

MEMORANDUM

DATE: December 10, 2018

TO: William Stowe, CEO and General Manager

FROM: Ted Corrigan, Chief Operating Officer
Peggy Freese, Chief Financial Officer

SUBJECT: 2018 Utility Goals Update

Staff has committed to providing the Board of Water Works Trustees with quarterly updates on the utility’s 2018 goals. Three goals have been developed to move the utility towards better water quality, improved employee health, and stronger cyber security. An update on our 2018 goals is provided below.

Goal	Update	Status												
<p><u>Safety</u> OSHA recordable injuries will be not more than 6 (50% of the industry average)</p>	<p>Our experience with recordable injuries in 2018 was disappointing. Through the second week of December there have been 15 recordable injuries, far exceeding our goal of not more than 6. This compares to prior years as follows:</p> <table border="1" data-bbox="776 1459 1125 1690"> <thead> <tr> <th><u>Year</u></th> <th><u>Number</u></th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>3</td> </tr> <tr> <td>2016</td> <td>9</td> </tr> <tr> <td>2015</td> <td>19</td> </tr> <tr> <td>2014</td> <td>16</td> </tr> <tr> <td>2013</td> <td>17</td> </tr> </tbody> </table>	<u>Year</u>	<u>Number</u>	2017	3	2016	9	2015	19	2014	16	2013	17	<p>Goal Not Met</p>
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2017	3													
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<p><u>Disinfection By-products</u> Average disinfection byproducts measured in the distribution system will be not more than 60 ppb (75% of the regulatory limit).</p>	<p>Disinfection by-product samples have been collected for each of the four quarters in 2018. The averages of samples collected in each quarter are 40 ppb, 41 ppb, 50 ppb, and 38 ppb respectively, well below the drinking water standard of 80 ppb and in compliance with our goal of not more than 60 ppb.</p>	<p>Goal Met</p>
<p><u>Cybersecurity</u> Enhance DMWW's cybersecurity processes and protocols by 11/30/2018.</p>	<p>An Information Security Management System (ISMS) frame work has been established. In addition to the ISMS, several security layers were added which enhance DMWW's cybersecurity posture in 2018. Cybersecurity is always changing and must be addressed on a continual basis, thus work will continue throughout 2019 and beyond.</p>	<p>Goal Met</p>