islands Waste
Management Authority
Preserving Paradise

#4

QUALITY CONSTRUCTION

Building Reliability. Delivering Value.

Even the best designs fail without quality construction. Building it right the first time ensures reliability, safety, and long-term performance.



BUILT RIGHT. BUILT TO LAST.

Quality construction minimizes future repairs, reduces lifecycle costs, and ensures our infrastructure performs as intended—for generations to come.

QUALITY CONSTRUCTION

Building Reliability. Delivering Value.

Quality construction is more than just building—it's about doing it right, with the right materials, methods, and oversight.



Use Quality Materials

Select durable, corrosion-resistant materials that meet or exceed industry standards.



Follow Best Construction Practices

Ensure all work is performed by qualified personnel using proven construction techniques.



Inspection & Quality Control

Implement rigorous inspection and testing at every stage to ensure compliance with design and specifications.



Proper Installation & Commissioning

Correct installation and thorough commissioning ensure systems operate safely and efficiently from day one.



Build for Long-Term Reliability

Quality construction reduces failures, extends asset life, and protects our investment in infrastructure.



Accountability & Documentation

Maintain complete records, warranties, and as-built documentation for future reference and asset management.

#5

OPERATIONAL READINESS

PREPARED TODAY. RELIABLE TOMORROW.

Reliable infrastructure depends on prepared teams, proven procedures, and the right tools to respond quickly and effectively.

Operational Readiness

Reliable infrastructure requires trained personnel, clear procedures, spare parts, emergency response plans, and performance monitoring.

OPERATIONAL READINESS

PREPARED TODAY. RELIABLE TOMORROW.



Trained Personnel

Invest in training and cross-training to ensure staff have the skills and knowledge to operate, maintain, and respond effectively.



Clear Procedures

Standard operating procedures ensure consistency, safety, and efficiency in daily operations and emergencies.



Spare Parts & Equipment

Maintain critical spare parts and equipment to minimize downtime and ensure quick recovery when unexpected issues occur.



Emergency Response Plans

Well-developed emergency plans prepare our team to respond quickly and effectively to any situation.



Performance Monitoring

Continuous monitoring of system performance helps identify issues early and ensures we meet operational goals.



Safety First

A strong safety culture protects our people, our community, and our infrastructure.

BE PREPARED. BE PROACTIVE. STAY OPERATIONAL.
OPERATIONAL READINESS BUILDS RELIABILITY.

#6

ECO-FRIENDLY IMPLEMENTATION:

Reducing Our Carbon Footprint

Sustainable implementation practices help protect the environment, lower operating costs, and build a more resilient future.



WHY IT MATTERS

Utilities play a vital role in protecting natural resources. Eco-friendly implementation reduces emissions, conserves energy, and supports a healthier planet for future generations.

SUSTAINABLE IMPLEMENTATION PRACTICES



1 Improve Energy Efficiency

Optimize equipment performance, use energy-efficient technologies, and reduce energy waste.



2 Prevent and Predict

Extend asset life and reduce emissions by using condition-based monitoring and proactive implementation.



3 Conserve Water

Inspect for leaks, optimize processes, and reuse water whenever possible to minimize consumption.



4 Reduce, Reuse, Recycle

Minimize waste generation, reuse materials, and recycle whenever possible.



5 Use Environmentally Safe Products

Choose biodegradable, non-toxic, and low-impact chemicals and materials.



6 Proper Waste Management

Dispose of hazardous waste responsibly and in compliance with regulations.



7 Optimize Fleet Operations

Reduce fuel use and emissions through efficient routing, proper implementation, and right-sizing fleets.



8 Protect Natural Resources

Prevent pollution, protect ecosystems, and support biodiversity in all operations.



9 Monitor, Measure & Improve

Track performance, set goals, and drive continuous improvement in sustainability.



10 Use Renewable Energy

Integrate solar, wind, biogas, and other renewable energy sources to power operations and reduce greenhouse gas emissions.



Building a Greener Tomorrow

Every implementation decision impacts our environment. Small changes today create a sustainable future.



SUSTAINABLE IMPLEMENTATION. STRONGER COMMUNITIES. A GREENER FUTURE.



Care for today.
Sustain tomorrow.

#7

DATA & CONTINUOUS IMPROVEMENT

TURNING DATA INTO RELIABLE RESULTS.

Using data and continuous improvement to optimize performance, extend asset life, reduce costs, and deliver more reliable wastewater services.



GOOD DATA DRIVES BETTER DECISIONS. BETTER DECISIONS DRIVE RELIABILITY.

Leveraging accurate data, advanced analytics, and continuous feedback helps us identify issues early, measure performance, and make smarter decisions that improve system reliability and efficiency.

DATA & CONTINUOUS IMPROVEMENT

Turning Data Into Reliable Results.

Data-driven insights and continuous improvement create a smarter, more reliable, and more resilient wastewater system.



Measure What Matters

Collect and monitor key performance indicators to understand system health, operations, and trends.



Detect Issues Early

Use real-time data and analytics to identify problems before they lead to failures or overflows.



Make Data-Driven Decisions

Use accurate information to prioritize work, allocate resources, and select cost-effective solutions.



Improve Processes Continuously

Evaluate results, refine strategies, and implement best practices to maximize performance.



Optimize Performance & Costs

Improve efficiency, reduce energy use, minimize downtime, and extend the life of assets.



Build a Culture of Improvement

Empower teams, share knowledge, and use data to drive accountability and innovation across the organization.

**BETTER DATA. BETTER DECISIONS.
STRONGER SYSTEMS. STRONGER COMMUNITY.**

INFRASTRUCTURE RELIABILITY

FUNDING STRATEGY



Major infrastructure improvements under the **INFRASTRUCTURE RELIABILITY PROGRAM** are expected to be funded through **FEDERAL GRANTS.**

Federal grant funding enables VIWMA to invest in large-scale, capital-intensive projects that modernize critical wastewater infrastructure, increase system resiliency, and protect public health and the environment.



COLLECTION SYSTEM IMPROVEMENTS

Rehabilitation and replacement of aging sewer lines, manholes, and force mains.



PUMP STATION UPGRADES

New and upgraded pump stations for improved performance and reliability.



WASTEWATER TREATMENT ENHANCEMENTS

Upgrades and expansion of treatment facilities to meet current and future demands.



RESILIENCY & DISASTER MITIGATION

Infrastructure improvements that strengthen systems against natural disasters.



CAPACITY & GROWTH INVESTMENTS

Projects that support population growth, economic development, and long-term sustainability.



FEDERAL GRANTS

BUILDING STRONGER SYSTEMS
FOR A RELIABLE FUTURE



Partnering with federal agencies to deliver the critical **infrastructure investments** our community depends on.

**The Expected
Outcomes of Our
Wastewater
Optimization Program**

OUTCOMES

Strategic Outcomes of a Reliability-Focused Wastewater System

A reliability-focused wastewater system delivers measurable operational, environmental, and financial benefits by ensuring infrastructure performs consistently, efficiently, and resiliently throughout its lifecycle.



Reduced Emergency Failures

Proactive planning, preventive maintenance, and resilient infrastructure design minimize unexpected breakdowns, sanitary sewer overflows, and service disruptions. By identifying potential failures before they occur, utilities can reduce emergency response events and improve operational continuity.



Lower Lifecycle Costs

Reliability-based asset management reduces reactive repairs, extends equipment life, improves capital planning, and lowers the total cost of ownership. Strategic maintenance and infrastructure investments help maximize long-term financial sustainability.



Increased Environmental Compliance

Reliable collection and treatment systems improve permit compliance, reduce environmental risks, and support regulatory performance standards. Consistent system performance protects receiving waters, public health, and environmental quality.



Improved Public Trust

Consistent service delivery, faster emergency response, and visible infrastructure improvements strengthen public confidence and stakeholder support. Communities are more confident in systems that demonstrate accountability, resilience, and operational reliability.



Greater Resilience During Disasters

Redundant systems, emergency power capabilities, hardened infrastructure, and operational preparedness enhance system performance during hurricanes, flooding, and other emergencies. Resilient infrastructure helps maintain critical wastewater operations during adverse events.



Sustainable Long-Term Operations

Strategic planning and reliability-centered operations create a foundation for sustainable growth, workforce efficiency, infrastructure preservation, and long-term operational stability. Reliability-focused systems support future expansion while protecting existing assets.



“

Reliability is not simply maintaining infrastructure — it is strategically designing, operating, and sustaining systems to consistently protect public health, the environment, and community resilience.



Overview of the new Wastewater network



Households

Wastewater from homes is collected and flows into the public wastewater network.



Businesses

Wastewater from businesses is collected and added to the public network.



Stormwater

is collected into a public stormwater network. This is managed by VI PWD



Government facilities

Wastewater from schools, hospitals, police stations, administrative buildings and other government facilities is collected and flows into the public wastewater network.

- Schools
- Hospitals
- Police Stations
- Administrative Buildings
- Fire Stations
- Other Public Facilities



8 wastewater treatment plants

At the treatment plants, wastewater is cleaned so that it is not come to people or the environment and can be released to sea, rivers or land. The plant's wastewater network is managed by us.

Smart manhole covers

Equipped with sensors to monitor level, flow, gases and tamper alerts in real time. Data is transmitted to the SCADA system for proactive maintenance and alerts.

Smart wastewater treatment plants

Our treatment plants use smart technology to optimize operations, monitor water quality, and improve energy efficiency in real time. Process data is integrated with SCADA for better decision making.

240 Miles of wastewater pipes

Wastewater drains into private wastewater pipes and connect to the public wastewater network which carry household wastewater to treatment plants.

Wastewater overflows

occur when wastewater spills out from gully traps, manholes, engineered overflow points or pump stations. There are three types:

Two: Engineered overflow points.

One: Pump stations.

Three: Points in the network, such as manholes.



4,227 manholes

These are holes in the ground, covered by a lid, that provide entry to the wastewater network.



Smart pump stations

Our pump stations are equipped with smart sensors and control systems that monitor performance, flow, and equipment health 24/7. Data is integrated with SCADA to optimize operations and prevent overflows.

31 pump stations.

Over 6-7 million Gallons Treated Daily

INTEGRATED SCADA SYSTEM



Remote Monitoring

Real-time monitoring of pump stations, flows, overflows, and treatment plants.



Alarms & Alerts

Instant notifications for overflows, equipment failures, and abnormal conditions.



Data Trends & Analytics

Track system performance, identify issues, and optimize operations.



Historical Reporting

Generate compliance reports and review system performance history.



Secure Access

Role-based access for operators and management, on-site or remote.



Protecting public health and our environment



Serving our community every day



Managing responsibly for today and tomorrow



Building a cleaner, stronger future

WASTEWATER INFRASTRUCTURE THAT IS MODERN, RELIABLE AND EASY TO OPERATE

Building wastewater infrastructure that is modern, reliable, resilient, and easy to operate — designed to protect public health, support sustainability, and simplify long-term operations and maintenance.



Modern wastewater infrastructure should not only meet today's demands, but be reliable, efficient, resilient, and easy for operators to manage and maintain for generations to come.



Creating smarter wastewater infrastructure through reliability-centered design, operational simplicity, resilient systems, and sustainable long-term performance.



Reliable wastewater infrastructure begins with systems intentionally designed to be efficient, maintainable, operator-friendly, and prepared for the future.



Designed for performance. Built for reliability. Optimized for operators. Ready for tomorrow.



MODERN

Advanced technology
and smart systems



RELIABLE

Redundant design
and proven
performance



EASY TO OPERATE

Intuitive systems
and simplified
operations



SUSTAINABLE

Protecting our
environment and
communities

