

DES MOINES WATER WORKS
Board of Water Works Trustees



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MEMORANDUM

DATE: January 6, 2017

TO: William Stowe, CEO and General Manager

FROM: Ted Corrigan, COO
Peggy Freese, CFO

SUBJECT: 2017 Utility Goals

Once again this year we have worked with staff to identify areas of focus for the utility in the coming year. A total of six goals have been identified each of which we believe will move Des Moines Water Works in the direction of greater efficiency, better planning, or improved employee health. The goals we have developed for 2017 are as follows:

1. Replace billing and customer information system.
 - By June 30, develop detailed project plan for implementation of new billing and customer information system and conduct official project kick-off.
 - By December 31, implement Phase I of conversion to new billing and customer information system based on key milestones as established in the project plan (to be determined in late spring), on time, within budget, and within the stated scope of the project. (Phase II will continue in 2018).
2. Implement conversion to PCI compliant electronic payment solution by June 30, 2017, including appropriate and timely customer communication on significant changes to electronic payment offerings (i.e., fees, transaction limits, etc).
3. By September 1, facilitate review of Cost of Service methodology by an outside consultant, evaluate recommendations and develop action plan for implementation of changes.

4. Reduce OSHA recordable injuries to not more than 75% of the industry average: industry average is 12; DMWW goal is 9.
 - Develop tracking and reporting system for safety training attendance
 - Review 4 safety policies through the CSC in 2017
 - Confined Space
 - Hot Work
 - Lock Out Tag Out
 - Chemical Spills Leaks and Releases
 - Focus areas
 - Hearing Conservation
 - Competent Person Training
5. Complete 2040 Long Range Plan (LRP) and update 5-year Capital Improvement Plan (CIP).
 - Finalize the Main Replacement model portion of Long Range Plan and present to the Planning Committee in February.
 - Engineering review of final consultant report completed by March 1.
 - Final Long Range Plan Report and present to Planning Committee in April.
 - Complete update of 5-year CIP and present to Finance and Audit Committee in April.
 - Provide monthly updates the CIRDWC Technical Advisory Committee.
6. Maximize Saylorville Water Treatment Plant (SWTP) capacity.
 - Receive and install remaining UF Membrane Modules first quarter 2017.
 - Complete design for 4th RO skid installation by April 1, 2017.
 - Receive delivery of RO membranes by October 1, 2017.
 - Complete installation of 4th RO skid by December 31, 2017.
 - Load test Saylorville Water Treatment Plant components to identify any other factors which will prevent production of 10 MGD in 2018 and document any deficiencies found.
 - Develop a plan to resolve any deficiencies by year end.
 - Produce 7.5 MGD with cold water temperatures (52F) by year end (equivalent to 10 MGD with warm, summer water temperatures).