
Meeting Date: August 21, 2024
Staff Contact: Marta Ortiz, Chief Financial Officer

**TITLE: R-24-28 – Fiscal Year 2024 Unaudited Fourth Quarter Financial Report;
Year Ending June 30,2024**

ACTION: Recommend Approval

SUMMARY:

Submitted to the board for review and informational purposes are the unaudited Fiscal Year (FY) 2024 financial reports for the fiscal year ending June 30, 2024, excluding closing entries. To comply with Section 6-6-2(B) NMSA 1978 (Local Government Division-Powers and Duties), the Albuquerque Bernalillo County Water Utility Authority (Water Authority) is required to submit the FY24 fourth quarter report and signed Resolution to the State of New Mexico by the first Monday in September 2024. The State will then certify the Water Authority's FY25 Approved Budget. The FY24 ending fund balances in this report are final and become the FY25 beginning fund balances. The report provides a year-to-date comparison between the approved FY24 budget and the unaudited actual revenues and expenses through June 30th, excluding closing entries. As with any estimates, this information is subject to change.

Also, the results of Water Authority Investments and the budget Performance Plan highlights and goals and objectives as of June 30, 2024.

See attached report.



ALBUQUERQUE BERNALILLO COUNTY WATER UTILITY AUTHORITY ALBUQUERQUE, NM

QUARTERLY FINANCIAL REPORT

For month ending June 30, 2024

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 twelfth month of the fiscal year. The year-to-date (YTD) spans between July 1, 2023, through June 30, 2024. 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 will be reviewed and approved by the State of New Mexico Department of Finance and Administration (DFA) Local Government Division.

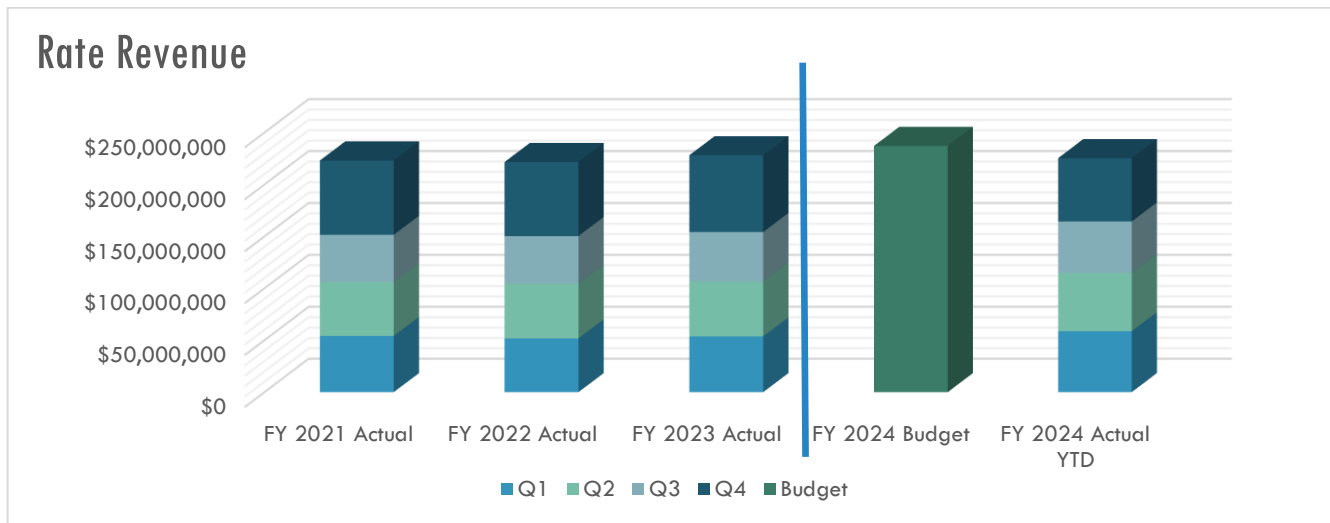
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GENERAL FUND REVENUE HIGHLIGHTS

The total FY2024 General Fund revenue budget is \$253.4 million, recognizing the mid-year budget amendment. Through June, \$240.3 million has been recorded, or 94.8% of the revenue budget, which is 5.2% lower than projections (100%). 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, quarterly, and year-to-date (YTD) activity excluding year-end revenue accruals.

	FY 2024 Adopted Budget	1st Qtr	2nd Qtr	3rd Qtr	Apr-24	May-24	Jun-24	FY 2024 Total YTD	% YTD
Water Service	\$ 98,107,000	\$24,369,257	\$25,032,208	\$20,576,563	\$ 7,600,134	\$ 9,530,008	\$ 11,284,181	\$ 98,392,350	100.3%
Water Facilities Rehab	34,022,000	11,688,659	9,507,901	8,553,695	3,064,865	3,403,555	3,715,505	39,934,180	117.4%
Wastewater Service	64,184,000	11,660,677	11,184,998	10,601,986	3,997,541	3,944,723	3,811,139	45,201,064	70.4%
Wastewater Facilities Rehab	35,982,000	9,257,791	9,246,328	9,121,870	3,145,384	3,129,558	3,101,206	37,002,136	102.8%
Connections	375,000	61,341	63,947	73,478	25,338	38,807	26,277	289,188	77.1%
Water Resources Management	4,500,000	1,648,304	1,000,047	716,006	301,446	401,601	492,865	4,560,269	101.3%
SW Admin Fee	1,711,000	285,167	427,750	427,750	-	285,167	142,583	1,568,417	91.7%
DMD Admin Fee	654,000	109,008	163,511	163,511	-	109,008	54,504	599,541	91.7%
Interest	5,500,000	1,251,049	2,576,357	1,956,584	2,101,738	591,221	1,588,812	10,065,761	183.0%
Miscellaneous	8,409,000	774,845	450,066	1,042,026	127,403	180,847	137,547	2,712,735	32.3%
Grand Total	\$ 253,444,000	\$61,106,096	\$59,653,113	\$53,233,469	\$20,363,849	\$21,614,494	\$ 24,354,620	\$ 240,325,640	94.8%



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.

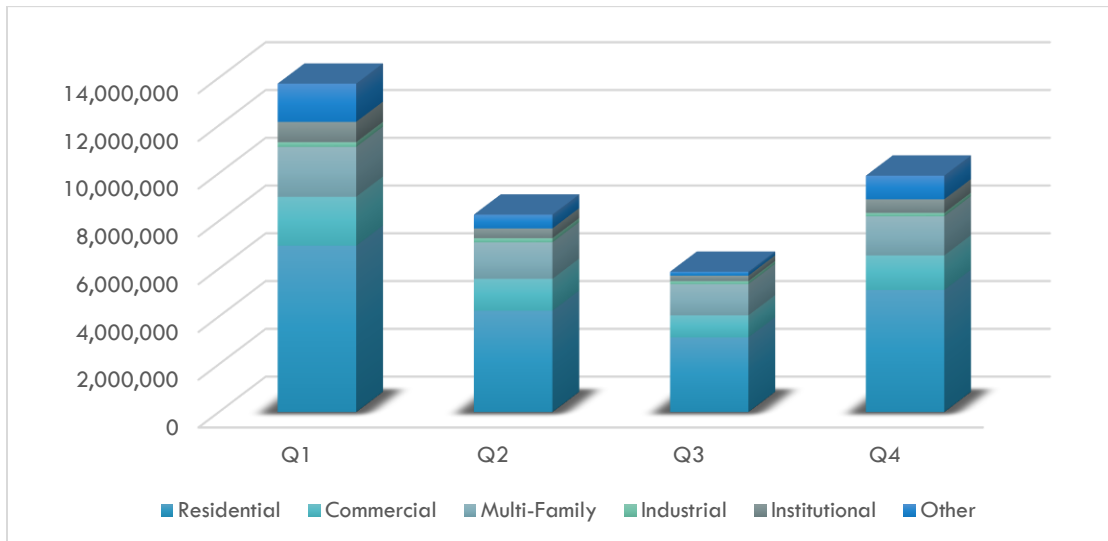
Sewer-Commodity Charge: This charge represents the “unit costs” of collecting, treating, and disposing of wastewater.

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

Total number of active billed accounts are 218,011, of which, 213,372 are metered based on service size 1-8. 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.

Consumption usage for all customer classes are illustrated below. These consumptions are (4.10%) lower compared to this time last year and 68.4% higher than Q3.

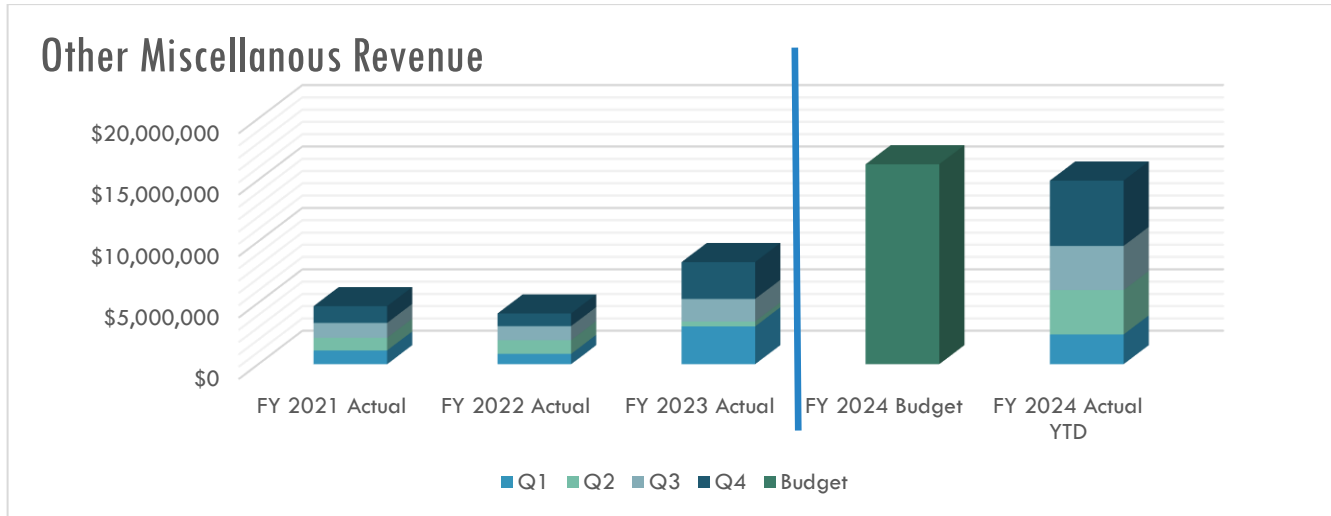
Consumption	FY 2024					
	Apr-24	May-24	Jun-24	Qtr. Total	% last yr.	% last Qtr.
Residential	1,296,512	1,713,011	2,108,601	5,118,124	-6.02%	63.47%
Commercial	388,762	486,890	570,119	1,445,771	-3.91%	56.60%
Industrial	44,878	47,304	53,372	145,554	-8.36%	15.13%
Institutional	119,546	191,325	256,511	567,382	-1.68%	147.46%
Multi-Family	467,880	543,513	622,359	1,633,752	-1.45%	25.04%
Other	183,216	344,405	462,910	990,531	1.08%	507.63%
Total	2,500,794	3,326,448	4,073,872	9,901,114	-4.10%	68.40%



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 through the fourth quarter increased 1,113 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.

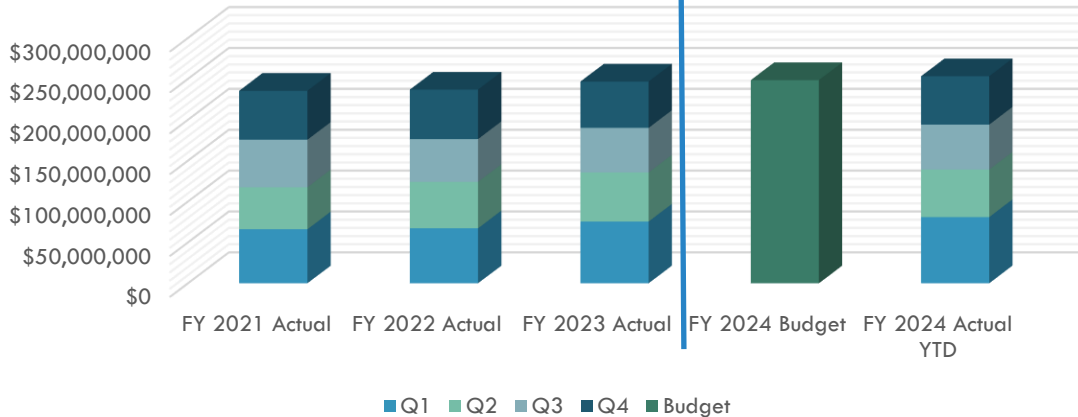


GENERAL FUND EXPENSE HIGHLIGHTS

Overall expenses for the General Fund ending the fourth quarter were 97.9%, which is below the anticipated (100%) range of actuals after the fourth quarter of FY 2024. A mid-year budget amendment was approved by the board on February 7, 2024, increasing the overall expense budget by \$10.1 million. Without this amendment, expenses would have trended more than the original budget. The tables and charts reflect total expenses excluding year-end accruals.

	FY 2024 Adopted Budget	1st Qtr	2nd Qtr	3rd Qtr	Apr-24	May-24	Jun-24	FY 2024 Total YTD	% YTD
Wages & Benefits	\$ 67,850,299	\$15,511,266	\$17,446,046	\$14,487,686	\$ 4,858,824	\$ 7,439,863	\$ 5,262,948	\$ 65,006,633	95.8%
Wages Overtime	1,850,683	537,488	702,267	546,959	167,620	209,250	152,213	2,315,797	125.1%
Utilities (Electricity, Gas)	16,296,000	2,957,536	3,527,003	2,248,545	727,766	1,384,588	497,945	11,343,383	69.6%
Chemicals	14,960,000	4,125,554	2,747,903	4,144,746	1,175,478	1,125,548	1,674,415	14,993,644	100.2%
Other Operating Expense	41,628,018	11,703,887	10,350,183	10,308,582	4,123,582	3,188,811	3,847,636	43,522,680	104.6%
Transfers to Other Funds	116,020,000	46,105,000	23,305,000	23,305,000	7,768,333	7,768,333	7,768,333	116,020,000	100.0%
Grand Total	\$ 258,605,000	\$80,940,732	\$58,078,401	\$55,041,518	\$18,821,603	\$21,116,393	\$19,203,490	\$ 253,202,136	97.9%

General Fund Expense



Personnel:

Wages & Benefits costs through Q4 were approximately 95.8% of the total fiscal year budget. Personnel was underspent slightly through Q4, mostly attributed to Water Authority-wide vacancies. Overtime is 125.1% above budget levels due to staffing shortages and vacancies. The vacancy rate through Q4 was 8.8%, which is above the 7% goal for FY 2024.

Personnel costs through June were \$67,322,430, which is comprised of: wages (\$44,801,737), other fringe benefits (\$20,204,896), and overtime (\$2,315,797).

Other Operating Expenses O&M:

O&M costs are higher than estimated by (104.6%) largely attributed to overspending on professional and contracted services. Overall, General Fund expenses are within the anticipated range and tracking drastically higher than actuals through June in the previous fiscal year. Specifically, repairs and maintenance exceeded the budget by \$3.7 million or 27.1% due to inflation and higher need for repairs and subscription for information technology needs.

Power and Chemicals:

Power and Chemicals are one of the highest expenses of O&M. Power costs are incurred for the running of the San Juan-Chama Water Treatment Plant (SJCWTP), groundwater pumping operations, and the Southside Water Reclamation Plant (SWRP). Chemical costs have seen a dramatic increase in the last few fiscal years due to inflationary factors such as increased manufacturing and transportation costs. The mid-year budget adjustment increased the overall power and chemical budgets by \$5 million to adjust these to what's been trending over the last two quarters. Total YTD costs are at 84.9%, which is under the anticipated (100%) range now of actuals after the fourth quarter of FY 2024.

Transfers to Other Funds:

The Water Authority pays much of its debt service in July (annual principal and semi-annual interest payments); therefore, the majority of the annual budget (\$78,000,000) is expensed in the first quarter of the fiscal year. Under existing financial policy, other transfers comprise of funding for the CIP basic program (\$36,618,000) and Water 2120 projects (\$1,402,000).

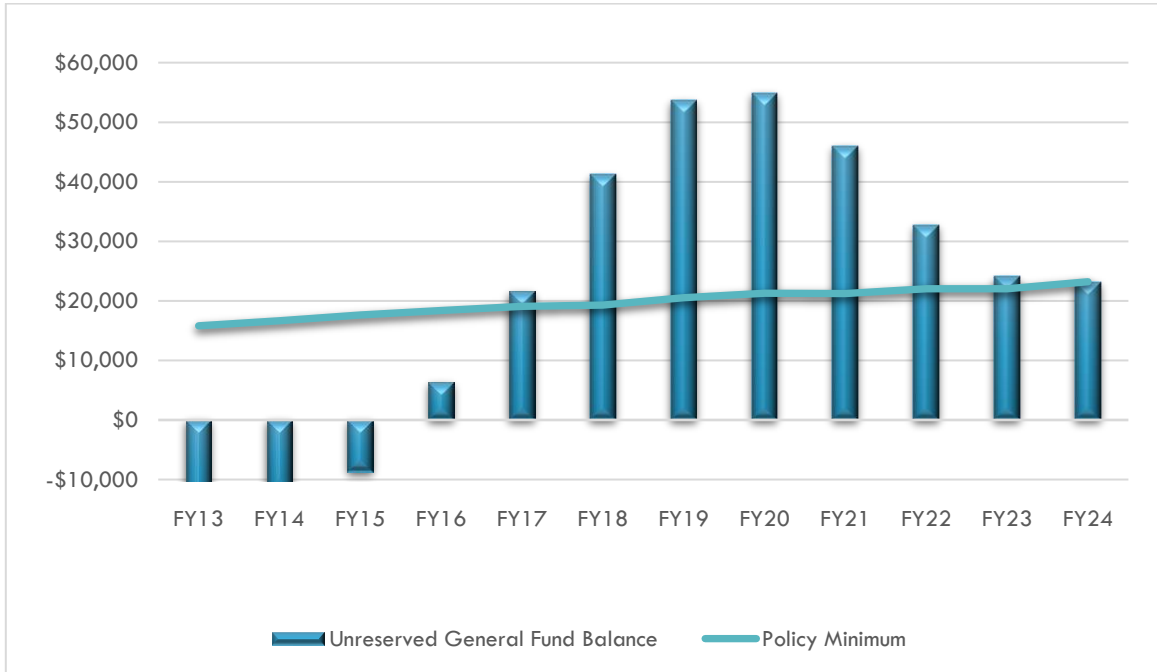
BUDGET TO ACTUAL VARIANCES

General Fund Departments

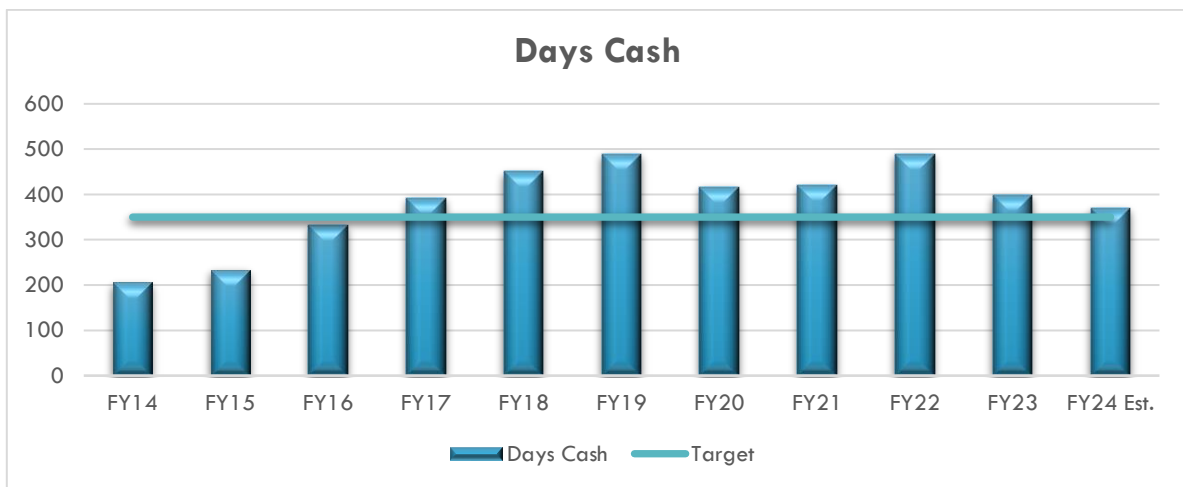
	Personnel			Overtime			O&M Expenses & Transfers		
	YTD Actual	FY 2024 Adopted Budget	% Budget	YTD Actual	FY 2024 Adopted Budget	% Budget	YTD Actual	FY 2024 Adopted Budget	% Budget
Administration	\$ 1,121,491	\$ 1,104,186	101.6%	\$ 1,040	\$ -	0.0%	\$ 853,031	\$ 771,685	110.5%
Risk	615,138	536,279	114.7%	1,471	-	0.0%	5,501,658	5,650,721	97.4%
Legal	357,864	207,700	172.3%	-	-	0.0%	973,306	615,300	158.2%
Human Resources	1,628,724	1,721,513	94.6%	120	-	0.0%	177,535	197,487	89.9%
Information Technology	5,838,269	5,719,908	102.1%	22,951	-	0.0%	7,584,213	4,810,092	157.7%
Finance	2,595,773	2,966,402	87.5%	29,416	-	0.0%	2,712,311	1,425,598	190.3%
Customer Service	3,374,553	3,556,825	94.9%	133,551	53,244	250.8%	1,766,429	1,798,931	98.2%
Asset Management	738,864	767,600	96.3%	-	-	0.0%	17,916	37,400	47.9%
Wastewater Plant	8,236,038	9,141,969	90.1%	589,088	450,127	130.9%	2,473,511	2,528,704	97.8%
SJC Water Treatment Plant	3,598,105	3,795,400	94.8%	197,250	160,000	123.3%	705,839	940,600	75.0%
Groundwater System	5,759,433	5,818,704	99.0%	245,384	248,057	98.9%	1,059,385	1,230,739	86.1%
Wastewater Collection	6,055,599	6,379,802	94.9%	153,868	175,000	87.9%	1,347,599	1,432,912	94.0%
Water Field Operations	13,077,958	13,217,033	98.9%	816,723	753,208	108.4%	6,505,046	7,481,174	87.0%
Compliance	4,746,709	5,046,983	94.1%	47,390	27,350	173.3%	1,399,360	1,189,667	117.6%
Fleet & Facility Maintenance	1,329,508	1,253,763	106.0%	73,762	-	0.0%	4,080,578	4,623,937	88.2%
Central Engineering	3,211,009	3,730,700	86.1%	14	-	0.0%	41,765	64,300	65.0%
Planning & Utility Development	699,014	911,047	76.7%	-	-	0.0%	160,056	87,953	182.0%
Water Resources	1,355,041	1,448,182	93.6%	2,273	-	0.0%	2,665,078	3,318,818	80.3%
Power & Chemicals	-	-	0.0%	-	-	0.0%	26,337,026	31,256,000	84.3%
Taxes	-	-	0.0%	-	-	0.0%	895,179	656,000	136.5%
Overhead	667,543	510,000	130.9%	1,496	-	0.0%	1,193,193	1,160,000	102.9%
San Juan Chama	-	-	0.0%	-	-	0.0%	1,409,691	1,606,000	87.8%
Transfers to Other Funds	-	-	0.0%	-	-	0.0%	116,020,000	116,020,000	100.0%
Total	\$ 65,006,633	\$ 67,833,996	95.8%	\$ 2,315,797	\$ 1,866,986	124.0%	\$ 185,879,707	\$ 188,904,018	98.4%

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 as of the end of June is currently \$23,147,837, which is slightly below the 1/12th total expense target. The mid-year amendment approved at the February 7, 2024 Board meeting drew down the rate reserve or fund balances to end the fiscal year with the minimum target \$23,211,000. A rate adjustment was passed at the June board meeting to keep up with inflation, among other things.



The Rate Reserve, which is available to support unanticipated revenue declines or emergency expenditure needs, is funded at \$9.0 million, however, \$5.1 million was drawn down to cover unanticipated expenses. The chart below shows days cash on hand by fiscal year. YTD for FY 2024 is estimated at 369 days cash available, above the target of 350. The final days cash on-hand calculation will be determined after the annual audit is completed.



OTHER FUND HIGHLIGHTS

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

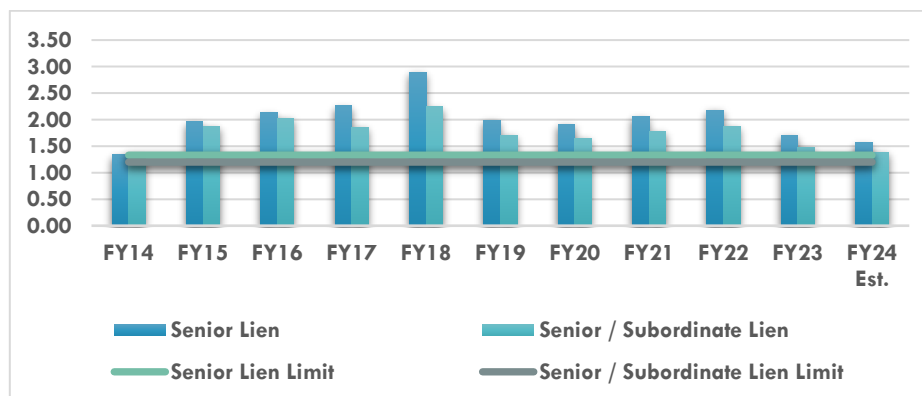
	Revenue			Expense		
	YTD Actual	FY 2024	%	YTD Actual	FY 2024	%
		Adopted Budget	Budget		Adopted Budget	Budget
Debt Service Fund	\$ 89,621,653	\$ 86,720,276	103.3%	\$ 84,954,905	\$ 102,223,431	83.1%
SJCPCA Fund	68,600	64,043	107.1%	105,913	154,044	68.8%
Capital Rehab Fund	160,656,178	160,261,376	100.2%	62,187,819	136,589,200	45.5%
Capital Growth Fund	11,855,634	34,522,060	34.3%	13,658,352	128,264,587	10.6%
Capital Water 2120 Fund	2,887,120	2,902,000	99.5%	380,370	7,313,168	5.2%
Total	\$ 265,089,184	\$ 284,469,755	93.2%	\$ 161,287,358	\$ 374,544,430	43.1%

DEBT SERVICE FUND

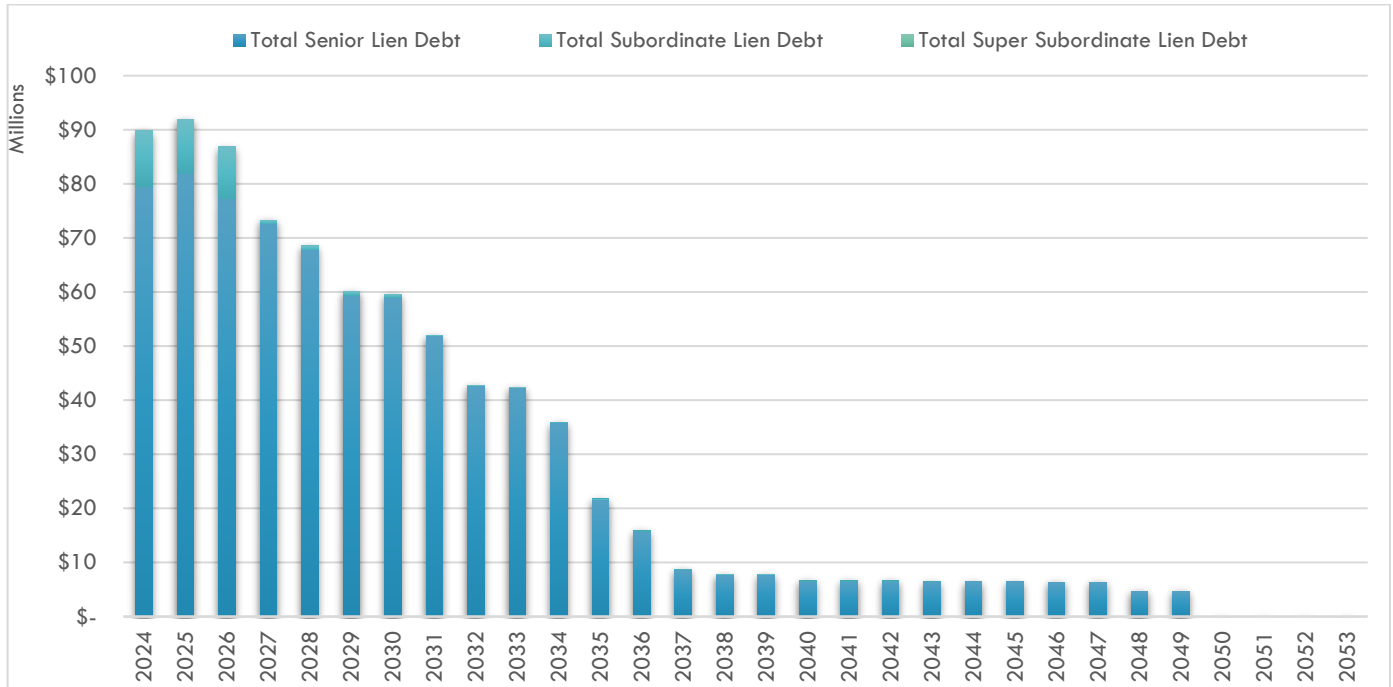
The debt service fund is used to account for the revenues, other financing sources, other financing uses, and the related expenses for long-term debt. This includes accounting for bond and loan principal, interest, and other debt related expenses. The majority of principal and interest payments for Water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

	FY 2024	1st Qtr	2nd Qtr	3rd Qtr	Apr-24	May-24	Jun-24	FY 2024	% YTD
	Adopted Budget							Total YTD	
Principal	\$ 67,202,000	\$ 66,169,905	\$ 41,542	\$ 41,542	\$ 566,220	\$ 745,492	\$ 93,755	\$ 67,658,457	100.7%
Interest	29,644,000	911,674	55,771	10,846,080	17,915	43,044	13,946	11,888,429	40.1%
Other Debt Related Exper	320,276	-	313,188	5,000	1,213	31,463	-	350,863	109.6%
Transfers to Other Funds	5,057,155	1,000,000	1,000,000	1,422,862	544,764	544,764	544,764	5,057,155	100.0%
Grand Total	\$ 102,223,431	\$ 68,081,579	\$ 1,410,501	\$ 12,315,485	\$ 1,130,113	\$ 1,364,763	\$ 652,464	\$ 84,954,905	83.1%

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 1.20 and 1.25, however, the Water Authority's policy 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.



The Water Authority’s current annual principal and interest debt obligations for FY 2024 total \$90.0 million. Pre-payment and payoff loans amounts totaling \$750,921 were paid during Q4 of fiscal year 2024. The chart below illustrates the required annual debt payments through FY 2053.



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 \$68,600 and expenses YTD are \$105,913 or 68.8% of the total budget.

CAPITAL FUNDS

The FY2024 amended Capital Improvement Program (CIP) total \$272.2 million, 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, improvements, and equipment. Multiple funding sources are utilized to provide the budget for CIPs, including from the General Fund, Debt Service Fund, miscellaneous CIP funds, loans, and grants. The table and charts below illustrate the budget to actual variances for each CIP category:

Category	FY 2024	1st Qtr	2nd Qtr	3rd Qtr	Apr-24	May-24	Jun-24	FY 2024	% YTD
	Adopted Budget							Total YTD	
Sanitary Sewer Pipeline Renewal	\$ 33,250,000	\$ 2,381,989	\$ 9,313,975	\$ 3,536,125	\$ 126,448	\$ 967,332	\$ 896,318	\$17,222,186	51.8%
Drinking Water Pipeline Renewal	6,020,000	865,427	2,035,885	1,169,732	293,454	357,283	709,470	5,431,251	90.2%
Southside Water Reclamation Plant Renewal	22,950,047	870,455	2,097,262	1,502,830	555,825	933,364	150,400	6,110,135	26.6%
Soil Amendment Facility Renewal	225,672	18,768	2,161	18,691	1,472	-	552	41,644	18.5%
Lift Station & Vacuum Station Renewal	2,874,293	7,583	183,097	137,121	26,712	16,200	(7,234)	363,480	12.6%
Odor Control Facilities Renewal	469,460	-	-	4,083	-	-	-	4,083	0.9%
Groundwater Production & Dist. Renewal	12,150,000	829,724	2,074,620	2,918,307	1,016,937	530,460	537,689	7,907,737	65.1%
SICWTP Renewal	21,473,227	301,296	2,319,658	1,544,532	166,936	1,334,225	747,616	6,414,263	29.9%
Reuse Pipeline & Plant Renewal	2,424,134	273,569	233,122	486,415	13,252	75,858	123,328	1,205,543	49.7%
Compliance	797,357	7,893	-	56,993	-	-	-	64,886	8.1%
Shared Renewal	12,193,870	1,522,822	1,535,299	1,173,560	171,136	329,103	1,245,871	5,977,793	49.0%
Franchise Fee Compliance	4,972,901	681,694	402,820	268,202	146,479	13,959	56,164	1,569,318	31.6%
Vehicles & Heavy Equipment	3,929,497	223,397	196,884	1,432,234	111,910	115,942	634,998	2,715,364	69.1%
Special Projects	128,583,307	2,696,677	4,829,568	2,768,740	1,441,281	1,137,091	3,055,981	15,929,339	12.4%
Growth Projects	12,540,022	261,332	2,223,440	1,133,378	320,349	640,928	309,723	4,889,149	39.0%
Water 2120 Projects	7,313,168	38,556	37,836	303,978	-	-	-	380,370	5.2%
Grand Total	\$ 272,166,955	\$10,981,181	\$27,485,627	\$18,454,919	\$4,392,191	\$6,451,744	8,460,877.34	\$76,226,540	28.0%

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.

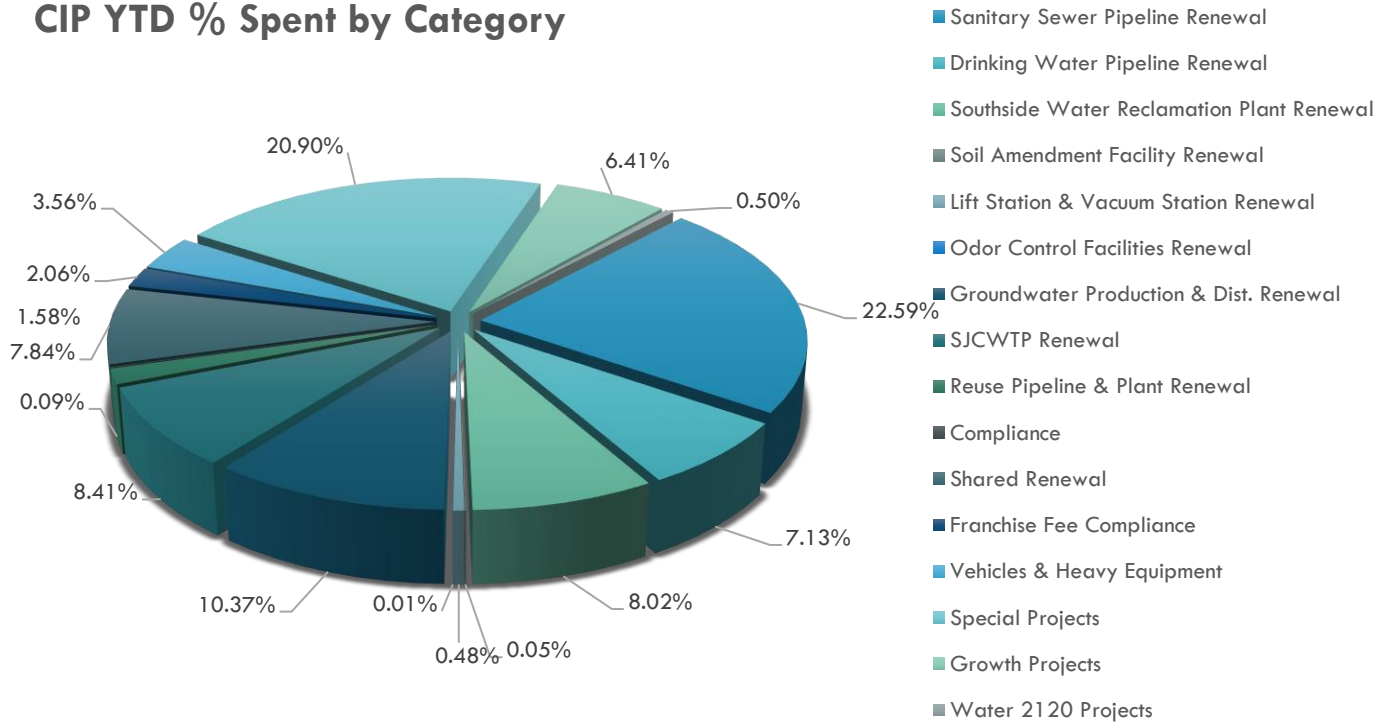
The Water Authority records the carryover of all unobligated funds remaining at the end of the budget year to the next budget year to cover allowable costs in that budget period. This carryover does not require Water Authority Board approval. Restricted funds, grants, bond and loan proceeds, and cash transfers that are recorded in CIP funds are the only cumulative balances allowed.

The adopted budget recognizes the carryover of unobligated funds from FY 2023 in the amount of \$121,996,757 and any new or amended CIP budget resolutions approved by the Board since July 1st.

Capital Status Report

The Water Authority expended a total of \$76,226,540 through Q4 of FY 2024. Of the \$19.3 million capital spending in Q4, the highest proportion was spent on Diversion Bar Screen Improvements (1.6 million), SCADA equipment renewal (\$1.6 million), Steel Water Line Replacement (\$1.6 million), Automated Meter Infrastructure (\$1.5 million), Interceptor Rehab/Renewal (\$1.1 million), and MIS/GIS Information Technology projects (\$0.9 million).

CIP YTD % Spent by Category



Project Timeline and Cost Impacts

Timelines for virtually all CIP projects continue to extend by 3-6 months due to delays in material availability and shipping. This is an expected schedule impact that will likely extend over the next 1-2 years due to current supply chain challenges.

Regarding cost impacts, the Water Authority is seeing ongoing project cost escalations driven by:

1. The cost escalation of materials (pipe, pumps, valves, fuel, concrete, steel, etc.),
2. The Albuquerque contractor pool with a limited amount of available skilled wet utility contractors, and
3. A highly competitive construction project market with lots of projects being bid by the City of Albuquerque, Bernalillo County, New Mexico Department of Transportation (NMDOT), Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA), Sandia Labs, and others.

The Water Authority continues to manage these cost impacts through improving cost estimating and cost contingency evaluation, and a robust asset management approach to prioritizing projects, which creates flexibility to shift projects based on budget availability and bidder costs for specific projects.

A sample of active CIP projects that have budget authority in FY 2024 are listed as follows:

Project	Life-to-Date			Year-to-Date		Project Phase	Estimated Completion Date		
	Total Budget	Total Spend*	Spend %	Total Budget	Total Spend*		As of 4Q 2024	Current	Comments/Notes
Volcano Cliffs Arsenic Treatment and Transmission Li	\$ 41,978,024	\$ 4,618,430	11.00%	\$ 39,341,815	\$ 1,982,221	Construction	31-Dec-25	Yes	Under Construction estimated completion April 2026
To'Hajiilee Transmission Line	20,000,050	352,426	1.76%	20,000,050	352,426	Construction	31-Dec-25	Yes	Under Construction estimated completion March 2026
KAFB Tijeras Interceptor Rehab	11,093,449	10,370,386	93.48%	3,906,228	3,183,165	Construction	31-Jul-24	Yes	Construction complete pending final closeout
SVDWP Phase 8/9 Waterline Extension	8,000,000	503,696	6.30%	7,749,361	253,057	Construction	31-Mar-25	Yes	Design 100%, Finalizing Easement. Public bidding in progress. Construction anticipated to complete Nov 2025
MDC Water & Sewer Improvements	16,173,086	658,051	4.07%	15,790,386	275,351	Construction	31-Mar-26	Yes	Under Construction. Estimated Completion Winter 2025/Spring 2026.
Carnuel Wastewater System	4,905,167	531,980	10.85%	4,184,960	65,012	Construction	28-Feb-25	Yes	Design 100%, Finalizing Easements. Public bidding in progress.
Carnuel Waterline System	1,000,000	21,377	2.14%	983,862	5,239	Construction	30-Nov-24	Yes	Design 100%, Finalizing Easements. Public bidding in progress.
Bosque WRRP Reuse System	7,233,853	1,327,912	18.36%	6,156,239	250,298	PER	Unknown	Yes	Drafting Preliminary Engineering Report (PER) & Basis of Design Report - received. CMAR solicitation anticipated Sept 2024
SWRP Outfall Realignment	9,096,813	826,417	9.08%	8,396,799	126,402	Construction	31-Mar-25	Yes	Award of construction contract pending board approval/ Construction August 2024
Mesa Del Sol Pump Station	5,706,468	541,795	9.49%	5,352,118	187,446	Design	30-Sep-25	Yes	Design in progress (DAR & 30%) – one design package ready to bid December 2024.
Tijeras/Winrock Reuse System	9,526,900	1,496,727	15.71%	8,771,643	741,469	Design	31-Dec-25	Yes	60% design complete for new pipeline connection at Southern Ave traveling north 2.5 miles to Winrock. Bidding by Oct/Nov. 2024.
Arsenic Treatment Facilities (Thomas/Santa Barbara/Miles)	466,745	292,746	62.72%	466,745	292,746	PER	Unknown	Yes	Preliminary Engineering Report (PER) for new arsenic treatment facilities at Thomas, Santa Barbara, and Miles Reservoir sites. NMFA WTB construction application pending.

*Total Spend represents actual expenses.
 Note: Year-to-date information as of June 30, 2024.

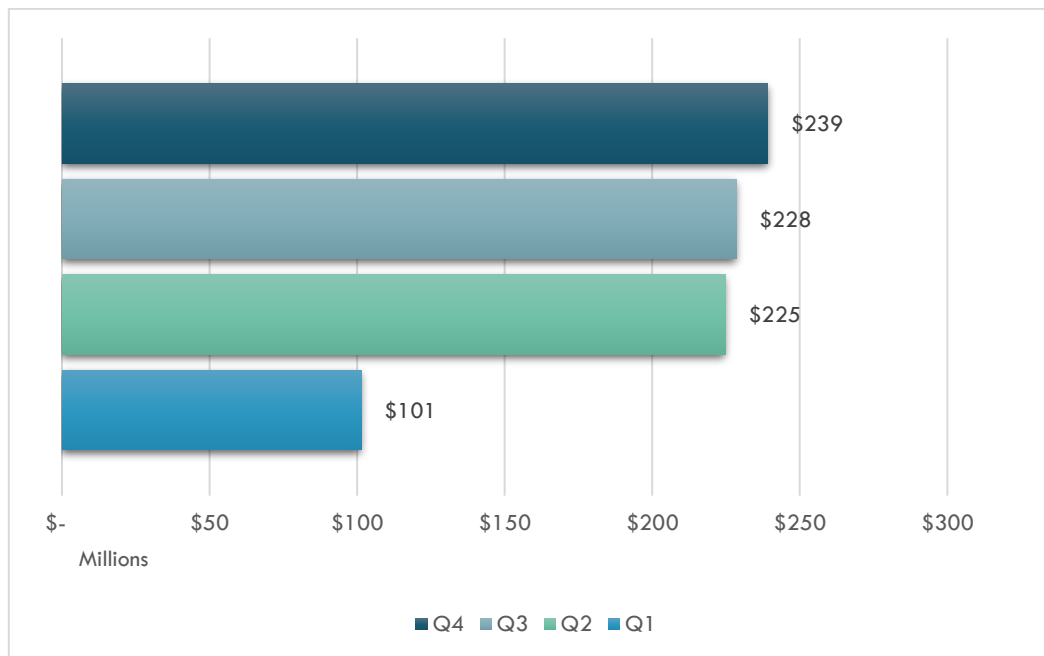
INVESTMENT HIGHLIGHTS

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 chart below shows cash and investment balances as of June 30, 2024.

Overnight Liquid Products:	Balances as of 06/30/2024	Book Yield	Market Value
NM State Local Government Investment Pool (LGIP)	\$ 41,159,724	5.326%	\$ 41,159,724
Wells Fargo - Stagecoach Sweep - 0555	91,312,262	5.191%	92,609,451
Wells Fargo - Stagecoach Sweep - 7076	4,958,542	5.191%	4,958,542
Wells Fargo - General Fund - 0555	2,154,001	5.191%	2,154,001
Wells Fargo Commerical Checking - 8089	27,620	1.650%	64,468
Bank of Albuquerque - 2528	587,559	0.550%	587,559
Rio Grande Credit Union	235,292	1.760%	235,292
Total Highly Liquid Portfolio	140,434,999		141,769,037
Investment Accounts			
US Bank - Public Trust Advisors	6,758,805	2.010%	6,788,900
US Bank - Public Trust Advisors (CIP)	91,917,152	5.050%	92,326,433
Total Investment Accounts	98,675,957		99,115,333
Total Cash and Investments	\$ 239,110,956		\$ 240,884,370



Illustrated below the Public Trust Advisors (PTA) investment portfolio as of June 30, 2024, balances.

Portfolio Overview
06/01/2024 to 06/30/2024

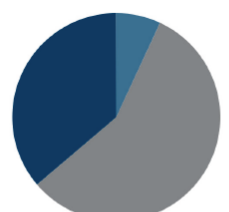
Portfolio Characteristics

	05/31/24	06/30/24
Duration	0.129	0.088
Years to Effective Maturity	0.131	0.087
Years to Final Maturity	0.131	0.087
Coupon Rate	0.333	2.780
Book Yield	5.328	4.735
Market Yield	4.893	4.670
Benchmark Yield	--	--

Portfolio Summary

Summary	05/31/24	06/30/24
Historical Cost	\$143,246,031.95	\$92,029,608.32
Book Value	144,338,678.26	92,354,361.84
Accrued Interest	56,870.60	0.00
Net Pending Transactions	2,974.64	6,881,841.34
Book Value Plus Accrued	\$144,398,523.50	\$99,236,203.18
Net Unrealized Gain/Loss	29,116.52	(3,923.19)
Market Value Plus Accrued	\$144,427,640.02	\$99,232,279.99

Asset Allocation



- CASH **6.94%**
- MMFUND **56.85%**
- US GOV **36.22%**

Income Summary

Period Income	Income
Interest Income	\$59,970.74
Net Amortization/Accretion Income	537,708.95
Other Income/Expenses	(0.01)
Net Income	\$597,679.68

Detail may not add to total due to rounding.

Albuquerque Bernalillo County Water Utility Authority - Aggregate Public Trust Advisors ⓘ

The Fed held the benchmark rate in 5.25-5.50% target range as they repeated that job gains have been strong and unemployment persistently low. Economic activity is stable and inflation is trending downwards towards the 2% Fed goal. The charts indicate the market is forecasting a 25-basis point cut before the end of the year.

With regards to the Operating and CIP portfolios:

The portfolios are mostly liquid at this point and have begun drawing down the CIP fund and reimbursing the Operating fund for expenses. The Water Authority has sufficient liquidity in the LGIP to reinvest excess cash in both the Operating and CIP portfolios. PTA recommend trades shortly based upon the estimated cash flows and approach.

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 4th Quarter Scorecard

Level of Service Area	Indicator	FY24 Actual (FY TO DATE)	FY24 Target	Status
Regulatory	Number of Permit Excursions	0	≤ 5	▲
	Reported Overflows	22	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	77% Permitted Industrial Users 86% FOGS Estabs. 98% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	82% ground water 78% surface water 48% water reclamation	≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	736 miles surveyed 1,871 miles monitored 63 leaks found 20.5 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	▲
	Miles of Sewer Line Cleaned	333 miles	400 to 600 miles	■
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	1068 miles televised	≥ 1002.5 miles televised	▲
	Injury Time	923 hours	< 2,500 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	1.3	< 3	▲
	% of Biosolids to Compost	25%	> 30%	■
	Renewable Energy	33% Biogas 9% Solar	≥ 20% Biogas ≥ 5% Solar	▲
	Water Consumption	15.9 BGY GW 15.4 BGY SW	< 21 BGY GW > 14 BGY SW	▲
Customer Service	Wait Time (minutes)	0:15 seconds	< 1 minute	▲
	Contact Time (minutes)	4:08 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	95%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	2	< 8	▲
Finance	Rehabilitation Spending	\$55 million	≥ \$64 million	■
	Pipe Infrastructure Emergency vs. Planned Spending	84% Planned 16% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	369 days	≥ 350 days	■
	Revenue to Expenses	95%	≥ 100%	■
	Expenses to Budget	100%	≤ 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 fourth 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

Maintenance	1st Qtr Total	2 nd Qtr Total	3 rd Qtr Total	Apr	May	June	4th Qtr Total	FY Total
Planned (PM)	5,031	5,521	5,177	1,732	2,195	1,330	5,257	20,986
Corrective (CM)	1,489	916	1,181	337	558	260	1,155	4,741
Ratio PM/(PM+CM)	77%	86%	81%	84%	80%	84%	82%	82%

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	1st Qtr Total	2 nd Qtr Total	3 rd Qtr Total	Apr	May	June	4th Qtr Total	FY Total
Planned (PM)	1,328	1,082	1,031	306	332	225	863	4,304
Corrective (CM)	374	346	316	44	69	41	154	1,190
Operations (OM)	1,448	1,615	1,741	805	515	557	1,877	6,681
Ratio PM/(PM+CM)	78%	73%	77%	87%	83%	85%	85%	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 high arsenic wells was submitted September 13, 2023. An internal review meeting took place in early February 2024. These well fields

FY24 Goals and Objectives

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 (PER) for arsenic treatment plants at Thomas (2 or 3 wells), Santa Barbara (1 well) and Yale Wells (3 wells with treatment at Miles) submitted in mid-April 2024 was reviewed and an updated PER is being prepared by the Consultant.

Stranded Assets evaluation and IIP revision/update in progress – completion in Q4 FY25. Thomas/SB/Miles ATF PER & design underway (CDM-Smith) – completion in Q3 of FY25.

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

PNM has prepared a map of their power grid superimposed on the Water Authority 2018 Water System Diagram. PNM has also preliminarily identified water system sites that could be affected by a widespread power outage. The next step is to meet with PNM to further define the extent of outages and the estimated recovery time to restore power.

Once additional details for locations of potential power outages would take place, water system hydraulic modeling simulations would be performed utilizing internal staff.

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 systems scheduled for media replacement were Corrales Wells 7 and 9. In June, Corrales Well 9

FY24 Goals and Objectives

experienced unusual premature media exhaustion and the media had to be replaced. Corrales Well 7 media is scheduled for replacement in the fall.

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.**

The inspection contract was awarded, and reservoir inspections are scheduled to begin in the 1st Quarter of FY25.

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

The goal met successful milestones and will continue and complete in FY25. As of FY24 Q4, Inspection forms for Groundwater are completed and integrated into Maximo, accessible via desktop and EZMaxMobile (Online). The Asset Management team are currently working with the Maximo team to enable offline functionality, which is essential for technicians operating in areas with limited service for some inspections. Currently 167 inspection forms have been completed this quarter with results displayed in Maximo. The Maximo team aims to have offline functionality fully operational by this coming fiscal year and will continue to monitor and report on progress.

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.**

FY24 Goals and Objectives

- **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

Period	Percent of Time <0.1 NTU
1 st Quarter Average	100% ; plant off-line part-time
2 nd Quarter Average	99.98%; plant off-line 8/11-11/7
3 rd Quarter Average	99.98%
4 th Quarter Average	99.87%
FY24 Average	99.96%

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 during the first quarter of FY25.

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

One thousand five hundred and sixty-six (1,566) isolation valves were inspected or repaired in the 4th Quarter of FY24. One thousand two hundred and eighty-four (1,284) isolation valves, or 82%, were operational.

FY24 Goals and Objectives

In total, the Water Authority inspected five thousand four hundred and fifty-three (4,137) isolation valves in FY24 exceeding the inspection goal of four thousand (4,000) isolation valves.

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 FY24, a total of 358 small meters were tested with an average accuracy of 90.9% and a range of 14.4% to 113.5%. The median accuracy of all meters tested is 96.3%. 12 out of the 358 meters 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

A total of 2,026,938 gallons of water were cycled through the equipment in FY24, preventing water being wasted using conventional flushing. Flushing locations are based on clustered service requests initiated by Water Authority customers.

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

The Water Authority received 7,345 line locate requests from the New Mexico One Call ("811") during the 4th Quarter of FY24. Two (2) damages were a result of line locating errors which is a ratio of 0.27 per 1,000 requests.

FY24 Goals and Objectives

The Water Authority consistently maintained a damage ratio of less than two each quarter with a damage ratio of 0.54 for all of FY24.

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
Locate Requests	6,647	5,737	6,070	7,345	25,799
Damage Ratio	0.90	0.17	0.82	0.27	0.54

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/Sanchez

- During Q4 FY24, the Leak Detection team manually surveyed 146 miles of water system, locating 20 leaks for a total estimated savings of 5.7 million gallons (see summary table below).
- Zonescan loggers (100 new, 150 old) located on meters and valves in grids L18, J16 and H19 detected 2 leaks during this quarter.
- Leak Detection Coordinator & Leak Detection Technician positions filled in Q4 FY24 (Richard Sanchez & Mason Jackson).

Quarter	Miles Surveyed	Miles Patrolled	Leaks Located	Estimated Total Reduced GPY from Water Loss
1 st	212	462	10	6,832,800
2 nd	146	515	15	5,781,600
3 rd	232	379	18	2,085,840
4 th	146	515	20	2,781,600
Total	736	1,871	63	20,481,840

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.

- As part of the nonfunctional turfgrass project, there were two Customer Conservation meetings with 304 participants. The meetings were held via Zoom on June 19 and June 26.

o Most participants were single family residential customers from Northeast Albuquerque.

o Participants in both meetings unanimously ranked “highest water savings potential” as the most important factor for the Water Authority to consider in the NFT transformation effort. “The most cost-efficient areas” was the second highest ranked factor.

o Participants in both meetings agreed that the NFT transformation program should prioritize requirements to protect existing trees and increase tree canopies.

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 a 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

Public relations efforts will focus on the blow the whistle campaign; no sprinklers when it rains; and a targeted xeriscape campaign.

A total of 3,000 letters were sent to the Top 5% Single Family Residential customers which resulted in 21 audits.

- 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

Water Resources staff met with NM Office of the State Engineer staff to discuss permitting of the identified ASR projects. OSE has sent a response with next steps to modify existing permit USR-4 to add two new ASR wells. A new USR permit will be required for the ASR well proposed for the Arroyo del Oso Golf Course.

Water Resources staff worked with Central Engineering to draft a “PER Light” for the expansion of the DWTP Large-Scale Recharge project. The PER light outline will be included in an RFP for the design of two new ASR wells and associated infrastructure.

- 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	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	FY24 to Date
Residential Site Audits	13	8	41	21	83
Water Smart Academy trained Pro's	36	47	47	0	130
Meetings with Property Managers	6	6	5	7	24
HOA Projects	4	3	3	1	11

FY24 Goals and Objectives

Leak phone consultations (high consumption)	46	21	14	71	152
Smart Use Leak Inspections	50	29	12	48	139
Total leaks identified	46	29	5	34	114
Total AMI gallons conserved	7,327,960	1,803,401	4,075,201	4,640,185	17,846,747
Water Waste Inspections	748	236	120	448	1,552

Objective 1.19 To better educate children on the importance of water resources planning, continue to collaborate with iExplora! 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

Water Resources staff participated in a STEM outreach, hosted by Explora, with a middle school in the East Mountains. Students interviewed STEM professionals about their career path and then generated posters to summarize what they learned.

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

FY24 Goals and Objectives

Staff have completed the update of the data from sites. Staff are developing a method to create a general plume extent for each groundwater site to meet source water protection goals.

Staff continue to review data from priority groundwater sites. Presently, staff are focusing on HP/Digital and the KAFB BFF project. Staff attended the open house at the BFF groundwater treatment system and regularly attend the monthly stakeholder calls. Staff are working with INTERA to design and install source water protection monitoring well(s) for the HP/Digital site-this effort included developing a groundwater model for the site. Staff continue to monitor sites with a potential vapor intrusion risk for utility workers.

The Water Protection Advisory Board met twice during Q4. In June, the WPAB received a presentation on Neglected Groundwater Contamination Sites from the New Mexico Environment Department. The WPAB also voted to write a letter regarding these sites to relevant state legislators and the elected officials of their constituent agencies. In July, WPAB received a presentation from the MS4 Stormwater Team in the Middle Rio Grande covering their activities from the past year.

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

The agreement between USACE and the Water Authority was signed on June 26, 2024. Staff are continuing to work on USACE approval and signature of updated sub-allotment agreements.

FY24 Goals and Objectives

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

It was determined that additional monitoring wells for the KAFB BFF site were not needed based on repeated non-detect EDB from the data gap well. The data gap continues to be sampled using the Water Authority-owned Bennett Pump system and passive diffusion bags (PDB) quarterly.

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

There are 48 irrigation-only accounts that are currently using potable water for irrigation that are within 200' feet of existing reuse or non-potable service lines. The list includes 21 commercial meters and 27 public meters. In total, there are 19 meters managed by the Solid Waste Division (Clean Cities Program manages the medians) and 8 meters managed by the Parks & Recreation Division. The list also includes UNM South Golf Course. Central Engineering is evaluating the current Reuse system to meet the demand of the sites identified. All these sites have been included in the potential future customers for the Southside Reuse System modeling project currently being developed by Jacobs.

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

A meeting to discuss the Water Loss Control objectives has been scheduled to discuss the following:

1. Implement automated leak notifications for customers with AMI meters.
2. Update My Account Landing Page and Home Connect View Water Usage

FY24 Goals and Objectives

- Update month vs previous month to Current Month vs Same Month Previous Year
 - Update Continuous Usage Notification Thresholds (Target) Period to go from Daily to Hourly
 - Make the notification button visible in the landing page
3. Develop Instructional Video for Customers & train CSD personnel to assist customers with creating notification alerts
 4. Launch a marketing campaign to encourage AMI customers to sign up for the portal

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: Shuryn/Cadena/K. Berman

A centralized version of the hydraulic model is maintained and centrally located on the modeling SharePoint site. SOPs for Firm Water Supply, Fire Flow, and Large Users have been created. The Fire Flow and Large User SOPs are in draft form and will be finalized in FY25. Both internal and external user training was provided for fire flow and large user analysis.

For Q4 the peaking factor of 1.8 was determined for both supply and facilities and will be documented in the IIP updates. Three internal user training sessions were conducted: Introduction to InfoWater (Part 1 and 2) and Fire Flow analysis. The Fire Flow SOP was revised and submitted for comments.

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 FY24. Application for the NACWA CY23 Peak Performance Gold Award was submitted in the 3rd Quarter of FY24. The award for SWRP was confirmed and will formally be announced in July 2024. The gold award is

FY24 Goals and Objectives

presented to facilities that have zero permit violations for an entire calendar year.

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 due building repairs being performed on the Pilot Compost Facility preventing the production of compost for a portion of Q3. Repairs are expected to be completed by early July 2024 with production of compost to resume thereafter. An increase in the diversion rate is expected in the following quarter from continual NMDOT and Questa reclamation compost demands. For the entirety of FY24 a ratio of 24% was achieved, below the target of 30%.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY Avg
Biosolids to Compost	23.4%	18.4%	32.9%	21.5%	24.1%
Biosolids to Disposal	76.6 %	81.6%	67.1%	78.5%	75.9%

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 was achieved this quarter. For the entirety of FY24 a ratio of 48% was achieved, above the target of 45%.

Maintenance	1st Qtr Total	2 nd Qtr Total	3 rd Qtr Total	4 th Qtr Total	FY Total/Avg
Planned (PM)	2,851	2,642	3,168	3,583	12,244
Corrective (CM)	2,655	3,149	3,792	3,770	13,366
Ratio PM/(PM+CM)	52%	46%	46%	49%	48%

FY24 Goals and Objectives

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

Monochloramine, total ammonia, free ammonia, and Cl₂:N ratio 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 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. The CMOM commitment is to complete field CCTV work by the end of the Fiscal Year. The FY24 small diameter goal is completed.

FY24 Goals and Objectives

In FY23, the Water Authority met its CMOM commitment to CCTV large diameter lines. In FY24, these inspections were utilized to identify and prioritize rehab packages. The draft results were discussed with Centralized Engineering in FY24-Q4. The study identified rehab projects through FY28 which is the next CMOM commitment to CCTV large diameter sewers. A high priority project, Isleta, went to construction in FY24-Q4.

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 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

Odor control at the SWRP is now successfully provided by covered clarifiers. Control of sewer air movement to prevent odors is highly effective and less costly than chemical treatment. For example, trap manholes have eliminated recurring interceptor odor complaints. A past example is the installation of vortex manholes on the Westside Interceptor around Yucca-Central, as discussed in the July issue of Water Environment & Technology (“Clearing the Air”). The Water Authority operates three portable carbon filters (two 5,000-cfm and one 1,000-cfm) for construction projects and, if a stationary carbon filter fails, until the stationary filter is replaced.

Providing necessary odor/corrosion protection at lesser cost, i.e., chemical feed optimization, is being addressed with several initiatives. The SJCWTP provides ferric solids to reduce odors/corrosion on the Valley and/or Edith Interceptors. A task is underway to study options to improve the SWRP air phase treatment and reduce to possibly reduce required peroxide regeneration at the SWRP. The WATS model assisted in reducing Bioxide fed at VS-61/64. Consultant design study is underway for ferric odor control stations for the Corrales, NW Mesa, and Tijeras Interceptors. In FY24-Q4 hydroxides were consolidated to magnesium for cost effectiveness. The Water Authority reacts quickly to alkalinity variations due to source water changes, i.e., the portion of groundwater and surface water, and the snow melt in the Rio Grande.

Chemical feeds are regularly adjusted based on system monitoring, the WATS model, and Master Plan recommendations. Due to the success of air movement controls to control odors at less cost, a feed program based on corrosion management is being tested. The approach and initial results will be discussed at the WEFTEC Workshop “Assessing Sewer Septicity – Applying Tools to Save Money and Trouble”.

FY24 Goals and Objectives

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

Through the pilot study to date, we have learned specifics of the vendor provided equipment and services, and gained insights into the requirements, staffing and otherwise, if the Water Authority were to scale this up and make it a permanent program. The recommendation is to extend the pilot study but not expand the number of manholes.

In Q1-FY23, the Water Authority purchased the initial equipment and two-year service for monitoring of ten manholes. The service contract will be extended at less cost than the initial pilot, as the equipment has been purchased and is owned by the Water Authority.

Manhole monitoring can be used to prevent SSOs at known locations prone to blockages and for monitoring specific locations with other risk factors. SSO prevention at problem locations is the most common use and was the initial reason for the pilot. Given the Water Authority's low SSO rates and maximum cleaning frequency, it is unclear if this application is cost effective, particularly when development of a full program is considered, including staff, is considered.

The pilot program has been under a Senior or Assistant Engineer with assistance from the Chief Engineer and O&M staff. This includes the vendor web interface to monitor the system and update parameters such as location, determining issues and relocations, and monitoring the email/text alerts and formulating a response. Some of these functions will move to O&M staff under a permanent program. Dispatch may be involved in handling alerts under a permanent program.

Manhole monitoring has been used to eliminate short interval cleaning on a line prone to burping, i.e., forcing of water out of plumbing fixtures. In addition to saving the cost of cleaning, a significant social cost benefit is obtained.

Additional observations to date include the need for more permanent antenna installations and possible communication 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

FY24 Goals and Objectives

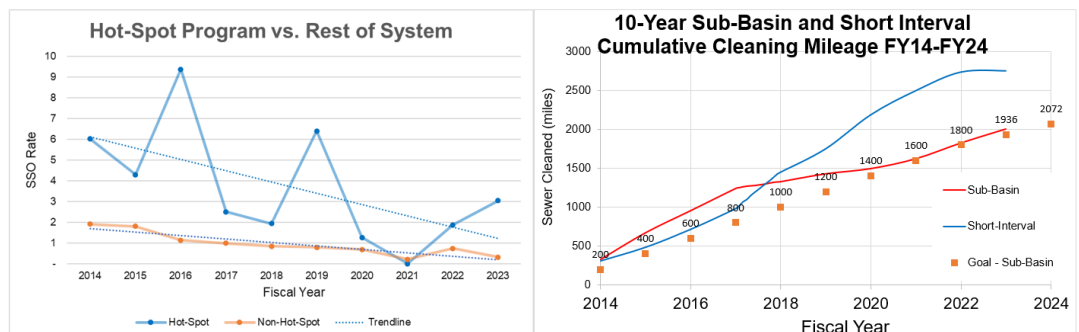
cleaning to the lines most likely to spill. Provide final recommendations for modifications to the cleaning program by the end of the 4th Quarter of FY24.

Staff Assignment: Holstad/Warren

The recommendation is to continue study of the changes made to date and to remain active in a leadership role for the nascent, industrywide effort to examine and increase the effectiveness of cleaning programs.

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

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 FY25, the Water Authority will continue analysis of SSOs intending to further reduce all SSOs, not just those addressed by preventive cleaning.



FY24 Goals and Objectives

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 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. This FY24 objective is complete and AMI devices have been installed in eight of the ten vacuum station service areas. In FY25, the Water Authority will install AMI devices in Vacuum Stations 57 and 69, completing all the vacuum stations.

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: Shuryn/Zarrei

Metric	FY24 Q4	FY24 Q3	FY24 Q2	FY24 Q1
Total Devices	14,034	13,887	13,706	13,553
Non-Compliant Devices	3,527	3,666	3,490	3,614
Compliance Rate	74.9%	73.6%	74.5%	73.3%
Annual Notices Sent	3,461	3,009	1,792	601
Non-compliant Notices Sent	2,302	2,166	1,051	300
Test Reports Received	3,718	2,918	2,041	2,775
Inspections	97	51	51	71
Devices Inspected	103	53	44	86
Administrative Fees Collected	\$106,080	\$105,960	\$53,259	\$67,710

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;**

FY24 Goals and Objectives

- 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: Shury/Zarrei

Current status of these goals detailed in table below:

Discharge Type	Expected Facilities per QTR	Actual # Facilities Sampled in Q4	% Facilities Sampled Complete				
			Q1	Q2	Q3	Q4	FY24 Total
Continuous	56	54	82%	82%	78%	96%	79%

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.

The 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 Q4	% Inspections Complete				
				Q1	Q2	Q3	Q4	FY24 Total
Permitted Industrial Users (IU)	67	17	28	81%	85%	61%	167%	100%
Fats, Oils, Grease, & Solids Establishments (FOGS)	750	187	42	97%	172%	122%	22%	103%
Dental Offices (AG)	194	49	78	77%	121%	84%	161%	113%

FY24 Goals and Objectives

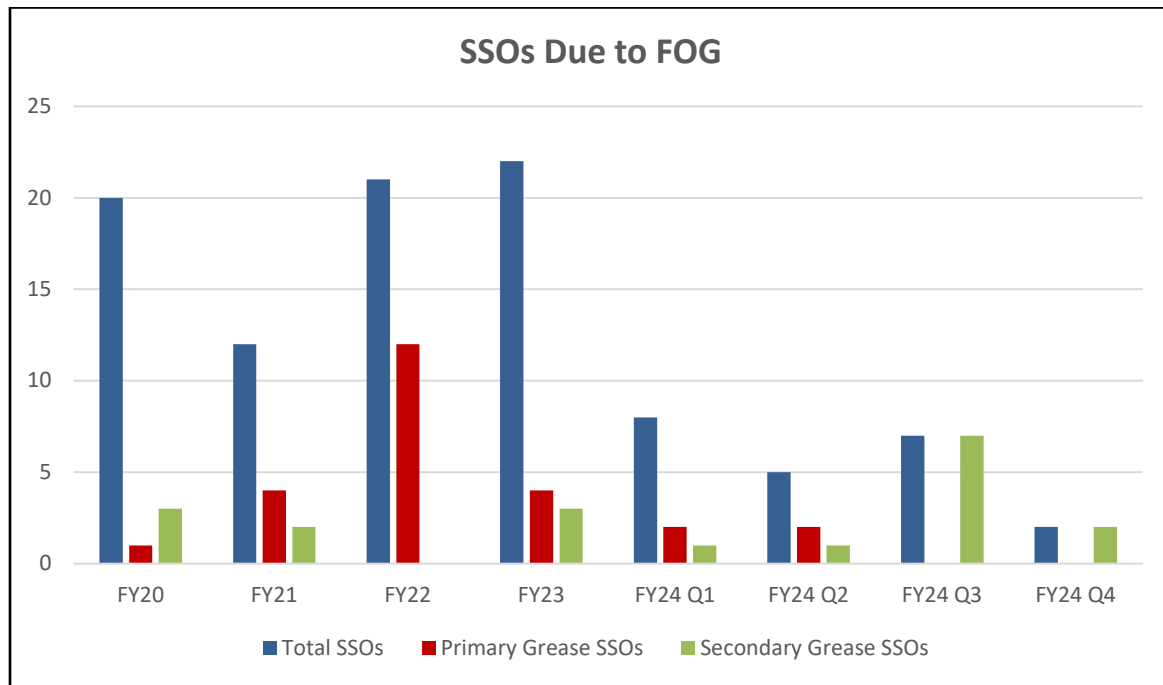
Compliance Rate: Compliance rates are reported in the table below:

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%	75%	77%	79%
Food Service Estab. (FSE)	2,238	345	86%	86%	85%	85%
Dental Offices (AG)	194	10	97%	99%	100%	95%

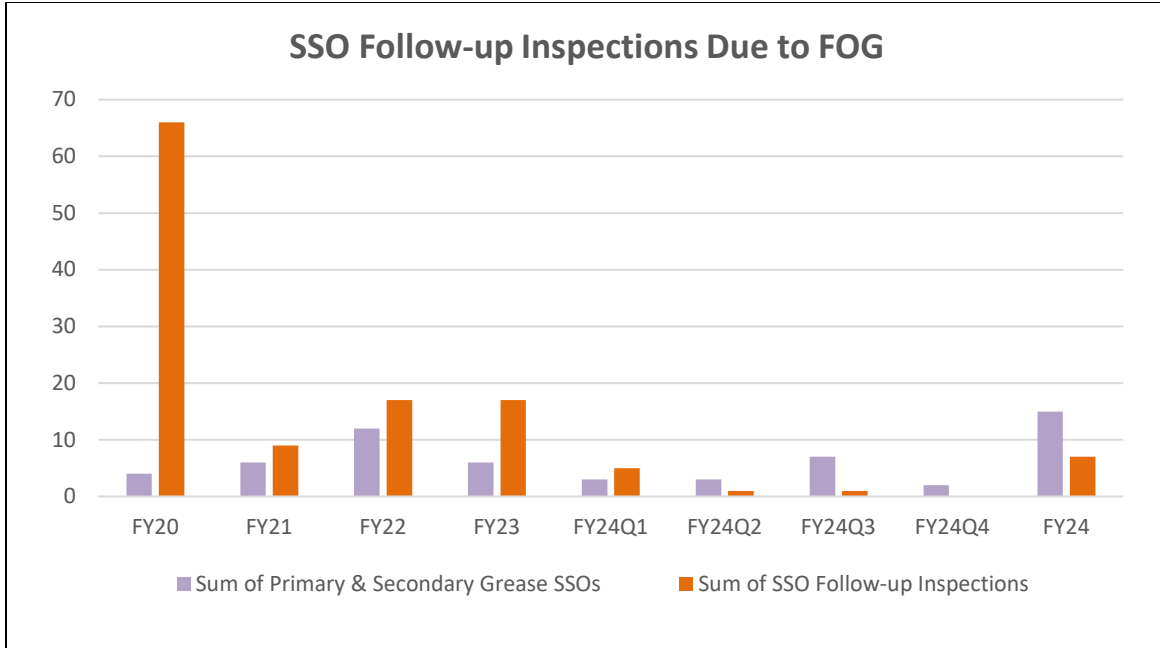
Objective 2.13 Implement the Fats, Oils, Grease and Solids (FOGS) Policy to reduce impacts on the sewer system by working with the Collections section with sanitary sewer overflow (SSO) investigations to coordinate efforts to reduce FOGS discharges. Track and report the number of SSOs due to FOGS compared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

Staff Assignment: Shuryn/Zarreii

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 Q4 there was a total of seven SSOs. FOGS was the primary cause for zero of the SSOs and was the secondary cause for seven of them. Five follow-up inspections were conducted. 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: Zarreii/Shuryrn/Larson

The Mercury Minimization Plan implementation report was finalized and sent to Regulatory agencies in December 2023.

Implementation of the MMP has continued over the last fiscal year.

- Over 20 dental facilities have been sampled to continue to assess the mercury loading from this known point source.
- Pretreatment attended the NM Dental Association Annual Fiesta conference as an outreach and education event in June.
- Industrial User survey inspections of over 15 facilities have been conducted.
- Two previously permitted Hospitals have been re-permitted and two others are in the process of permitting.
- Routine mercury sampling for all NPDES and Pretreatment sampling has been switched to low level grab samples across the board.
- Analysis of FY24 mercury loading is underway.
- EPA Approved the updated Pretreatment Program in April 2024 and implementation of the changes is underway.
- A brief MMP implementation status update will be provided in the Annual Pretreatment Report to EPA in September for FY24.

FY24 Goals and Objectives

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

Staff coordinated with ONRT on groundbreaking for the SWRP Outfall Restoration project. Staff coordinated signature of MOA between the Water Authority and ONRT for revegetation on the project.

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

Water Resources staff secured contracting services for required permits to support project surveys for species, wetlands, and cultural resources.

The following activities are occurring in FY24:

Tasks		Stakeholder			
<i>Task Update/Description</i>	<i>Status</i>	<i>Description</i>	<i>Local Entity</i>	<i>State Agency</i>	<i>Other</i>
Funding Plan	In Progress	Q1 FY25 - \$17M for design	WA		
Outfall	In Progress	FY25 Location MOU	Open Space	MRGCD	
Planning/Design	In Progress	Q4 FY24 - Draft BDR received – comments provided.	WA		
CMAR Solicitation	In Progress	Q1 FY25 – Advertise CMAR RFQ/RFP			
Public Meetings	Pending	Q1 FY25	Many		
Public Impact Plan	Pending	FY25	Many	Many	

FY24 Goals and Objectives

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: Mendez

	Q1	Q2	Q3	Q4	Target
Wait Time (minutes)	0:00:18	0:00:13	0:00:10	0:00:15	< 1:00 min
Contact Time (minutes)	0:04:29	0:04:20	0:04:22	0:04:08	< 4:00 min
Abandoned Call Ratio	1%	1%	1%	1%	< 3%
First Call Resolution	98%	98%	99%	95%	➤ 95%
Average Call Quality	93%	95%	96%	95%	➤ 90%

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/Mendez

	Q1	Q2	Q3	Q4	Target
Billing Accuracy Ratio	2	3	2	1	< 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: Mendez/Cadena

Completed. The New Construction application process was streamlined by eliminating unnecessary steps and replacing all paper with BlueInk electronic

FY24 Goals and Objectives

signatures. Customers and staff in New Construction and Utility Development appreciate and benefit from these improvements.

- Objective 3.3A Collaborate with Public Affairs to set up and conduct Customer Conversation/focus group meetings to acquire customer input on a bill redesign by end of the 4th Quarter of FY24 or 1st Quarter of FY25.**

Staff Assignment: Mendez/Morris

Completed. Focus groups were conducted and completed in April 2024. Citizens gave their input for changes they would like to see on the bills. Change in color, format, graph data, information available online via QR code, etc.

- 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 3,170 AMI water meters during the 4th Quarter of FY24. The reduction in installations of the AMI water meters in FY24 is due to several of the meter boxes requiring breakouts, setbacks, or new boxes at the time of installation.

- 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

Customer Conversations meetings, focused on the Non-Functional Turf initiative, were held June 19 and June 26 of 2024, with about 266 total participants. Evaluation scores on the EUM 5-point scale: 4.5 (My time was well spent); 4.6 (Felt Water Authority wanted my input); 4.7 (I would participate again); 4.6 (meeting allowed for my feedback).

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.**

Staff Assignment: Laughlin

FY24 Goals and Objectives

The Basic Renewal Program expenditure through Q4 FY24 was \$55 million – final FY24 accounting figure likely to be ~\$60M-\$65M. Encumbrances are ~\$47 million going into FY25. FY24 Steel WL replacement expenditures occurred via Huning Castle WL Replacement project (underway). 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 \$6M was spent through Q4 FY24 on active renewal projects at SWRP, with encumbrances of \$7M.

Major SWRP projects under construction include the following:

Project Name	Percent Complete ¹	Completion Date	Construction Cost
SWRP Outfall Realignment	5	June 2025	\$6.5 M
Power Loop A & B / FIS-B Phase 1	95	Aug 2024	\$8.4M
Emissions Upgrade	90	Feb 2025	\$4.7M
MCC & SWGR Replacement ⁵	95	Dec 2024	\$3.9M
Digester 10 Rehab & Digesters 7 & 8 Overflow Transfer Pipe Modifications	95	Sept 2024	\$2.7M
PC 1-4 & Odor Control Improvements	85	Dec 2024	\$12.5M
SWRP SCADA Tower	95	Sept 2024	\$2M

¹ Based 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.

Major SWRP projects in analysis and design include the following:

Project Name	Percent Complete ¹	Bid Date	Construction Cost
Facility Renovations Eval – SWRP Ops Bldg. and SWRP Warehouse Bldg. (HZ)	10	TBD	TBD
Digester 6 (AECOM)	100	May 2024	\$4.0M
AB 1 & 2 (AECOM)	100	June 2024	\$3.0M
PTF Grit Conveyance Options	50	TBD	TBD
Winrock Reuse Line Extension	90	Oct 2024	\$11 M

FY24 Goals and Objectives

Power Loop A&B Phase 2	0	TBD	TBD
Slide Gate Rehab at South Act. PS	0	TBD	TBD
OH Crane Improvements at SDF	0	TBD	TBD

Since FY10, ~\$272 million has been expended on SWRP renewal. SWRP expenditures are decreasing as major unit processes at SWRP are 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.**

Staff Assignment: Laughlin/Holstad

Through Q4 FY24, \$18M was expended on Sanitary Sewer pipeline renewal, with encumbrances of \$11M.

Interceptor Rehab Project Summary

Project Name	Status	Completion Date	EOPCC	Contractor Info	Cent. Engr. PM
FY22 KAFB Interceptor Rehab Package (ARPA-Funded)	Construction	July 2024	\$12M (ARPA)	RMCI	Tom M.
Isleta/Griegos (Rio Grande to 12 th) Interceptor Rehab – Smith Eng.	Construction	Dec 2024	\$12M	InSituForm	Eric W.
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	\$5.0 M	TBD	Tom M.
FY17 Westside Interceptor Rehab – Arenal to Blake - Carollo	95% - Shelf	Ready to Bid	\$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
Viola from Barcelona to Blake	100% - Shelf	Ready to Bid	\$3M	TBD	Daven T./Tom M.
FY22-1 – Package I 12 th St. from Bellrose to I-40	Design - Garver	Design Sept 2024	\$11M	TBD	Daven T.
FY22-2 – Package D 2 nd St. from Woodward to Baseball Fields	Design - Wilson	Design Sept 2024	\$9M	TBD	Daven T.
FY22-3 – Package E Barr Canal between Woodward & Rio Bravo	Design - SMA	Design Sept 2024	\$4M	TBD	Daven T.
FY22-4 – Package Z PDN West of Jefferson	Design – Wood	Design Sept 2024	\$2M	TBD	Daven T.

FY24 Goals and Objectives

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

Status	% Complete	Details
7-mile FM (NMUU)	0%	Construction begins Aug 2024
LS (TLC)	0%	Submittals & Orders underway

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

Status	% Complete	Details
7.5-mile Pipeline	10%	~0.5 miles of pipe installed
Terminal Facility	5%	Materials on order, roof details
Surge Tank Vault	0%	TBD
7W Connection	10%	7W saddle connection installed

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: Berman/Larson

For the 4th quarter of FY24, 47% of total SWRP power needs were provided by on-site solar and digester gas-fueled cogeneration meeting and exceeding the target of 25%. For the entirety of FY24 the target of 25% was met.

FY24 Goals and Objectives

Maintenance	1 st Qtr	2 nd Qtr	3 rd Qtr	Apr	May	June	4th Qtr	FY24 Avg
% total SWRP power needs met using renewable sources ¹	40%	44%	52%	45%	53%	43%	47%	46%

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

Goal successfully completed. Training documents for Contractors and Consultants regarding preparation of AOBWBs have been completed. Training sessions are scheduled and in progress. In FY24 Q4, Asset Management conducted training sessions with both groups and individual contractors/project managers. These training sessions are ongoing and will continue to schedule group sessions in the upcoming fiscal year.

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

Goal successfully completed. The Grant Administrator coordinated with Centralized Engineering, Finance, and Jacobs Engineering to complete a funding cycle prioritization schedule which helped to focus funding priorities. As of the end of FY24, the water Authority had outstanding grant/loan awards in various stages of disbursement exceeding \$115 million.

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 and reviewed with Legal. The next effort will be to complete the Appendix which consists of checklists, flowcharts, forms, etc. that are referenced in the Guide to Development.

FY24 Goals and Objectives

Next steps once final edits have been made:

1. Ensure all hyperlinks to relevant documents are completed for proper form referencing.
2. Identify any remaining terms that need to be included in the draft Glossary.
3. Work with Public Relations to hire consultant to format entire document.

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: Mendez

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

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

Utility Development: SOPs have been finalized and published to Utility Development's home SharePoint site for use by staff and 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 look for ways to improve existing processes and make new processes to improve effectiveness as well as the customer experience.

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

Central Engineering: SOP reviews and draft Operating Plan preparation will begin in FY25 with new Chief Engineer (Ege) and several PMs working to produce the draft.

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.

FY24 Goals and Objectives

- 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.

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.

Seeking assistance from consultant to create additional KPIs and possibly manage database.

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

FY24 Goals and Objectives

Metric Description	Q1	Q2	Q3	Q4	FY Total	Target Completed
Assets Inventoried	42%	64%	98%	100%	100%	> 50%
Asset Activity (Created, Decommissioned and Updated)	428,584	234,124	531,495	36,883	1,231,086	> 6,500
Assets with Purchase & Replacement Cost populated	3,188	1,550	641	403	5,782	> 5,000
Work Orders without Assets	33%	26%	25%	24%	27%	< 25%
Assets missing Classifications & Attributes	0.6%	0.6%	0.4%	0.3%	0.5%	< 25%
Assets Missing Required Data Fields	65%	65%	66%	66%	66%	< 50%
Maximo Employee Training	3	50	30	182	264	> 500 Hours
Preventative Maintenance Optimization	3%	4%	1%	0%	8%	> 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

On-going goal: In FY24 Q4, the Asset Management group collaborated with Hazen on-site to complete the Asset Insight Visualization Dashboard implementation. The updated version of the Asset Insight Dashboard has been published for internal staff review on the employee intranet. Work is underway on the operational and departmental KPIs, with data source gathering in progress. Meetings with Hazen to discuss individual group requirements are scheduled to begin in FY25 Q1. These KPIs will utilize Microsoft Fabric for this data collection and reporting, with ongoing progress

FY24 Goals and Objectives

by Finance and IT. Below is the priority list for departments to begin meetings and start requirements gathering:

Departmental KPI		
ID	Department Name	Key Stakeholder Names
1	Utility Development	Kristopher Cadena
2	Water Quality Lab	Stan Allred, Danielle Shuryn, Shawn Hardeman
3	AVOPS	Stan Allred, Mark Holstead, H Warren
4	Surface Water	Stan Allred, Joel Berman, Cassia Sanchez, Damian Luna
5	Water Distribution	Stan Allred, H Warren, Johanna Malouf
6	Controller	Susan Lander, Jon Daniels
7	Procurement	Jon Daniels, Amadeo Pena, Candida Kelcourse
8	Asset Management	Jon Daniels, Amadeo Pena
9	Customer Service/Dispatch	Henreietta, Jeff Li, Celeste Rael
10	Centralized Engineering	David Laughlin, Ege Richardson
11	Water Resources Rights	Mark Kelly, Diane Agnew
12	Water Resources Conservation	Mark Kelly, Carlos Bustos
13	Water Resources Education	Mark Kelly, Jeffery Tuttle
14	HR Training	Erica Jaramillo, Nick Lucas
15	HR Administration	Erica Jaramillo, Julie Garcia
16	HR Health & Wellness	Erica Jaramillo, Kathleen Leonard
17	Ground Water	Stan Allred, Joel Berman, German Andrede
18	Reclamation	Stan Allred, Joel Berman, Greg Larson
19	Water Quality	Stan Allred, Danielle Shuryn, Jeff Pompeo
20	MPDES	Stan Allred, Danielle Shuryn, Merat Zerelli
21	Fleet	Stan Allred, Michael Arellano, Andy Demarcus
22	Facility Maintenance	Stan Allred, Michael Arellano, Andy Demarcus
23	Risk	Andres Santiago
24	Information Technology	Cody Stinson
25	Scada	Cody Stinson, Jon Ebia, Jeremy Anderson

In FY24 staff worked with Hazen to finalize EUM, Board Scorecard, and management dashboards and place data in an on-premises server for live reporting. The Finance group worked with IT to establish a pilot project to collect data using the Microsoft Fabric data platform as the primary data analytics tool for gathering and reporting on key data indicators. The Scorecard, EUM metrics, and Key Performance Indicators will use Fabric as the platform for data reporting. Staff also worked to finalize scoping regarding operational/departmental KPIs. 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	Wait Time	●
CS-2b	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	Maintenance Ratios	●
IS-4	Ground Water PMR	●
IS-5	Surface Water PMR	●
IS-6	Waste Water PMR	●
IS-7	Leak Detection	●
IS-8a	Collection CCTV	●
IS-8b	Collection Sub-Basin Cleaning	●

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	●	100%
In Progress	●	0%
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

The security site inspection schedule was updated for the third-party security team to physically inspect groundwater reservoir locations to prevent tampering, theft, and vandalism of key assets.

- The emergency panic button at Mission was tested to determine response time and communication protocols. Opportunities for improvement have been suggested, and possible modeling of the panic button is being considered for other high-profile areas.
- Project to convert from physical keys to badge access at the SWTP was completed in Q4
- Cyber Security tabletop completed for FY24 4th Quarter.

FY24 Goals and Objectives

- Objective 4.16** Complete the annual update and review of the Comprehensive Information Technology Security Plan and related policies that are aligned with the 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 FY24. Prioritized outcomes of the PEN testing have been created and remediation efforts are underway.

- 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 1st Quarter of FY25 complete the new SWRP/SWTP radio tower mods. By the end of the 1st Quarter of FY25 complete the SWRP AVEVA SCADA HMI and SCADA network refresh, start up (Commissioning Testing).

- 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 and installed. This project has been completed.

The Cloud assessment was complete during the 4th quarter of FY23. The Infrastructure and Applications teams will begin migrating workloads to a mix of SAAS, Public Cloud and refreshed on-premise hardware.

Network Team has successfully built in redundant network connections for the Mission and SWRP facilities. This includes redundant telephony service for

FY24 Goals and Objectives

ABCWUA. We are on track to complete redundancy of ISP and testing of the tertiary connection at Mission by end of 4th quarter of FY24.

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

Migrate Cognos from on premise to hosted instance. This project was completed during the 4th Quarter of FY24.

Extend/Enhance PTT/Cell at SWRP/Reclamation facilities for safety and greater coverage of handheld radios. This goal has been completed.

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/Nunez

Capturing key Project status data across the IT PMO Portfolio was completed by the end of Quarter 3. PMO will continue to partner with internal IT members who have taken on project manager roles to ensure relevant data is captured and reported. The IT PMO Governance Board was established, which will serve to ensure that agreed standards and metrics are followed, as well as establishing new ones. SMO continued the configuration and implementation phases of the new ITSM tool, Cadalys Service Management. In preparation for the new tool the SMO partnered with the internal IT departments to identify, review, and update all IT offered services. The new system configurations are being built off the previously implemented policies and standards for Incidents, Service Request, Problems and Changes requests.

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

FY24 Goals and Objectives

Staff Assignment: Stinson/Grebe/Walz-Burkett

Continue the ongoing efforts in making our GIS water dataset compatible with the Utility Network upgrade through the end of the 4th Quarter of FY24. Also, to fulfill the requirements of the Data Readiness Assessment for the GIS UN Sewer Network Migration project by the end of the 4th Quarter of FY24. Attempt to integrate our entire service lines feature class into our Geometric Network. Complete the requirements to maintain a new layer for Storm Pump Stations in GIS for Wastewater and the Asset Mgmt Group. Continue to provide assistance with Revised Lead/Copper Rule (RLCR) compliance and the Water Model through the end of the 4th Quarter of FY24.

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 a new Data Lake/Warehouse to accommodate both structured and unstructured data. Implement an automated data extraction and transformation tool as well as a data visualization platform for report and dashboard creation and consumption. Anticipate having the Data Lake architecture completed and available for use by the end of the 1st Quarter of FY25.

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/Mendez

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

FY24 Goals and Objectives

- The upgrade for the CC&B application has started and we anticipate the upgrade being completed by the end of the 1st Quarter of FY26.
- 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 for Maximo related services has been completed.

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: Shuryin/Zarrei/Pompeo

On April 8, 2024, the EPA released an interim guidance on the destruction and disposal of PFAS substances.

On April 10, 2024, the EPA released new MCLs for PFOA, PFOS, PFHxS, PFNA and HFPO-DA (GenX). Additionally, they finalized a Hazard Index for mixtures of 2 or more of these substances PFHxS, PFNA, HFPO-DA (GenX), and PFBS.

On April 19, 2024, the PFOS and PFOA were finalized as hazardous substances under CERCLA.

On May 15, 2024, the revisions to the Consumer Confidence Report were finalized. The compliance date for this rule is January 1, 2027. Water systems serving greater than 10,000 people must provide a CCR twice per year including any new data updates. Email is now a valid CCR delivery method. Shortened timeline for certification of CCR delivery to the primacy agency.

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

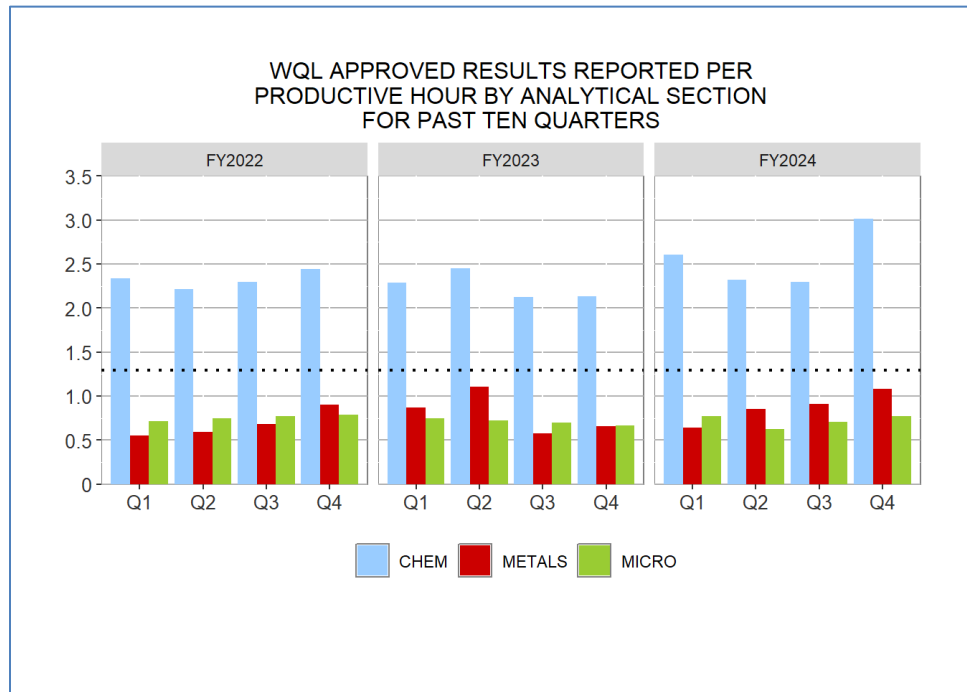
- Water Quality Laboratory results approved and reported for each laboratory section (chemistry, microbiology, metals, and external labs).**

FY24 Goals and Objectives

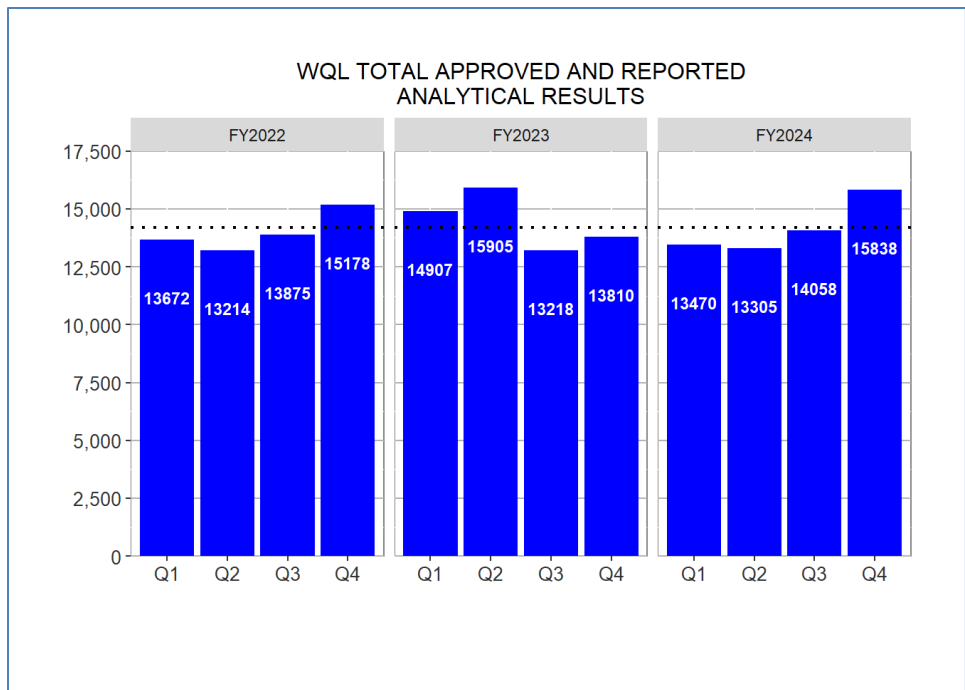
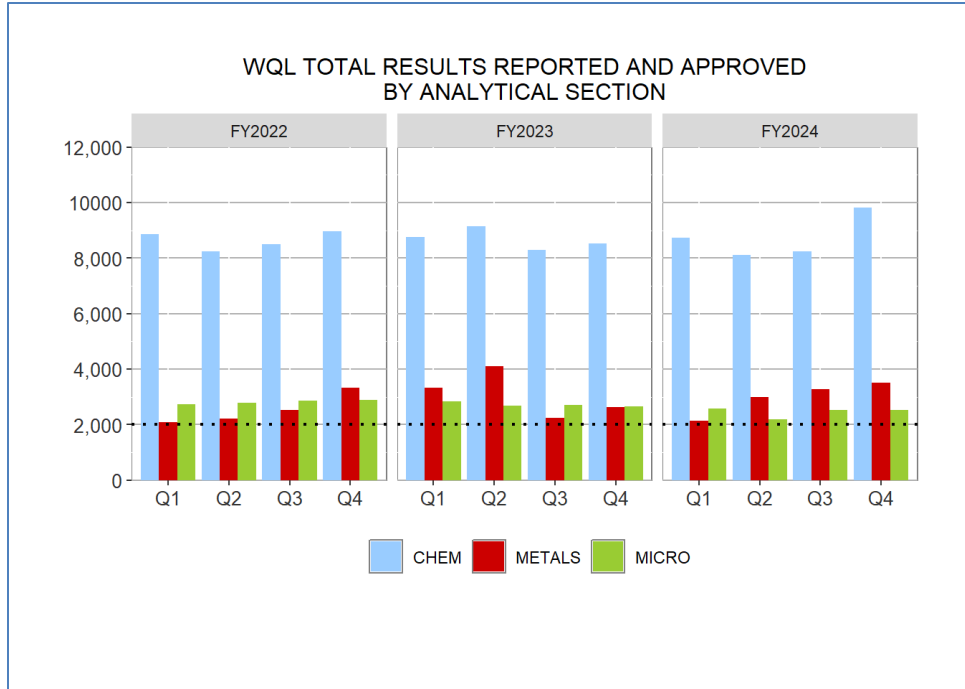
Maintain greater than 0.5 results reported per productive hour per quarter in each analytical section through end of the 4th Quarter of FY24.

- 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.**

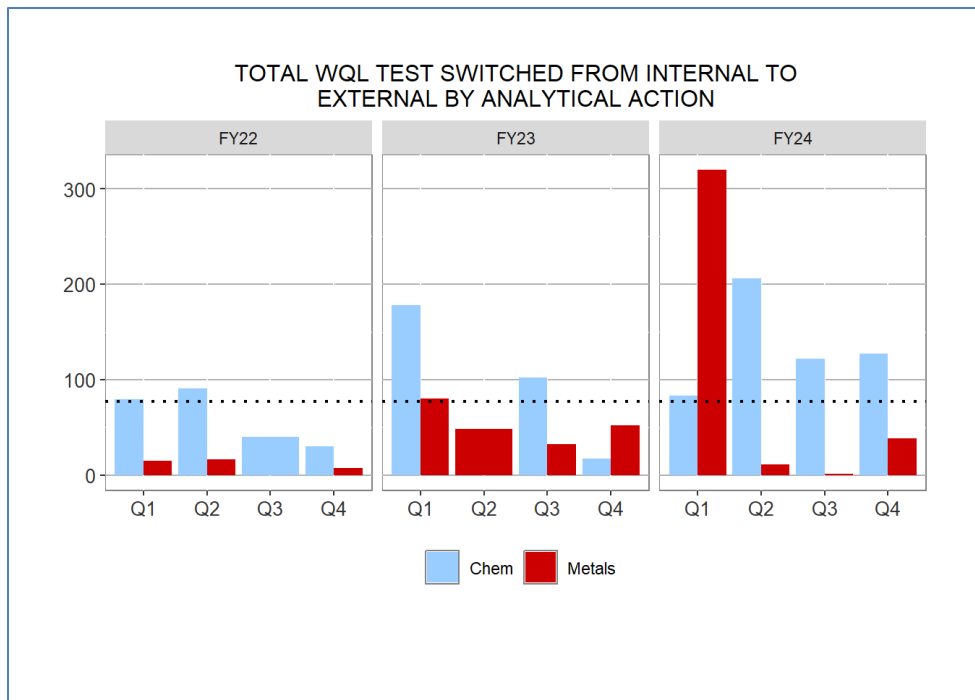
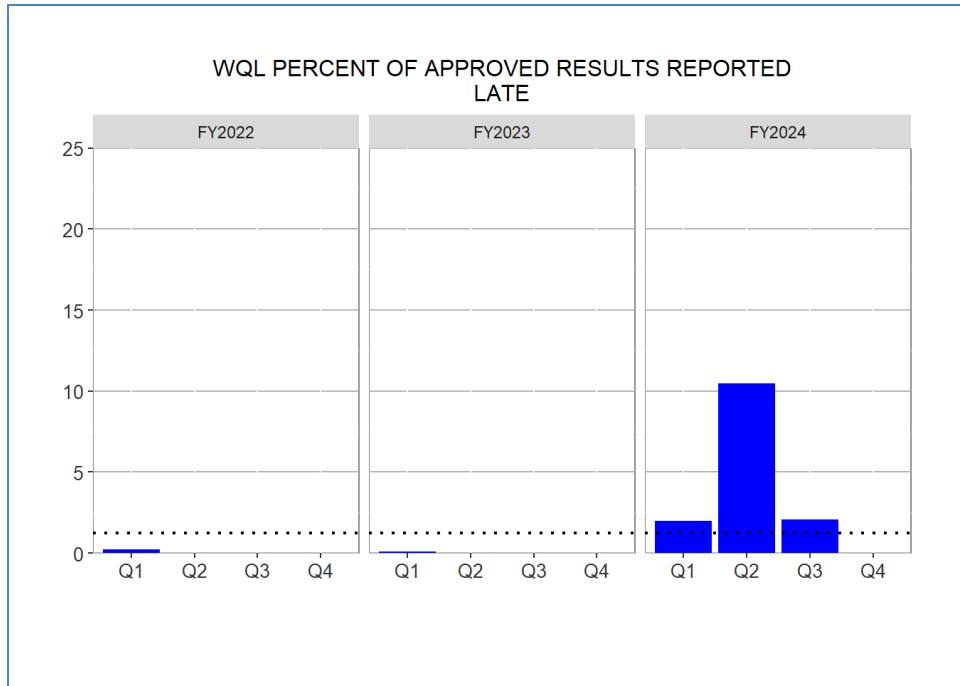
Staff Assignment: Shuryin/Hardeman



FY24 Goals and Objectives



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.

FY24 Goals and Objectives

Staff Assignment: Shuryin/Hardeman

The lab is currently training a new data analyst to assist with developing LabVantage and data automation procedures. In FY24 Q4, WQL and ITD met with consultants from LabVantage to begin the process of upgrading LabVantage to 8.8. The project is scheduled for the next six months. Three data entry errors were found in FY24 Q4.

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

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.

One (1) CARR remains outstanding for the Water Process Lab as of FY24 Q4.

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	10	1/3/2024	N/A	No	179	179
FY24 Q4	N/A	N/A	N/A	N/A	N/A	N/A
FY24 Total Count	1		FY24 CARR Resolution Average		179	

FY24 Goals and Objectives

The Water Quality Program closed one (1) CARR from FY24Q3. There were zero (0) outstanding CARRs by the end of FY24. Two (2) protocols and two (2) SOPs were made active during Q4.

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	6	11/15/2023	3/18/2024	NO	124	124
FY24 Q3	7	1/8/2024	4/8/2024	NO	91	91
FY24 Q4	N/A	N/A	N/A	N/A	N/A	N/A
FY24 Total Count	2		FY24 CARR Resolution Average		108	

One (1) CARR was initiated for the NPDES Program and zero (0) were closed. Two (2) remain open by the end of FY24. Awaiting final SOPs for field data collection at TP2.7 to close. An SOP for thermometer verification is being drafted. One (1) SOP was made active during Q4.

NPDES Program	CARR ID #	Date Initiated	Date Closed	Closed by Q End?	# Days Open	Avg Days Open
FY24 Q1	8	8/11/2023	N/A	NO	324	324
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	9	6/26/2024	N/A	NO	4	4
FY24 Total Count	2		FY24 CARR Resolution Average		164	

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 biennial A2LA on-site assessment was completed. There were thirteen (13) findings. All were investigated and corrective actions were provided to A2LA.

FY24 Goals and Objectives

The 2023 Methods Update Rule was promulgated in April 2024. Updates are minor technical changes and improvements to existing methods.

Proficiency tests for Water Pollution studies were completed.

Proficiency Test Study Number	Number of Reported Results	Number of Passing Results	Percent Passing
WP0424	50	50	100%
WPM0424	4	4	100%
SLD0424	1	1	100%

Sixteen (16) CARRs were initiated in FY24Q4 and eighteen (18) were closed. There were two (2) open CARRs by the end of the quarter. The FY24 average time to close CARRs was 52 days.

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	1	3	2	50%	33%	17%	87
FY24Q2	4	0	2	2	50%	50%	0%	61
FY24Q3	4	0	4	0	100%	0%	0%	40
FY24Q4	16	2	14	0	88%	0%	13%	23
FY24 Total	30	2	23	5	77%	17%	7%	52

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

The Water Authority requested proposals for engineering services that include a service line replacement plan and a corrosion control study. CDM Smith was selected for this project. A map of all the schools and childcare centers has been created to include facility type, economic information, and average population age to prioritize a sampling schedule for schools and childcare facilities. The building age and service line installation dates will also be included in the data. Sampling point nomenclature is being developed for each facility. Additionally, water quality is working with a contractor to track the sampling process and results. The sample plans for each facility will be integrated into this database.

FY24 Goals and Objectives

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

Staff Assignment: Morris

Rachel Stone has completed the update to names and contact information.

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

In the 4th quarter of FY24, no new iSTARS pins were logged, however 43 employees received quarterly awards. Seven percent (7%) of the employees were recognized this quarter.

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 six-week cardiovascular exercise challenge designed to prepare participants for the run for the zoo. Twenty-one employees registered for the program and sixteen completed it for a completion rate of 76%.

The second challenge of the quarter was a back health and safety quiz. Sixty-five out of seventy participants completed the quiz with a score of 80% or better. The completion rate was 93%.

FY24 Goals and Objectives

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

A new pay code has been initiated to track these visits, so we can accurately report on them.

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

	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY Avg
Vacancy Rate	6%	6%	8%	8.8%	7.2%

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.**

Staff Assignment: Santiago/Jaramillo

For the 4th Quarter of FY24, we conducted 17 onsite ergonomic coaching assessments and delivered 19 ergonomic training presentations. A total of 928.98 hours of injury were reported for FY24 Q4, meeting the incentive goal of 2,500 hours or less. This represents a dramatic improvement compared to last year's 2,786.70 injury hours.

Assessment/Trainings	Q1	Q2	Q3	Q4	FY24 Total
Job Function Analyses Completed	2	0	3	16	21
Ergonomic Training Presentations Completed	23	1	20	19	63
Onsite Ergonomic Job Coaching Assessments	12	5	21	17	55
Total Injury Hours*	154	140	564	929	929

FY24 Goals and Objectives

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 – 17.09 Hours

Utility Tech Surface Water Treatment Plant Certification Training Program: 16 Employees; 91 training hours completed.

Utility Tech Line Maintenance Certification Training Program: 35 Employees; 366 training hours completed.

Utility Tech Ground Water Certification Training Program: 10 Employees; 270 training hours completed.

Treatment Plant Operator Training Program: 11 Employees; 143 training hours completed.

Utility Maintenance Mechanic Training Program: 4 Employees; 122 hours training completed.

Wastewater Worker Training Program: 10 Employees; 140 classroom training hours completed.

Wastewater Stations Operator Training Program: 2 Employees; 40 training hours completed.

Customer Care Training Program: 18 Employees; 710 hours training completed.

State Certification Training: 5 Employees; 15 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

FY24 Goals and Objectives

The Innovation Initiative continues to seek stories of employees' innovation efforts throughout the utility. The next step is to report a couple of notable stories in The Flow newsletter that celebrate employees who have received recognition awards for their ideas.

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

Outcomes and feedback from the completed mentor pilot program have been reviewed. Based on this information, a broader leadership program is being explored that would include mentoring as well as other leadership training for non-bargaining employees.



Albuquerque Bernalillo County Water Utility Authority

Azotea, San Juan-Chama Project



FY24 Q4 Finance & Goals/Objectives Report

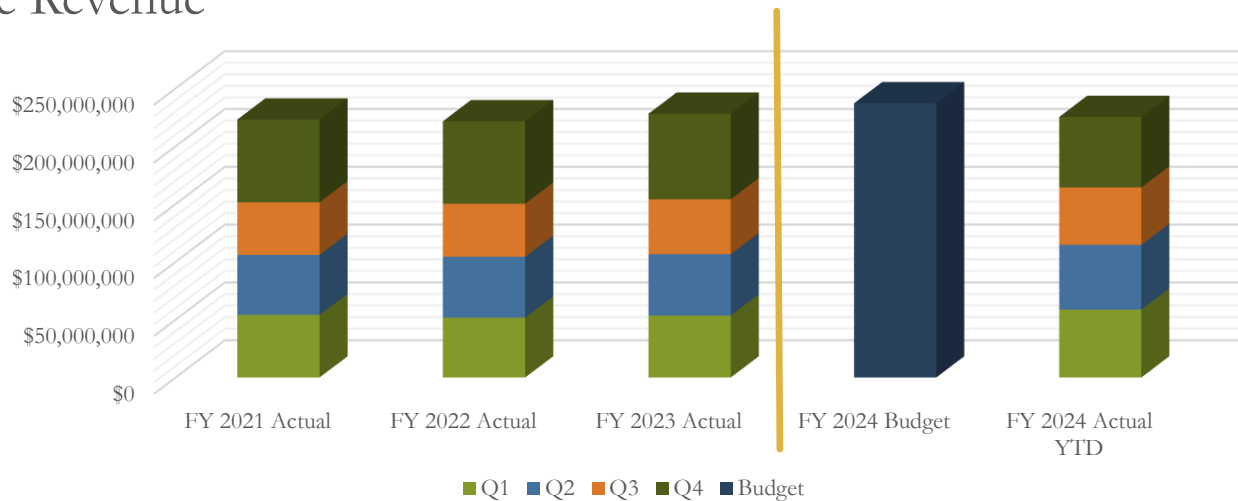


Albuquerque Bernalillo County Water Utility Authority

FY24 Q4 Rate Revenue - Preliminary

- FY24 Revenue budget = \$253.4 million which includes a \$5.0 million increase from the original budget and \$8.7 million higher than FY23.
- Rate revenue is the largest revenue category-98% of total revenue
- FY24 Q4 Rate Revenue = \$240.3 million; 94.8% of budget

Rate Revenue

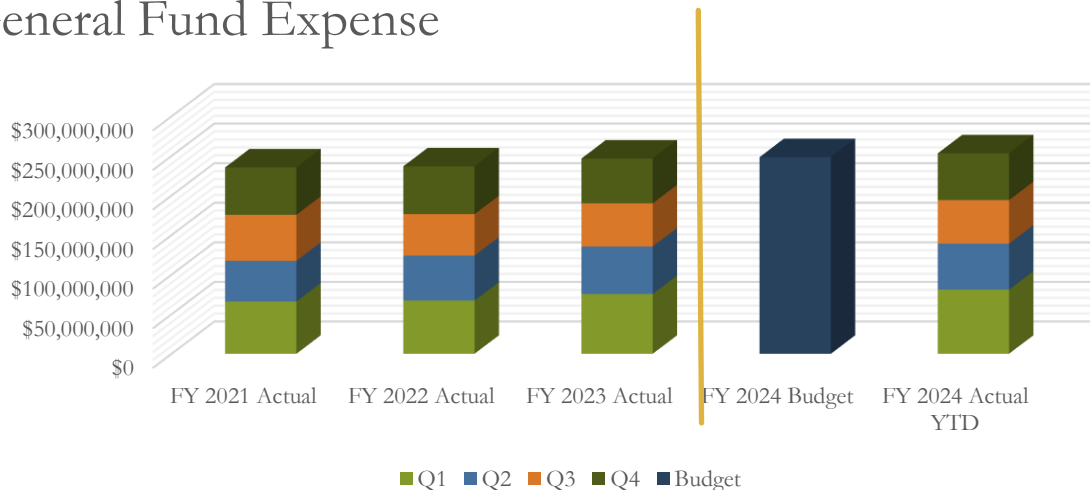




Albuquerque Bernalillo County Water Utility Authority FY24 Q4 General Fund Expenses - Preliminary

- FY24 Expense budget = \$258.6 million, includes mid-year amendment \$10.1 million
- FY24 Q4 Expenses = \$253.2 million; 97.9% of budget
- Power & Chemical Expenses = \$26.3 million; 84.9% of their budget
- Transfer to CIP = \$36.6 million; Transfer to Debt Service = \$78.0 million

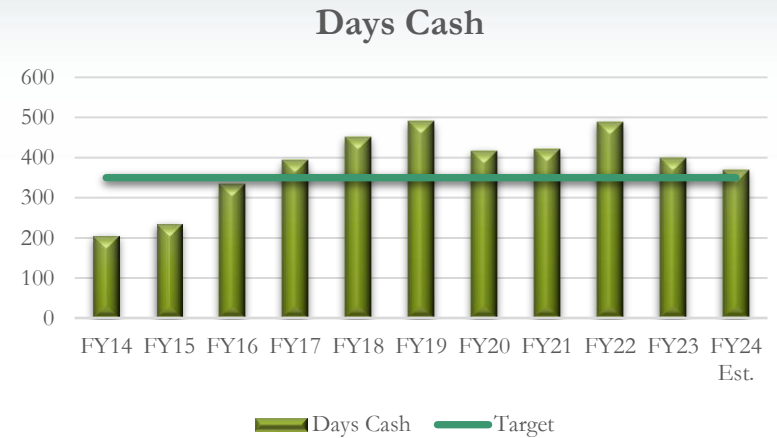
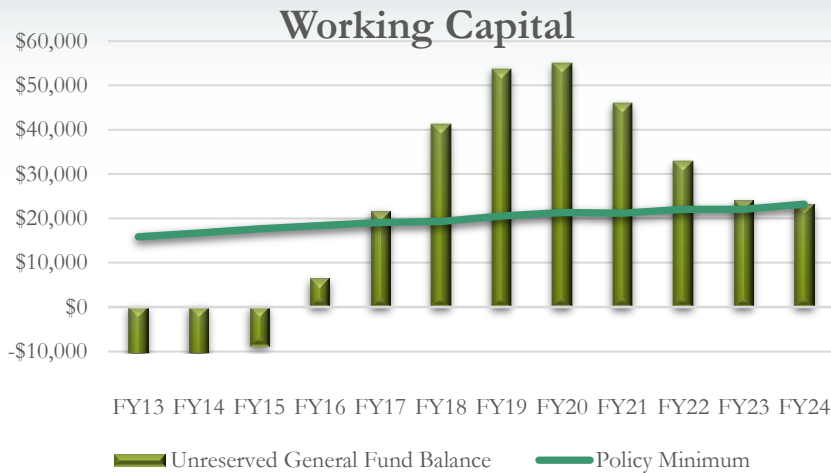
General Fund Expense





Albuquerque Bernalillo County Water Utility Authority

FY24 Q4 General Working Capital & Days Cash on Hand



- Working Capital balance as of June 30th is \$23,147,837, which is slightly below the 1/12th total expense target of \$23,211,000

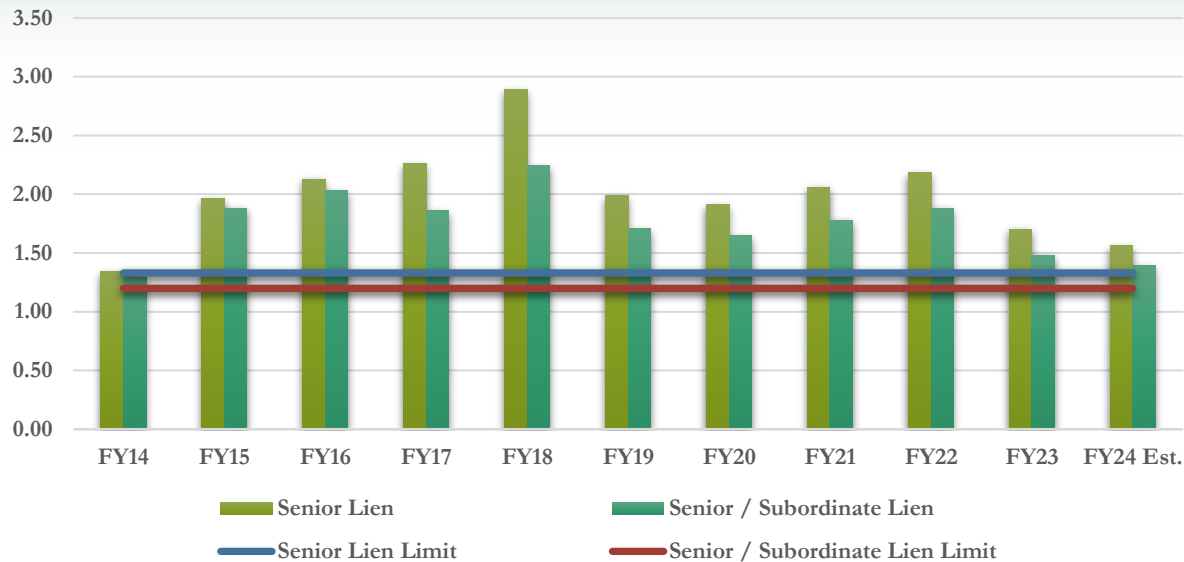
- FY24 Q4 Days Cash = 369 days; Target is 350 days



Albuquerque Bernalillo County Water Utility Authority

FY24 Q4

Debt Service Coverage Ratio



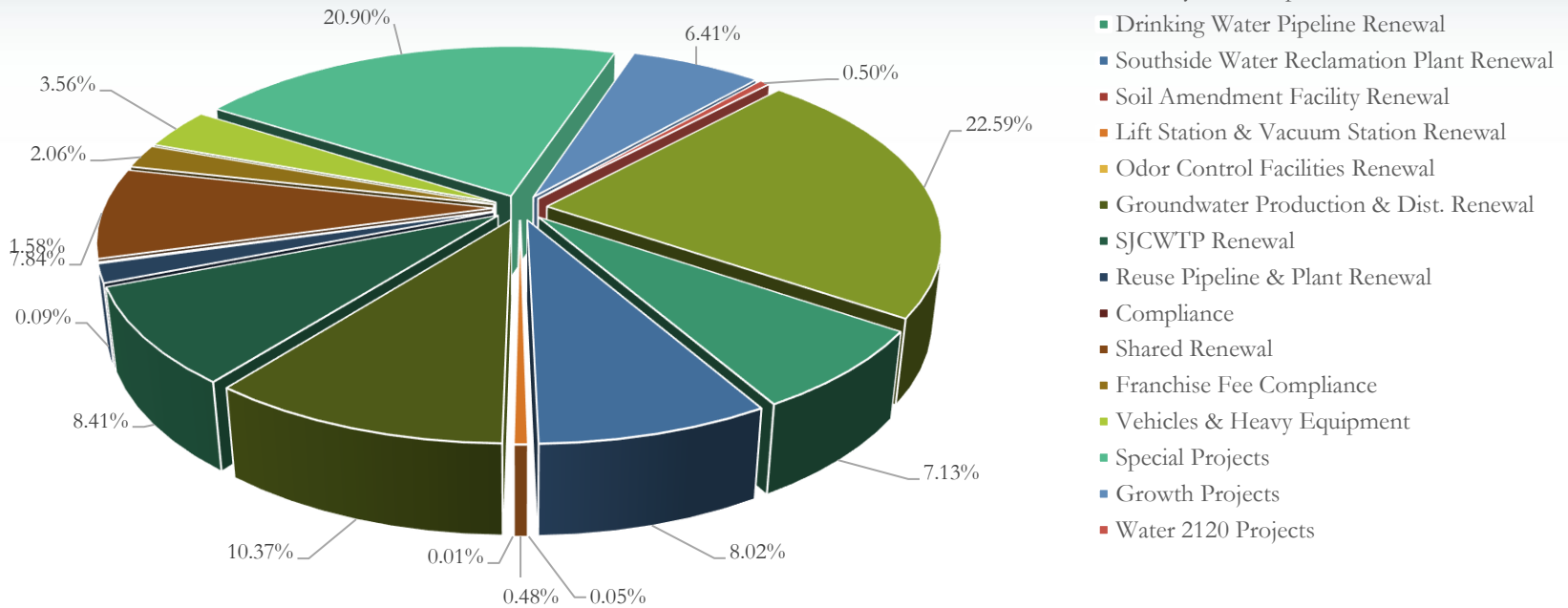
- WUA Minimum Ratios: 1.33 Senior Lien; 1.20 Senior/Subordinate Lien
- FY24 Q4 Ratios: 1.56 Senior Lien; 1.39 Senior/Subordinate Lien



Albuquerque Bernalillo County Water Utility Authority

FY24 Q4 Capital Funds

CIP YTD % Spent by Category

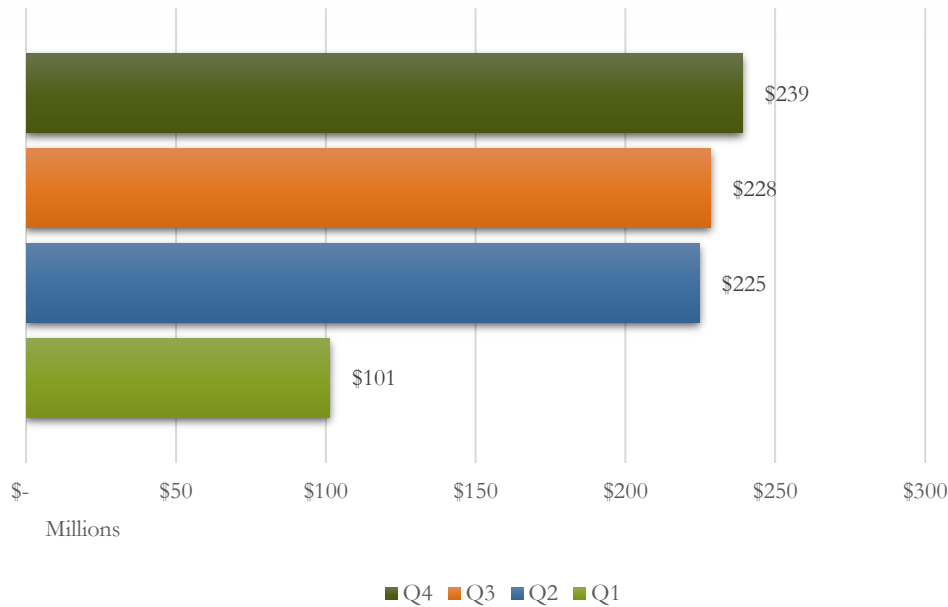


- FY24 CIP Funds expense budget = \$272,166,955
- FY24 Q4 Expenses = \$19.3 million
- FY24 Total = \$76.2 million



Albuquerque Bernalillo County Water Utility Authority

FY24 Q4 Cash & Investments



- Investment Policy Priorities:

- Safety
- Liquidity
- Yield

- Staff activities:

- Economic and portfolio review
- Review of investment policy
- Review of future investments

FY24 Q4 Performance Scorecard

Quarterly Performance Indicators FY24 4th Quarter Scorecard

Level of Service Area	Indicator	FY24 Actual (FY TO DATE)	FY24 Target	Status
Regulatory	Number of Permit Excursions	0	≤ 5	▲
	Reported Overflows	22	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	77% Permitted Industrial Users 86% FOGS Estabs. 98% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	82% ground water 78% surface water 48% water reclamation	≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	736 miles surveyed 1,871 miles monitored 63 leaks found 20.5 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	▲
	Miles of Sewer Line Cleaned	333 miles	400 to 600 miles	■
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	1068 miles televised	≥ 1002.5 miles televised	▲
	Injury Time	923 hours	< 2,500 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	1.3	< 3	▲
	% of Biosolids to Compost	25%	> 30%	■
	Renewable Energy	33% Biogas 9% Solar	≥ 20% Biogas ≥ 5% Solar	▲
	Water Consumption	15.9 BGY GW 15.4 BGY SW	< 21 BGY GW > 14 BGY SW	▲
Customer Service	Wait Time (minutes)	0:15 seconds	< 1 minute	▲
	Contact Time (minutes)	4:08 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	95%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	2	< 8	▲
Finance	Rehabilitation Spending	\$55 million	≥ \$64 million	■
	Pipe Infrastructure Emergency vs. Planned Spending	84% Planned 16% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	369 days	≥ 350 days	■
	Revenue to Expenses	95%	≥ 100%	■
	Expenses to Budget	100%	≤ 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 1.10 – To improve reliability and reduce interrupted water service, inspect at least 4,000 isolation valves.

- 1,566 isolation valves were inspected and/or repaired in Q4 and 82% were operational
- A total of 4,137 inspections were completed, exceeding the goal.

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.

- A total of 358 small meters were tested with an average accuracy of 90.9%
- The median accuracy of all meters tested is 96.3%
- 12 of the 358 were stopped completely.



Albuquerque Bernalillo County Water Utility Authority

FY 2024 Goal 2:

Wastewater Collection & Operations

Objective 2.1 – Seek recognition in the National Association of Clean Water Agencies (NACWA) Peak Performance award program for excellence in permit compliance

- No exceedances/Zero permit violations for entire fiscal year
- Recipient of the 2023 NACWA Peak Performance Gold Award

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.

- Coordinated with ONRT on groundbreaking for the SWRP Outfall Restoration Project
- Coordinated MOA between Water Authority and ONRT for revegetation on the project



Albuquerque Bernalillo County
Water Utility Authority

FY 2024 Goal 3:
Customer Services

Objective 3.2 – Improve customer by achieving a billing accuracy ratio of less than 8 errors per 10,000 bills

- Q4 = 1; a total of 8 errors for entire fiscal year.

Objective 3.3A – Collaborate with Public Affairs to set up and conduct Customer Conversation/focus group meetings to acquire customer input on a bill redesign

- Focus groups were conducted and completed
- Citizens gave their input for changes to include color, format, graph data, and online information



Albuquerque Bernalillo County Water Utility Authority

FY 2024 Goal 4:

Business Planning & Management

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. Generate at least 25% of total SWRP power needs from the on-site array and from digester gas-fueled cogeneration.

- 47% of total SWRP power needs were provided by on-site and digester gas-fueled cogeneration; exceeding the goal of 25%

Objective 4.18 – Complete Information Technology (IT) projects scheduled in FY24

- Completed projects include:
 - SWRP network refresh
 - Successfully built in redundant network connections at Mission and SWRP sites
 - Migrate Cognos from on-premise to hosted instance.
 - Extend and enhance push-to-talk (PTT)/cell at SWRP for safety and greater coverage of handheld radios



Albuquerque Bernalillo County
Water Utility Authority

FY 2024 Goal 5:

Organization Development

Objective 5.4 – Maintain an average utility-wide vacancy rate of no greater than 7%.

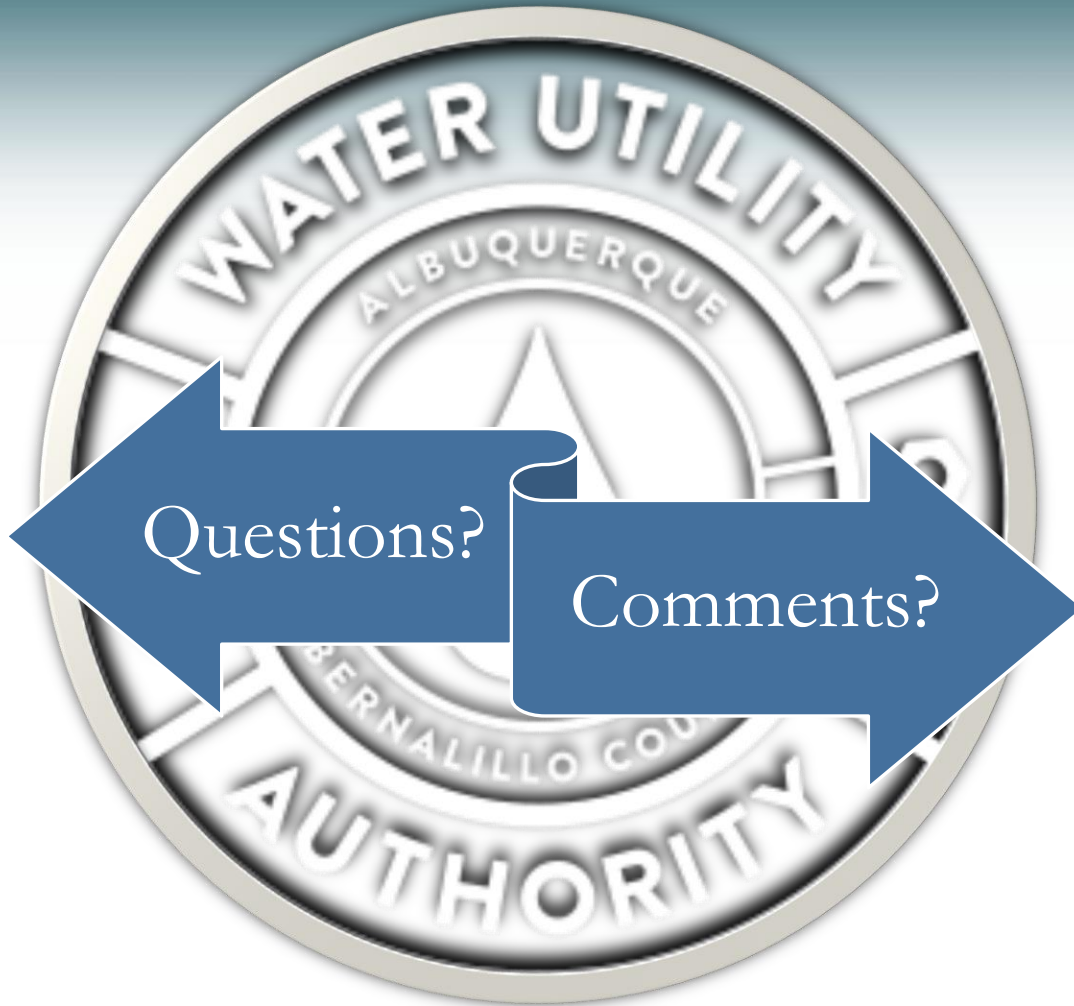
- Vacancy Rate for Q4 is 8.8%; fiscal year average 7.2%

Objective 5.2 – Complete two wellness challenges focusing on nutrition, psychical activity and weight loss, and disease and injury prevention to employees with a 60% or greater overall completion rate

- Challenge One – Cardiovascular exercise designed for employees to prepare of the “run for the zoo” event. 21 registered and 16 completed - 76% overall
- Challenge Two – Back health and safety quiz. 65 out of 70 employees participated scoring 80% or better – 93% overall



Albuquerque Bernalillo County Water Utility Authority



Questions?

Comments?