
Meeting Date: December 13, 2023
Staff Contact: Marta Ortiz, Chief Financial Officer

TITLE: C-23-23 – FY2024 1st Quarter Financial Report

ACTION: Receipt be Noted

SUMMARY:

Submitted to the Board for review and informational purposes are the financial reports for the quarter ended September 30, 2023. The reports provide a year-to-date comparison between the approved FY23 budget and actual expenses through September 30, 2023. The reports also include revenue and expense projections to June 30, 2024. The projections are based on actual, trend, and historical information. As with any estimates, this information is subject to change.

These reports have been reviewed and approved by the State Department of Finance and Administration Local Government Division.

Also, the results of Water Authority Investments and the budget Performance Plan highlights and goals and objectives as of September 30, 2023.

See attached report.



ALBUQUERQUE BERNALILLO COUNTY WATER UTILITY AUTHORITY ALBUQUERQUE, NM

QUARTERLY FINANCIAL REPORT

For month ending September 30, 2023

Note: The Quarterly Financial Report is prepared each quarter and is utilized to analyze and assess the current financial condition of the Albuquerque Bernalillo County Water Utility Authority's (Water Authority) General Fund, Debt Service Fund, San Juan-Chama Project Contractors Association Fund (SJCPCA), and Capital Funds. The information found in this report is drawn from the Water Authority's general ledger as of the last day of each month, and occasional variances may occur. This report should be used for informational purposes only.

INTRODUCTION

This report provides an overview of the Water Authority's financial condition through the third month of the fiscal year. The year-to-date (YTD) spans between July 1, 2023 through September 30, 2023. This report includes budget to actual comparisons in the General Fund (by revenue/expense category and department/division), the Debt Service Fund, the SJCPCA Fund, the Capital Funds, and overall financial performance.

The report was prepared by the Business/Financial Services Division in collaboration with departmental staff across the Water Authority and has been reviewed and approved by the State of New Mexico Department of Finance and Administration (DFA) Local Government Division.

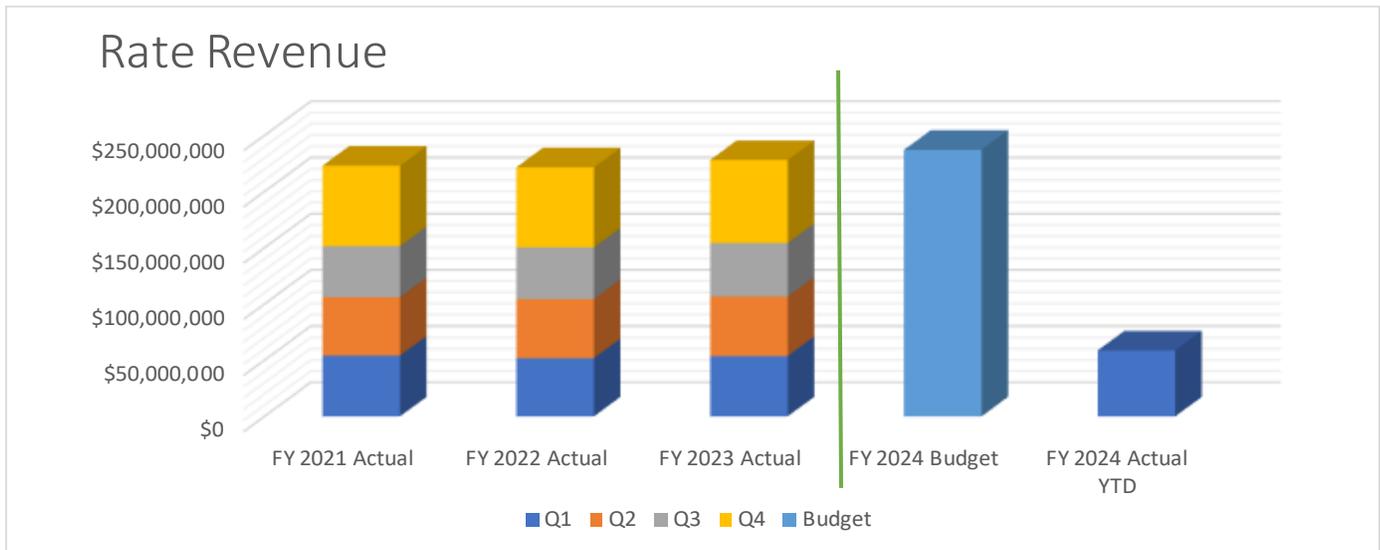
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GENERAL FUND REVENUE HIGHLIGHTS

The total FY2024 General Fund revenue budget is \$248.4 million. Through September, \$61.1 million has been recorded, or 24.6% of the revenue budget. The FY2024 adopted revenue budget increased by +\$3.7 million from the FY2023 adopted budget, aligning with new and expansion business announcements. The tables and charts reflect the total water, wastewater, and miscellaneous revenue to illustrate monthly and year-to-date (YTD) activity.

| | FY 2024 Adopted Budget | Jul-23 | Aug-23 | Sep-23 | FY 2024 Total YTD | % YTD | FY 2024 Projection | Budget vs Projection |
|-----------------------------|---------------------------|----------------------|----------------------|----------------------|----------------------|--------------|-----------------------|-------------------------|
| Water Service | 98,107,000 | \$ (893,500) | \$ 12,673,763 | \$ 12,588,995 | \$ 24,369,257 | 24.8% | \$ 98,107,000 | - |
| Water Facilities Rehab | 34,022,000 | 3,955,087 | 3,866,785 | 3,866,787 | 11,688,659 | 34.4% | 34,022,000 | - |
| Wastewater Service | 71,184,000 | 3,846,051 | 3,939,406 | 3,875,220 | 11,660,677 | 16.4% | 71,184,000 | - |
| Wastewater Facilities Rehab | 28,982,000 | 3,075,624 | 3,071,148 | 3,111,018 | 9,257,791 | 31.9% | 28,982,000 | - |
| Connections | 375,000 | 30,031 | 18,555 | 12,755 | 61,341 | 16.4% | 375,000 | - |
| Water Resources Management | 4,500,000 | 567,245 | 540,805 | 540,254 | 1,648,304 | 36.6% | 4,500,000 | - |
| SW Admin Fee | 1,711,000 | - | 142,583 | 142,583 | 285,167 | 16.7% | 1,711,000 | - |
| DMD Admin Fee | 654,000 | - | 54,504 | 54,504 | 109,008 | 16.7% | 654,000 | - |
| Interest | 500,000 | 555,260 | 502,215 | 193,573 | 1,251,049 | 250.2% | 3,000,000 | (2,500,000) |
| Miscellaneous | 8,409,000 | 490,647 | 163,409 | 120,789 | 774,845 | 9.2% | 7,909,000 | 500,000 |
| Grand Total | \$ 248,444,000 | \$ 11,626,446 | \$ 24,973,172 | \$ 24,506,479 | \$ 61,106,096 | 24.6% | \$250,444,000 | \$ (2,000,000) |



Rate revenue is the largest revenue category in the General Fund, representing approximately 98% of the total. Water and Sewer rates are for the sale of water and collection and disposal of sewage as defined in the Water Authority Rate Ordinance. Revenue budget amounts are derived with the expectation of very limited growth in the service area for the next several years coupled with moving towards the Water Authority GCPD goal of 110 by 2037.

Water Authority charges include:

Water-Fixed Monthly Charge: This fee recovers costs associated with providing “fixed costs” of service associated with providing capital facilities (pump stations, reservoirs, transmission lines, wells, etc.). Fixed costs occur whether or not any water is used.

Water-Commodity Charge: This charge represents the “unit costs” of pumping, treating, and delivering the commodity (water) itself.

Water-State Surcharge: This tax is a pass-through cost from the state, through the Water Authority, and to the customer for funding the State’s water quality testing.

Sewer-Fixed Monthly Charge: This fee recovers costs associated with providing “fixed costs” of service such as sewage lift stations, odor control stations, large diameter interceptor lines, etc. Fixed costs occur whether or not any wastewater flows into the sewer system.

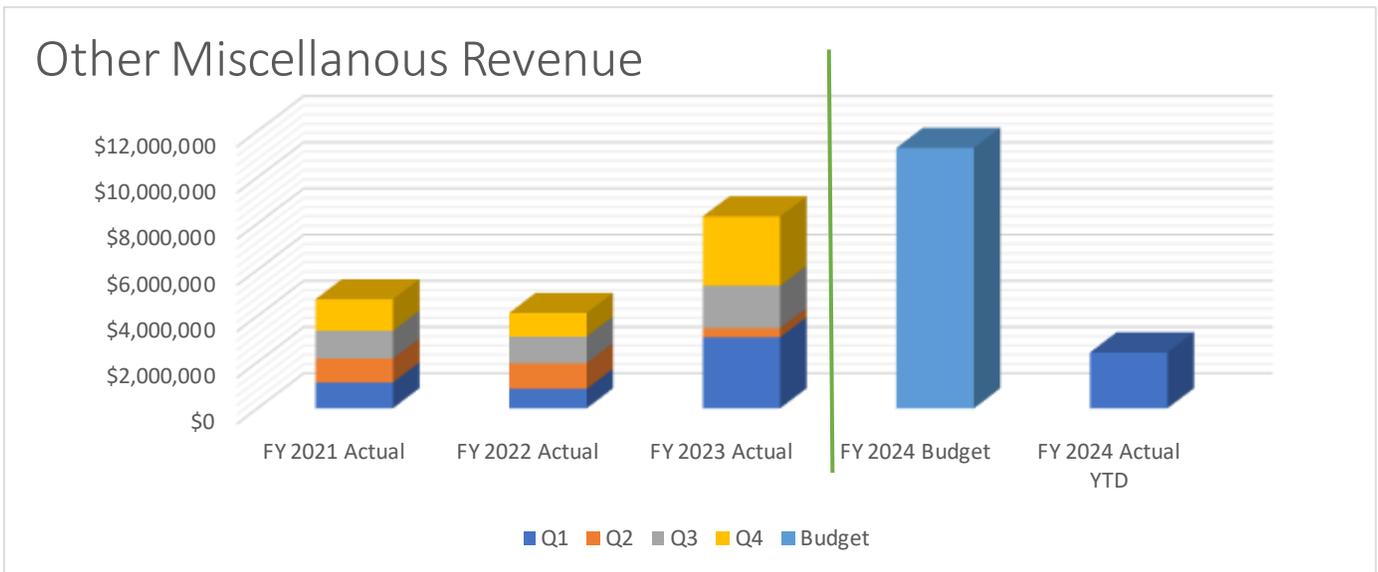
Sewer-Commodity Charge: This charge represents the “unit costs” of collecting, treating, and disposing of wastewater.

Facility Rehabilitation Charge: This fee funds the repair or replacement of aging water and sewer lines.

Water customer consumption is billed the following month for the previous month’s usage. Consumption is the portion of water used that is not returned to the original water source after being withdrawn and no longer available for reuse. For July, August, and September, the water usage for all customer classes was 4,702,208, 4,570,803, and 4,481,084, respectively.

The reduction in consumption is a positive result for conservation goals; however, the costs of maintaining the utility are primarily fixed in nature and the revenue requirements for operating, debt service payments, reserves, and debt coverage must be met.

Production of water in the first quarter increased 816 MG from the same period in FY 2023.



Other miscellaneous revenue represents 2% of the total. This includes interest revenue, Solid Waste (SW) and Department of Municipal Development (DMD) administrative fees from the City of Albuquerque, lease (rental) revenue, and compost sales.

GENERAL FUND EXPENSE HIGHLIGHTS

Expenses for the General Fund ending the 1st quarter were 32.6%, which is 7.8% higher than anticipated (25%) range of actuals after the first quarter of FY 2024.

Personnel:

Wages & Benefits costs through Q1 were approximately 22.9% of the total fiscal year budget. Personnel was underspent slightly through Q1, mostly attributed to Water Authority-wide vacancies. Overtime is 5% above budget levels due to staffing shortages and vacancies. The vacancy rate through the 1st Quarter was 8.5%, which is above the 7% goal for FY 2024.

Personnel costs for September were \$16,048,754, which is comprised of: wages (\$10,736,761), other fringe benefits (\$4,774,505), and overtime (\$537,488).

Other Operating Expenses O&M:

O&M costs were also higher than estimated (28.2%), largely due to overspending in professional and contracted services. Overall, General Fund expenditures are within the anticipated range and tracking slightly higher than actuals through September in the previous fiscal year.

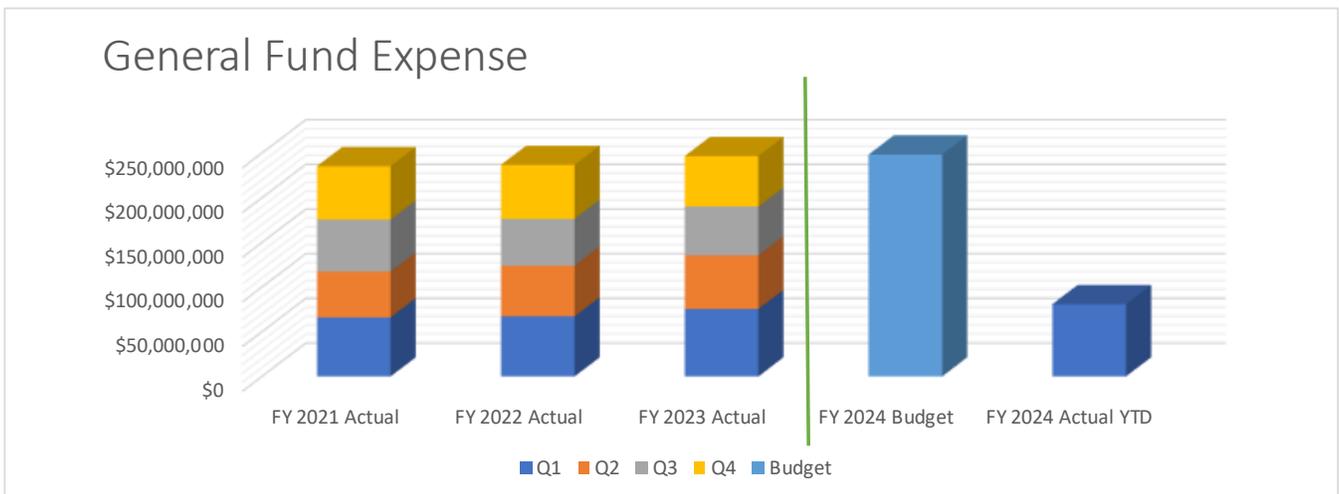
Power and Chemicals:

Power and Chemicals are one of the highest expenses of O&M. Even though the San Juan-Chama Water Treatment Plant (SJCWTP) was off-line during the first quarter, power costs were incurred for groundwater pumping operating and chemical costs were incurred in preparation for the start-up of the water plant.

Transfers to Other Funds:

The Water Authority pays the majority of its debt service in July (annual principal and semi-annual interest payments); therefore, the majority of the annual budget is expensed in the first quarter of the fiscal year.

| | FY 2024 Adopted Budget | Jul-23 | Aug-23 | Sep-23 | FY 2024 Total YTD | % YTD | FY 2024 Projection | Budget vs Projection |
|--------------------------|---------------------------|---------------------|---------------------|---------------------|----------------------|--------------|-----------------------|-------------------------|
| Wages & Benefits | \$ 67,850,299 | \$ 5,624,859 | \$ 4,983,486 | \$ 4,902,921 | \$ 15,511,266 | 22.9% | 67,299,653 | 550,646 |
| Wages Overtime | 1,850,683 | 181,560 | 167,929 | 187,999 | 537,488 | 29.0% | 2,011,947 | (161,264) |
| Power | 11,296,000 | (6,059) | 1,564,797 | 1,398,798 | 2,957,536 | 26.2% | 12,776,540 | (1,480,540) |
| Chemicals | 9,960,000 | 350,111 | 1,157,364 | 2,616,780 | 4,124,254 | 41.4% | 13,067,754 | (3,107,754) |
| Other Operating Expenses | 41,462,018 | 5,100,468 | 3,231,153 | 3,373,566 | 11,705,187 | 28.2% | 41,187,071 | 274,947 |
| Transfers to Other Funds | 116,020,000 | 19,168,333 | 19,168,333 | 7,768,333 | 46,105,000 | 39.7% | 116,020,000 | - |
| Grand Total | \$ 248,439,000 | \$30,419,272 | \$30,273,063 | \$20,248,397 | \$80,940,732 | 32.6% | \$ 252,362,965 | \$(3,923,965) |



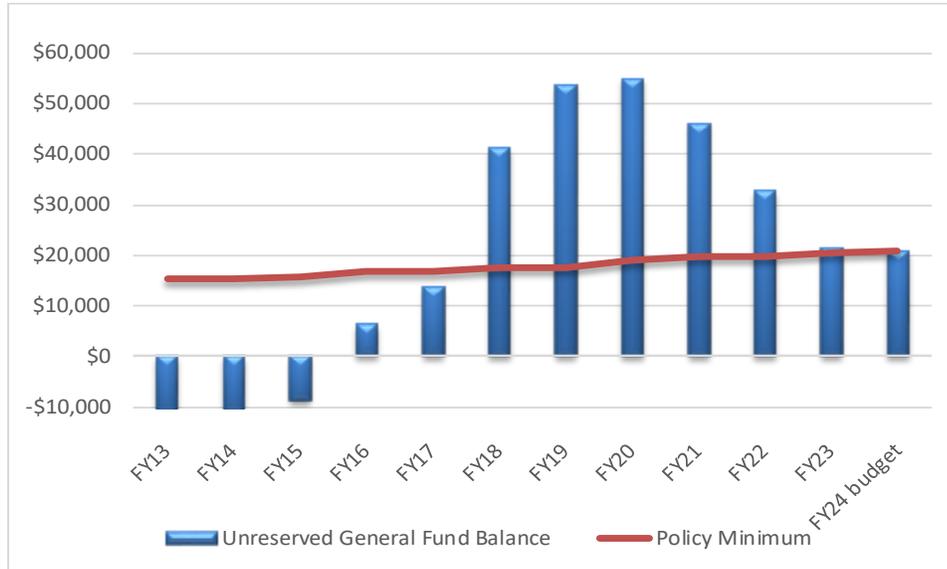
BUDGET TO ACTUAL VARIANCES

General Fund Departments

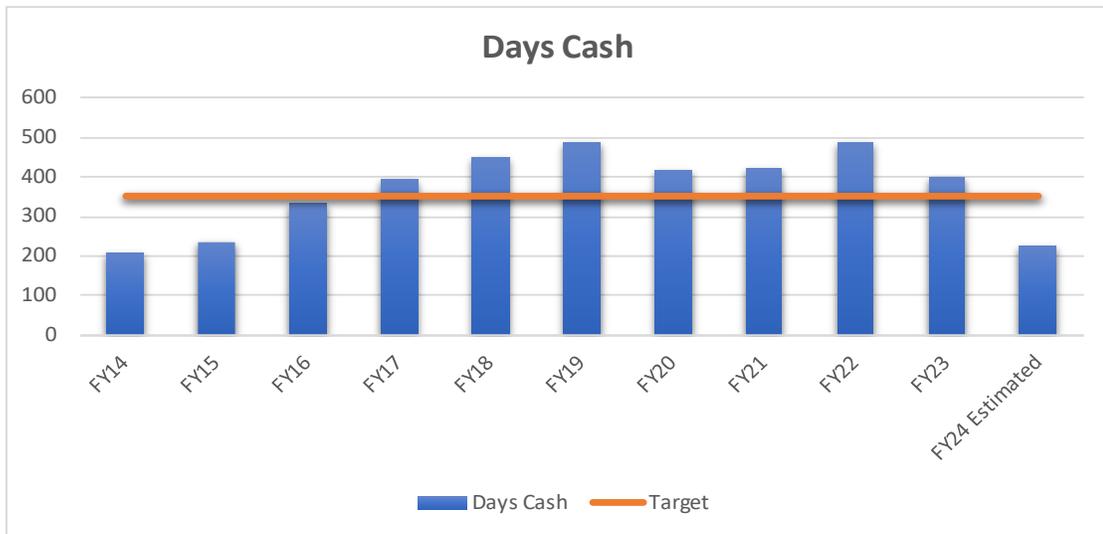
| | Personnel | | | Overtime | | | O&M Expenses & Transfers | | |
|--------------------------------|----------------------|---------------------------|--------------|-------------------|---------------------------|--------------|--------------------------|---------------------------|--------------|
| | YTD Actual | FY 2024 Adopted Budget | % Budget | YTD Actual | FY 2024 Adopted Budget | % Budget | YTD Actual | FY 2024 Adopted Budget | % Budget |
| Administration | \$ 248,553 | \$ 1,054,315 | 23.6% | \$ 12 | \$ - | 0.0% | \$ 260,077 | \$ 771,685 | 33.7% |
| Risk | 138,759 | 536,279 | 25.9% | 48 | - | 0.0% | 2,827,745 | 5,650,721 | 50.0% |
| Legal | 107,894 | 207,700 | 51.9% | - | - | 0.0% | 173,654 | 615,300 | 28.2% |
| Human Resources | 367,789 | 1,721,513 | 21.4% | 28 | - | 0.0% | 25,756 | 197,487 | 13.0% |
| Information Technology | 1,308,007 | 5,719,908 | 22.9% | 5,351 | - | 0.0% | 2,148,484 | 4,810,092 | 44.7% |
| Finance | 591,409 | 2,966,402 | 19.9% | 7,861 | - | 0.0% | 510,686 | 1,425,598 | 35.8% |
| Customer Service | 779,015 | 3,556,825 | 21.9% | 28,229 | 53,244 | 53.0% | 383,184 | 1,798,931 | 21.3% |
| Asset Management | 187,007 | 767,600 | 24.4% | - | - | 0.0% | 3,185 | 37,400 | 8.5% |
| Wastewater Plant | 1,969,615 | 9,141,969 | 21.5% | 124,133 | 450,127 | 27.6% | 354,565 | 2,528,704 | 14.0% |
| SJC Water Treatment Plant | 852,320 | 3,795,400 | 22.5% | 46,326 | 160,000 | 29.0% | 152,281 | 940,600 | 16.2% |
| Groundwater System | 1,390,812 | 5,818,704 | 23.9% | 55,531 | 248,057 | 22.4% | 185,054 | 1,230,739 | 15.0% |
| Wastewater Collection | 1,480,627 | 6,379,802 | 23.2% | 28,308 | 175,000 | 16.2% | 238,099 | 1,432,912 | 16.6% |
| Water Field Operations | 3,159,612 | 13,266,904 | 23.8% | 216,118 | 753,208 | 28.7% | 1,359,493 | 7,481,174 | 18.2% |
| Compliance | 1,107,777 | 5,046,983 | 21.9% | 8,915 | 27,350 | 32.6% | 205,604 | 1,189,667 | 17.3% |
| Fleet & Facility Maintenance | 333,147 | 1,253,763 | 26.6% | 16,332 | - | 0.0% | 761,568 | 4,623,937 | 16.5% |
| Central Engineering | 819,862 | 3,730,700 | 22.0% | - | - | 0.0% | 40,057 | 64,300 | 62.3% |
| Planning & Utility Development | 186,774 | 911,047 | 20.5% | - | - | 0.0% | 14,322 | 87,953 | 16.3% |
| Water Resources | 334,827 | 1,448,182 | 23.1% | 113 | - | 0.0% | 736,230 | 3,318,818 | 22.2% |
| Power & Chemicals | - | - | 0.0% | - | - | 0.0% | 7,083,091 | 21,256,000 | 33.3% |
| Taxes | - | - | 0.0% | - | - | 0.0% | 317,430 | 656,000 | 48.4% |
| Overhead | 133,388 | 400,000 | 0.0% | - | - | 0.0% | 617,383 | 1,270,000 | 48.6% |
| San Juan Chama | - | - | 0.0% | - | - | 0.0% | 403,286 | 1,440,000 | 28.0% |
| Transfers to Other Funds | - | - | 0.0% | - | - | 0.0% | 46,105,000 | 116,020,000 | 39.7% |
| Total | \$ 15,497,196 | \$ 67,723,996 | 22.9% | \$ 537,304 | \$ 1,866,986 | 28.8% | \$ 64,906,234 | \$ 178,848,018 | 36.3% |

GENERAL FUND WORKING CAPITAL BALANCE (FUND BALANCE) AND RATE RESERVE HIGHLIGHTS

General Fund Working Capital Balance (also known as Fund Balance) began the FY 2024 year at \$24,044,454 and is projected to end at \$11,902,454, which is below the 1/12th total expense target. If the trend continues in the next quarter, a mid-year amendment will be forthcoming to draw down the rate reserve or fund balances to end the fiscal year with the minimum target \$20,703,250.



The Rate Reserve, which is available to support unanticipated revenue declines or emergency expenditure needs, is funded at \$9.0 million. The chart below shows days cash on hand by fiscal year. YTD for FY 2024 is estimated at 226 days cash available.



OTHER FUND HIGHLIGHTS

Below are the FY 2024 total revenues and expenses YTD for each fund.

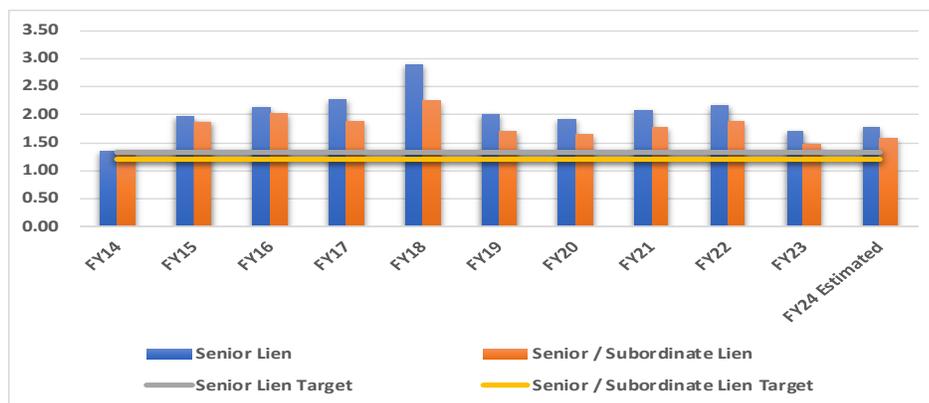
| | Revenue | | | Expense | | |
|-------------------------|----------------------|---------------------------|--------------|----------------------|---------------------------|--------------|
| | YTD Actual | FY 2024 Adopted Budget | % Budget | YTD Actual | FY 2024 Adopted Budget | % Budget |
| Debt Service Fund | \$ 39,288,889 | \$ 86,720,276 | 45.3% | \$ 68,081,579 | \$ 92,666,276 | 73.5% |
| SJCPCA Fund | 64,043 | 64,043 | 100.0% | 18,462 | 64,043 | 28.8% |
| Capital Rehab Fund | 9,154,500 | 157,618,000 | 5.8% | 24,940,357 | 133,211,421 | 18.7% |
| Capital Growth Fund | 1,801,238 | 22,041,306 | 8.2% | 4,203,981 | 101,310,707 | 4.1% |
| Capital Water 2120 Fund | 506,578 | 2,402,000 | 0.0% | 41,410 | 6,813,168 | 0.6% |
| Total | \$ 50,815,248 | \$ 268,845,625 | 18.9% | \$ 97,285,790 | \$ 334,065,615 | 29.1% |

DEBT SERVICE FUND

The debt service fund is used to account for the revenues, other financing sources, other financing uses, and the related expenses for long-term debt. This includes accounting for bond and loan principal, interest, and other debt related expenses. The majority of principal and interest payments for Water Authority debt obligations are paid in the first quarter (July 1st) of every fiscal year. Below illustrates the budget to actual variances:

| | FY 2024 | Jul-23 | Aug-23 | Sep-23 | FY 2024 | % YTD |
|----------------------------|----------------------|----------------------|-------------------|-------------------|----------------------|--------------|
| | Adopted Budget | | | | Total YTD | |
| Principal | \$ 66,945,000 | \$ 66,138,589 | \$ 17,469 | \$ 13,847 | \$ 66,169,905 | 98.8% |
| Interest | 21,401,000 | 905,623 | 1,276 | 4,775 | 911,674 | 4.3% |
| Other Debt Related Expense | 320,276 | - | - | - | - | 0.0% |
| Transfers to Other Funds | 4,000,000 | 333,333 | 333,333 | 333,333 | 1,000,000 | 25.0% |
| Grand Total | \$ 92,666,276 | \$ 67,377,546 | \$ 352,078 | \$ 351,955 | \$ 68,081,579 | 73.5% |

The debt service coverage ratio (DSCR) is a measurement of the Water Authority's available cash flow to pay current debt obligations. Many lenders will set a minimum requirement between 1.2 and 1.25, however, the Water Authority's minimum is set at 1.33 for senior lien and 1.20 for senior and subordinate lien debt. The chart below shows the Water Authority is above the DSCR minimum requirements.



SAN JUAN-CHAMA PROJECT CONTRACTORS ASSOCIATION FUND

The Water Authority is the fiscal agent on behalf of the San Juan-Chama Project Contractors Association (SJCPCA) that was established in FY 2022 with supervision of the SJCPCA board. Members of the SJCPCA are assessed annually on an equitable basis not to exceed fifty (50) cents for each acre-foot of each agency's annual project water amount. SJCPCA may also establish special assessments on an as needed basis by supermajority (75%) of the members.

Revenues collected for FY 2024 total \$64,000 and expenses YTD are \$18,000 or 28.8% of the total budget.

CAPITAL FUNDS

The FY2024 Adopted Capital Improvement Program (CIP) totals \$244,325,555, excluding debt, for all CIP funds. CIP costs are defined as those costing over \$5,000 with an expected useful life of at least two years. The CIP is also categorized by various facilities, infrastructure, and equipment. Multiple funding sources are utilized to provide the budget for CIPs, including from the General Fund, Debt Service Fund, miscellaneous CIP funds, and grants. Below illustrates the budget to actual variances for each CIP category:

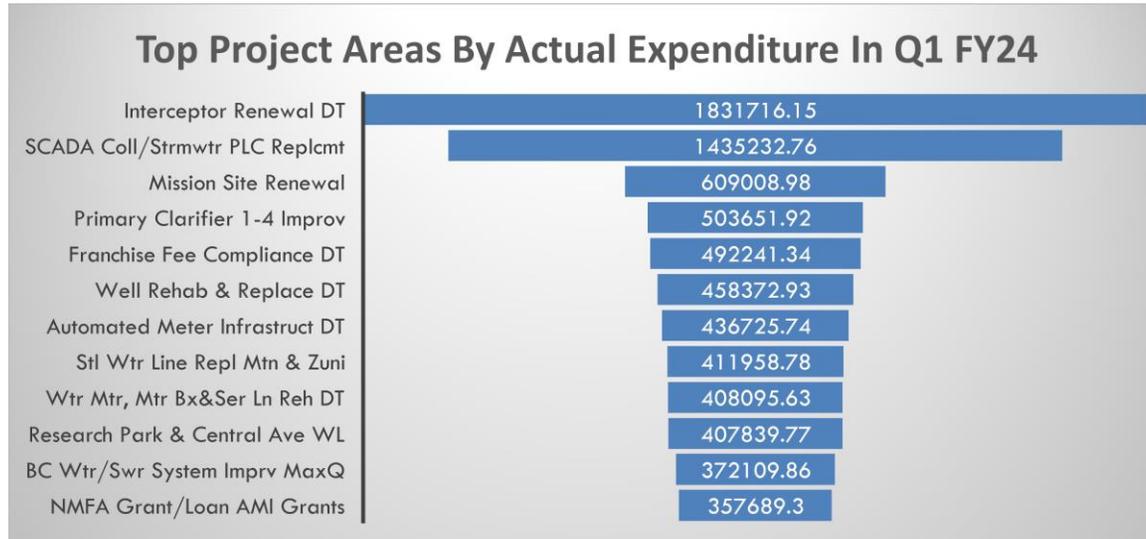
| | FY 2024 Adopted Budget | Jul-23 | Aug-23 | Sep-23 | FY 2024 Total YTD | % YTD |
|---|---------------------------|---------------------|---------------------|---------------------|----------------------|-------------|
| Sanitary Sewer Pipeline Renewal | \$ 33,250,000 | \$ (9,122) | \$ 104,476 | \$ 2,286,635 | \$ 2,381,989 | 7.2% |
| Drinking Water Pipeline Renewal | 6,020,000 | 251,597 | 20,594 | 593,236 | 865,427 | 14.4% |
| Southside Water Reclamation Plant Renewal | 20,364,648 | 26,335 | 607,064 | 237,056 | 870,455 | 4.3% |
| Soil Amendment Facility Renewal | 225,672 | - | - | 18,768 | 18,768 | 8.3% |
| Lift Station & Vacuum Station Renewal | 2,874,293 | - | - | 7,583 | 7,583 | 0.3% |
| Odor Control Facilities Renewal | 469,460 | - | - | - | - | 0.0% |
| Groundwater Production & Dist. Renewal | 7,150,000 | 278 | 2,138 | 827,308 | 829,724 | 11.6% |
| SJCWTP Renewal | 21,306,518 | 83,182 | 150,726 | 67,389 | 301,296 | 1.4% |
| Reuse Pipeline & Plant Renewal | 424,134 | - | - | 273,569 | 273,569 | 64.5% |
| Compliance | 797,357 | 851 | 7,043 | - | 7,893 | 1.0% |
| Shared Renewal | 7,193,870 | 771,391 | 531,127 | 220,305 | 1,522,822 | 21.2% |
| Franchise Fee Compliance | 4,972,901 | - | 592,038 | 89,657 | 681,694 | 13.7% |
| Vehicles & Heavy Equipment | 3,929,497 | - | 217,629 | 5,768 | 223,397 | 5.7% |
| Special Projects | 117,051,170 | 419,430 | 763,722 | 1,513,525 | 2,696,677 | 2.3% |
| Growth Projects | 11,482,867 | 2,836 | 84,163 | 174,333 | 261,332 | 2.3% |
| Water 2120 Projects | 6,813,168 | 22,359 | 6,011 | 10,186 | 38,556 | 0.6% |
| Grand Total | \$ 244,325,555 | \$ 1,569,137 | \$ 3,086,729 | \$ 6,325,315 | \$ 10,981,181 | 4.5% |

To comply with the State of New Mexico Department of Finance and Administration policy on requirements for a budget adjustment resolution (BAR), the Water Authority has adopted an administrative policy for "Capital Funds Excess/Deficit Budget Rollovers." This policy allows for rollovers of CIP funds in excess and/or deficit from each previous fiscal year's remaining budget.

The Water Authority records the carryover of all unobligated funds remaining at the end of the budget year to the next budget year to cover allowable costs in that budget period. This carryover does not require Water Authority Board approval. Restricted funds, grants, bond and loan proceeds, and cash transfers that are recorded in CIP funds are the only cumulative balances allowed. The adopted budget recognizes the carryover from FY 2023 and any new CIP budget resolutions approved by the Board since July 1st.

Capital Status Report

The Water Authority expended a total of \$10,981,181 in the first quarter of FY 2024; just over 70% of those funds spent, or \$7,724,643 are represented by a few specific project areas, including Interceptor Renewal, SCADA Collections and Stormwater PLC Replacement, Mission Site Grading and Renewal and AMI infrastructure Replacement.



This Capital Funds Project Status Report lists a sample of active capital improvement projects that have budget authority in FY 2024.

| Project | Life-to-Date | | | Year-to-Date | | Project Phase | Estimated Completion Date | | Comments/Notes |
|--|--------------|--------------|---------------|--------------|--------------|---------------|---------------------------|---------|---------------------------|
| | Total Budget | Total Spend* | Spend Percent | Total Budget | Total Spend* | | As of 1Q2024 | Current | |
| Volcano Cliffs Arsenic Treatment and Transmission Li | 22,100,000 | - | 0.00% | 22,100,000 | - | Construction | | Yes | Out to RFP |
| To'Hajilee Transmission Line | 12,276,451 | - | 0.00% | 12,276,451 | - | Construction | | Yes | Out to RFP |
| KAFB Tijeras Sewer Rehab | 15,000,000 | 8,149,345 | 54.33% | 8,238,003 | 229,936 | Construction | 12/15/2023 | Yes | Construction underway |
| SVDWP Phase 8/9 Waterline Extensions | 8,000,000 | 351,416 | 4.39% | 7,749,361 | 30,394 | Design | 11/2/2024 | Yes | Design nearing completion |

*Total Spend represents actual expenses.

Note: Year-to-date information as of September 30, 2023.

INVESTMENT HIGHLIGHTS

In accordance with the Investment Policy, the Water Authority is to prudently manage the investment of public money that is not immediately required for the operations of the Water Authority. Investment policy priorities are used in making investment decisions are:

1. Safety of funds,
2. Maintenance of liquidity, and
3. Maximum of return (yield) after the first two priorities are met.

The Investment Committee met on October 18, 2023, to review FY 2024 Q1 investments and bank account activities. This review included an economic and portfolio review, the investment history, the review of the investment policy, and future investments. It was also noted that an investment report is to be submitted to the Water Authority Board on a quarterly basis. The chart below shows cash and investment balances as of September 30, 2023.

| Overnight Liquid Products: | Balances As of 9/30/2023 | Book Yield |
|--|-------------------------------------|-----------------------|
| New Mexico State Treasurers Pool | \$ 20,000,984 | 5.333% |
| Wells Fargo - Stagecoach Sweep - 0555 | 14,818,932 | 5.210% |
| Wells Fargo - Stagecoach Sweep - 7076 | 9,813,118 | 5.210% |
| Bank of Albuquerque - 2528 | 3,946,863 | 0.550% |
| Wells Fargo Commerical Checking - 8089 | 2,147,000 | 0.500% |
| Total Highly Liquid Portfolio | 50,726,898 | |
| Investment Accounts | | |
| Public Trust Advisors | 50,654,923 | 5.110% |
| Total Investment Accounts | 50,654,923 | |
| Total Cash and Investments | \$ 101,381,821 | |

Illustrated below the Public Trust Advisors investment portfolio as of September 30, 2023 comparison to June 30, 2023, balances.

Portfolio Overview 07/01/2023 to 09/30/2023

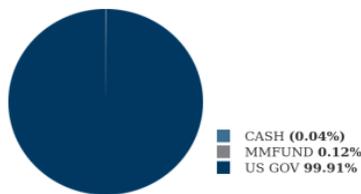
Portfolio Characteristics

| | 06/30/23 | 09/30/23 |
|-----------------------------|----------|----------|
| Duration | 0.233 | 0.097 |
| Years to Effective Maturity | 0.238 | 0.095 |
| Years to Final Maturity | 0.238 | 0.095 |
| Coupon Rate | 0.289 | 0.178 |
| Book Yield | 3.998 | 5.118 |
| Market Yield | 5.010 | 4.915 |
| Benchmark Yield | -- | -- |

Portfolio Summary

| Summary | 06/30/23 | 09/30/23 |
|----------------------------------|------------------------|------------------------|
| Historical Cost | \$48,636,522.52 | \$49,768,493.04 |
| Book Value | 49,983,382.59 | 50,641,968.82 |
| Accrued Interest | 22,051.15 | 32,496.21 |
| Net Pending Transactions | 81,091.72 | (19,542.10) |
| Book Value Plus Accrued | \$50,086,525.46 | \$50,654,922.94 |
| Net Unrealized Gain/Loss | (101,586.60) | (13,634.03) |
| Market Value Plus Accrued | \$49,984,938.86 | \$50,641,288.91 |

Asset Allocation



Income Summary

| Period Income | Income |
|-----------------------------------|---------------------|
| Interest Income | \$45,872.04 |
| Net Amortization/Accretion Income | 522,525.43 |
| Other Income/Expenses | 0.01 |
| Net Income | \$568,397.48 |

Detail may not add to total due to rounding.

Albuquerque Bernalillo County Water Utility Authority

Public Trust Advisors

PERFORMANCE PLAN HIGHLIGHTS

The Performance Plan assesses the performance of the Water Authority using measures that are designed to help the Water Authority improve its operational efficiency and effectiveness. These performance measures help guide the operating and capital budgets in allocating the Water Authority’s financial resources, thus making these budgets performance based.

QUARTERLY PERFORMANCE INDICATOR SCORECARD

The Scorecard Indicators are categorized by Level of Service areas which include:

- Regulatory
- Reliability
- Quality
- Customer Service
- Finance

The Scorecard Indicators are developed through benchmarking and performance assessments to identify performance gaps and to establish targets to address performance gaps. The Scorecard Indicators Targets are linked to performance benchmarking, the Goals and Objectives, Customer Opinion Survey responses, and Effective Utility Management. The purpose of this report is to provide a one-page snapshot of the utility's performance so that stakeholders can easily gauge how the utility is performing in these Level of Service areas which is consistent with the feedback received through the Customer Conversation forums on reporting preferences.

The report identifies the fiscal year-to-date performance compared to the established target. A status of each indicator is provided in three categories: target achieved, work- in-progress, or target not met. Below shows the actual and target performance for all 22 indicators.

Quarterly Performance Indicators FY24 1st Quarter Scorecard

| Level of Service Area | Indicator | FY24 Actual (FY TO DATE) | FY24 Target | Status |
|-----------------------|---|---|---|--------|
| Regulatory | Number of Permit Excursions | 0 | ≤ 5 | ▲ |
| | Reported Overflows | 8 | < 40 | ▲ |
| | Sewer Use/Wastewater Control Ordinance Compliance | 81% Permitted Industrial Users 97% FOGS Est. 77% Dental Offices | ≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office | ■ |
| Reliability | Facility Planned Maintenance Ratios | 77% ground water 78% surface water 52% water reclamation | ≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation | ▲ |
| | Water System Inspection Effectiveness | 212 miles surveyed 462 miles monitored 10 leaks found 6.8 MGY water loss reduced | > 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced | ▲ |
| | Miles of Sewer Line Cleaned | 97 miles | 400 to 600 miles | ▲ |
| | Sewer Line Inspection Effectiveness (CMOM 10 Year Target) | 44.6 miles televised | ≥ 1002.5 miles televised | ▲ |
| | Injury Time | 142 hours | < 2,500 hours | ▲ |
| Quality | Water Quality Complaints Rate (per 1,000 customers) | 2 | < 3 | ▲ |
| | % of Biosolids to Compost | 23% | > 30% | ■ |
| | Renewable Energy | 28% Biogas 8% Solar | ≥ 20% Biogas ≥ 5% Solar | ▲ |
| | Water Consumption | 8 BGY GW 3 BGY SW | < 21 BGY GW > 14 BGY SW | ▲ |
| Customer Service | Wait Time (minutes) | 0:18 seconds | < 1 minute | ▲ |
| | Contact Time (minutes) | 4:29 minutes | < 4 minutes | ■ |
| | Abandoned Call Ratio | 1% | < 3% | ▲ |
| | First Call Resolution | 98% | > 95% | ▲ |
| | Bill Exception Rate (per 10,000 Bills) | 3 | < 8 | ▲ |
| Finance | Rehabilitation Spending | \$8 million | ≥ \$64 million | ■ |
| | Pipe Infrastructure Emergency vs. Planned Spending | 86% Planned 14% Emergency | ≥ 50% Planned ≤ 50% Emergency | ▲ |
| | Cash Reserves (Days) | 224 days | ≥ 350 days | ■ |
| | Revenue to Expenses | 75% | ≥ 100% | ■ |
| | Expenses to Budget | 130% | ≤ 100% | ■ |

Performance Key

▲ On Target/Target Achieved
 ■ Work in Progress / Below Target
 ▼ Target Not Met



GOALS AND OBJECTIVES

The FY 2024 Goals and Objectives were established and approved by the Water Authority Board on April 19, 2023 and are linked to the budget process, performance measurements, and is consistent with the desired conditions of the Water Authority's service area.

The Goals are as follows:

1. Goal 1: Water Supply and Operations
2. Goal 2: Wastewater Collection and Operations
3. Goal 3: Customer Services
4. Goal 4: Business Planning and Management
5. Goal 5: Organization Development

Within each goal are multiple objectives identified. The attached FY 2024 Goals and Objectives report shows the results of the FY 2024 1st quarter progress of each objective within each goal.

FY24 Goals and Objectives

Goal 1: Water Supply and Operations

Provide a reliable, safe, affordable, and sustainable water supply by transitioning to renewable supplies and minimizing long term environmental impacts on the community and natural resources while ensuring the ability of the community to grow in a responsible manner.

Objective 1.1 Complete Ground Water Plant Preventive Maintenance to Corrective Maintenance ratio to at least 65% of all completed maintenance labor hours by the end of the 4th Quarter of FY24.

Staff Assignment: Berman/Andrade

Groundwater exceeded the goal for Preventive Maintenance to Corrective Maintenance ratio of at least 65% during the summer period. It is expected that the maintenance ratio will continue during the fall season.

| Maintenance | July | Aug | Sep | 1st Qtr Total | 2 nd Qtr Total | 3 rd Qtr Total | 4 th Qtr Total |
|------------------|-------|-------|-------|---------------|---------------------------|---------------------------|---------------------------|
| Planned (PM) | 1,760 | 1,534 | 1,737 | 5,031 | | | |
| Corrective (CM) | 558 | 597 | 334 | 1,489 | | | |
| Ratio PM/(PM+CM) | 76% | 72% | 84% | 77% | | | |

Objective 1.2 Complete Surface Water Plant Preventive Maintenance to Corrective Maintenance ratio to at least 65% of all completed maintenance labor hours by the end of the 4th Quarter of FY24.

Staff Assignment: Berman/Sanchez/Zamora/Pino

| Maintenance | July | Aug | Sept | 1 st Qtr Total | 2 nd Qtr Total | 3 rd Qtr Total | 4 th Qtr Total |
|------------------|------|-----|------|---------------------------|---------------------------|---------------------------|---------------------------|
| Planned (PM) | 343 | 578 | 407 | 1,328 | | | |
| Corrective (CM) | 104 | 170 | 100 | 374 | | | |
| Operations (OM) | 554 | 557 | 337 | 1,448 | | | |
| Ratio PM/(PM+CM) | 77% | 77% | 80% | 78% | | | |

Objective 1.3 Develop a long-term strategy for utilizing existing wells that are currently out of service within the water system and identify priority Arsenic Treatment plant projects for design and construction by the end of the 4th Quarter of FY24.

Staff Assignment: Berman/Andrade/Laughlin/Kelly

Draft preliminary Technical Memorandum for Walker, Webster, Coronado, Burton and Leavitt very high arsenic wells was submitted September 13, 2023

FY24 Goals and Objectives

and is in review. These well fields will have lesser priority for design and construction but will advance sufficiently to establish treatment preferences, planning level budgets and conceptual schedules for future design and construction.

The Preliminary Engineering Report scope of work for arsenic treatment plants for high arsenic well fields including Thomas (2 or 3 wells), Santa Barbara (1 well) and Yale Wells [3 wells with treatment at Miles] has been reviewed and the consultant is finalizing for execution. Funding application for \$14 million has been submitted to the Water Trust Board.

- Objective 1.4** **Complete the assessment that began in FY23 of the impact of widescale power outages upon water system production and pumping facilities by the end of the 4th Quarter of FY24. Work directly with the Public Service Company of New Mexico (PNM) and the Water Authority's Geographical Information System (GIS) group to determine potential impact areas. Subsequently, engage the services of a hydraulic modeling consultant to perform strategic hydraulic modeling to assess resulting water supply capacity limitations and water outage timelines.**

Staff Assignment: Berman/Andrade

Coordination work is underway with PNM. Two Bulk Power PNM Switching Stations have been identified as critical. PNM has completed assessment of potential outages at 3 bulk power substations (345kV/115kV) and has initiated assessment for impact to downstream power facilities.

- Objective 1.5** **Assess arsenic treatment media adsorption capacity at groundwater treatment plants to determine if the nominal 40,000 bed-volume metric marketed by the media manufacturer can be increased and optimized to reduce the frequency of media replacement ongoing through the end of the 4th Quarter of FY24. Collect and analyze data captured from the existing four treatment plants to support this objective.**

Staff Assignment: Berman/Andrade

Assessments will take place when each system reaches media exhaustion to complete the corresponding calculations. The next system scheduled for media replacement is Corrales Well 9 which is currently shut down due to motor failure. Other arsenic treatment plants are ready for operation once demands increase to summer levels.

- Objective 1.6** **Develop and execute a program of regular inspections of the inventory of drinking water reservoirs at a frequency consistent with good practices for steel and concrete reservoir assets and AWWA Partnership for Safe Water-Distribution goals by the end of the 4th Quarter of FY24.**

Staff Assignment: Berman/Andrade

FY24 Goals and Objectives

A draft scope of work to inspect the internals of all drinking water reservoirs has been prepared by an engineering consultant and is under review. The scope of work will be finalized, and bids will be solicited in the 3rd Quarter of FY24. Reservoir inspections are anticipated to begin in the 4th Quarter of FY24.

Objective 1.7 Implement the following in the Maximo asset management system:

- **Checklist for Groundwater Swing Shift Operators to complete the Swing Shift standard operating procedure (SOP) requirements for each site on an iPad tablet by the end of the 4th Quarter of FY24.**
- **Checklist for Groundwater Weekly Disinfection for operators to complete the ClorTec/PSI chlorine generation equipment weekly data gathering in Maximo by the end of the 4th Quarter of FY24.**
- **Annual Groundwater Reservoir Exterior Inspection Program to annually document the condition of each reservoir. Report progress at the end of each quarter by the end of the 4th Quarter of FY24.**

Staff Assignment: Andrade/Ortiz/Daniels/Berman

A SOP has been developed and preliminary potable exterior reservoirs inspections are complete. As the program formalizes, MAXIMO will be programmed with a computerized inspection checklist.

| Inspection | July | Aug | Sept | 1 st Qtr Total | 2 nd Qtr Total | 3 rd Qtr Total | 4 th Qtr Total |
|--------------------------------|------|-----|------|------------------------------|------------------------------|------------------------------|------------------------------|
| Reservoir Exterior Inspections | 30 | 5 | 33 | 68 | | | |

In addition to the preliminary inspections noted in the table above, five steel reservoir roofs were separately inspected and identified with failed cathodic system cable plates that require welding repair work. Reservoirs include Leavitt (welding complete), Webster, College, Corrales Reservoir 1, and Santa Barbara Reservoir 1 are scheduled to be taken out of service for repairs this winter.

AMPT: In Q1 staff held meetings with the Groundwater group to establish requirements for the weekly disinfection system inspection reports, the form is 100% complete. Staff continue to work with groundwater on finalizing the schedule for testing and deploying use of those inspection forms in the next quarter (Q2). AMPT staff will continue to plan for further requirements gathering sessions to complete the Swing Shift Operators SOP Checklist and Reservoir Exterior Inspection reports to be completed by the end of FY24 Q4.

FY24 Goals and Objectives

Objective 1.8 **Submit annual treatment data to the Partnership for Safe Water - Treatment program for inclusion in the program’s annual report of aggregated system water quality data by the end of the 4th Quarter of FY24.**

- **Maintain turbidities for each individual filter cell and for combined filter effluent at less than 0.1 nephelometric turbidity unit (NTU) more than 95% of time in operation.**
- **Continue work on items identified from the Phase 3 Self-Assessment that are not yet considered optimized and submit a progress report to American Water Works Association (AWWA).**
- **Continue working towards the application for the Phase IV Excellence in Water Treatment Award in the Partnership for Safe Water - Treatment.**

Staff Assignment: Berman/Sanchez

The goals for Partnership for Safe Water Phase 3 Presidents Award were met this quarter based on 100% of the combined filter effluent and all individual filter effluent being less than 0.1 NTS. The SWTP did go offline on 8/11/2023, so the data is based on the operating timeframe for the month of July and part of August.

| Period | Percent of Time <0.1 NTU |
|---------------------------------|------------------------------------|
| 1 st Quarter Average | 100% ; plant off-line part-time |
| 2 nd Quarter Average | |
| 3 rd Quarter Average | |
| 4 th Quarter Average | |
| FY24 Average | |

Objective 1.9 **Submit annual distribution data to the Partnership for Safe Water - Distribution program for inclusion in the program’s annual report of aggregated system water quality data by the end of the 4th Quarter of FY24.**

- **Continue work on items identified from the Phase 3 Self-Assessment that are not yet considered optimized and submit a progress report to American Water Works Association (AWWA).**

Staff Assignment: Warren/Malouff

The annual report for the Partnership for Safe Water Distribution program will be submitted after the 4th Quarter of FY24.

FY24 Goals and Objectives

Objective 1.10 To improve reliability and reduce interrupted water service, inspect at least 4,000 isolation valves by the end of the 4th Quarter of FY24.

Staff Assignment: Warren/Malouff

Nine hundred and nine (909) isolation valves were inspected or repaired in the 1st Quarter of FY24. Eight hundred and thirty (830) isolation valves, or 91%, were operational.

Objective 1.11 To improve the validated water audit inputs for apparent water loss, test a minimum of 300 small meters and half of all large meters to include the top 25 consumers to support the water audit and strategic water loss plan by the end of the 4th Quarter of FY24. Test meters in accordance with the recommendations of the water audit conducted by the Southwest Environmental Finance Center in calendar year 2021.

Staff Assignment: Warren/Malouff

In the 1st Quarter of FY24, 99 small meters were tested with an average accuracy of 90.6% and a range of 14.4% to 105.8%. The median accuracy of all meters tested is 93.5%. 6 out of the 99 meters tested were stopped completely.

Objective 1.12 As part of the water distribution system preventative maintenance program, continue the flushing program that uses a systematic approach to flush water lines, filtering the water using the NO-DES system before returning it to distribution by the end of the 4th Quarter of FY24. Monitor monthly and report the occurrence of complaints before and after flushing to evaluate whether the flushing program improved water quality in the area. Identify metrics to be used for measuring the effectiveness of this process moving forward.

Staff Assignment: Warren/Malouff

939,842 gallons of water were cycled and filtered through the NO-DES equipment in the 1st quarter of FY24. Coordination with the vendor for the NO-DES equipment identified operational improvements to prevent a vacuum condition that introduces air into the water line during operation.

Objective 1.13 Provide timely response to utility locate requests and achieve a damage ratio of less than two Water Authority-caused damages per 1,000 utility locate requests by the end of the 4th Quarter of FY24. Continue exploring utility locating equipment and mapping technologies to improve locate accuracy, provide documentation, and reduce costly damages to buried water and wastewater infrastructure and report on results.

Staff Assignment: Warren/Malouff

FY24 Goals and Objectives

The Water Authority received 6,647 line locate requests from the New Mexico One Call (“811”) during the 1st Quarter of FY24. Six (6) damages were a result of line locating errors which is a ratio of 0.90 per 1,000 requests.

| | 1st Qtr | 2nd Qtr | 3rd Qtr | 4th Qtr | Total |
|-----------------|--------------|---------|---------|---------|-------|
| Locate Requests | 6,647 | | | | |
| Damage Ratio | 0.90 | | | | |

Objective 1.14 Locate water leaks by surveying 650 miles of small diameter water lines through conventional leak detection methods and 2,200 miles of small diameter water lines through acoustic leak detection by the end of the 4th Quarter of FY24; Track, evaluate, and report on existing ZoneScan and Echologics acoustic leak detection systems on a quarterly basis in FY24. Report on acoustic equipment “fleet” replacement on a quarterly basis in FY24.

Staff Assignment: Laughlin/Matthews/Maestas

During the 1st Quarter of FY24 the Leak Detection team manually surveyed 212 miles of our water system locating 8 leaks for a total estimated savings of 6.8 million gallons.

Zonescan loggers located on meters and valves did not detect any leaks during this quarter. The 250 Zonescan valve/meter nodes are currently located in grids L18, J16 and H19. 100 new Guterman Zonescan units will be installed during 2Q 2024 to replace failing older Zonescan units.

We are currently testing different models of a potential replacement leak detection correlator.

| Quarter | Miles Surveyed | Miles Patrolled | Leaks Located | Estimated Total Reduced GPY from Water Loss |
|-----------------|----------------|-----------------|---------------|---|
| 1 st | 212 | 462 | 10 | 6,832,800 |
| 2 nd | | | | |
| 3 rd | | | | |
| 4 th | | | | |
| Total | 212 | 462 | 10 | 6,832,800 |

FY24 Goals and Objectives

Objective 1.15 Support and advocate for the Water Authority’s interests on the Colorado River through the end of the 4th Quarter of FY24.

- Promote basin-wide collaboration and advocacy for sustainable water resources through continued leadership and support for the San Juan Chama Contractor’s Association.
- Plan for implementation of the Colorado River Water Users Memorandum of Understanding, which promotes municipal water conservation through conversions to drought-and climate-resilient landscaping, while maintaining vital urban landscapes and tree canopies that benefit our communities, wildlife, and the environment.

Staff Assignment: Kelly/Bustos

The Water Resources Division Manager is currently serving as the Chair for the San Juan Chama Contractor’s Association. Additional Water Resources Division staff are very active in the association.

The first stakeholder focus group meeting was held by Water Now Alliance and Pacific Institute in September 2023, titled the “The Future of Non-Functional Turf in Albuquerque”. There were 47 participants from HOA’s, Agency Land Management, Landscape Companies, Golf Course Management, Apartments, Office Park Management, and Neighborhood Associations. The goals for the first stakeholders meeting were to:

- Learn about how customers interact with landscapes in our community
- Share perspectives on what areas with turf have “function” and what areas are “nonfunctional”

A survey was conducted to identify areas where people encounter nonfunctional turfgrass areas. Parking lots, medians, subdivision entrances, sloped areas, front lawns, commercial and government buildings non recreational areas were among the top choices. Additional stakeholder meetings are planned to determine a definition of non-functional turf that meets the unique needs of Water Authority customers and determine how to eliminate non-functional turf by 30% as required in the MOU.

Objective 1.16 To prepare for increased climate variability, encourage the installation of desert-friendly xeriscapes, while working towards the *Water 2120* conservation goal of 110 gallons per capita per day (gpcd) by 2037 by implementing the following activities by the end of the 4th Quarter of FY24:

- i. Perform 100 water use audits on high water users.
- ii. Increase education and outreach on water conservation, xeriscape conversions, climate wise landscaping, and water waste.

FY24 Goals and Objectives

- iii. **Develop an water use audit to identify leaks and develop a retrofit program for customers enrolled in the Water Authority’s low-income credit program.**

Staff Assignment: Kelly/Bustos

- To complete the objective of performing 100 water use audits on high water users, Conservation staff will be offering audits to the top 5% high water users in the Spring of 2024.
- There are two on-going campaigns “Get Off the Lawn” and “Blow the Whistle on Water Waste” which include, TV, Radio, Billboards, Bill Inserts, and Social Media.
- Conservation staff partnered with the CABQ Energy and Water Efficiency Low Income Project to provide 200 low-flow toilets for retrofits. Will be doing outreach offering audits to Low Income Credit Program participants.

Objective 1.17 Work with the New Mexico Environment Department and Office of the State Engineer to begin aquifer storage and recovery (ASR) permitting by the end of the 4th Quarter of FY24. Develop a project plan and cost estimate by the end of 2nd Quarter FY24.

Staff Assignment: Kelly/Agnew

Preliminary findings from the Feasibility Study were presented by JSAI to Water Resources staff review in July. Water Resources staff worked with Operations and Compliance staff to discuss the two new ASR projects identified in the Feasibility Study in order to outline next steps for project permitting and design. One project is the addition of two new ASR wells at the DWTP Large-Scale Recharge project and will be accomplished with a Preliminary Engineering Report “light” and modification to existing permits with NMED and OSE. Water Resources staff supported funding applications for Water Trust Board application (DWTP Large-Scale Recharge Expansion Project) and WaterSMART grant (Arroyo del Oso Recharge Project). The proposal for the WaterSMART grant will be submitted in Q2 FY24.

Objective 1.18 Track and report conservation education outreach to service area customers and meet the following targets: 1) 100 Water use Efficiency Audits; 2) 400 Landscape Professionals trained; and 3) 24 newsletter articles by the end of the 4th Quarter of FY24.

Staff Assignment: Kelly/Bustos

| FY 24 Quarterly report G&O Tracker | July | August | September | 1st Quarter |
|---|-------------|---------------|------------------|--------------------|
| Residential Site Audits | 5 | 2 | 6 | 13 |
| Water Smart Academy trained Pro's | 0 | 0 | 36 | 36 |
| Meetings with Property Managers | 5 | 0 | 1 | 6 |
| MF Units | 0 | 0 | 0 | 0 |

FY24 Goals and Objectives

| | | | | |
|---|-----------|-----------|-----------|------------|
| HOA Projects | 2 | 1 | 0 | 3 |
| Leak phone consultations (high consumption) | 19 | 15 | 12 | 46 |
| Smart Use Leak Inspections | 14 | 21 | 15 | 50 |
| Total leaks identified | 16 | 17 | 13 | 46 |
| Total AMI gallons conserved | 2,244,257 | 3,150,589 | 1,933,114 | 7,327,960 |
| Water Waste Inspections | 276 | 335 | 137 | 748 |
| Warnings | 173 | 155 | 109 | 437 |
| Violations | 20 | 27 | 6 | 53 |
| Total fees | \$1,330 | \$2,520 | \$1,850 | \$5,700.30 |
| Phone calls | 415 | 121 | 267 | 803 |

Objective 1.19 To better educate children on the importance of water resources planning, continue to collaborate with ¡Explora! to coordinate Water Authority staff for mentorships and facilitation of interactive water exhibits for the new Science Technology Engineering Mathematics (STEM) center through the 4th Quarter of FY24.

Staff Assignment: Kelly

The construction of X Studio is complete, and the exhibits are open. Staff is working with ¡Explora! To facilitate mentorship opportunities.

Objective 1.20 Implement the Rivers and Aquifers Protection Plan (RAPP), the Water Authority’s source water protection plan, through the following actions:

- i. Complete an update of locations and/or plume extent at known groundwater contamination sites within the Service Area by the 2nd Quarter of FY24; map the update to include updated data from sites in the 2018 groundwater contamination site map and newly established sites by the NMED. Additionally, update the groundwater contamination site summaries from the 2018 RAPP with current site regulatory status, contaminants of concern and regulatory oversight summary;
- ii. Track and review site data and documents for priority groundwater contamination sites through the end of the 4th Quarter of FY24;
- iii. Collaborate and coordinate with other agencies, including support of the Water Protection Advisory Board (WPAB) and the Office of Natural Resources Trustee (ONRT) through the end of the 4th Quarter of FY24; and
- iv. Contract with the NM Bureau of Geology and Mineral Resources to provide an update to the Middle Rio Grande Basin Water Quality Study by the end of the 4th Quarter of FY24.

Staff Assignment: Kelly/ Agnew/Bustos

Staff has received available files from NMED to update the groundwater site summaries and plume maps. Staff has also identified and continues to monitor

FY24 Goals and Objectives

several contamination sites that are in the early stages of investigation and groundwater impact has not yet been determined but is likely. Staff has started updating the groundwater site summaries with files received from NMED.

Staff continued to attend regular stakeholder calls for the Kirtland Air Force Base (KAFB) Bulk Fuels Facility (BFF) project. Staff attended several public presentations given by Air Force staff on the BFF project. Tetra Tech continues to migrate the BFF database to the Water Authority's SQL server and create an access dashboard for staff to use to upload and interact with data. Staff prepared an infographic to provide a site overview of BFF to elected officials and members of the public. Staff prepared a review of the Sparton site. Staff coordinated with NMED to understand the regulatory responsibility of GWQB and HWB for the Sparton site. Additionally, staff coordinated with NMED to understand the status of the KAFB nitrate plumes and has begun preparing a technical memo highlight inconsistencies with the site investigation conducted so far.

The Water Protection Advisory Board (WPAB) met once in FY23 Q4. During the May 2023 meeting, the WPAB heard presentation from technical staff at NMED about PFAS and from Water Resource Protection Division Manager, John Rhoderick, about the development of water reuse regulations in NM.

Objective 1.21 Provide leadership and support of the Middle Rio Grande Endangered Species Collaborative Program (ESA Collaborative Program) through: 1) Participation in the Collaborative Program Executive Committee and 2) Participating in the development of adaptive management practices for the program through the 4th Quarter of FY24.

Staff Assignment: Kelly

The Water Resources Division Manager continues to serve as non-federal co-chair of the collaborative program. The Collaborative Program has been shifting to adaptive management with the support of the Water Authority.

Objective 1.22 To establish native water storage in Abiquiu Reservoir as approved by Congress, coordinate the update of the USACE Water Control Manual and storage contract updates through the 4th Quarter of FY24. Continue towards permitting and environmental approvals for Abiquiu Reservoir through the 4th Quarter of FY24.

Staff Assignment: Kelly/Agnew

Water Resources staff met with the USACE to discuss the path forward for an Environmental Assessment and NEPA compliance for native storage in Abiquiu as well as increasing the storage elevation to 6230 ft. Water Resources and SWCA staff developed an SOP for NEPA consistency reviews for native storage permit holders to clarify what should be analyzed in USACE Environmental

FY24 Goals and Objectives

Assessment (EA) for the WRDA 2020 federal action (native storage and 6230 ft elevation). The Draft EA was posted on September 25, 2023 and staff began review of the document and met with SWCA.

Staff also started working with SWCA to begin desktop review of cultural resources within the 6220 and 6230 ft elevation contours in support of a Section 106 consultation for the increased storage elevation. Coordination with USACE archeologist was initiated to determine the scope of the field survey and to finalize the site list for the development of a scope and cost by SWCA.

Draft storage agreements were submitted to MRGCD for their review, including a sub-allotment agreement for the storage of native water in the Water Authority's allotted space. Staff met with USACE, MRGCD, and BOR to discuss timeline for completion of signed storage agreements.

Objective 1.23 **Conduct regular water quality monitoring and reporting of the Water Authority data gap well at the Kirtland Air Force Base (KAFB) Bulk Fuels Facility jet fuel leak site through the end of FY24. Evaluate whether additional monitoring wells are needed by the end of the 1st Quarter of FY24 and seek funding, if applicable.**

Staff Assignment: Kelly/Agnew

Water Resources staff received cost estimates for a scope of work specific to monitoring of the data gap well and selected a contractor for the next four quarterly sampling events. Staff coordinated the receipt of a final data report from INTERA with the results of the May 2023 sampling event and provided oversight for the September 2023 sampling event.

Objective 1.24 **Develop a strategy to convert existing irrigation accounts to non-potable accounts. Recommend actions based on the strategy by the 4th Quarter of FY24.**

Staff Assignment: Kelly/Bustos

In total, there are 48 irrigation-only accounts that are currently using potable water for irrigation but are within 200' feet of existing reuse or non-potable service lines. Currently, the Reuse and Non-potable systems are not able to meet more demand due to system design.

- The list includes commercial accounts totaling 21.
- The list includes 27 public agency accounts
 - In total, there are 19 service meters managed by the Solid Waste Division (Clean Cities Program manages the medians) and 8 service meters managed by the Parks & Recreation Division.
- The list also includes UNM South Golf Course

FY24 Goals and Objectives

- Central Engineering is conducting a design to upgrade the current Reuse system in order to meet the demand of the sites that have been identified. The analysis includes:
 - Perform a demand-capacity analysis of both the North Non-potable and the South Reuse systems. We have an open On-Call Modelling task with Jacobs that we could use to do this analysis using the sites that Carlos has identified.
 - Confirm funding source for the installation of the service lines/meter boxes.
 - Put together a plan set for the service lines/meter box connections
 - Develop MOU with CABQ
 - Put the project out to RFO to our On-Call Contractors for the installation

Objective 1.25 To reduce water loss in the system work with the Non-Revenue Water Loss Control group to identify increases in AMI data management opportunities for enhancing the customer portal, reducing non-revenue water loss, improving conservation programs, optimizing distribution system operations, and facilitating capital planning decisions by the 4th Quarter of FY24.

Staff Assignment: Kelly/Bustos

To advance apparent loss mitigation efforts the Water Loss Control Group is focusing on the following:

1. Creating a 48-hour continuous usage alert for customers enrolled in the portal Current thresholds for all residential accounts are 1CF or 7.48 Gal continuously using water for 48 hours. We currently have 3,102 residential accounts listed in the report attached totaling 54,652 gallons per hour.
2. Creating a campaign for enrolling more customers to sign up and create notifications - The goal is to push users to our site for bill payment, info, and viewing usage.
3. Create a training plan for Customer Service personnel on how to use the Home Connect and AMI portals

Objective 1.26 Develop a hydraulic modeling program that maintains centralized versions of the hydraulic models, provides routine user training, and develops Standard Operating Procedures (SOPs) by the end of the 4th Quarter of FY24.

Staff assignment: Shuryin/Cadena/K. Berman

The first draft of the Large User SOP has been submitted to Utility Development for review and comments were received. A mini workshop was conducted in September to gather additional feedback from Utility development on both the Fire Flow and Large User SOPs. A workshop is tentatively scheduled for

FY24 Goals and Objectives

November to train InfoWater users on modeling procedures using the Large User SOP.

Goal 2: Wastewater Collection and Operations

Provide reliable, safe and affordable wastewater collection, treatment and reuse systems to protect the health of the Middle Rio Grande Valley by safeguarding the regional watershed, minimizing environmental impacts, and returning quality water to the Rio Grande for downstream users.

Objective 2.1 Seek recognition in the National Association of Clean Water Agencies (NACWA) Peak Performance award program for excellence in permit compliance through the end of the 4th Quarter of FY24.

Staff Assignment: Berman/Larson

There were no exceedances of the NPDES permit in this quarter and no exceedances for the calendar year to date. Recognition in the NACWA Peak Performance award program will be sought after CY23.

Objective 2.2 Beneficially reuse biosolids by diverting at least 30% of the biosolids to compost through the end of the 4th Quarter of FY24.

Staff Assignment: Larson/Fitzgerald

The target ratio was not achieved this quarter. For this quarter the diversion ratio was 23.4% below the target of 30%. The below target ratio was primarily due to lack of customer demand during the 1st quarter. Demand from primary customers including NMDOT and Questa is expected to increase in the 2nd quarter.

| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | FY Avg |
|-----------------------|-------------|-------------|-------------|-------------|--------|
| Biosolids to Compost | 23.4% | | | | |
| Biosolids to Disposal | 76.6 % | | | | |

Objective 2.3 Complete Wastewater Plant Preventive Maintenance to Corrective Maintenance ratio to at least 45% of all completed maintenance labor hours by the end of the 4th Quarter of FY24.

Staff Assignment: Berman/Larson/Ray

The target ratio of 45% was achieved this quarter by achieving a ratio of 52%.

FY24 Goals and Objectives

| Maintenance | July | August | September | 1st Qtr Total | FY Total/Avg |
|------------------|-------|--------|-----------|---------------|--------------|
| Planned (PM) | 1,159 | 976 | 716 | 2,851 | |
| Corrective (CM) | 857 | 1,133 | 665 | 2,655 | |
| Ratio PM/(PM+CM) | 58% | 46% | 52% | 52% | |

Objective 2.4 Continue work on the Partnership for Clean Water program for the Southside Water Reclamation Plant (SWRP) to optimize system operations and performance by the end of the 4th Quarter of FY24.

- Continue work on outstanding items identified from the Phase 3 Self-Assessment that are not yet considered optimized and submit a progress report to AWWA.

Staff Assignment: Berman/Larson

SWRP staff continues to work on items not considered optimized. The self-assessment will be updated to summarize this fiscal year efforts and focus on continual improvement.

Objective 2.5 To gain information for future re-use projects, establish appropriate key performance indicators (KPIs) for the chloramination process at SWRP used to disinfect effluent re-use water by the end of the 4th Quarter of FY24. Use these indicators to optimize chemical feed rates at SWRP and at the Puerto del Sol and Mesa del Sol closed loop pumping systems to maintain desired water quality for effluent re-use water.

Staff Assignment: Berman/Larson/Andrade/Hardeman

A new on-line analyzer measuring monochloramine, total ammonia, free ammonia, and Cl₂:N ratio was installed in Q4 of FY23. Measurements are activity being monitored and stored in Hach WIMS to assure appropriate levels of chemicals are being dosed to achieve the necessary disinfection of re-use water. Based on projected additional demand from future re-use projects, the capacity of the existing disinfection system at SWRP is being reviewed to determine future demand and needs for system expansion.

Objective 2.6 In accordance with the Capacity, Management, Operations and Management (CMOM) Plan, televise and assess the condition of approximately 5% of the small diameter sanitary sewer system by the end of the 4th Quarter of FY24. Evaluate and prioritize unlined concrete large

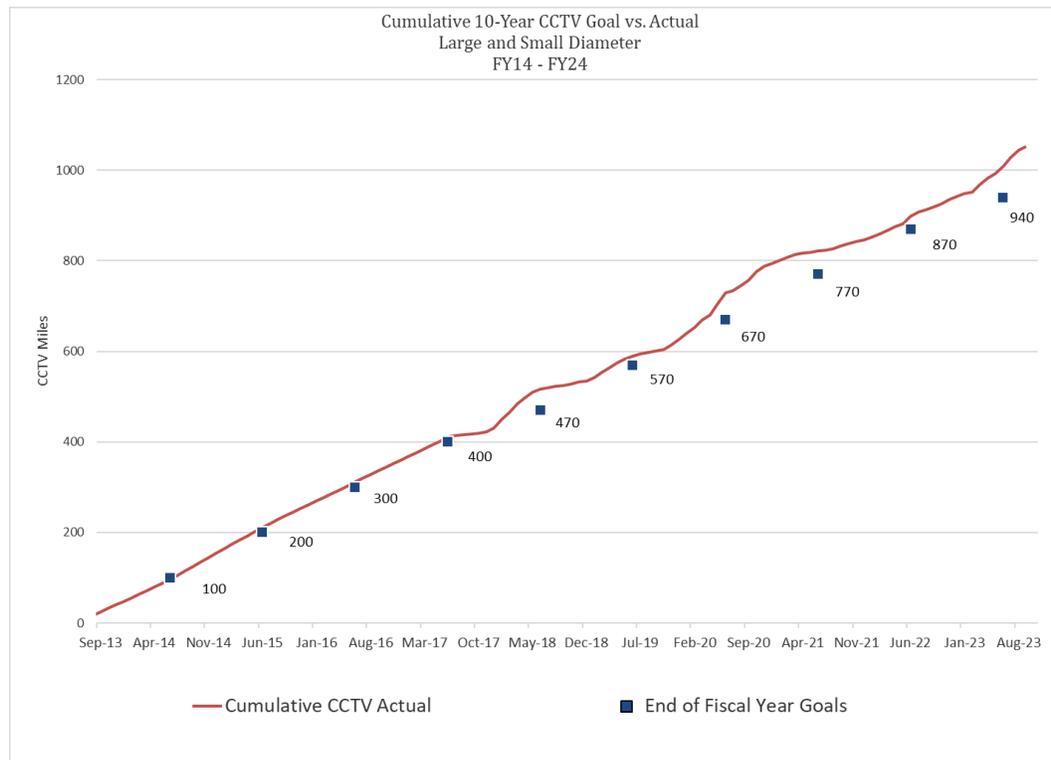
FY24 Goals and Objectives

diameter lines (15-inch diameter and larger) for rehabilitation based on the condition from the FY23 CCTV data by the end of the 4th Quarter of FY24.

Staff Assignment: Warren/Holstad/Laughlin

The Water Authority, through its annual CMOM Report, sets a ten-year CCTV goal of approximately 940 miles in which approximately 100 miles of small diameter lines are CCTVed in each of four years followed by approximately 70 miles of large diameter each fifth year. See the following graphic for current inspection versus this goal. In FY24, Water Authority and contractor crews will inspect small diameter lines. Maximo Work Orders were provided to the contractor and inspections are underway. The CMOM commitment is to complete field CCTV work by the end of the Fiscal Year (FY). Field CCTV inspections appear to be ahead of a straight-line schedule.

In FY23, the Water Authority met its CMOM commitment to CCTV large diameter lines. In FY24, these inspections will be utilized to identify and prioritize rehab packages, with draft completion by the end of Q2. A high priority project, Isleta-Griegos, has been identified and is in 90% design.



Objective 2.7

Manage chemical usage and residual iron sludge from the Water Treatment Plant to maintain collection system corrosion and odor control, with a goal of zero odors, while considering impacts on wastewater treatment operations and effluent quality. Monitor and report metrics through the end

FY24 Goals and Objectives

of the 4th Quarter of FY24, including progress on Odor Control Station construction. Identify additional odor control stations as needed.

Staff Assignment: Holstad/Berman/Warren/Laughlin

Continuing in FY24, the Water Authority on a regular basis has adjusted chemical feeds based on collection system and SWRP monitoring, in-house operation of the WATS model, and Master Plan recommendations. The primary metric is recurring odor complaints attributable to interceptors, of which there have been zero. Odor control at the SWRP is now successfully provided by covered clarifiers and previously proven not possible utilizing only chemical control. With odor control successfully implemented in the collection system and the SWRP, chemical dosing optimization, in this case minimization, is the operational metric.

The SJCWTP shut down 8/11/2023 and through 9/26/2023 continued to provide ferric solids to the collection system.

In FY22-23, significant hydroxide feed reductions were implemented to optimize effluent alkalinity to a target of no less than 130 mg/L. In FY23-Q3 and -Q4, SWRP effluent alkalinity fluctuated quickly, apparently due to changes in source water for the drinking water, i.e., ground water has significantly more alkalinity than surface water. In FY24-Q1, the source water alkalinity relationship has been studied in preparation for the Q2 startup of the SJCWTP. Larger and more rapid increases in hydroxide feed are anticipated.

In FY24-Q1, WATS modeling was completed to study the appropriate calcium nitrate dosing for the force main serving VS61-64. Field testing recently identified this system was being overfed and the WATS modeling provided a larger target reduction than normally would be implemented. Field testing with a target of zero to near-zero sulfides and minimal remaining nitrate will determine the final dosing.

The Water Authority operates three portable carbon filters (two 5000-cfm and one 1000-cfm) for various purposes on an as-needed basis. During interceptor rehabilitation projects, these filters have provided far superior odor control in comparison to increased chemical feeds.

Three additional ferric stations have been identified to provide improved odor and / or corrosion control for the Corrales, Northwest Mesa, and Tijeras Interceptors. The design consultant RFQ has been prepared.

Objective 2.8 To continuously reduce sanitary sewer overflows (SSOs) in accordance with the CMOM Plan. Continue the manhole monitoring pilot study initiated in

FY24 Goals and Objectives

FY23 to diagnose flow patterns and provide advance alerts of downstream blockages. Provide final recommendations based on the pilot study by the end of the 4th Quarter of FY24.

Staff Assignment: Holstad/Warren

This is a two-year pilot project to examine and evaluate a promising technology. In FY23, manhole monitoring was established at ten locations and the Water Authority is gaining experience in the associated benefits and issues. No blockages have occurred to date at any monitoring locations, although an intentional surcharge-test was detected and reported. In FY24-Q2, the Water Authority will redeploy three monitors that were previously removed due to connectivity or other issues.

Objective 2.9 As part of the CMOM Program, continue to evaluate pilot modifications to the Sub-Basin cleaning program. Look at possible changes such as sub-basin cleaning frequency to optimize effectiveness of preventative maintenance cleaning to the lines most likely to spill. Provide final recommendations for modifications to the cleaning program by the end of the 4th Quarter of FY24.

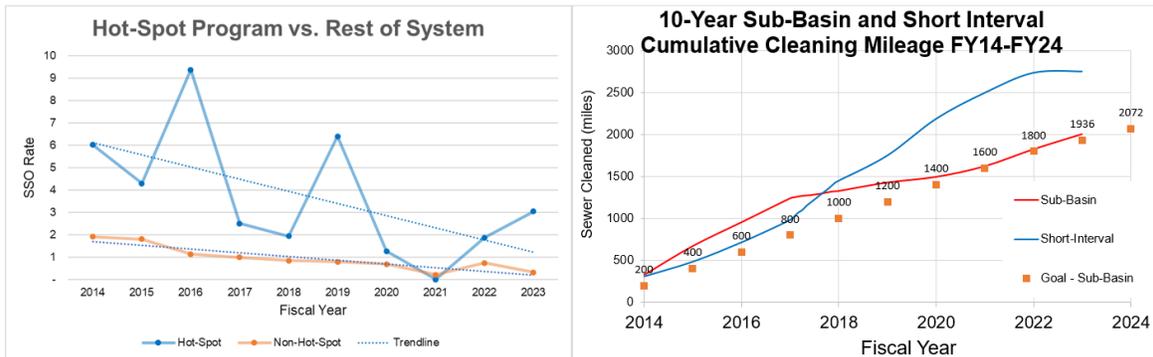
Staff Assignment: Holstad/Warren

The Water Authority implements two preventative cleaning programs, a sub-basin program for area-wide cleaning and a short-interval program for hot-spot cleaning. The CY2022 CMOM Report extends the temporary area-wide (sub-basin) cleaning frequency of 15-years, versus the previous 10-year frequency. The change is designated as temporary to allow further in-house study and evaluation of pilot options. In Q2, the Water Authority will continue analysis of SSOs intending to further reduce all SSOs, not just those addressed by preventive cleaning.

The Water Authority is active and at the forefront of an effort to increase the effectiveness of O&M cleaning. In June, the Water Authority presented a well-received paper to the Collection Systems Conference 2023 describing improved O&M developed by the Water Authority and the need for the industry to develop more effective cleaning criteria. The Water Authority is active in the O&M Technical Project Group (TPG) of the Water Environment Federation (WEF) Collection Systems Community (CSC). The O&M TPG has undertaken the study of the effectiveness of current industry criteria for preventive cleaning, i.e., the area-wide and hot-spot cleaning programs, utilized by the Water Authority and other utilities. The O&M TPG sponsored a 90-minute technical session (An Interactive Utility Discussion on Collection System Cleaning Programs: Building Consensus on a New Paradigm) at WEFTEC. This technical session is the first step in the development of industry criteria that support effective and affordable collection system O&M. The TPG is now developing a questionnaire to distribute to interested utilities. The

FY24 Goals and Objectives

below graphs show a 10-year reduction in Water Authority SSOs at the same time increased cleaning efforts were dedicated to short-interval cleaning.



Objective 2.10 Install AMI devices in three additional vacuum station service areas to gather system performance data and respond quickly to low-vacuum conditions by the end of the 4th Quarter of FY24.

Staff Assignment: Holstad/Warren

The target is to install a total of ten vacuum monitoring devices in each vacuum station and service area. One device monitors the vacuum tank at the station and the remaining devices are installed at vacuum pits. At each pit, utilizing AMI, the devices provide time-increment vacuum data and total daily times the valve fired. The Water Authority is the first to utilize AMI technology in a vacuum system. Through FY23, AMI devices have been installed in five of the ten vacuum station service areas. In FY24, the Water Authority will install AMI devices in Vacuum Stations 54, 65, and 67, leaving 57 and 69 to be completed in FY25.

In FY24-Q1, the Collection Section selected the AMI install locations. The Water Authority utilized AMI data in comparison to spreadsheet analyses as part of a study of extension requirements. The Water Authority completed hardware and software upgrades at three tower sites to improve system-wide coverage. In FY24-Q2, Collection Section staff will begin field installations.

Objective 2.11 Monitor compliance with the Water Authority’s Cross Connection Prevention and Control Ordinance. Obtain a compliance rate goal of 75% through the end of the 4th Quarter of FY24.

Staff Assignment: Shury/Zarrei

In Quarter one the Cross Connection department was not able to meet its 75% compliance rate Goal. Compliance rate for this quarter is 73.3%.

FY24 Goals and Objectives

| Metric | FY24 Q4 | FY24 Q3 | FY24 Q2 | FY24 Q1 | FY23 | FY22 | FY21 | FY20 |
|--------------------------------|---------|---------|---------|---------|--------|--------|--------|--------|
| Total Devices | - | - | - | 13,553 | 14,077 | 13,522 | 12,804 | 12,215 |
| Non-Compliant Devices | - | - | - | 3,614 | 3,303 | 4,244 | 4,244 | 3,307 |
| Compliance Rate | - | - | - | 73.3% | 76.5% | 68.6% | 66.9% | 72.9% |
| Annual Notices Sent | - | - | - | 601 | 4,474 | 6,039 | 7,381 | 7,604 |
| Non-compliant Notices Sent | - | - | - | 300 | 5,019 | 3,922 | 4,036 | 3,668 |
| Test Reports Received | - | - | - | 2,775 | 11,306 | 8,833 | 10,227 | 9,560 |
| Inspections | - | - | - | 71 | 296 | 272 | 164 | 318 |
| Devices Inspected | - | - | - | 86 | 363 | 321 | 158 | 360 |
| Code Enforcement Tags Received | - | - | - | 0 | 0 | 0 | 0 | 0 |

Objective 2.12 National Pollutant Discharge Elimination System (NPDES) Pretreatment Program monitors compliance with the Water Authority’s Sewer Use and Wastewater Control Ordinance:

- i. Monitor continuous discharge permitted industries 16 days per year or 4 days per quarter;
- ii. Complete 16 industrial permit inspections each quarter;
- iii. Complete 175 Food Service Establishment inspections each quarter; and
- iv. Complete 52 dental office inspections each quarter.

Report on performance and percent of Sewer Users in compliance for each category each quarter during FY24.

Staff Assignment: Shurn/Zarrei

Sampling Rate Goals for FY2024: All continuous discharge facilities are scheduled for a 4-day sampling event each quarter, resulting in 16 days per year. The tracking in this table will show a simplified view indicating that the quarterly 4-day sampling event occurred for each facility.

In Q1 the goal of 100% quarterly sampling was not met due to a vacancy. The third monitoring technician position has been filled and training starts in late October.

Current status of these goals detailed in table below:

FY24 Goals and Objectives

| Discharge Type | Expected Facilities per QTR | Actual # Facilities Sampled in Q1 | % Facilities Sampled Complete | | | | |
|----------------|-----------------------------|-----------------------------------|-------------------------------|----|----|----|------------|
| | | | Q1 | Q2 | Q3 | Q4 | FY24 Total |
| Continuous | 51 | 42 | 82% | - | - | - | 21% |

Inspection Rate Goals for FY2024: Quarterly inspection numbers are based on average number of facilities in each category, which can change from month to month. The inspection rates below are presented by both number and % complete with the goal of having 100% of all our inspections completed each quarter. Permitted Industrial Users and Dental office goals are to inspect every facility every year. Fats, Oils, Grease, and Solids (FOGS) goal is to inspect each FOGS establishment every three years. Q1 was the first quarter with our Pollutions Prevention Specialists trained and conducting all of these inspections on their own.

Current status of these goals detailed in table below:

| II. III. & IV. Monitoring of Pretreatment Inspections | | | | | | | | |
|---|------------------------------|------------------------------|--------------------------|------------------------|----|----|----|------------|
| Facility Type | Expected Facilities per year | Expected Inspections per QTR | Actual Inspections in Q1 | % Inspections Complete | | | | |
| | | | | Q1 | Q2 | Q3 | Q4 | FY24 Total |
| Permitted Industrial Users (IU) | 64 | 16 | 13 | 81% | - | - | - | 20% |
| Fats, Oils, Grease, & Solids Establishments (FOGS) | 739 | 185 | 179 | 97% | - | - | - | 24% |
| Dental Offices (AG) | 202 | 51 | 39 | 77% | - | - | - | 19% |

Compliance Rate: Compliance rates are reported in the table below:

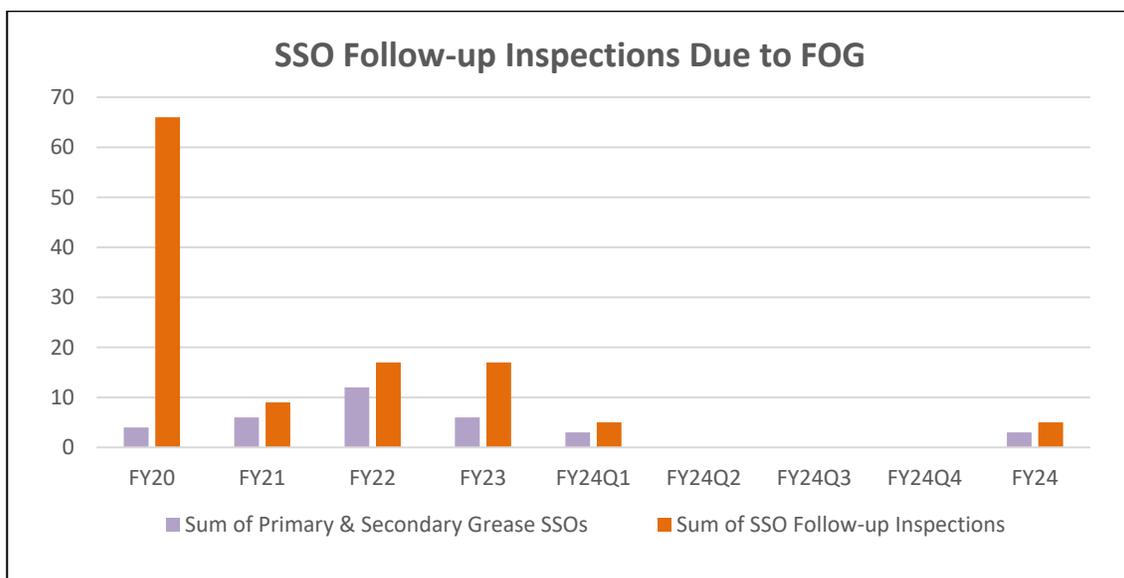
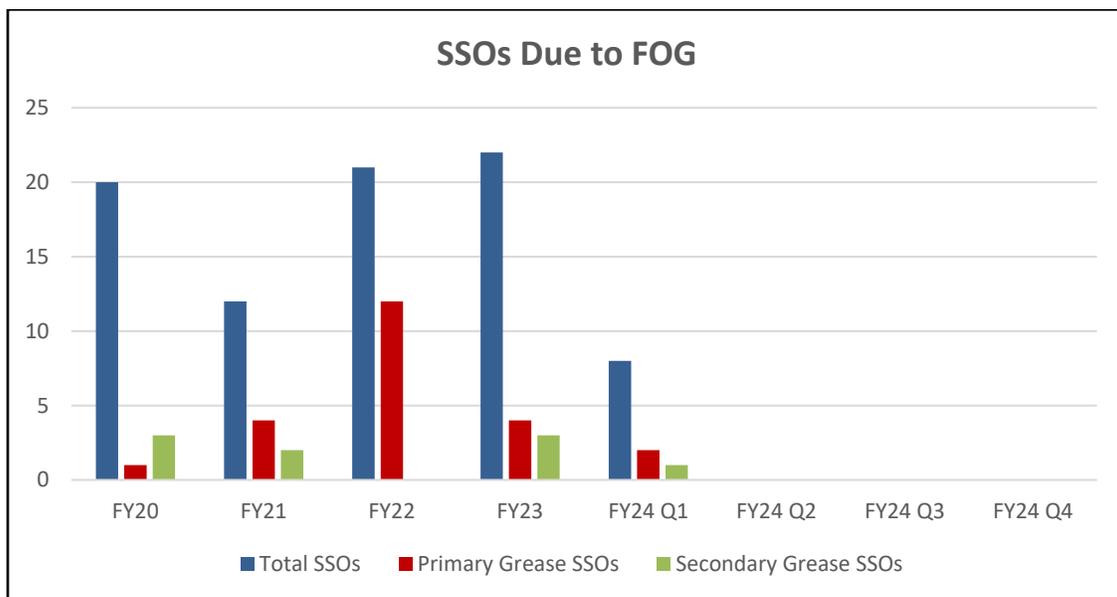
| Performance and Percentage of Sewer Users in Compliance for each Category | | | | | | |
|---|-------------------------|-------------------------------|--------------------------------|----|----|----|
| Facility Type | Current # of Facilities | # of Non-Compliant Facilities | % of Sewer Users in Compliance | | | |
| | | | Q1 | Q2 | Q3 | Q4 |
| Industrial Users (IU) | 64 | 15 | 77% | - | - | - |
| Food Service Estab. (FSE) | 2216 | 318 | 86% | - | - | - |
| Dental Offices (AG) | 202 | 7 | 97% | - | - | - |

FY24 Goals and Objectives

Objective 2.13 Implement the Fats, Oils, Grease and Solids (FOGS) Policy to reduce impacts on the sewer system by working with the Collections section with sanitary sewer overflow (SSO) investigations to coordinate efforts to reduce FOGS discharges. Track and report the number of SSOs due to FOGS compared with previous years through the end of the 4th Quarter of FY24.

Staff Assignment: Shurn/Zarrei

Personnel from the NPDES Program and the Collections section continue to meet as needed and investigate SSOs. The number of SSOs where FOGS is the primary or secondary cause is tracked and charted below. In Q1 there was a total of eight (8) SSOs. FOGS was the primary cause for two (2) of the SSOs and one (1) was the secondary cause. Five (5) follow-up inspections were conducted. First quarter, historical SSOs and inspections are presented in the following chart(s):



FY24 Goals and Objectives

- Objective 2.14** **Implement the Mercury Minimization Plan and report to the United States Environmental Protection Agency (EPA) by the end of the 2nd Quarter of FY24, as required in the permit.**

Staff Assignments: Zarrei/Shuryin/Larson

The Mercury Minimization Plan implementation report is in the final drafting stage. In the last quarter, all fieldwork was completed, and the report draft is at 85% complete. It is expected to be submitted to EPA and Pueblo of Isleta on time before the end of the year.

- Objective 2.15** **Continue to collaborate with the Office of the Natural Resources Trustee (ONRT) on projects that support environmental restoration, such as the SWRP Outfall Restoration Project. Report on identified opportunities and project progress through the 4th Quarter of FY24.**

Staff Assignment: Kelly/Agnew

SWRP Outfall Restoration Project 100% design deliverables were received in July 2023 and NMED approval of the design was received in August 2023. Reclamation issued the Final Environmental Assessment with Findings of No Significant Impacts (FONSI) in July 2023. The USACE certification/CWA permit letter was received in September 2023 along with approval of the Final Monitoring and Maintenance Plan. Staff provided support to submit required documents for the Water Trust Board readiness submission, including a draft license agreement with MRGCD for the project.

Water Resources staff drafted the MOA and coordinated internal review. The Draft MOA was provided to ONRT for their review.

- Objective 2.16** **In support of the Bosque Water Reclamation Plant, work collaboratively to develop actions, workflow, and an updated timeline for completion of the required easements, permits, and environmental documents throughout FY24.**

Staff Assignment: Kelly/Agnew/Shuryin/Laughlin

In Q1, the Water Authority met several times with project stakeholders (Open Space, MRGCD, Bosque School, and Intel). The permitting, easement, and environmental requirements of the project were identified in the draft Permitting Assistance Plan delivered 12/2022 which will be finalized in FY24. Implementation is dependent upon results of the following project tasks that will occur in FY24:

FY24 Goals and Objectives

- Funding strategy development (Federal and State)
- Coordination w/ Bosque School on LS24 and Educational Center, resulting in MOU and/or revised Real Estate Agreement – ***DRAFT REA REVISION sent to Bruce Stell with Bosque School***
- Continued coordination w/ ABQ Open Space and MRGCD on Outfall location, resulting in location MOU and establishing the extent of the biological survey and habitat evaluation
- Continued coordination w/ Intel on anticipated wastewater flows, resulting in final Bosque WRF buildout capacity confirmation
- Site survey (complete), geotechnical (complete) and traffic studies (pending)
- Public Impact Plan and Permitting Agency Coordination
 - State Engineer (OSE), BOR, United States Fish and Wildlife Service (FWS), NMDOT, City of ABQ, Bernalillo Co, MRGCD, and City of ABQ Open Space
- Draft PER by Q4 FY24
- Draft BDR in early FY25

Goal 3: Customer Services

Provide quality customer services by communicating effectively, billing accurately, and delivering water and wastewater services efficiently based on understanding the needs and perceptions of our customers and the community at large.

- Objective 3.1 Improve customer satisfaction and operational efficiency in achieving the call-center targets through the 4th Quarter of FY24:**
- i. Average Wait Time of less than 1:00 minute;**
 - ii. Average Contact Time of less than 4:00 minutes;**
 - iii. Abandoned Call Ratio of less than 3;**
 - iv. First Call Resolution of greater than 95%;**
 - v. Average Call Quality of greater than 90% for Call Center and Communication Center**

Staff Assignment: Candelaria/Mendez

| | Q1 | Target |
|------------------------|---------|------------|
| Wait Time (minutes) | 0:00:18 | < 1:00 min |
| Contact Time (minutes) | 0:04:29 | < 4:00 min |
| Abandoned Call Ratio | 1% | < 3% |
| First Call Resolution | 98% | ➤ 95% |
| Average Call Quality | 93% | ➤ 90% |

FY24 Goals and Objectives

Objective 3.2 **Improve customer satisfaction by achieving a billing accuracy ratio of less than 8 errors per 10,000 bills through the 4th Quarter of FY24.**

Staff Assignment: Warren/Candelaria/Mendez

| | Q1 | Target |
|------------------------|----|--------|
| Billing Accuracy Ratio | 2 | < 8 |

Objective 3.3 **Collaborate with Utility Development staff to review, improve and streamline the New Construction application processes by the end of the 4th Quarter of FY24.**

Staff Assignment: Candelaria/Mendez/Cadena

Completed. The New Construction application process was streamlined by eliminating unnecessary steps and replacing all paper with BlueInk electronic signatures. Customers and staff in New Construction and Utility Development appreciate and benefit from these improvements.

Objective 3.4 **Continue implementation of the AMI project by replacing 20,000 aging water meters with smart meters to increase revenue, support conservation efforts, and provide better customer service by the end of the 4th Quarter of FY24.**

Staff Assignment: Warren/Malouff

Water Authority staff installed 3,700 AMI water meters during the 1st Quarter of FY24.

Objective 3.5 **Conduct Customer Conversation meetings to engage customers and obtain input from customers on the Water Authority’s activities through the end of the 4th Quarter of FY24.**

Staff Assignment: Morris

Public Affairs is planning to hold FY24 Customer Conversations in late winter or early spring as part of community engagement regarding non-functional turf removal.

Goal 4: Business Planning and Management

Maintain a well-planned, managed, coordinated, and financially stable utility by continuously evaluating and improving the means, methods, and models used to deliver services.

Objective 4.1 **Expend \$64 million in water and wastewater capital rehabilitation and replacement programs to replace aging, high risk assets that are past their useful life by the end of the 4th Quarter of FY24. \$2 million shall be dedicated and used for identifying and replacing high-risk water pipes in critical or poor condition by the end of the 4th Quarter of FY24.**

FY24 Goals and Objectives

Staff Assignment: Laughlin

The Basic Renewal Program expenditures through 1Q FY24 were \$12 million. Encumbrances are approximately \$62 million. FY24 Steel water line replacement expenditures will be accomplished through the Huning Castle Steel WL Replacement project, which was awarded in Sept 2023, and will be completed by June 2024. Cash Flow analysis and regular discussions continue to be held with the CPO/CEO/COO to report the status of the Basic Renewal Program.

Objective 4.2 Prepare quarterly updates in FY24 on the status of the implementation of the Reclamation Rehabilitation Asset Management Plan (RRAMP) including activities completed and remaining work. Continue implementation of the RRAMP by planning, designing and constructing reclamation facility improvements through the end of the 4th Quarter of FY24.

Staff Assignment: Laughlin/Larson

Approximately \$18M was spent through 4Q FY23 on active renewal projects at SWRP, with encumbrances of \$9M that will go against the FY24 budget.

Major projects under construction include the following:

| Project Name | Percent Complete ¹ | Completion Date | Construction Cost |
|--|-------------------------------|-----------------|-------------------|
| Gas Holder & Sphere Coating/Renewal | 100 | August 2023 | \$6.4 M |
| Power Loop A & B / FIS-B Phase 1 | 99 | Dec 2023 | \$8.4M |
| DAF Rotary Drum Thickeners | 99 | Dec 2023 | \$16.5M |
| Emissions Upgrade | 90 | Mar 2024 | \$4.7M |
| MCC & SWGR Replacement ⁵ | 95 | Dec 2023 | \$3.9M |
| Digester 10 Rehab & Digesters 7 & 8 Overflow Transfer Pipe Modifications | 75 | Mar 2024 | \$2.7M |
| PC 1-4 & Odor Control Improvements | 75 | Mar 2024 | \$12.5M |
| SWRP Process Lab Facilities | 90 | Nov 2023 | \$1.2M |
| UV Baffle Plate and Bridge Crane Improvements | 100 | Nov 2023 | \$0.3M |
| SWRP SCADA Radio Tower | 100 | Nov 2023 | \$1.6M |
| SWRP Admin Landscape Improvements | 100 | Nov 2023 | \$3.4M |

¹Based on billing.

⁵ MCC & SWGR Replacement includes change orders for: Installation of the 3 MW Standby Generator at south Blowers, Installation of electrical raceways and conductors at North COGEN by US Electrical and electrical installation of raceways, conductors and automatic transfer controller for a refurbished generator to be located at PTF.

FY24 Goals and Objectives

Major construction projects reaching completion in FY24:

- SWRP SCADA Radio Tower: New 160-foot tall SCADA radio tower and foundation is complete; final construction elements pending.
- Admin Landscape Improvements: TLC has completed landscape improvements construction; remaining tasks include adjustments to the automated gate system. Project closure anticipated in Q2 FY24.
- SWRP Odor Control Masterplan and PTF Biofilter Pilot Testing starting in Q2 FY24. Scope of work received from consultant.

Major projects in analysis and design include the following:

- Evaluation of renovation options for the SWRP Admin Building, the WQ Lab Facility, the SWRP O&M Building/Warehouse, and the SWRP Training Building are underway with Huitt-Zollars. Site visits completed, awaiting adjusted scope/fee from HZ. Interviews with staff groups will occur in 2Q FY24.
- Secondary Digester 6: Rehab of digester cover. 100% design completed...ready for construction.
- Aeration Basins 1&2 Improvements: 100% design completed...ready for construction.
- PTF Grit Conveyance Options TM: Review of draft TM in Q2 FY24.
- SWRP Outfall Realignment Evaluation Tech Memo completed in February 2021. Hazen design is now complete, and project will go to construction in late FY24.
- Winrock On-Site Water Resource Recovery Plant: 100% plant design completed by Feb 2023. Winrock Reuse Line Extension design (from South Reuse system) is underway with Jacobs Eng – design completion by Q1 FY25.
- Power Loop A & B Phase 2 Design which involves the Source Bus will begin in Q2 FY24.

Since FY10, approximately \$264 million has been expended on renewing the SWRP, which exceeds the 10-plus year \$250-million goal. Expenditures at SWRP are decreasing as the major unit processes at SWRP have been rehabbed.

Objective 4.3 Implement at least one planned Interceptor Rehabilitation project in FY24, and complete at least one interceptor design package by the 4th Quarter of FY24; Implement at least one planned Small Diameter Sanitary Sewer Rehabilitation project in FY24.

FY24 Goals and Objectives

Staff Assignment: Laughlin/Holstad

Thru 1Q FY24, \$3M was expended on Sanitary Sewer pipeline renewal, with encumbrances of \$13M. Active Interceptor projects in FY24 include:

- 15th/Mountain Interceptor rehab project – completed in Oct 2023
- I-40/Western Trail Westside Interceptor Rehab project – will be complete in Dec 2023.
- County ARPA funds are being used for the KAFB Tijeras Interceptor rehab package, which began in July 2022, completed pipe rehab in October 2023, with remaining barrier wall installation complete by March 2024.
- The FY23 Small Diameter SAS Rehab project will extend into 2Q FY24.
- The FY24 Small Diameter SAS Rehab project will bid in 2Q FY24.

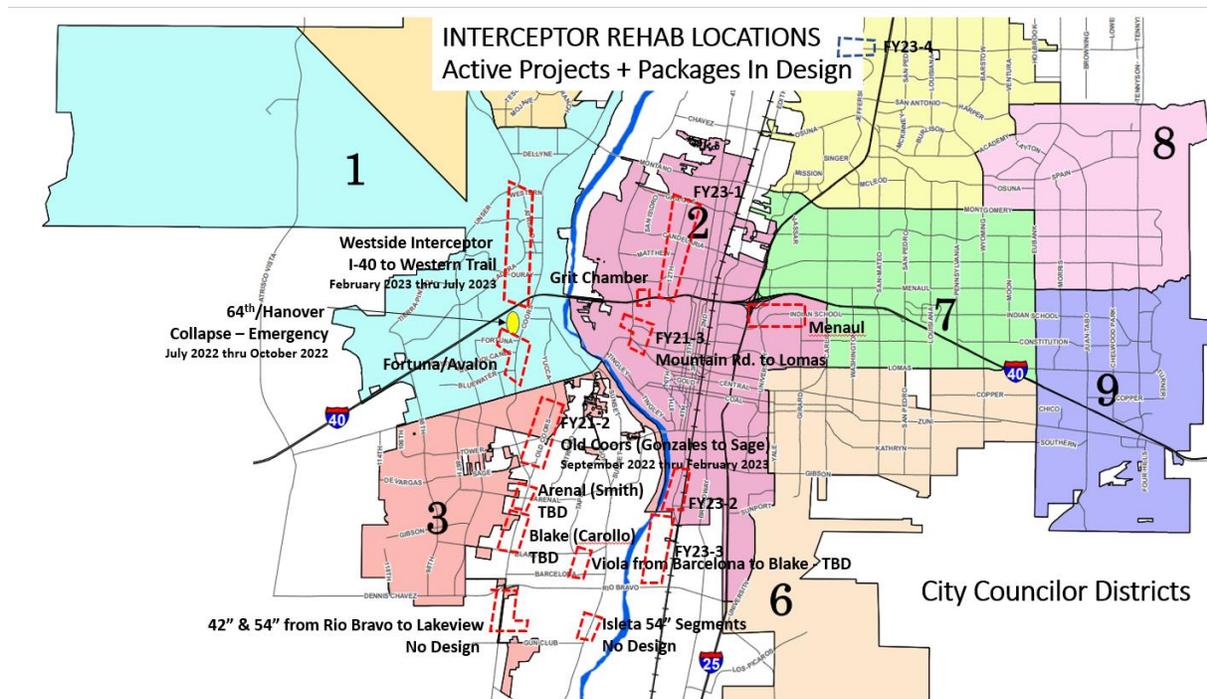
The following table summarizes active Interceptor Rehab projects, and current projects in design:

| Project Name | Status | Completion Date | EOPCC | Contractor Info | Cent. Engr. PM |
|---|------------------------|-----------------------------|--------------|-----------------|----------------------|
| FY21-3 Interceptor Rehab Package C (19 th /Mountain) – Wood | In Construction | Sept 2023 | \$5.0 M | TLC | Rochelle L. |
| Westside Interceptor I-40 to Western Trail - Smith | In Construction | Nov 2023 | \$16M | InSituForm | Tom M. |
| FY22 KAFB Interceptor Rehab Package (ARPA-Funded) | In Construction | Apr 2024 | \$12M (ARPA) | RMCI | Tom M. |
| | | FY24 TOTAL (CIP) | ~10M | | |
| | | FY23 TOTAL (ARPA) | \$6M | | |
| Grit Collection Station – 12 th & I-40 – WHPacific/NV5 | 95% - Shelf | Ready to Bid | \$1.0 M | TBD | Rochelle L. |
| Westside Interceptor Rehab – Old Coors to Arenal Re-Design - Smith | 95% - Shelf | Ready to Bid – FY24? | \$5.0 M | TBD | Tom M. |
| FY17 Westside Interceptor Rehab – Arenal to Blake - Carollo | 95% - Shelf | Ready to Bid – FY24? | \$7.0M | TBD | David L. – re-assign |
| FY17 Menaul Interceptor Rehab – University to Girard - Carollo | 95% -Shelf | Ready to Bid | \$5M | TBD | David L. – re-assign |
| Griegos (Rio Grande to 12 th) and Isleta Interceptor Rehab – Smith Eng. | In Design – Smith Eng. | Design Completion Nov. 2023 | \$12M | TBD | Tom M. |
| Viola from Barcelona to Blake | In Design - CDM-Smith | Design Completion Sept 2023 | \$3M | TBD | Daven T./Tom M. |

FY24 Goals and Objectives

| | | | | | |
|---|---------------------------|-----------------------------|-------|-----|----------|
| FY22-1 – Package I 12 th St. from Bellrose to I-40 | In Design - Garver | Design Completion Dec 2023 | \$11M | TBD | Daven T. |
| FY22-2 – Package D 2 nd St. from Woodward to Baseball Fields | In Design - Wilson | Design Completion Sept 2023 | \$9M | TBD | Daven T. |
| FY22-3 – Package E Barr Canal between Woodward & Rio Bravo | In Design - Souder Miller | Design Completion Sept 2023 | \$4M | TBD | Daven T. |
| FY22-4 – Package Z PDN West of Jefferson | In Design - Wood | Design Completion Sept 2023 | \$2M | TBD | Daven T. |

These design projects/packages are shown graphically on the map below.



The CIP budget will continue to rehab as much high-risk Interceptor SAS as possible, while balancing all the other CIP funding demands.

Objective 4.4 Coordinate with Bernalillo County to design and initiate construction of a force main to convey wastewater from the Municipal Detention Center to the Water Authority collections system through the end of the 4th Quarter of FY24.

Staff Assignment: Laughlin

FY24 Goals and Objectives

BHI will complete the MDC Lift Station/FM design in October 2023, with bidding set for November 2023. Construction will begin in Q3 FY24 (February/March 2024).

Objective 4.5 **Work with the Navajo Nation to design and construct water conveyance infrastructure to deliver water provided by the Navajo Nation to To'Hajiilee through the end of the 4th Quarter of FY24.**

Staff Assignment: Laughlin

Design by SMA is complete, NMED approvals received, project bidding in Q2 FY24 (October 2023). Anticipate construction start in Q3 FY24 (March 2023).

Objective 4.6 **Seek to increase renewable/green energy generation at Water Authority facilities. Provide updates on plan and project progress, and report power generation over time by the end of the 4th Quarter of FY24. Generate at least 25% of total SWRP power needs from the on-site solar array and from digester gas-fueled cogeneration by the end of the 4th Quarter of FY24 and report progress quarterly.**

Staff Assignment: Laughlin/Berman/Larson

For 1st quarter of FY24, 40% of total SWRP power needs were provided by on-site solar and digester gas-fueled cogeneration meeting and exceeding the target of 25%. Construction continues for installation of Cogen emission controls equipment. Once complete all four Cogen engines will be available to beneficially consume digester gas increasing engine uptime and reducing the number of hours needed to flare digester gas while engine is down for maintenance.

| Maintenance | July | August | September | 1st Qtr | FY Avg |
|---|------|--------|-----------|---------|--------|
| % total SWRP power needs met using renewable sources ¹ | 41% | 38% | 40% | 40% | |

1. Sum of power produced by on-site solar array or digester gas-fueled cogeneration

Objective 4.7 **Develop an annual asset workbook onboarding training program for On-Call contractors and consultants to improve understanding of asset onboarding workbooks (AOBWB) responsibilities. Perform on-going training sessions with project managers, consultants, and contractors by the end of the 4th Quarter of FY24.**

Staff Assignment: Ortiz/Daniels

FY24 Goals and Objectives

Training for Contractors and Consultants regarding preparation of AOBWBs was held in FY24 Q1. AMPT Staff met to discuss a training approach and plan a schedule for various training times throughout the fiscal year and on-going. The next group training sessions will be scheduled in FY24 Q3.

Objective 4.8 **Create a Grant/Loan Funding Plan and annual Grant/Loan Funding Cycle Schedules to prioritize projects for State and Federal funding opportunities and update quarterly on the progress through the 4th Quarter of FY24.**

Staff Assignment: Laughlin/Ortiz/Daniels/Carreon/Lander

In FY24 Q1 staff met with Jacobs to complete a funding cycle prioritization schedule. Priorities identified in this process have already been allocated funding from various sources available. Also, in FY24 Q1 staff submitted applications and notices of intent for Water Trust Board and worked with consultants to develop an application for WaterSmart funding, in addition to requesting funding through Congressional Direct Spending channels.

Objective 4.9 **Finalize the Utility Development Guide to clarify the development process for users by the end of the 4th Quarter of FY24.**

Staff Assignment: Cadena

The entire draft of the Guide to Development has been written. Completed review with Legal and Chief Planning Officer for the following sections: Introduction; Availability Statements & Serviceability Letters; Development Agreements & Service Connection Agreements; Financial Responsibility & Reimbursement for Infrastructure; Increases to the System; and Master Plans & Engineer Reports. A few action items have been identified to finalize these sections.

Finalized the following sections: Introduction; Pressure & Flow Inquiries; and Connection Permits.

Ongoing review with staff for the Design, Construction & Acceptance section; as well as the Water Authority Roles in Development Processes section. these sections.

Objective 4.10 **Collaborate with local governments in an effort to develop more affordable housing through the end of the 4th Quarter of FY24.**

Staff Assignment: Candelaria/Mendez

CSD is establishing a process to track approved UEC deferrals for low income/affordable housing on a monthly and quarterly basis.

FY24 Goals and Objectives

Objective 4.11 Finalize Operating Plans for Centralized Engineering and Utility Development to be used to inform/train new staff and for existing staff to use as a resource by the end of the 4th Quarter of FY24.

Staff Assignment: Laughlin/Cadena

Centralized Engineering: Progress has been made on SOPs that will be part of the final Operating Plan. Assistance from several Principal Engineers will be used to produce a draft Operating Plan in FY24.

Utility Development: SOPs have been finalized and published to Utility Development's home SharePoint site for use by staff and get updated with necessary changes. These SOPs will provide the bulk of the Operating Plan for Utility Development and will be included as an appendix. New staff within Utility Development have begun to utilize the various SOPs to familiarize themselves with the various duties and processes. The focus has been implementation of existing SOPs with new staff and making necessary adjustments as deemed necessary. Staff continually looks for ways to improve existing processes and make new processes to improve the effectiveness as well as the customer experience.

The next step is to begin writing of the various functions that Utility Development is responsible, staff responsibilities, etc. to finalize the Operating Plan.

Objective 4.12 Continue monitoring progress on Utility Development processes, with quarterly monitoring of the following metrics and associated target(s) through the end of the 4th Quarter of FY24.

- i. Availability Statement / Serviceability Letter
- ii. Turn-around time (excludes time in holding when additional information is required from the requestor), target response time of less than 45 days
- iii. Hold time, seek ways to reduce hold time, monitor and report progress
- iv. Identify metrics and targets for others areas of Utility Development, such as turn-around times for connection permits and closeout packages.
- v. Tracking Sites area available for customers to check in on the status of their requests at:
- vi. <https://availability.abcwua.org/>
- vii. <https://wa-workorders.abcwua.org/>
- viii. <https://connectionpermit.abcwua.org/>

Staff Assignment: Cadena

KPIs have been created for Availability Statements/Serviceability Letters, Connection Permits, DRC Work Orders, Water Authority Work Orders, CPC reviews and EPC reviews. The existing KPIs have been modified with necessary edits. Utility Development staff reviews all KPIs at each staff meeting and identifies any outliers as well as potential for improvement.

FY24 Goals and Objectives

Utility Development has developed flow charts and other helpful documents to provide information to assist with clarifying the requirements for developers.

Utility Development is in the beginning stages to identify metrics and targets for other areas, and conceptualizing the creation of those KPIs, including setting up KPIs for Quarterly results.

Communicated to development community, including NAIOP, about the various Transparency websites to track their deliverables.

Objective 4.13 Continue monitoring progress on the strategic asset management program (SAMP), with quarterly monitoring of the following metrics and associated target(s) by the end of the 4th Quarter of FY24.

- ix. **Assets Inventoried, Target greater than 50%**
- x. **Asset Activity (Created, Decommissioned and Updated), Target greater than 6,500**
- xi. **Assets with Purchase & Replacement Cost populated, Target greater than 5,000**
- xii. **Work Orders without Assets, Target less than 25%**
- xiii. **Assets missing Classifications & Attributes, Target less than 25%**
- xiv. **Assets missing required data fields, Target less than 50%**
- xv. **Maximo Employee Training, Target greater than 500 hours**
- xvi. **Preventative Maintenance Optimization, Target greater than 30%**

Staff Assignment: Ortiz/Daniels

| Metric Description | Q1 | Q2 | Q3 | Q4 | FY Total | Target Completed |
|--|---------|------|------|------|----------|------------------|
| Assets Inventoried | 42% | 0% | 0% | 0% | 42% | > 50% |
| Asset Activity (Created, Decommissioned and Updated) | 428,584 | 0 | 0 | 0 | 428,584 | > 6,500 |
| Assets with Purchase & Replacement Cost populated | 3,188 | 0 | 0 | 0 | 3,188 | > 5,000 |
| Work Orders without Assets | 33% | 0% | 0% | 0% | 33% | < 25% |
| Assets missing Classifications & Attributes | 0.6% | 0.0% | 0.0% | 0.0% | 0.6% | < 25% |

FY24 Goals and Objectives

| | | | | | | |
|---------------------------------------|-----|----|----|----|-----|-------------|
| Assets Missing Required Data Fields | 65% | 0% | 0% | 0% | 65% | < 50% |
| Maximo Employee Training | 3 | 0 | 0 | 0 | 3 | > 500 Hours |
| Preventative Maintenance Optimization | 3% | 0% | 0% | 0% | 3% | > 30% |

Objective 4.14 To improve decision making with available data transition existing Strategic Asset Management Plan (SAMP), Scorecard, Effective Utility Management (EUM) and Operations dashboards to Microsoft Power BI by the end of the 4th Quarter of FY24. Utilizing Power BI dashboards, with the integration with Maximo and Finance Enterprise, will ease the time required to calculate key performance indicators (KPIs).

Staff Assignment: Ortiz/Daniels/Lander

In FY24 Q1 staff worked with Hazen on EUM, Board Scorecard, and management dashboards and continued discussions regarding operational/departmental KPIs. The Finance group worked with IT to automate the monthly data to compile data in a data warehouse. Also, in FY24 Q1 staff met with Hach WIMS to reconfigure the water production monthly report for use in KPI metrics. The following demonstrates the status of the Hazen task related to the EUM dashboard project:

FY24 Goals and Objectives

| EUM Ref | Metric/Indicator | Status |
|---------|---|--------|
| CS-1 | Delinquency Revenue Rate | ● |
| CS-2a | Call Responsiveness (Wait Time) | ● |
| CS-2b | Call Responsiveness (Talk Time) | ● |
| CS-3 | Abandoned Calls | ● |
| CS-4 | First Call Resolution | ● |
| CS-5 | Bill Accuracy Ratio | ● |
| CS-6 | Technical Quality Complaint Rate | ● |
| ED-1 | Certification Training Program | ● |
| ED-2 | Training Hours per Employee | ● |
| ED-3 | Employee Turnover Rate | ● |
| ED-4 | Retirement Eligibility | ● |
| ED-5 | Internal Employee Promotions | ● |
| ED-6 | Employee Appreciation | ● |
| ER-1 | Employee Injury Time | ● |
| ER-2 | Claims per Employee Hours | ● |
| FV-1 | Revenue to Expenditure Ratio | ● |
| FV-2 | Expenditures to Budget | ● |
| FV-3 | Capital Rehabilitation Spending | ● |
| FV-4 | Cash Reserves | ● |
| IS-1 | Water Distribution System Integrity | ● |
| IS-2 | Sewer Collection System Integrity | ● |
| IS-3 | Planned Maintenance Ratios | ● |
| IS-4 | Ground Water PMR | ● |
| IS-5 | Surface Water PMR | ● |
| IS-6 | Waste Water PMR | ● |
| IS-7 | Leak Detection | ● |
| IS-8a | Collection System Planned Maintenance (CCTV) | ● |
| IS-8b | Collection System Planned Maintenance (Sub-Basin Clea | ● |

| EUM Ref | Metric/Indicator | Status |
|---------|--|--------|
| OO-1 | Customer Accounts per Employee | ● |
| OO-2 | O&M Costs Ratios | ● |
| OO-3 | Non-Operational Meters | ● |
| OO-4 | Real Water Loss | ● |
| OO-5 | Energy Consumption Efficiency | ● |
| PQ-1 | Discharge Permit Violations | ● |
| PQ-2 | Collection System Failures | ● |
| PQ-3 | Sewer Overflow Rate | ● |
| PQ-4 | Biosolids Beneficial Use | ● |
| PQ-5a | SUO (Industrial) | ● |
| PQ-5b | SUO (Food Service) | ● |
| PQ-5c | SUO (Dental) | ● |
| SS-1 | Media Coverage Tone | ● |
| SS-2 | Community Meeting Evaluations | ● |
| SU-1 | Low-Income Billing Assistance Program Coverage | ● |
| SU-2 | Sustainable Education Classes | ● |
| WR-1 | Water Use Composition | ● |
| WR-2 | Water Conservation | ● |
| WR-3 | Water Conservation Rebates | ● |
| WR-4 | Water Waste Violations | ● |

| Status | | |
|-------------------|---|-----|
| Visuals Completed | ● | 98% |
| In Progress | ● | 2% |
| Not Started | ● | 0% |

Objective 4.15 Continue promoting a Culture of Security in accordance with the American Water Works Association (AWWA) G430 standard within the Water Authority, by developing policies and procedures that include strategies for internal communication and trainings on security-related topics. Track and measure metrics quarterly throughout FY24 that are directly related to National Infrastructure Protection Plan Water Sector-Specific Plan and America’s Infrastructure Act.

Staff Assignment: Santiago/Stinson/Berman

- Delivered tailored Threat Awareness, Site Protection, and De-Escalation training to ABCWUA operations management in collaboration with Louisiana State University (LSU), under their cooperative agreement with the US Department of Homeland Security. This training covered emergency management and de-escalation techniques.
- Continued security gate and camera improvements at SWRP such as installing automated slide gate at raw water intake to include new cameras
- Cyber Security Tabletop Exercise Completed on July 19, 2023

Objective 4.16 Complete the annual update and review of the Comprehensive Information Technology Security Plan and related policies that are aligned with the

FY24 Goals and Objectives

standards, guidelines, and best practices of the National Institute of Standards and Technology (NIST) Cybersecurity Framework by the end of the 4th Quarter of FY24. Track and measure metrics that are directly related to NIST standards. Incorporate specific standards and policies that directly relate to the Water Authority's SCADA systems. Complete Annual Penetration (PEN) test and remediate any critical items that pose an imminent threat. Automate and implement a secure zero-trust model to proactively detect and remediate indicators of compromise to minimize the impact to the Water Authority.

Staff Assignment: Stinson

This is an ongoing task. All relevant policies have been created and adopted as Administrative Instructions for both the Enterprise and OT (SCADA). Annual review and Pen testing was completed during the 2nd Quarter of FY23. Prioritized outcomes of the PEN testing has been created remediation of critical items complete. The next cycle of pen testing will begin during the third quarter of FY24.

Objective 4.17 **Continue implementation of the Supervisory Control and Data Acquisition (SCADA) System Master Program. Implement both short-term and long-term goals directly tied to the sequencing of migrating to a single SCADA platform utilized including programmed projects by the end of the 4th quarter of FY24.**

Staff Assignment: Stinson/Ebia/Berman

Continue implementation of the SCADA Master Program by migrating to a single SCADA platform utilized by multiple Operations areas. By the end of the 2nd Quarter of FY24 complete the new SWRP radio tower build and SWTP radio tower mods. By the end of the 1st Quarter of FY25 complete the SWRP ABB to OASYS SCADA HMI Conversion/network refresh and the Collections/Stormwater EOL RCP upgrade.

Objective 4.18 **Complete Information Technology (IT) projects scheduled for FY24 and report progress quarterly.**

Staff Assignment: Stinson/Chavez/Sample

All equipment for the SWRP Network refresh is onsite and inventoried. Installation/Implementation will begin during the 2nd Quarter of FY24 with planned completion during 3rd Quarter of FY24.

The Cloud assessment was complete during the 4th quarter of FY23. The Infrastructure Team will now take the recommendations and assess the feasibility and benefits of either building/remodeling a data center location, staying in the current data center location or using a data center "colocation" service.

FY24 Goals and Objectives

Network Team has successfully built in redundant network connections for the Mission and SWRP facilities. This includes redundant telephony service for ABCWUA. We are on track to complete redundancy of ISP and testing of the tertiary connection at Mission by end of 2nd quarter of FY24.

A disconnected/offline backup solution is in place and have regular data synchronizations occurring.

Migrate Cognos from on premise to hosted instance. Anticipate completion by end of the 3rd Quarter of FY24

Extend/Enhance PTT/Cell at SWRP/Reclamation facilities for safety and greater coverage of handheld radios. Anticipate completion by end of 2nd Quarter of FY24.

Objective 4.19 **Continue efforts to build and grow the Project Management Office. Begin implementation of a Project Portfolio Management (PPM) system to provide a centralized location to manage the utility's entire collection of projects. Continue efforts to build foundational structure for the Service Management Office to standardize Information Technology (IT) policies and procedures within the division. Create a formal Service Catalog and a more stringent Change Control Process by the end of the 4th Quarter of FY24.**

Staff Assignment: Stinson/Norman/Nunez

PMO has successfully built out the Project Portfolio Management (PPM) tool in our test environment to allow the system to effectively track projects by division. Testing is scheduled to begin in the next quarter moving the project forward toward acceptance through final adoption by the end of the 3rd Quarter of FY24. SMO has continued to partner with internal IT departments to identify and document services and work-related knowledge that needs to be captured, as well as the creation of our Service Catalog. SMO successfully delivered a formal work request tool utilizing salesforce for the Maps & Records group to track and report on all Maps related requests and services. SMO continues to implement policy and instruction to enhance our Change Control Process, as well as specific work on adhering to ITIL standards as it relates to Service Requests and Incidents.

Objective 4.20 **Create a process to effectively update the Construction in Progress layer in GIS. Review and prioritize tasks needed to fulfill the requirements of the Data Readiness Assessment for the migration to the Utility Network. Complete and create standard editing procedures for the Service Lines layer data. Build schema for the new Connection Permits layer that replaces Tapping Permits and Mini Work Orders and place all existing Connection Permits into GIS. Continue to provide assistance with Revised Lead and**

FY24 Goals and Objectives

Copper Rule (RLCR) compliance, the Utility Network upgrade, and the Water Model through the end of the 4th Quarter of FY24.

Staff Assignment: Stinson/Grebe/Walz-Burkett

Build a schema for the new Connection Permits layer that replaces Tapping Permits and Mini Work Orders and place all existing Connection Permits into GIS by the end of the 2nd Quarter of FY24. Complete standard editing procedures for the Service Lines layer data for both existing service accounts and in ground future services by the end of the 2nd Quarter of FY24. Review and prioritize tasks needed to fulfill the requirements of the Data Readiness Assessment for the migration to the Utility Network by the end of the 3rd Quarter of FY24.-Completely catalog the Maps and Records room located on the 14th floor of PNC Bank by the end of the 4th Quarter of FY24. Continue to Assist with data capture, assessment and analysis for the Revised Lead and Copper Rule (RLCR).

Objective 4.21 Consolidate efforts to centralize a Data Warehouse/DataHub for more effective reporting and data analytics. Work with all divisions to organize data in a fashion that provides usable data to positively impact business decisions by the end of the 4th Quarter of FY24.

Staff Assignment: Stinson/Walz-Burkett/Lukow

Setup and provision new SQL server instance and group shares to accommodate both structured and unstructured data. Select and implement an automated data extraction and transformation tool as well the selection of a data visualization platform for report and dashboard creation and consumption. Anticipate having the environments setup and available for use by the end of the 4th Quarter of FY24.

Objective 4.22 Upgrade and patch all enterprise applications to add required upgrades and enhancements, mitigate potential cybersecurity vulnerabilities, continue daily support, leverage functionality enhancements to improve business processes and capture and use data intelligently and create efficiencies through the end of the 4th Quarter of FY24. Projects include:

- **Upgrade the Customer care and billing (CC&B) application. The upgrade will include issuing a request for proposals (RFP), selecting a vendor and beginning implementation by the end of the 4th Quarter of FY24.**
- **Utility Network upgrade to begin FY24 with completion targeted for FY25.**

Staff Assignment: Stinson/Walz-Burkett/Norman/Candelaria/Mendez

FY24 Goals and Objectives

Routinely patch Enterprise applications for Cyber-Security vulnerabilities. This activity is ongoing.

Upgrade for the CC&B application is progressing through the RFP process with an award targeted for the end of the 3rd Quarter of FY24. Anticipate kicking off the upgrade during the 4th Quarter of FY24 and being completed by the end of the 4th Quarter of FY25.

Data Readiness Assessment being evaluated as part of the Utility Network (UN) upgrade. Anticipate completion of the Data Readiness Assessment by the end of the 3rd Quarter of FY24 with the project beginning during the 4th Quarter of FY24. We anticipate the UN upgrade being complete by the end of the 4th Quarter of FY25.

Managed Service RFP is being processed for all Maximo related services. Anticipate contract award by the end of the 3rd quarter of FY24.

Objective 4.23 **Maintain the Compliance Division Regulatory Compliance Permit Matrix and the Regulatory Matrix Status Report to respectively maintain schedules for permit submittals and monitor and report emerging Safe Drinking Water Act and Clean Water Act regulations, New Mexico Water Quality Control Commission and Environmental Improvement Board regulations, local laws ordinances, and issues involving emerging contaminants to identify and assess potential impacts on the Water Authority. Provide quarterly reports through the end of the 4th Quarter of FY24.**

Staff Assignment: Shuryyn/Zarreii/Pompeo

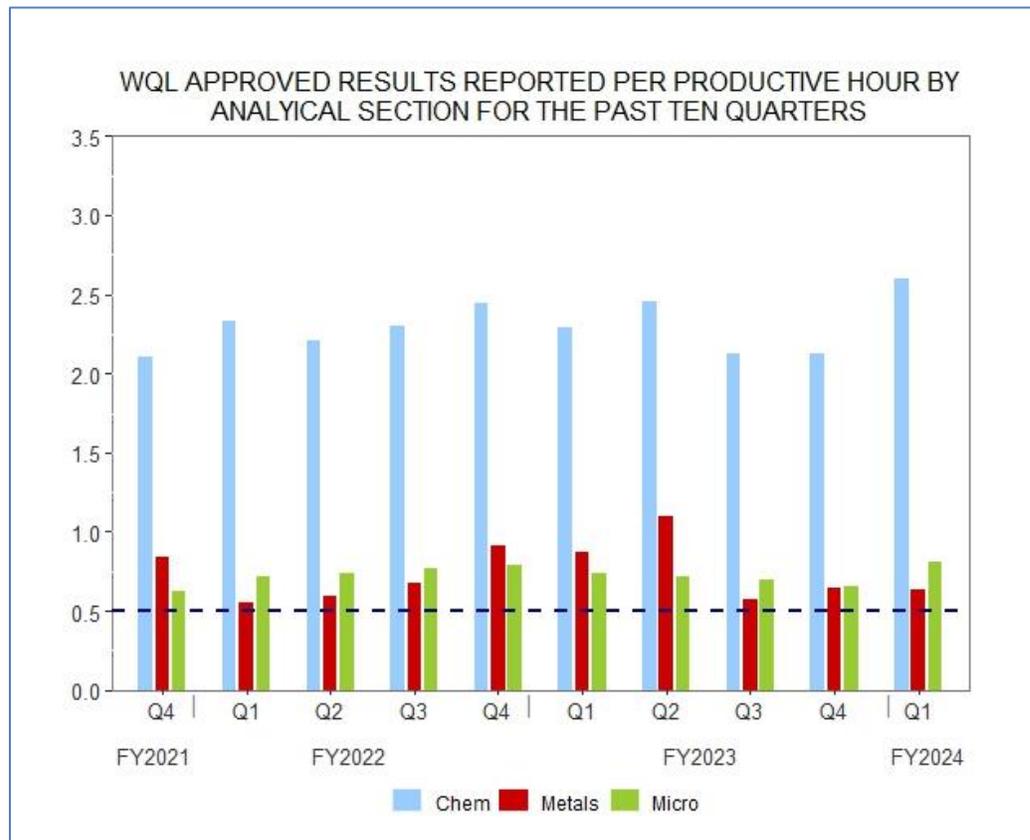
On 7/7/2023 the EPA released a risk evaluation for 1,4 dioxane which is a contaminate of concern for the water authority. On 7/5/2023 the USGS released results from their study on PFAS in which it is defined that least 45% of the nation's tap water has one or more PFAS chemicals. 9/28/23 the EPA released a statutory requirement for all manufacturers of PFAS and PFAS containing articles to report chemical and use information to the EPA. On 7/12/2023, the EPA announced a pause in the rule making to update the water sector cybersecurity requirements as the rule has been taken to U.S. Court of Appeals. On 8/29/23 the EPA and Department of the Army announced the final rule amending the 2023 definition of the "waters of the United States" to confirm with the supreme court decision in the Sackett case.

FY24 Goals and Objectives

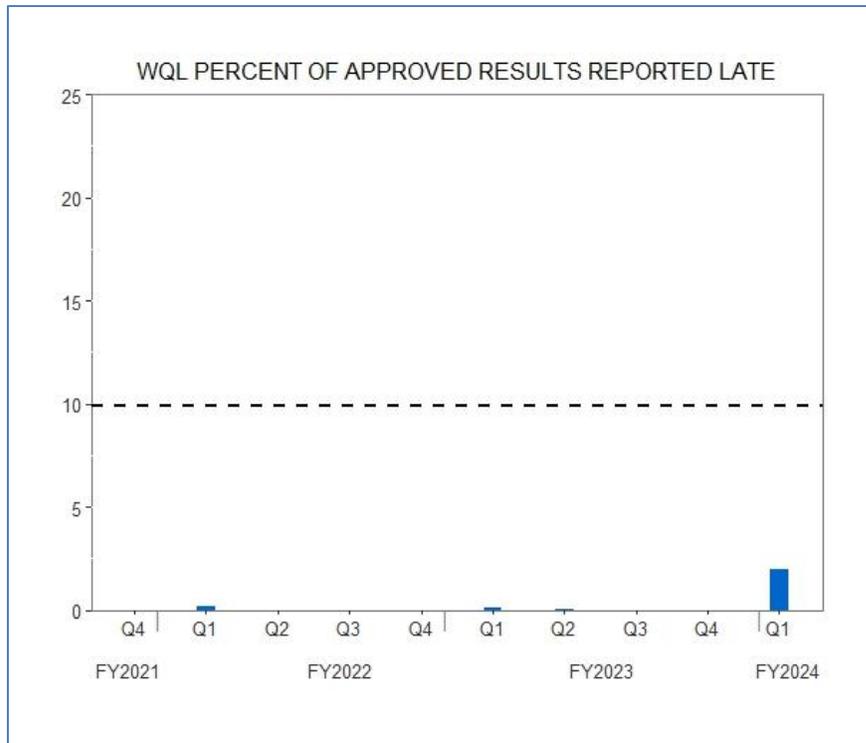
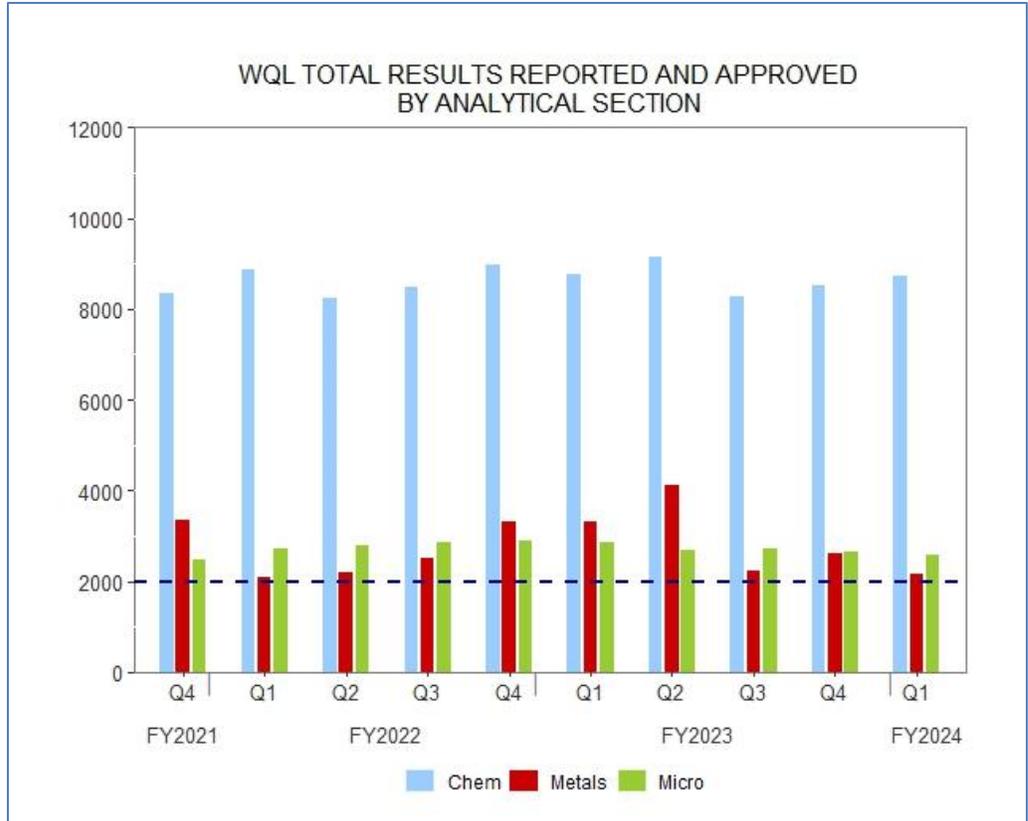
Objective 4.24 Collect, monitor, and report weekly, monthly and quarterly key laboratory performance metrics to include:

- i. **Water Quality Laboratory results approved and reported for each laboratory section (chemistry, microbiology, metals, and external labs). Maintain greater than 0.5 results reported per productive hour per quarter in each analytical section through end of the 4th Quarter of FY24.**
- ii. **Laboratory Productivity (results reported per productive hour, results sent to subcontract laboratories in lieu of in-house testing). Maintain greater than 2,000 results per quarter in each analytical section through end of the 4th Quarter of FY24.**
- iii. **Percentage of results reported late (turnaround time). Maintain less than 10 percent results reported late per quarter and provide quarterly results through end of the 4th Quarter of FY24.**

Staff Assignment: Shuryin/Hardeman

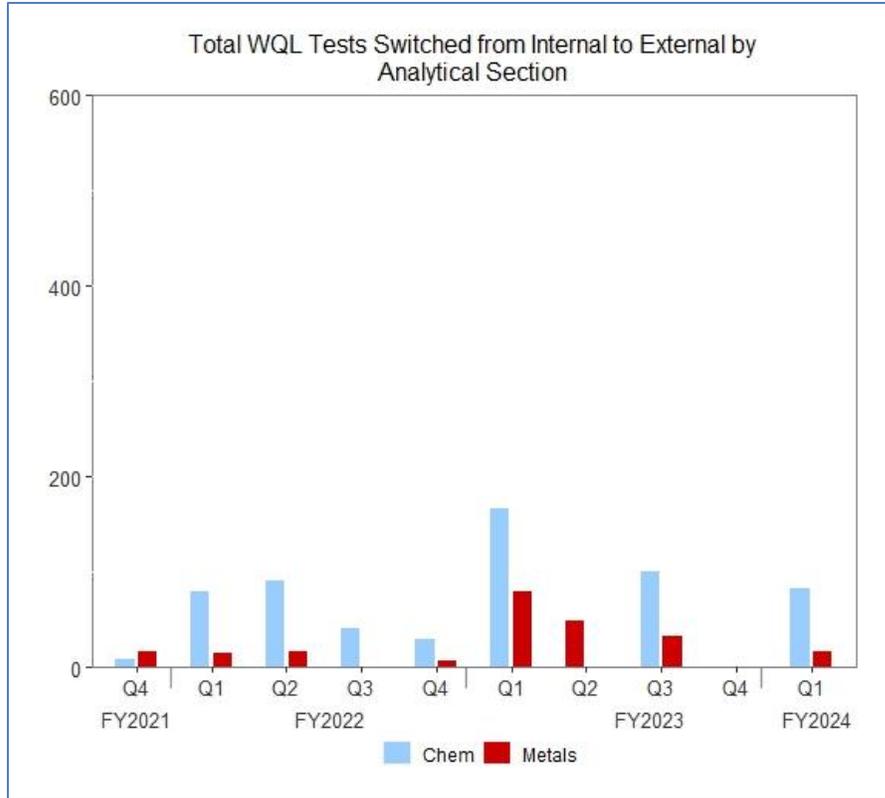


FY24 Goals and Objectives



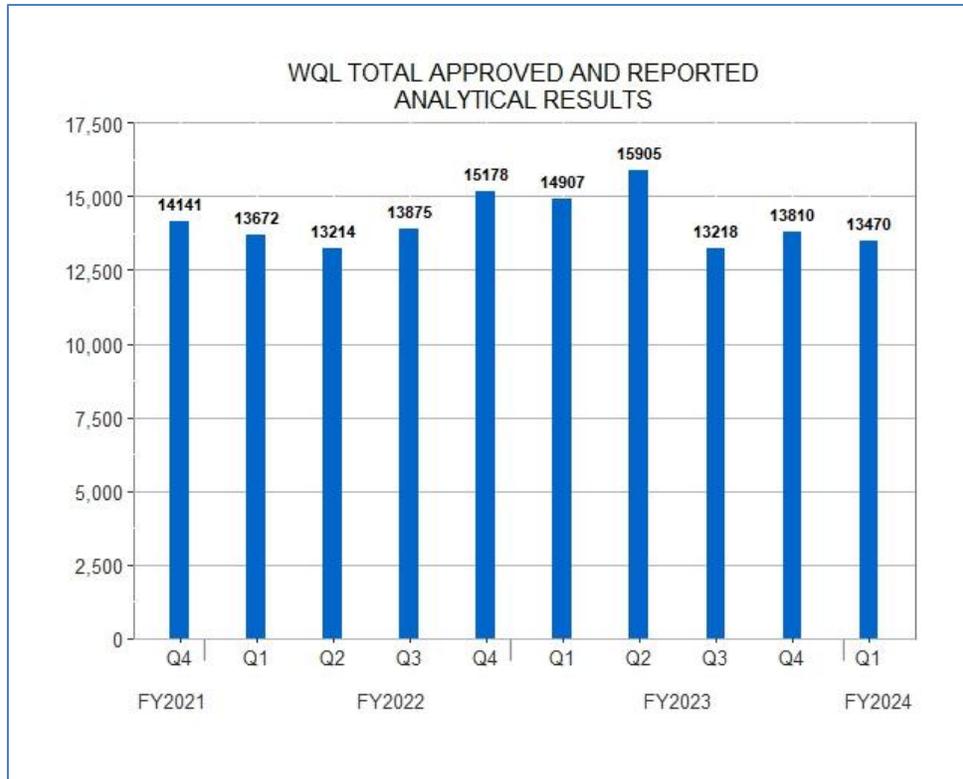
During FY24 Q1 WQL had to deal with four issues that created the delay in reporting metal results within the 28-day expected turn-around-time.

FY24 Goals and Objectives



During FY24 Q1, WQL experienced a technical issue with the Ion Chromatography (IC) instrument that lasted for two weeks and had to send samples to an external laboratory for analysis. Some Chemical analytes analyzed in the IC have a short hold time of 48 hours, and WQL was unable to hold samples until the issue was resolved. The issue identified on the IC was as a bad suppressor and WQL analysts documented how to resolve this issue in the maintenance log. The Metals sample was sent to the external laboratory because it had a complex matrix.

FY24 Goals and Objectives



Objective 4.25 Continue to develop LabVantage (“laboratory information management system”) throughout FY24 to increase the automation of data entry to reduce data entry errors, reduce the amount paper used at the laboratory and develop reports in LabVantage through the end of the 4th Quarter of FY24.

Staff Assignment: Shuryin/Hardeman

WQL is currently working with ITD and LabVantage on developing a scope of work for the next upgrade. The Hach instruments and ISE probe are not compatible with the network at WQL. Instead WQL will use barcodes and an external drive to develop a data transfer process. Three data entry errors were identified in FY24 Q1.

Objective 4.26 Utilize the Environmental Monitoring Program to monitor the reliability and consistency of results from Compliance field instrumentation and sample collection techniques. Conduct and report on at least one internal audit per year. Issue corrective action response requests as needed and track and report on their progress. Ensure Compliance Division field instruments are calibrated as necessary and that personnel demonstrate capability in sample collection and measurement. Monitor and report on corrective action response report (CARR) closure duration quarterly through the end of the 4th Quarter of FY24.

Staff Assignment: Shuryin/McDonnell

FY24 Goals and Objectives

Quarterly Quality Assurance meetings are being conducted between the QA Manager and the Compliance Program Managers. Review and revision of all SOPs from the Document Control and Management project for the NPDES and Water Quality Programs continues. The Water Process Lab closed one (1) CARR from FY23. Zero (0) were initiated. An internal audit will be scheduled once the SWTP is operating.

| Water Process Lab | CARR ID # | Date Initiated | Date Closed | Closed by Q End? | # Days Open | Avg Days Open |
|-------------------|-----------|----------------|------------------------------|------------------|-------------|---------------|
| FY24 Q1 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q2 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q3 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q4 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Total Count | 0 | | FY24 CARR Resolution Average | | | N/A |

The Water Quality Program has two (2) open CARRs from FY23. Zero (0) were initiated in FY24Q1. Demonstrations of capability for chlorine analysis according to the revised SOP will be conducted.

| Water Quality Program | CARR ID # | Date Initiated | Date Closed | Closed by Q End? | # Days Open | Avg Days Open |
|-----------------------|-----------|----------------|------------------------------|------------------|-------------|---------------|
| FY24 Q1 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q2 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q3 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q4 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Total Count | 0 | | FY24 CARR Resolution Average | | | N/A |

One (1) CARR was initiated for the NPDES Program. Water Quality Specialists obtained demonstrations of capability (DOCs) in residual chlorine, dissolved oxygen, pH, and Monitoring Technicians also completed pH DOCs. PFAS sample collection by EPA 1633 was observed and recommendations were made for the SOP.

| NPDES Program | CARR ID # | Date Initiated | Date Closed | Closed by Q End? | # Days Open | Avg Days Open |
|---------------|-----------|----------------|-------------|------------------|-------------|---------------|
| FY24 Q1 | 8 | 8/11/2023 | 9/30/2023 | NO | 50 | 50 |
| FY24 Q2 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Q3 | N/A | N/A | N/A | N/A | N/A | N/A |

FY24 Goals and Objectives

| | | | | | | |
|------------------|-----|-----|------------------------------|-----|-----|-----|
| FY24 Q4 | N/A | N/A | N/A | N/A | N/A | N/A |
| FY24 Total Count | 1 | | FY24 CARR Resolution Average | | | 50 |

Objective 4.27 Maintain accreditation with the American Association for Laboratory Accreditation by addressing any changes resulting from the on-site assessment of the Water Quality Laboratory. Conduct internal audits, Standard Operating Procedure (SOP) revisions, and identify actions to address risks and opportunities as required by ISO/IEC 17025:2017. Implement any changes resulting from the 2023 Methods Update Rule. Track and report on corrective actions and risk assessment responses. Maintain a closure duration of less than 60 days per CARR and an average completion of less than 30 days for all CARRs per fiscal year through the end of the 4th Quarter of FY24.

Staff Assignment: Shuryin/Hardeman/McDonnell

The WQL maintains accreditation with A2LA and NMED for microbiological drinking water samples. Obtaining NMED Lead and Copper reciprocity certification is being investigated.

Two (2) internal audits are planned for next quarter to complete the calendar year audit schedule.

The 2023 Methods Update Rule will not be finalized until 2024. Updates are not expected to be drastic.

Actions to address the risk of analysts measuring samples without a demonstration of capability (DOC) are under development. The process will include a scheduling report to assist management and an automatic email notification for analysts with upcoming expiring DOCs.

Proficiency tests for Water Supply, Water Pollution, and Solids studies were completed. Results for Alkalinity and Barium for the WS0723 were reported outside the acceptance criteria. Corrective action for the outliers is underway.

| Proficiency Test Study Number | Number of Reported Results | Number of Passing Results | Percent Passing |
|-------------------------------|----------------------------|---------------------------|-----------------|
| WS0723 | 38 | 36 | 95% |
| WSM0723 | 22 | 22 | 100% |
| WPM0723 | 1 | 1 | 100% |
| SLD0723 | 1 | 1 | 100% |

Six (6) CARRs were initiated in FY24Q1. Three (3) were closed, (one from FY23Q4). There were four (4) open CARRs by the end of the quarter.

FY24 Goals and Objectives

| Water Quality Lab | # of CARRs Initiated | Open | Closed <60 days | Closed >60 days | % of CARRs closed <60 | % of CARRs closed >60 | % Open | Average days open |
|-------------------|----------------------|------|-----------------|-----------------|-----------------------|-----------------------|--------|-------------------|
| FY24Q1 | 6 | 4 | 2 | 0 | 33% | 0% | 67% | 51 |
| FY24Q2 | | | | | | | | |
| FY24Q3 | | | | | | | | |
| FY24Q4 | | | | | | | | |
| FY24 Total | 6 | 4 | 2 | 0 | 33% | 0% | 67% | 51 |

Objective 4.28 Prepare for the Revised Lead and Copper Rule to establish a system for a lead service line inventory. Identify and collect information from all schools and child-care centers in the service area that will require lead monitoring and develop sample plan templates for the facilities to use to track multiple faucets by the end of the 4th Quarter of FY24. Develop tools for monitoring, data requirements and expectations for corrosion control studies under the new rule.

Staff Assignment: Shuryin/Pompeo

Field Distribution is in the process of verifying online lead service line inventory. It is scheduled to be published on the Water Authority website in 2024. A template has been developed for schools and childcare centers to submit sampling information; however, the EPA is due to provide updates to the school and childcare portion of the rule. Funding has been secured to further aid in maintaining sampling and results inventory for schools and childcare centers.

Objective 4.29 Review and update the utility emergency communications plan by the end of the 4th Quarter of FY24.

Staff Assignment: Morris

Public Affairs staff have been assigned to update the plan by the end of the 4th Quarter.

Goal 5: Organization Development

Sustain a well-informed, trained, motivated, safe, organized, and competitive work force to effectively meet the expectations of the customers, community, and Board in accordance with adopted policies and mandates.

Objective 5.1 Recognize at least 15% of the work force through initiatives such as employee incentive awards, on-the-spot awards, and years of service awards through the 4th Quarter of FY24.

Staff Assignment: Jaramillo/Lucas

FY24 Goals and Objectives

In the first quarter of FY24 we had 8 new iSTARS pins awarded and 16 quarterly awards were given out at the board meeting. 618 active employees this quarter (3.8% of the workforce) received recognition.

Objective 5.2 Complete two employee wellness challenges per fiscal quarter focusing on nutrition, physical activity and weight loss, and disease and injury prevention to employees with a 60% or greater overall completion rate by the end of the 4th Quarter of FY24. In collaboration with our Employee Assistance Program, increase mental health awareness through quarterly trainings and presentations. Incorporate more remote wellness options for employees to participate in, including video classes and instructional videos by the end of the 4th Quarter of FY24.

Staff Assignment: Jaramillo/Leonard

The first challenge of the quarter was a Mental Health quiz. Fifty-four employees read through information regarding mental health issues including depression, anxiety and PTSD. Participants then took a quiz based on the information that was covered. All 54 participants completed the challenge for a completion rate of 100%.

The second challenge of the quarter was the Produce for Health. In this three-week challenge, sixteen participants earned points for eating a variety of produce. They also earned bonus points for eating more nutrient dense produce such as blueberries, spinach and other richly colored choices. Twelve employees completed the challenge for a 75% completion rate.

Objective 5.3 Develop an awareness program to increase employee participation in annual physicals by 20% by the end of the 4th Quarter of FY24.

Staff Assignment: Jaramillo/Leonard

Staff is currently developing this program.

Objective 5.4 Maintain an average utility-wide vacancy rate of no greater than 7% through the 4th Quarter of FY24. Maintain an average number of days to fill positions of 40 days or less through the end of the 4th Quarter of FY24.

Staff Assignment: Jaramillo

First quarter vacancy rate average was 8.5%.

Objective 5.5 Consistent with the EUM self-assessment, track and measure the effectiveness of an onsite injury prevention program by utilizing a local ergonomic/physical therapy contractor to conduct field ergonomic assessments. The goal of these assessments is to mitigate workplace injuries and to reinforce correct body mechanics. Maintain the yearly injury hours goal of 2,500 hours or less to improve productivity and reliability of services provided by employees by the end of the 4th Quarter of FY24.

FY24 Goals and Objectives

Staff Assignment: Santiago/Jaramillo

In the 3rd and 4th Quarters of FY23, a total of 26 job function analysis assessments were completed, including 23 ergonomic job coaching assessments. In the 1st Quarter of FY24, 12 onsite ergonomic job coaching assessments were conducted. Since the inception of this program, a significant reduction in injury hours has been observed, with a decrease to 142 hours in FY24 Q1 from 809 hours during the same period in FY23.

| Assessment/Trainings | FY23 Q3-Q4 | FY24 Total | FY24 Q1 |
|--|------------|------------|---------|
| Job Function Analyses Completed | 26 | | |
| Ergonomic Training Presentations Completed | | 23 | |
| Onsite Ergonomic Job Coaching Assessments | | 12 | |
| Total Injury Hours* | | | 142 |

* As of 09/29/2023 FY24

Objective 5.6 Provide employees with job-related training and monitor hours of training completed. Maintain an average of at least 25 hours of training per employee through the end of the 4th Quarter of FY24.

Staff Assignment: Jaramillo/Lucas

AVERAGE HOURS OF TRAINING PER EMPLOYEE – 33.51 Hours

Utility Tech Line Maintenance Certification Training Program: 20 Employees; 806 training hours completed.

Utility Tech Ground Water Certification Training Program: 4 Employees; 169 training hours completed.

Treatment Plant Operator Training Program: 13 Employees; 185 training hours completed.

Utility Maintenance Mechanic Training Program: 1 Employees; 6 hours training completed.

Wastewater Worker Training Program: 10 Employees; 254 classroom training hours completed.

Wastewater Stations Operator Training Program: 1 Employee; 40 training hours completed.

FY24 Goals and Objectives

Customer Care Training Program: 22 Employees; 520 hours training completed.

State Certification Training: 11 Employees; 78 hours training completed.

Objective 5.7 **Consistent with the Water Research Foundation Utility Innovation Project, develop a Strategic Plan for the Water Authority’s Innovation Program by the end of the 4th Quarter of FY24. The Innovation Program will help identify new ways to seek efficiencies throughout the organization.**

Staff Assignment: Jaramillo/Lucas

The Water Authority’s Innovation initiative officially launched on September 21, 2023. All employees were sent an email describing the purpose and goals of this initiative and what to expect next. As part of this launch, a booth was set up at the Employee Wellness and Safety picnic where employees were given information about this new initiative.

Moving forward: Each quarter, the Innovation Champion will send out periodic emails intended to encourage employees to be innovative in how they approach their work as well as the importance to recognize innovation when it happens. The Innovation Champion will report to the Executive Team stories of innovation from around the utility.

Objective 5.8 **Implement a mentorship program to support staff as they progress in their careers and reduce silos between divisions. Conduct a pilot program by the end of the 2nd Quarter of FY24.**

Staff Assignment: Jaramillo/Lucas

The Pilot Mentor Program launched on June 21, 2023, and consists of eight mentors paired with eight non-bargaining mentees. Prior to this launch, mentors attended several training sessions led by a contracted facilitator who provided information on expectations as well as methods and practices of how to be an effective mentor. The selected mentees attended an orientation on June 15, 2023, which included a presentation on what to expect as well as a review of the mentee guide which provides tips on how to get the most out of the mentor-mentee relationship. Each mentor-mentee pair met 1 – 2 times per month from July through September. The contracted facilitator as well as the HR Manager and Training Administrator have met with the mentor group and mentee group each month to monitor progress and identify any issues requiring immediate attention. Based on these meetings, both groups are satisfied with the mentoring relationship, but have been encouraged to put more focus on defined goals brought by the mentees.



Albuquerque Bernalillo County Water Utility Authority

Azotea, San Juan-Chama Project



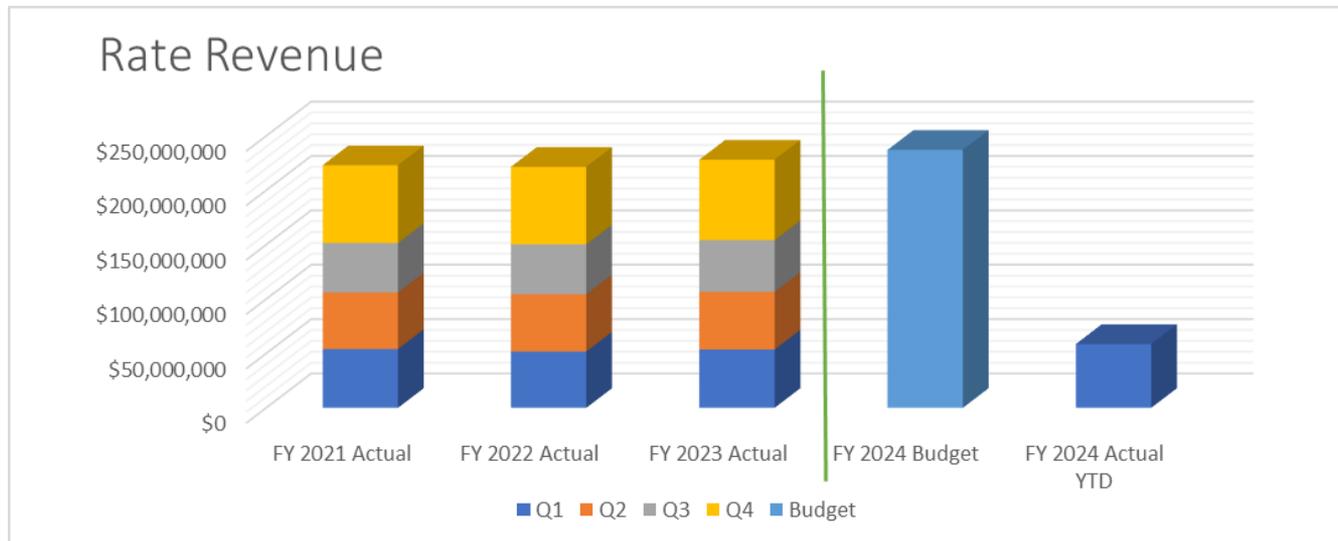
FY24 Q1 Finance & Goals/Objectives Report



Albuquerque Bernalillo County Water Utility Authority

FY24 Q1 Rate Revenue

- FY24 Revenue budget = \$248 million which is \$3.7 million higher than FY23.
- Rate revenue is the largest revenue category-98% of total revenue
- FY24 Q1 Rate Revenue = \$61.1 million; 24.6% of budget

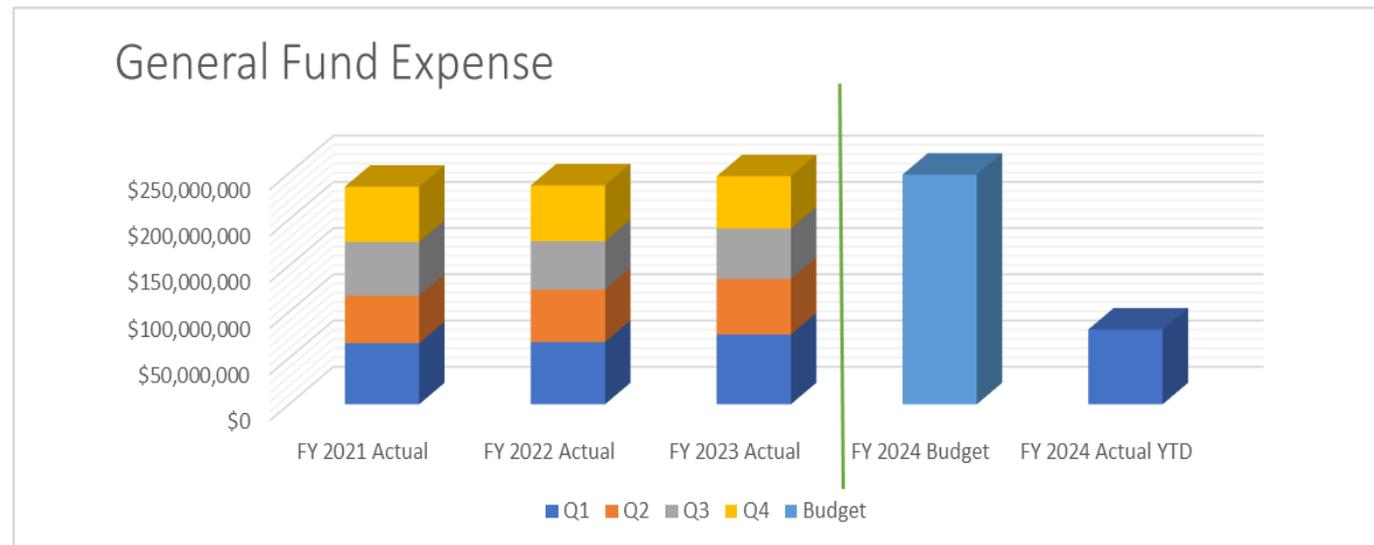




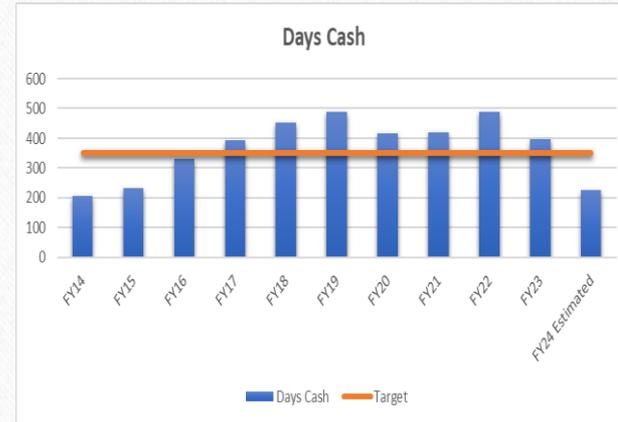
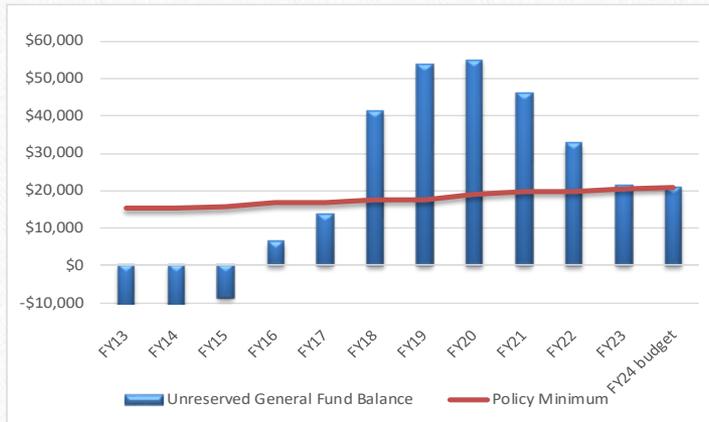
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FY24 Q1 General Fund Expenses

- FY24 Expense budget = \$248 million
- FY24 Q1 Expenses = \$80.9 million; 32.6% of budget
- Power & Chemical Expenses = \$7.1 million; 33% of budget
- Transfer to CIP = \$9.5 million; Transfer to Debt Service = \$36.6 million



FY24 Q1 General Working Capital & Days Cash on Hand



- Working Capital balance is projected at \$11,902,454, which is below the 1/12th total expense target

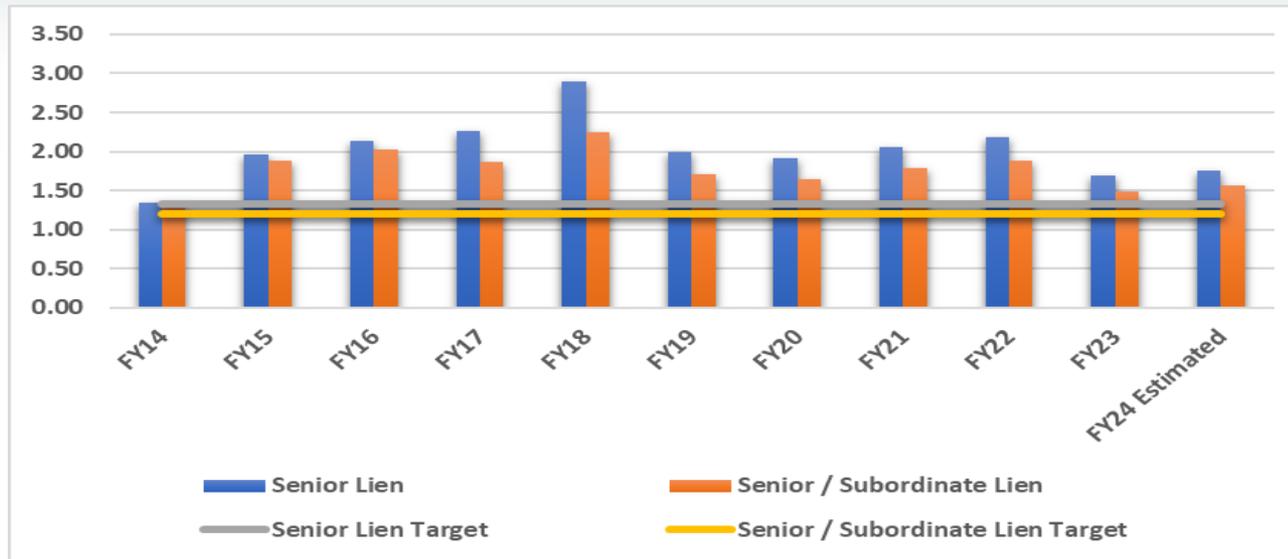
- FY24 Q1 Days Cash = 226 days; Target is 350 days



Albuquerque Bernalillo County Water Utility Authority

FY24 Q1

Debt Service Coverage Ratio



- WUA Minimum Ratios: 1.33 Senior Lien; 1.20 Senior/Subordinate Lien
- FY24 Q1 Ratios: 1.76 Senior Lien; 1.57 Senior/Subordinate Lien



Albuquerque Bernalillo County Water Utility Authority

FY24 Q1 Capital Funds

Top Project Areas By Actual Expense In Q1 FY24

| | |
|--------------------------------|-----------|
| Interceptor Renewal DT | 1,831,716 |
| SCADA Coll/Strmwtr PLC Replcmt | 1,435,233 |
| Mission Site Renewal | 609,009 |
| Primary Clarifier 1-4 Improv | 503,652 |
| Franchise Fee Compliance DT | 492,241 |
| Well Rehab & Replace DT | 458,373 |
| Automated Meter Infrastruct DT | 436,726 |
| Stl Wtr Line Repl Mtn & Zuni | 411,959 |
| Wtr Mtr, Mtr Bx&Ser Ln Reh DT | 408,096 |
| Research Park & Central Ave WL | 407,840 |
| BC Wtr/Swr System Imprv MaxQ | 372,110 |
| NMFA Grant/Loan AMI Grants | 357,689 |

- FY24 CIP Funds expense budget = \$244,325,555
- FY24 Q1 Expenses = \$10.9 million

FY24 Q1 Cash & Investments

| <u>Overnight Liquid Products:</u> | <u>Balances As of 9/30/2023</u> | <u>Book Yield</u> |
|--|-------------------------------------|-----------------------|
| New Mexico State Treasurers Pool | \$ 20,000,984 | 5.333% |
| Wells Fargo - Stagecoach Sweep - 0555 | 14,818,932 | 5.210% |
| Wells Fargo - Stagecoach Sweep - 7076 | 9,813,118 | 5.210% |
| Bank of Albuquerque - 2528 | 3,946,863 | 0.550% |
| Wells Fargo Commerical Checking - 8089 | 2,147,000 | 0.500% |
| Total Highly Liquid Portfolio | 50,726,898 | |
| <u>Investment Accounts</u> | | |
| Public Trust Advisors | 50,654,923 | 5.110% |
| Total Investment Accounts | 50,654,923 | |
| Total Cash and Investments | \$ 101,381,821 | |

- Investment Policy Priorities:
 - Safety
 - Liquidity
 - Yield
- Investment Committee met 10/18/2023
 - Economic and portfolio review
 - Investment history
 - Review of future investments

FY24 Q1 Performance Scorecard

Quarterly Performance Indicators
FY24 1st Quarter Scorecard

| Level of Service Area | Indicator | FY24 Actual (FY TO DATE) | FY24 Target | Status |
|-----------------------|---|---|---|--------|
| Regulatory | Number of Permit Excursions | 0 | ≤ 5 | ▲ |
| | Reported Overflows | 8 | < 40 | ▲ |
| | Sewer Use/Wastewater Control Ordinance Compliance | 81% Permitted Industrial Users 97% FOGS Est. 77% Dental Offices | ≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office | ■ |
| Reliability | Facility Planned Maintenance Ratios | 77% ground water 78% surface water 52% water reclamation | ≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation | ▲ |
| | Water System Inspection Effectiveness | 212 miles surveyed 462 miles monitored 10 leaks found 6.8 MGY water loss reduced | > 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced | ▲ |
| | Miles of Sewer Line Cleaned | 97 miles | 400 to 600 miles | ▲ |
| | Sewer Line Inspection Effectiveness (CMOM 10 Year Target) | 44.6 miles televised | ≥ 1002.5 miles televised | ▲ |
| | Injury Time | 142 hours | < 2,500 hours | ▲ |
| Quality | Water Quality Complaints Rate (per 1,000 customers) | 2 | < 3 | ▲ |
| | % of Biosolids to Compost | 23% | > 30% | ■ |
| | Renewable Energy | 28% Biogas 8% Solar | ≥ 20% Biogas ≥ 5% Solar | ▲ |
| | Water Consumption | 8 BGY GW 3 BGY SW | < 21 BGY GW > 14 BGY SW | ▲ |
| Customer Service | Wait Time (minutes) | 0:18 seconds | < 1 minute | ▲ |
| | Contact Time (minutes) | 4:29 minutes | < 4 minutes | ■ |
| | Abandoned Call Ratio | 1% | < 3% | ▲ |
| | First Call Resolution | 98% | > 95% | ▲ |
| | Bill Exception Rate (per 10,000 Bills) | 3 | < 8 | ▲ |
| Finance | Rehabilitation Spending | \$8 million | ≥ \$64 million | ■ |
| | Pipe Infrastructure Emergency vs. Planned Spending | 86% Planned 14% Emergency | ≥ 50% Planned ≤ 50% Emergency | ▲ |
| | Cash Reserves (Days) | 224 days | ≥ 350 days | ■ |
| | Revenue to Expenses | 75% | ≥ 100% | ■ |
| | Expenses to Budget | 130% | ≤ 100% | ■ |

Performance Key

- ▲
On Target/Target Achieved
- Work in Progress / Below Target
- ▼
Target Not Met



Albuquerque Bernalillo County Water Utility Authority FY 2024 Goal 1:

Water Supply & Operations

Objective 1.7 – Groundwater Maximo asset management checklists

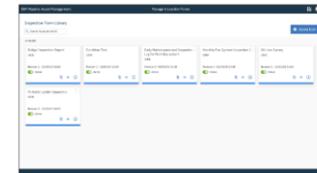
- Preliminary Exterior Reservoir Inspections – 68 inspections completed
- Steel Reservoir Roof Inspections – 5 inspections completed
- Electronic inspection forms in Maximo to be deployed by end of FY24 Q2

Objective 1.14 – Locate water leaks using leak detection technology

- 212 miles of water lines surveyed
- Located 8 leaks
- Estimated water savings: 6.8 million gallons

Manage Inspection Forms

- Create Inspection Forms
- Revision controlled
- Group questions
- Add conditions based on responses
- Preview mode
- Audio Enabled
- Create WO for items requiring action
- Referenced in other Maximo applications





Albuquerque Bernalillo County Water Utility Authority

FY24 Goal 2:

Wastewater Collection & Operations

Objective 2.10 – Install AMI devices in 3 Vacuum Station service areas

- WUA is the first to utilize this technology in a vacuum system
- By FY24 year-end, installation in 8 areas and in FY25 all 10 target areas installed
- Allows for quick response to low-vacuum conditions

Objective 2.14 – Implement the Mercury Minimization Plan

- All fieldwork completed
- Report to be submitted to EPA and Pueblo of Isleta by end of Q2 FY24



Albuquerque Bernalillo County Water Utility Authority

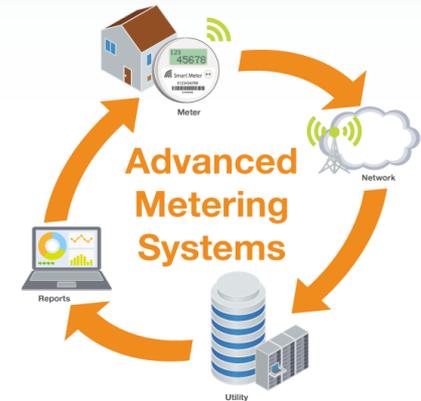
FY24 Goal 3: Customer Services

Objective 3.4 - AMI Meter Installation – Target 20,000 meters

- 3,700 AMI water meters installed

Objective 3.5 – Customer Conversations Meetings

- Meetings are scheduled for late winter/early spring 2024
- Topic: Non-Functional Turf Removal





Albuquerque Bernalillo County Water Utility Authority

FY24 Goal 4: Business Planning & Management

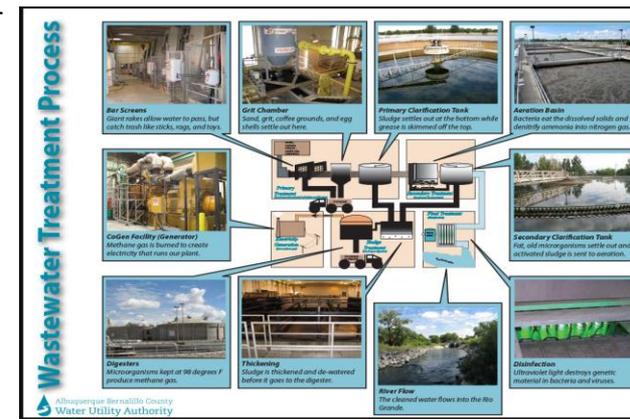
Objective 4.8 – Grant/Loan Funding Plan

- Applications submitted to:
 - Water Trust Board
 - WaterSmart funding
 - Congressional Direct Spending



Objective 4.6 – Increase renewable/green energy generation

- SWRP power generation from solar panels and digester gas-fueled cogeneration – 40% (Target 25%)





Albuquerque Bernalillo County Water Utility Authority

FY24 Goal 5: Organization Development

Objective 5.5 – Onsite injury prevention program

- 23 Ergonomic training presentations
- 12 Onsite ergonomic assessments
- 142 injury hours (809 in FY23)



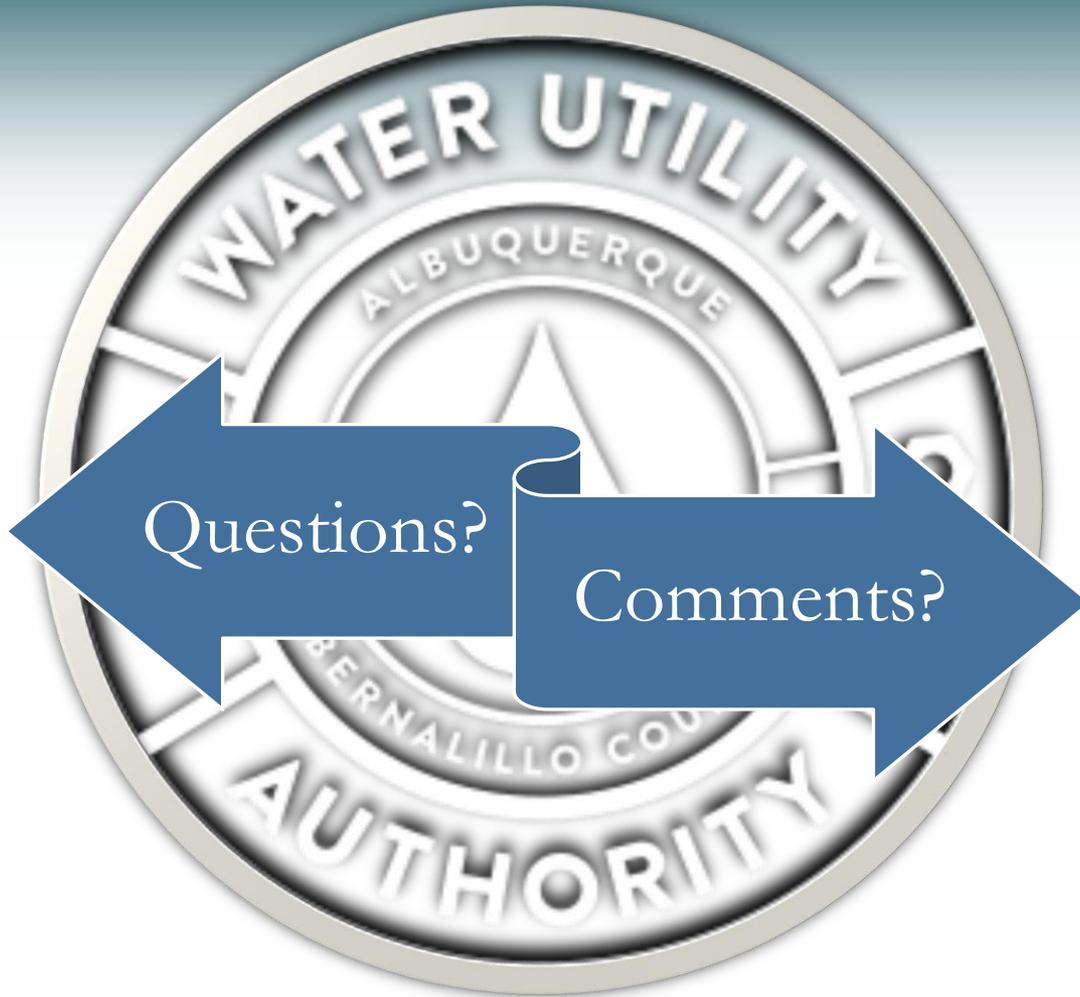
Objective 5.8 – Mentorship Program

- Pilot program during Q1 -8 mentors paired with 8 mentees
- Positive feedback from all involved





Albuquerque Bernalillo County Water Utility Authority



Questions?

Comments?