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Meeting Date: May 8, 2024  
Staff Contact: Marta Ortiz, Chief Financial Officer

**TITLE: C-24-12 – FY2024 3<sup>rd</sup> Quarter Financial Report**

**ACTION: Receipt be Noted**

**SUMMARY:**

Submitted to the Board for review and informational purposes are the financial reports for the quarter ended March 31, 2024. The reports provide a year-to-date comparison between the approved FY24 budget and actual expenses through March 31, 2024. The reports also include revenue and expense projections to June 30, 2024. The projections are based on actual, trend, and historical information. As with any estimates, this information is subject to change.

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

Also, the results of Water Authority Investments and the budget Performance Plan highlights and goals and objectives as of March 31, 2024.

See attached report.



# ALBUQUERQUE BERNALILLO COUNTY WATER UTILITY AUTHORITY

## ALBUQUERQUE, NM

### QUARTERLY FINANCIAL REPORT

For month ending March 31, 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 (SJCPA), 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 ninth month of the fiscal year. The year-to-date (YTD) spans between July 1, 2023, through March 31, 2024. This report includes budget to actual comparisons in the General Fund (by revenue/expense category and department/division), the Debt Service Fund, the SJCPA 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.

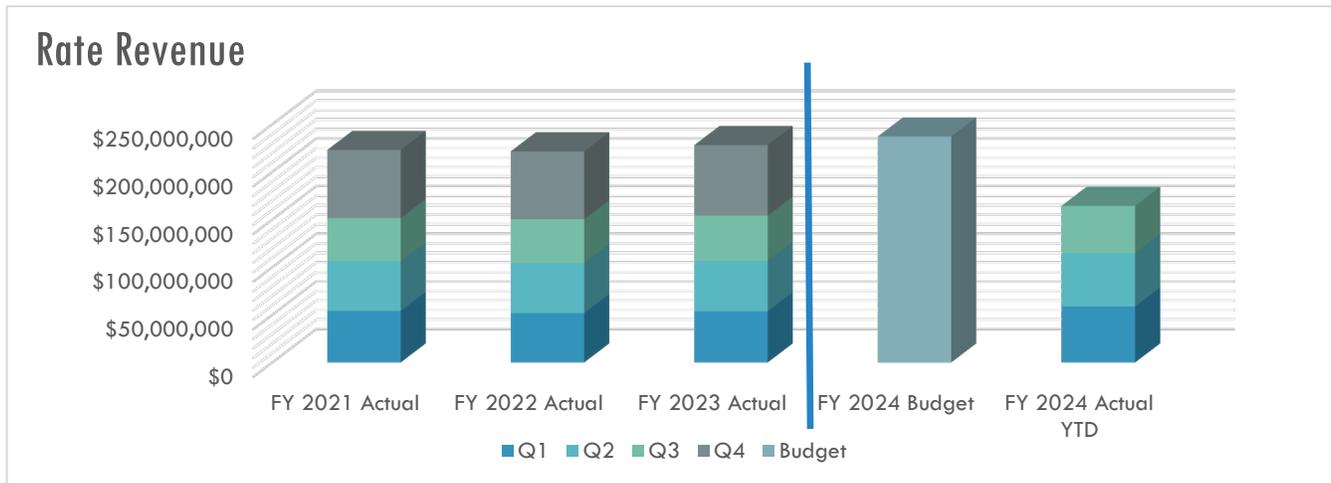
#### CONTENTS

Quarterly Financial Report.....	1
Introduction .....	1
General Fund Revenue Highlights .....	2
General Fund Expense Highlights.....	3
Budget to Actual Variances.....	5
General Fund Working Capital Balance (Fund Balance) and Rate Reserve Highlights.....	6
Other Fund Highlights.....	7
Debt Service Fund .....	7
San Juan-Chama Project Contractors Association Fund .....	8
Capital Funds .....	8
Investment Highlights .....	12
Performance Plan Highlights.....	14
Quarterly Performance Indicator Scorecard.....	14
Goals and Objectives.....	16

## GENERAL FUND REVENUE HIGHLIGHTS

The total FY2024 General Fund revenue budget is \$253.4 million, recognizing the mid-year budget amendment. Through March, \$173.9 million has been recorded, or 68.7% of the revenue budget, which is 6.3% lower than projections (75%). The FY2024 adopted revenue budget increased by +\$3.7 million from the FY2023 adopted budget, aligning with new and expansion business announcements. The tables and charts reflect the total water, wastewater, and miscellaneous revenue to illustrate monthly and year-to-date (YTD) activity.

	FY 2024 Adopted Budget	1st Qtr	2nd Qtr	Jan-24	Feb-24	Mar-24	FY 2024 Total YTD	% YTD	FY 2024 Projection	Budget vs Projection
Water Service	\$ 98,107,000	\$24,369,257	\$25,032,208	\$ 6,519,978	\$ 6,571,075	\$ 7,485,511	\$ 69,978,028	71.3%	\$ 98,107,000	-
Water Facilities Rehab	34,022,000	11,688,659	9,507,901	2,829,015	2,827,385	2,897,295	29,750,255	87.4%	34,022,000	-
Wastewater Service	64,184,000	11,660,677	11,184,998	3,596,552	3,547,658	3,457,775	33,447,661	52.1%	64,184,000	-
Wastewater Facilities Rehab	35,982,000	9,257,791	9,246,328	3,053,000	3,047,288	3,021,582	27,625,988	76.8%	35,982,000	-
Connections	375,000	61,341	63,947	25,597	29,487	18,394	198,766	53.0%	375,000	-
Water Resources Management	4,500,000	1,648,304	1,000,047	232,095	231,449	252,462	3,364,357	74.8%	4,500,000	-
SW Admin Fee	1,711,000	285,167	427,750	142,583	142,583	142,583	1,140,667	66.7%	1,711,000	-
DMD Admin Fee	654,000	109,008	163,511	54,504	54,504	54,504	436,030	66.7%	654,000	-
Interest	5,500,000	1,251,049	2,576,357	574,415	619,961	762,208	5,783,990	105.2%	6,500,000	(1,000,000)
Miscellaneous	8,409,000	774,845	450,066	778,054	124,442	139,531	2,266,937	27.0%	4,500,000	3,909,000
<b>Grand Total</b>	<b>\$ 253,444,000</b>	<b>\$61,106,096</b>	<b>\$59,653,113</b>	<b>\$17,805,793</b>	<b>\$17,195,832</b>	<b>\$18,231,844</b>	<b>\$173,992,678</b>	<b>68.7%</b>	<b>\$250,535,000</b>	<b>\$2,909,000</b>



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 217, 788, of which, 213,166 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.

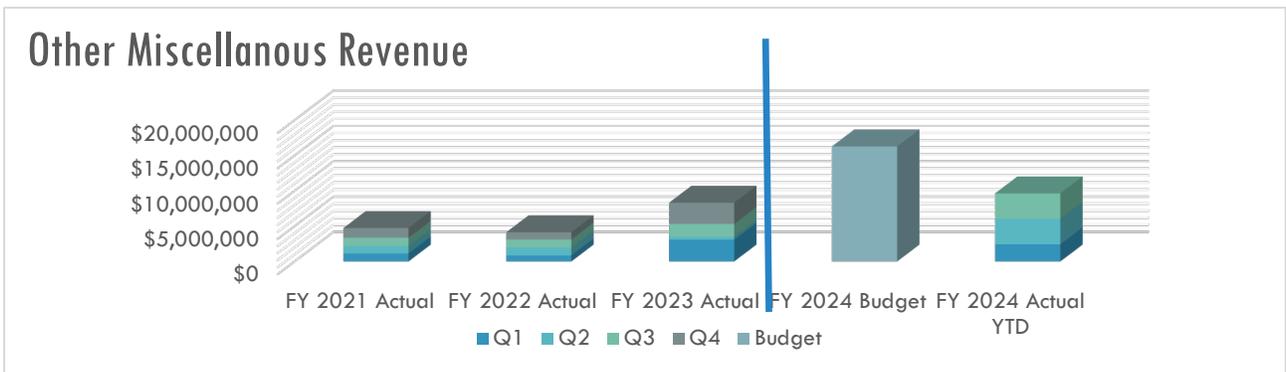
Consumption usage for all customer classes are illustrated below. These consumptions are 1.64% higher compared to this time last year and (28.92%) lower than Q2.

Consumption Customer Class	FY 2024					
	Jan-24	Feb-24	Mar-24	qtr. Total	% last yr.	% last qtr.
Residential	1,027,955	999,826	1,103,104	3,130,885	-0.10%	-26.28%
Commercial	293,827	305,772	323,638	923,237	5.20%	-30.95%
Industrial	39,598	44,799	42,033	126,430	1.52%	-27.04%
Institutional	64,218	72,299	92,767	229,284	5.25%	-43.79%
Multi-Family	442,829	437,694	426,043	1,306,566	3.84%	-14.44%
Other	35,444	41,400	86,172	163,016	-5.29%	-71.83%
<b>Total</b>	<b>1,903,871</b>	<b>1,901,790</b>	<b>2,073,757</b>	<b>5,879,418</b>	<b>1.64%</b>	<b>-28.92%</b>

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 third quarter increased 1,344 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 third quarter were 75.0%, which is in-line with the anticipated (75%) range of actuals after the third 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 be trending in excess of the original budget.

**Personnel:**

Wages & Benefits costs through Q3 were approximately 69.9% of the total fiscal year budget. Personnel was underspent slightly through Q3, mostly attributed to Water Authority-wide vacancies. Overtime is 22% above budget levels due to staffing shortages and vacancies. The vacancy rate through the third Quarter was 8.4%, which is above the 7% goal for FY 2024.

Personnel costs through March were \$49,231,712, which is comprised of: wages (\$32,546,796), other fringe benefits (\$14,898,202), and overtime (\$1,786,714).

**Other Operating Expenses O&M:**

O&M costs are still trending higher than estimated (77.7%) largely attributed to overspending in professional and contracted services. Overall, General Fund expenses are within the anticipated range and tracking drastically higher than actuals through March in the previous fiscal year.

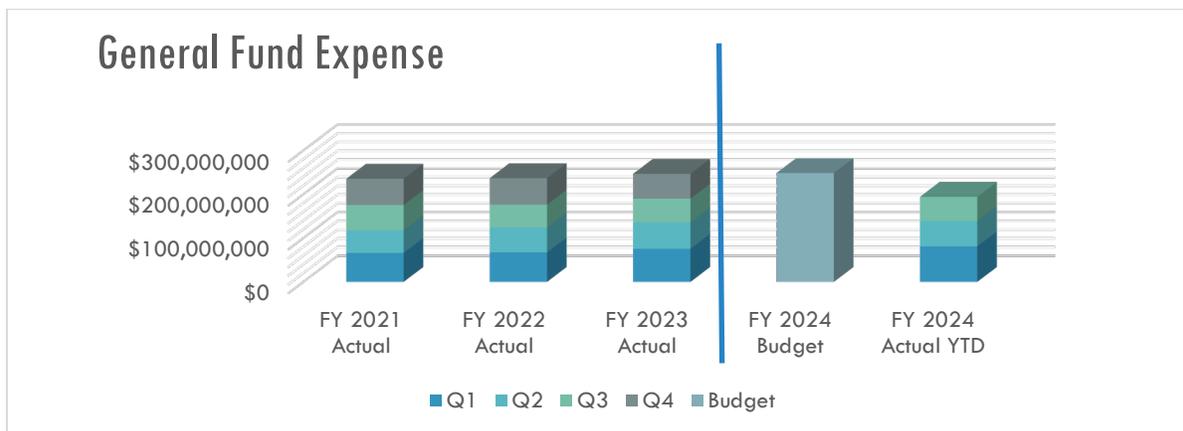
**Power and Chemicals:**

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 were at 73.7%, which is within the anticipated (75%) range now of actuals after the third quarter of FY 2024.

**Transfers to Other Funds:**

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

	FY 2024 Adopted Budget	1st Qtr	2nd Qtr	Jan-24	Feb-24	Mar-24	FY 2024 Total YTD	% YTD	FY 2024 Projection	Budget vs Projection
Wages & Benefits	\$ 67,850,299	\$15,511,266	\$17,446,046	\$ 4,805,329	\$ 4,816,942	\$ 4,865,416	\$ 47,444,998	69.9%	65,619,449	2,230,850
Wages Overtime	1,850,683	537,488	702,267	220,339	163,516	163,103	1,786,714	96.5%	2,349,021	(498,338)
Utilities (Electricity, Gas)	16,296,000	2,957,536	3,527,003	522,578	709,838	1,016,129	8,733,084	53.6%	13,723,723	2,572,277
Chemicals	14,960,000	4,125,554	2,747,903	1,306,184	1,198,066	1,640,495	11,018,203	73.7%	16,922,022	(1,962,022)
Other Operating Expenses	41,628,018	11,703,887	10,350,183	3,235,972	3,626,101	3,446,509	32,362,652	77.7%	43,458,303	(1,830,285)
Transfers to Other Funds	116,020,000	46,105,000	23,305,000	7,768,333	7,768,333	7,768,333	92,715,000	79.9%	116,020,000	-
<b>Grand Total</b>	<b>\$ 258,605,000</b>	<b>\$80,940,732</b>	<b>\$58,078,401</b>	<b>\$17,858,736</b>	<b>\$18,282,797</b>	<b>\$18,899,985</b>	<b>\$194,060,650</b>	<b>75.0%</b>	<b>\$258,092,518</b>	<b>\$512,482</b>



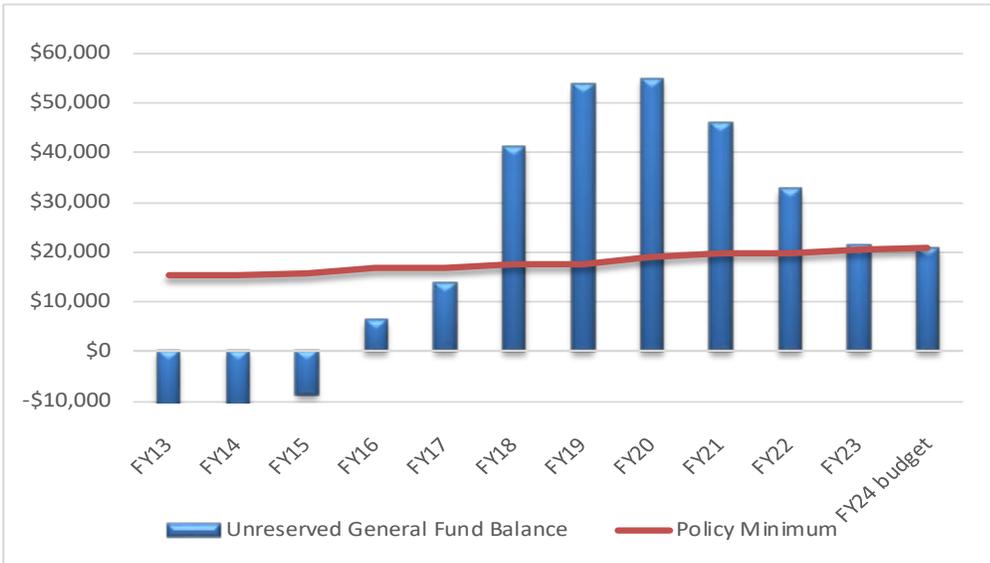
BUDGET TO ACTUAL VARIANCES

General Fund Departments

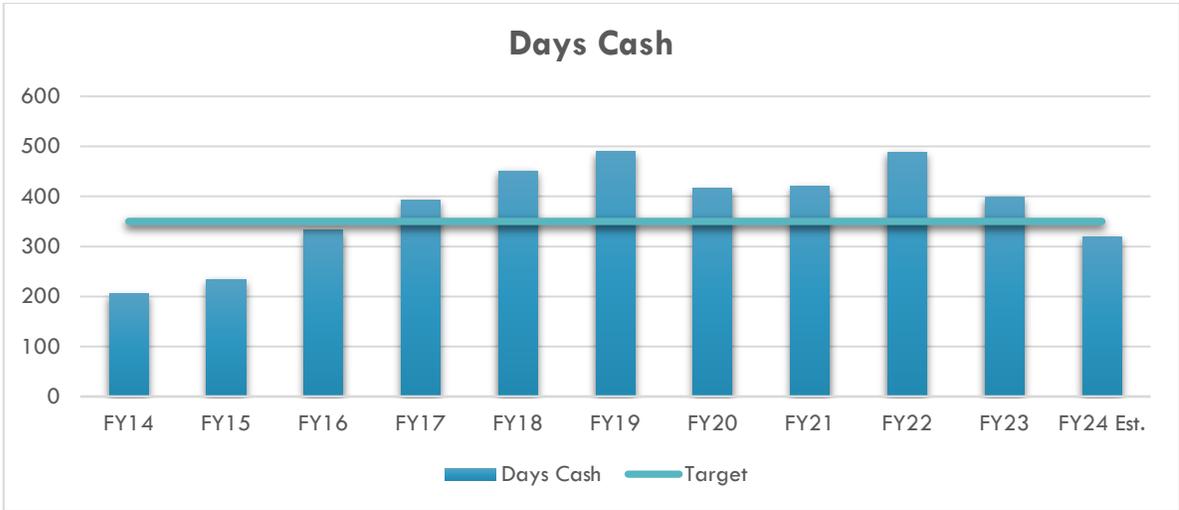
	Personnel			Overtime			O&M Expenses & Transfers		
	YTD Actual	FY 2024 Adopted Budget	% Budget	YTD Actual	FY 2024 Adopted Budget	% Budget	YTD Actual	FY 2024 Adopted Budget	% Budget
Administration	\$ 811,608	\$ 1,104,186	73.5%	\$ 663	\$ -	0.0%	\$ 665,958	\$ 771,685	86.3%
Risk	430,251	536,279	80.2%	596	-	0.0%	4,666,517	5,650,721	82.6%
Legal	294,571	207,700	141.8%	-	-	0.0%	716,438	615,300	116.4%
Human Resources	1,153,496	1,721,513	67.0%	79	-	0.0%	153,225	197,487	77.6%
Information Technology	4,110,465	5,719,908	71.9%	14,655	-	0.0%	5,105,246	4,810,092	106.1%
Finance	1,869,292	2,966,402	63.0%	22,871	-	0.0%	2,054,292	1,425,598	144.1%
Customer Service	2,510,137	3,556,825	70.6%	99,845	53,244	187.5%	1,216,597	1,798,931	67.6%
Asset Management	538,404	767,600	70.1%	-	-	0.0%	12,541	37,400	33.5%
Wastewater Plant	5,979,236	9,141,969	65.4%	440,673	450,127	97.9%	1,721,034	2,528,704	68.1%
SJC Water Treatment Plant	2,631,240	3,795,400	69.3%	153,419	160,000	95.9%	546,306	940,600	58.1%
Groundwater System	4,244,761	5,818,704	73.0%	197,212	248,057	79.5%	736,057	1,230,739	59.8%
Wastewater Collection	4,491,526	6,379,802	70.4%	107,785	175,000	61.6%	938,947	1,432,912	65.5%
Water Field Operations	9,523,940	13,217,033	72.1%	666,391	753,208	88.5%	4,967,837	7,481,174	66.4%
Compliance	3,430,900	5,046,983	68.0%	28,263	27,350	103.3%	925,693	1,189,667	77.8%
Fleet & Facility Maintenance	975,094	1,253,763	77.8%	51,352	-	0.0%	2,916,615	4,623,937	63.1%
Central Engineering	2,399,029	3,730,700	64.3%	-	-	0.0%	21,638	64,300	33.7%
Planning & Utility Development	528,928	911,047	58.1%	-	-	0.0%	102,799	87,953	116.9%
Water Resources	998,417	1,448,182	68.9%	1,416	-	0.0%	2,097,439	3,318,818	63.2%
Power & Chemicals	-	-	0.0%	-	-	0.0%	19,751,287	31,256,000	63.2%
Taxes	-	-	0.0%	-	-	0.0%	680,139	656,000	103.7%
Overhead	523,705	510,000	0.0%	1,493	-	0.0%	997,308	1,160,000	86.0%
San Juan Chama	-	-	0.0%	-	-	0.0%	1,120,025	1,606,000	69.7%
Transfers to Other Funds	-	-	0.0%	-	-	0.0%	92,715,000	116,020,000	79.9%
<b>Total</b>	<b>\$ 47,444,998</b>	<b>\$ 67,833,996</b>	<b>69.9%</b>	<b>\$ 1,786,714</b>	<b>\$ 1,866,986</b>	<b>95.7%</b>	<b>\$ 144,828,939</b>	<b>\$ 188,904,018</b>	<b>76.7%</b>

**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 March is currently \$17,034,402, which is below the 1/12<sup>th</sup> 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 \$20,703,250. Trends are continuing to show that a rate adjustment is necessary 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 320 days cash available, slightly below the target of 350.



## OTHER FUND HIGHLIGHTS

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

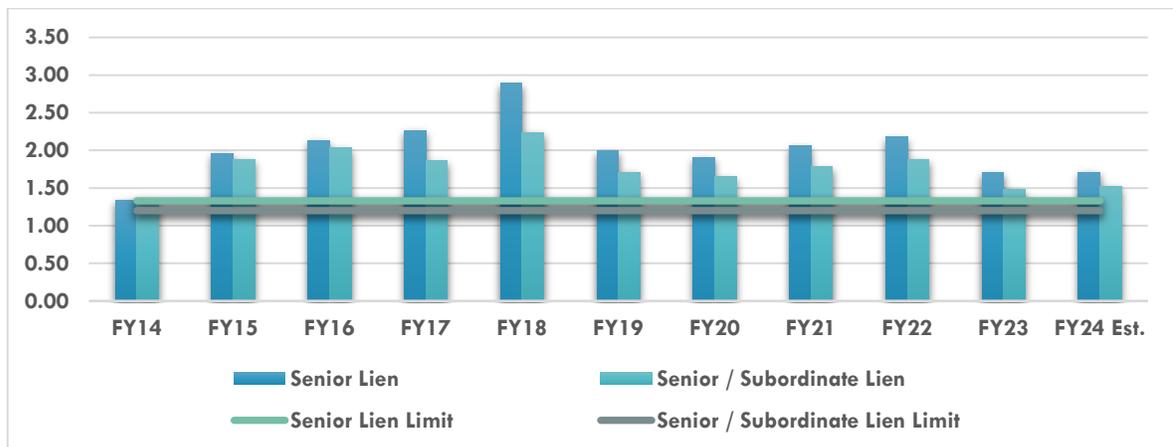
	Revenue			Expense		
	YTD Actual	FY 2024		YTD Actual	FY 2024	
		Adopted Budget	% Budget		Adopted Budget	% Budget
Debt Service Fund	\$ 71,483,445	\$ 86,720,276	82.4%	\$ 81,807,565	\$ 102,223,431	80.0%
SJCPCA Fund	65,043	64,043	101.6%	69,452	154,044	45.1%
Capital Rehab Fund	151,048,899	160,261,376	94.3%	46,728,439	136,589,200	34.2%
Capital Growth Fund	8,708,480	34,522,060	25.2%	9,883,958	128,264,587	7.7%
Capital Water 2120 Fund	2,247,551	2,902,000	77.4%	380,370	7,313,168	5.2%
<b>Total</b>	<b>\$ 233,553,418</b>	<b>\$ 284,469,755</b>	<b>82.1%</b>	<b>\$ 138,869,784</b>	<b>\$ 374,544,430</b>	<b>37.1%</b>

## DEBT SERVICE FUND

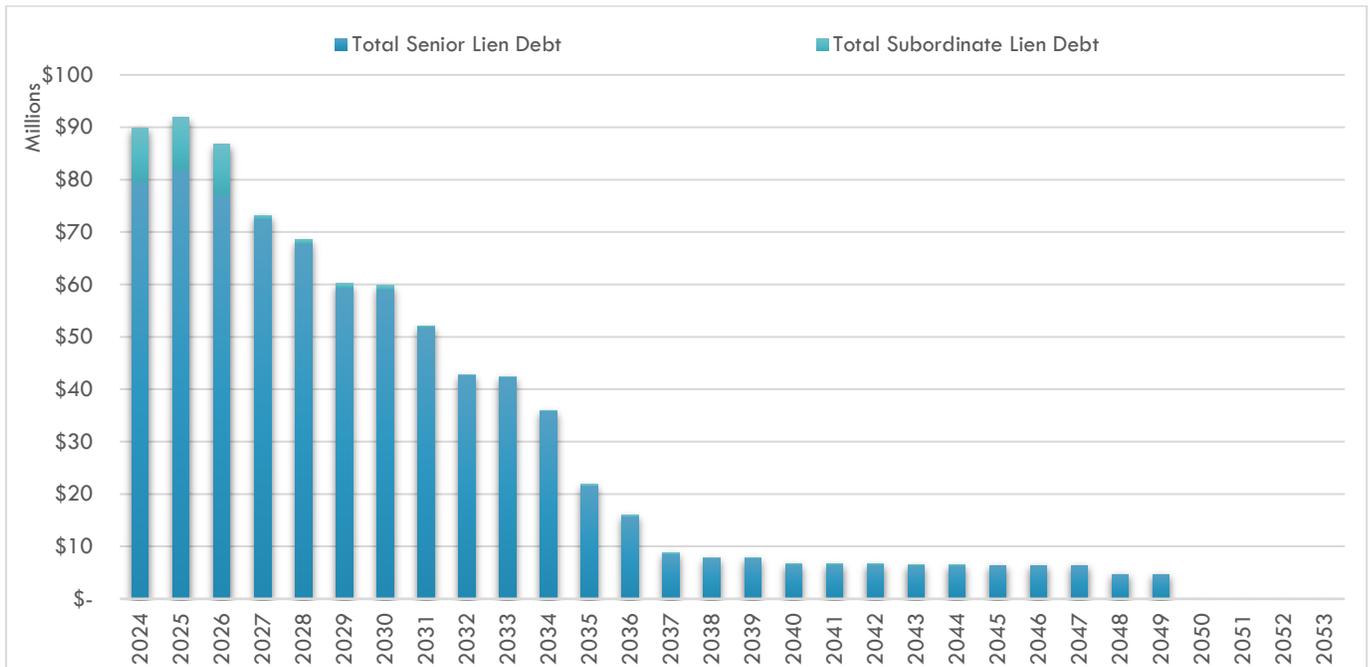
The debt service fund is used to account for the revenues, other financing sources, other financing uses, and the related expenses for long-term debt. This includes accounting for bond and loan principal, interest, and other debt related expenses. The majority of principal and interest payments for Water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

	FY 2024	1st Qtr	2nd Qtr	Jan-24	Feb-24	Mar-24	FY 2024	% YTD
	Adopted Budget						Total YTD	
Principal	\$ 67,202,000	\$66,169,905	\$ 41,542	\$ 13,847	\$13,847	\$ 13,847	\$66,266,838	98.6%
Interest	29,644,000	911,674	55,771	10,837,211	4,452	4,417	11,813,525	39.9%
Other Debt Related Expense	320,276	-	313,188	-	5,000	-	318,188	99.3%
Transfers to Other Funds	5,057,155	1,000,000	1,000,000	333,333	544,764	544,764	3,422,862	67.7%
<b>Grand Total</b>	<b>\$ 102,223,431</b>	<b>\$68,081,579</b>	<b>\$1,410,501</b>	<b>\$11,184,392</b>	<b>568,064</b>	<b>\$563,029</b>	<b>\$81,821,412</b>	<b>80.0%</b>

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 totaling \$750,921 were requested (45-days in advance) to the New Mexico Finance Authority (NMFA); payments will be made on April 1<sup>st</sup> and May 1<sup>st</sup>. The chart below illustrates 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 (SJPCPA) that was established in FY 2022 with supervision of the SJPCPA board. Members of the SJPCPA 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. SJPCPA may also establish special assessments on an as needed basis by supermajority (75%) of the members.

Revenues collected for FY 2024 total \$65,043 and expenses YTD are \$69,452 or 45.1% 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. Below illustrates the budget to actual variances for each CIP category:

Category	FY 2024	1st Qtr	2nd Qtr	Jan-24	Feb-24	Mar-24	FY 2024	% YTD
	Adopted Budget						Total YTD	
Sanitary Sewer Pipeline Renewal	\$ 33,250,000	\$ 2,381,989	\$ 9,313,975	\$ 1,541,243	\$ 1,583,187	\$ 411,695	\$ 15,232,089	45.8%
Drinking Water Pipeline Renewal	6,020,000	865,427	2,035,885	522,812	274,576	372,344	4,071,044	67.6%
Southside Water Reclamation Plant Renewal	22,950,047	870,455	2,097,262	358,806	430,568	713,455	4,470,546	19.5%
Soil Amendment Facility Renewal	225,672	18,768	2,161	-	18,691	-	39,620	17.6%
Lift Station & Vacuum Station Renewal	2,874,293	7,583	183,097	111,673	25,448	-	327,801	11.4%
Odor Control Facilities Renewal	469,460	-	-	-	4,083	-	4,083	0.9%
Groundwater Production & Dist. Renewal	12,150,000	829,724	2,074,620	1,411,311	412,292	1,094,703	5,822,650	47.9%
SJCWTP Renewal	21,473,227	301,296	2,319,658	1,379,519	49,279	115,734	4,165,486	19.4%
Reuse Pipeline & Plant Renewal	2,424,134	273,569	233,122	292,739	137,935	55,741	993,105	41.0%
Compliance	797,357	7,893	-	-	-	56,993	64,886	8.1%
Shared Renewal	12,193,870	1,522,822	1,535,299	61,417	83,985	1,028,159	4,231,682	34.7%
Franchise Fee Compliance	4,972,901	681,694	402,820	13,704	70,258	184,240	1,352,716	27.2%
Vehicles & Heavy Equipment	3,929,497	223,397	196,884	596,587	835,646	-	1,852,514	47.1%
Special Projects	128,583,307	2,696,677	4,829,568	1,015,154	1,546,403	207,183	10,294,985	8.0%
Growth Projects	12,540,022	261,332	2,223,440	322,560	312,655	498,163	3,618,150	28.9%
Water 2120 Projects	7,313,168	38,556	37,836	245,766	27,911	30,301	380,370	5.2%
<b>Grand Total</b>	<b>\$ 272,166,955</b>	<b>\$ 10,981,181</b>	<b>\$ 27,485,627</b>	<b>\$ 7,873,290</b>	<b>\$ 5,812,917</b>	<b>\$ 4,768,712</b>	<b>\$ 56,921,727</b>	<b>20.9%</b>

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.

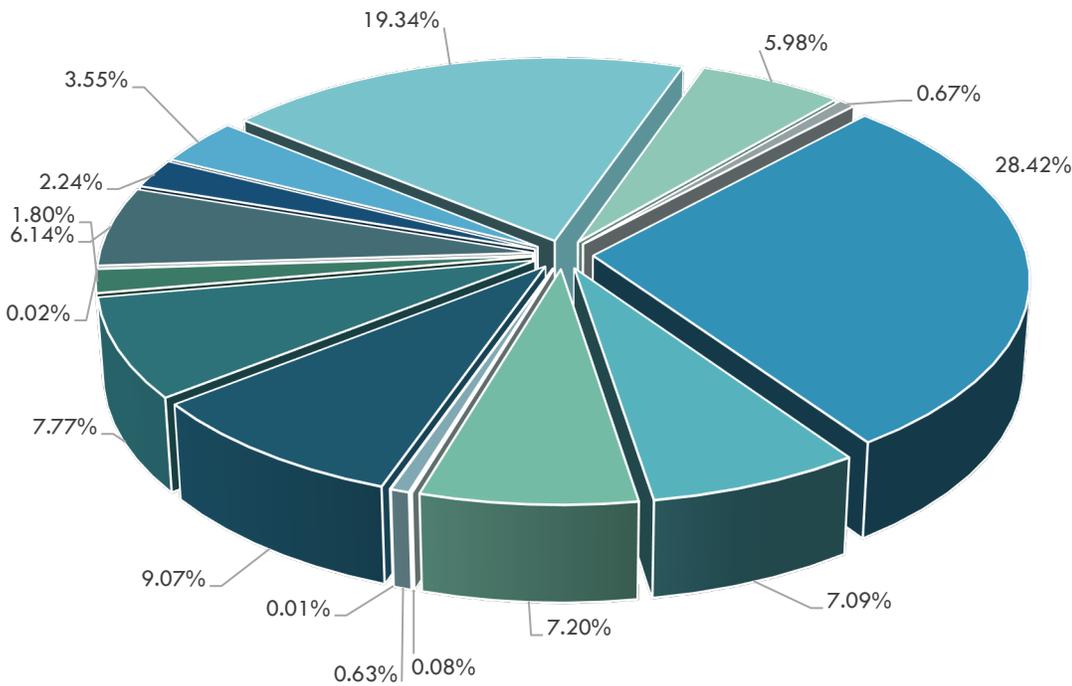
The Water Authority records the carryover of all unobligated funds remaining at the end of the budget year to the next budget year to cover allowable costs in that budget period. This carryover does not require Water Authority Board approval. Restricted funds, grants, bond and loan proceeds, and cash 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 1<sup>st</sup>.

### Capital Status Report

The Water Authority expended a total of \$56,921,727 through Q3 of FY 2024. Of the \$18.5 million capital spending in Q3, the highest proportion was spent on Fleet Vehicle Equipment replacement (\$1.4 million), KAFB Tijeras Interceptor project (\$1.3 million), Small Diameter Sewer Rehab (\$1 million), SCADA equipment renewal (\$1 million), MIS/GIS Information Technology projects (\$1 million), and Interceptor Rehab/Renewal (\$0.9 million).

## CIP YTD % Spent by Category



- Sanitary Sewer Pipeline Renewal
- Drinking Water Pipeline Renewal
- Southside Water Reclamation Plant Renewal
- Soil Amendment Facility Renewal
- Lift Station & Vacuum Station Renewal
- Odor Control Facilities Renewal
- Groundwater Production & Dist. Renewal
- SJCWTP Renewal
- Reuse Pipeline & Plant Renewal
- Compliance
- Shared Renewal
- Franchise Fee Compliance
- Vehicles & Heavy Equipment
- Special Projects
- Growth Projects
- Water 2120 Projects

### 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 3Q 2024	Current	Comments/Notes
Volcano Cliffs Arsenic Treatment and Transmission Li	\$ 41,978,024	\$ 3,115,676	7.42%	\$ 39,341,815	\$ 479,467	Construction	31-Dec-25	Yes	Design 100%, Construction began February 2024
To'Hajiilee Transmission Line	20,000,050	-	0.00%	20,000,050		Construction	31-Dec-25	Yes	Design 100%, Construction began April 2024
KAFB Tijeras Interceptor Rehab	15,593,449	10,256,293	65.77%	8,406,228	3,069,072	Construction	31-Mar-24	Yes	Construction complete except for re-seeding (KAFB requires July re-seeding)
SVDWP Phase 8/9 Waterline Extension	8,000,000	461,281	5.77%	7,749,361	210,642	Design	31-Mar-25	Yes	Design 100%, Finalizing Easement. Public bidding anticipated May/June 2024.
MDC Water & Sewer Improvements	11,673,086	542,189	4.64%	11,290,386	159,488	Design	31-Mar-26	Yes	Design 100%, Construction to begin May 2024; Contractor POs pending County-executed MOU/Sub-Award agreements.
Carnuel Wastewater System	4,651,927	527,374	11.34%	4,184,960	60,407	Design	28-Feb-25	Yes	Design 100%, Finalizing Easements. Public bidding anticipated May/June 2024.
Carnuel Waterline System	1,000,000	20,239	2.02%	983,862	4,101	Design	30-Nov-24	Yes	Design 100%, Finalizing Easements. Public bidding anticipated May/June 2024.
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 - May/June 2024
SWRP Outfall Realignment	5,516,333	814,011	14.76%	4,816,318	113,997	Design	31-Mar-25	Yes	Awarded WaterSMART grant and NMFA WTB pending board approval/Design 100%/Bid April 2024, Construction June 2024
Mesa Del Sol Pump Station	5,706,468	484,852	8.50%	5,352,118	130,503	Design	30-Sep-25	Yes	Design in progress (DAR & 30% pending) - one or more design packages ready to bid Sept/Oct. 2024
Tijeras/Winrock Reuse System	9,526,900	1,265,249	13.28%	8,771,643	509,992	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)	411,783	27,518	6.68%	411,783	27,518	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 March 31, 2024.

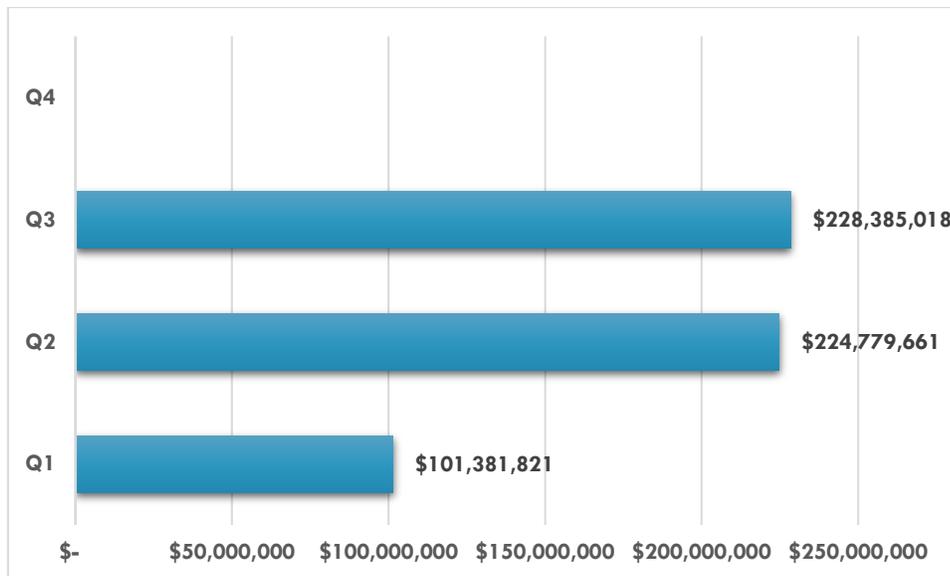
## INVESTMENT HIGHLIGHTS

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:

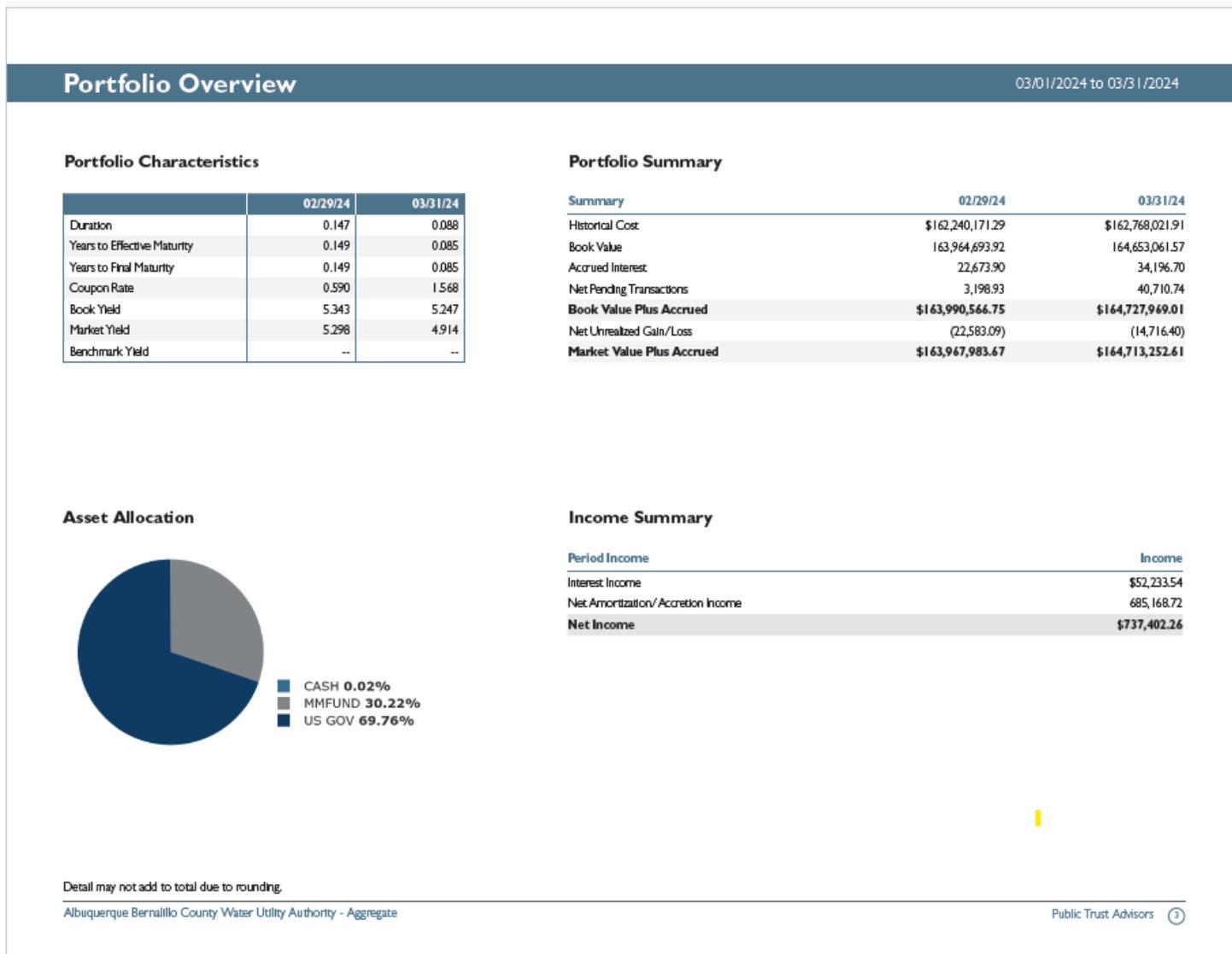
1. Safety of funds,
2. Maintenance of liquidity, and
3. Maximum of return (yield) after the first two priorities are met.

The chart below shows cash and investment balances as of March 31, 2024.

<b>Overnight Liquid Products:</b>	<b>Balances as of 03/31/2024</b>	<b>Book Yield</b>	<b>Market Value</b>
NM State Local Government Investment Pool (LGIP)	\$ 30,572,517	5.327%	\$ 30,572,517
Wells Fargo - Stagecoach Sweep - 0555	22,338,718	5.182%	22,338,718
Wells Fargo - Stagecoach Sweep - 7076	4,894,495	5.182%	4,894,495
Wells Fargo - General Fund - 0555	12,426	1.650%	12,426
Wells Fargo Commerical Checking - 8089	2,147,000	1.650%	2,147,000
Bank of Albuquerque - 2528	5,417,571	0.550%	5,417,571
Rio Grande Credit Union	234,269	1.760%	234,269
<b>Total Highly Liquid Portfolio</b>	65,616,996		65,616,996
<b>Investment Accounts</b>			
US Bank - Public Trust Advisors	51,468,368	4.780%	51,915,158
US Bank - Public Trust Advisors (CIP)	111,299,654	5.200%	112,723,878
<b>Total Investment Accounts</b>	162,768,022		164,639,036
<b>Total Cash and Investments</b>	\$ 228,385,018		\$ 230,256,032



Illustrated below the Public Trust Advisors (PTA) investment portfolio as of March 31, 2024, balances.



Inflation indicators increased in March, taking rate cuts off the table for May and limiting the likelihood of rate cuts in June as well. Where the year started expecting 7-9 rate cuts, PTA is looking at maybe 2 before the end of the calendar year. With rates holding in the shorter term at the 5.25-5.50% level, PTA is seeing yields increase in the 1-5-year range as well, as the market perceives higher inflation for longer.

For the portfolios, yields have maintained less volatility due to the shorter nature of the investments. Bond proceeds accounts are performing alongside the market, and future reinvestments are still seeing the 5-5.25 range in Treasuries. The operating account, which has been invested for longer, has a lower yield, but the entire portfolio yield should increase when maturities at lower rates will be reinvested into the current higher market yields.

## 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.

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### 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 3rd Quarter Scorecard

Level of Service Area	Indicator	FY24 Actual (FY TO DATE)	FY24 Target	Status
Regulatory	Number of Permit Excursions	0	≤ 5	▲
	Reported Overflows	20	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	76% Permitted Industrial Users 86% FOGS Est. 99% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	81% ground water 76% surface water 48% water reclamation	≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	591 miles surveyed 1,355 miles monitored 43 leaks found 34.1 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	▲
	Miles of Sewer Line Cleaned	242 miles	400 to 600 miles	▲
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	1062 miles televised	≥ 1002.5 miles televised	▲
	Injury Time	858 hours	< 2,500 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	1.1	< 3	▲
	% of Biosolids to Compost	25%	> 30%	■
	Renewable Energy	33% Biogas 9% Solar	≥ 20% Biogas ≥ 5% Solar	▲
	Water Consumption	12.8 BGY GW 9.6 BGY SW	< 21 BGY GW > 14 BGY SW	▲
Customer Service	Wait Time (minutes)	0:10 seconds	< 1 minute	▲
	Contact Time (minutes)	4:21 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	99%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	3	< 8	▲
Finance	Rehabilitation Spending	543 million	≥ \$64 million	■
	Pipe Infrastructure	88% Planned	≥ 50% Planned	▲
	Emergency vs. Planned Spending	12% Emergency	≤ 50% Emergency	▲
	Cash Reserves (Days)	320 days	≥ 350 days	■
	Revenue to Expenses	90%	≥ 100%	■
Expenses to Budget	100%	≤ 100%	■	

### Performance Key

▲  
On Target/Target Achieved

■  
Work in Progress / Below Target

▼  
Target Not Met

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## 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 third quarter progress of each objective within each goal.

# FY24 Goals and Objectives

## **Goal 1: Water Supply and Operations**

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

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

*Staff Assignment: Berman/Andrade*

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

Maintenance	1st Qtr Total	2 <sup>nd</sup> Qtr Total	Jan	Feb	Mar	3 <sup>rd</sup> Qtr Total	4 <sup>th</sup> Qtr Total
Planned (PM)	5,031	5,521	1,915	1,580	1,682	5,177	
Corrective (CM)	1,489	916	316	316	549	1,181	
Ratio PM/(PM+CM)	77%	86%	86%	83%	75%	81%	

**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 <sup>nd</sup> Qtr Total	Jan	Feb	Mar	3 <sup>rd</sup> Qtr Total	4 <sup>th</sup> Qtr Total
Planned (PM)	1,328	1,082	291	293	447	1,031	
Corrective (CM)	374	346	138	74	104	316	
Operations (OM)	1,448	1,615	554	730	457	1,741	
Ratio PM/(PM+CM)	78%	73%	68%	80%	81%	77%	

**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*

## FY24 Goals and Objectives

Draft preliminary Technical Memorandum for Walker, Webster, Coronado, Burton and Leavitt very high arsenic wells was submitted September 13, 2023. An Internal review meeting took place in early February 2024. These well fields will have lesser priority for design and construction but will advance sufficiently to establish treatment preferences, planning level budgets and conceptual schedules for future design and construction.

The Preliminary Engineering Report (PER) for arsenic treatment plants at Thomas (2 or 3 wells), Santa Barbara (1 well) and Yale Wells [3 wells with treatment at Miles] was submitted in mid-April 2024 and is in review.

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

*Staff Assignment: Berman/Andrade*

Coordination with PNM is on-going. Two Bulk Power PNM Switching Stations have been identified as critical. PNM has completed assessment of potential outages at 3 bulk power substations (345kV/115kV) and has advanced assessment for impact to downstream power facilities. The updated PNM analysis shows that power can be available during fall, winter and spring if a bulk power substation is out of service. Conversely, during peak summer months, power distribution curtailments may be necessary.

PNM is researching internally to determine where the Water Authority is placed in the power curtailment hierarchy. 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*

## FY24 Goals and Objectives

Assessments will take place when each system reaches media exhaustion to complete the corresponding calculations. The next systems scheduled for media replacement are Corrales Wells 7 and 9.

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

*Staff Assignment: Berman/Andrade*

The RFP for interior and exterior inspections of all drinking water reservoirs is in the advertisement phase. Proposals review is scheduled for May. Reservoir inspections are anticipated to begin in the 1st or 2nd 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*

A preliminary job plan has been developed and potable exterior reservoir inspections were completed in Q1, Q2 and Q3. As the program formalizes, staff will receive training to perform more comprehensive inspections and MAXIMO will be programmed with a computerized inspection checklist.

In addition to the preliminary inspections noted above, seventeen steel reservoir roofs underwent engineering inspections separately in Q2 and Q3 to document failed cathodic system roof handhole plates. Reservoirs with completed welded repairs include Leavitt, Webster, College, Santa Barbara Reservoir 1, Atrisco and Franciscan.

Remaining reservoirs requiring roof welding repairs include Corrales Reservoir 1 (scheduled for May), Vol Andia Reservoir 1 (scheduled for May or June). Linda Vista, Kiva Reservoir 2, and Don reservoirs will be scheduled for the upcoming fall or winter.

## FY24 Goals and Objectives

AMPT: In Q3 AMPT staff worked with the Groundwater group to test and deploy the weekly disinfection system inspection reports for live application out in the field. Through further testing offline access limitations delayed implementation of the inspection forms. Staff identified alternative options for inspection forms that resolve the offline limitations, however, a new round of development and testing will be required. Final testing and review of reconfigured reservoir inspection, disinfection system inspection and Swing Shift SOP checklists will be completed by the end of FY24 Q4.

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

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

*Staff Assignment: Berman/Sanchez*

The goals for Partnership for Safe Water Phase 3 Presidents Award are tracking this quarter based on 99.98% of both combined filter effluent and all individual filter effluent turbidities being less than 0.1 NTU.

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

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

## 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).**

*Staff Assignment: Warren/Malouff*

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

**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*

Eight hundred and seventy-three (873) isolation valves were inspected or repaired in the 3<sup>rd</sup> Quarter of FY24. Seven hundred and thirty-seven (757) isolation valves, or 87%, were operational.

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

*Staff Assignment: Warren/Malouff*

As of the 3<sup>rd</sup> Quarter of FY24, 297 small meters have been tested with an average accuracy of 91.5% and a range of 14.4% to 113.5%. The median accuracy of all meters tested is 96.1%. 11 out of the 297 meters tested were stopped completely.

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

*Staff Assignment: Warren/Malouff*

1,421,381 gallons of water were cycled and filtered through the NO-DES equipment through the 3<sup>rd</sup> Quarter of FY24. The turbidity meter will need to be replaced in the 4<sup>th</sup> Quarter prior to deploying the equipment to other

## FY24 Goals and Objectives

locations. 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 6,070 line locate requests from the New Mexico One Call (“811”) during the 3<sup>rd</sup> Quarter of FY24. Five (5) damages were a result of line locating errors which is a ratio of 0.82 per 1,000 requests.

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
Locate Requests	6,647	5,737	6,070		
Damage Ratio	0.90	0.17	0.82		

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

*Staff Assignment: Laughlin/Matthews/Maestas*

- During Q3 FY24, the Leak Detection team manually surveyed 232 miles of water system, locating 18 leaks for a total estimated savings of 2.1 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.
- Hiring for a new Leak Detection Coordinator is underway in Q4 FY24.
- The new Seba correlator unit ordered in Q2 FY24 is available for use.

## FY24 Goals and Objectives

Quarter	Miles Surveyed	Miles Patrolled	Leaks Located	Estimated Total Reduced GPY from Water Loss
1 <sup>st</sup>	212	462	10	6,832,800
2 <sup>nd</sup>	146	515	15	5,781,600
3 <sup>rd</sup>	232	379	18	2,085,840
4 <sup>th</sup>				
Total	590	1,356	43	14,700,240

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

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

*Staff Assignment: Kelly/Bustos*

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

The nonfunctional turfgrass definition has been finalized after three meetings with stakeholders, including major landscape managers in Albuquerque such as agency partners, commercial offices, churches, Albuquerque Academy, HOAs, and Multifamily representatives. Discussions with single-family residential customers are planned for April 19 and April 26. Additionally, irrigation requirements for various vegetation types in the region have been established, along with estimated costs for landscape conversions. Spatial analysis of turfgrass has been completed, and we are now assessing potential project savings.

**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:**

## FY24 Goals and Objectives

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

*Staff Assignment: Kelly/Bustos*

Completed 23 low-income residential water use audits.

The Water Authority has started the "Blow the Whistle on Water Waste" campaign which includes TV, radio, billboards, bill inserts, and social media. Also, 928 customers have participated in our 3 Steps to Landscape Success classes.

Staff has partnered with the CABQ Energy and Water Efficiency Low Income Project to provide 200 low-flow toilets for retrofits. 975 customers enrolled in our Low-Income Credit Programs received a toilet leak tablet and an offer for an audit that would include conservation kits and leak inspection.

**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 supported the submission of a discharge permit modification application for the DWTP Large-Scale Recharge project to add two additional direct injection ASR wells to the project. Staff coordinated a meeting with NM Office of the State Engineer staff to discuss the Water Authority's two new ASR projects: A) expansion of the DWTP Large-Scale Recharge project; and B) Arroyo del Oso Recharge project. The meeting resulted in a path forward for OSE permitting for both projects.

**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*

## FY24 Goals and Objectives

<b>FY 24 Quarterly report G&amp;O Tracker</b>	<b>1st Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>FY24 to Date</b>
Residential Site Audits	13	8	41		62
Water Smart Academy trained Pro's	36	47	47		130
Meetings with Property Managers	6	6	5		17
HOA Projects	4	3	3		10
Leak phone consultations (high consumption)	46	21	14		81
Smart Use Leak Inspections	50	29	12		91
Total leaks identified	46	29	5		80
Total AMI gallons conserved	7,327,960	1,803,401	4,075,201		13,206,562
Water Waste Inspections	748	236	120		1,104
Warnings	437	66	14		517
Violations	53	19	29		101
Total fees	\$5,700	\$3,000	\$2,340		\$11,040
Phone calls	803	378	127		1,308

For the fiscal year, 28 articles have been produced so far.

**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 *Meet A Scientist* event hosted by Explora on December 2, 2024. There have not been any other requests for facilitation from Explora.

**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;

## FY24 Goals and Objectives

- 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*

Information regarding the regulatory status and contaminants of concern for all active groundwater contamination sites within the Service Area has been updated. Sites that remain to be updated are either Neglected Contamination sites or have been closed since the last update. Staff continues to monitor several former dry-cleaning sites that are under investigation by NMED to determine if they have confirmed groundwater impacts.

Staff continue to attend regular stakeholder calls for the Kirtland Air Force Base (KAFB) Bulk Fuels Facility (BFF) project. Staff initiated a request for report language regarding the BFF project for the FY25 National Defense Authorization Act and have contacted staffers from Representative Stansbury's office on the matter. Staff have been working with Water Authority IT and Tetra Tech to determine the best way to house the BFF database on Water Authority SQL servers. Staff initiated a new project with Capital Outlay funding to install a monitoring well(s) near the HP/Digital site to determine the extent of contamination from the site.

The Water Protection Advisory Board met three times in Q3 FY24. The January meeting was administrative and the WPAB chairs were elected, the February meeting featured a panel discussion with PFAS experts, and the March meeting covered the Carlisle Village Cleaners Site, a potential Superfund site that staff has been monitoring.

Staff met with NMBGMR to kick off the ASR suitability study for the westside and provided MBGMR with requested data.

- 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.

## FY24 Goals and Objectives

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

*Staff Assignment: Kelly/Agnew*

Water Resources staff worked with contractor SWCA to revise the Cultural Resources findings report to address comments received from the State Historic Preservation Office and to create a comment response letter. The revised report and letter were submitted to USACE in March 2024.

Water Resources staff met with USACE to get an update on the status of the revised Water Control Manual and storage agreement. Staff supported additional coordination on the storage documents locally and with USACE leadership.

Staff continued to support acquisition of the final storage easement agreements at Abiquiu. The settlement agreement and recorded easement for the final property were filed in March 2024 and provided to USACE. Easement acquisition is complete for the 6,230-elevation contour at Abiquiu.

Water Resources coordinated internal discussions on next steps for native storage permit application for Abiquiu Reservoir.

**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*

The Data Gap Well continues to be sampled every quarter. All results have been non-detect, negating the need for an additional well. Funding was requested to be reauthorized to other source water protection measures during the 2024 Legislative Session.

**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*

## FY24 Goals and Objectives

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 designing to upgrade 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*

The automated notification for single family residential customers experiencing continuous usage has been developed and will be implemented in May. Additionally, the communications team is working on a video for training customers and Customer Service Managers are creating a training plan for personnel on how to use the Home Connect and AMI portals.

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

*Staff assignment: Shuryn/Cadena/K. Berman*

The Firm Well Supply SOP was finalized and published on the Model SharePoint site. Infowater license converted to subscription and a scope of work to upgrade the demand forecaster to ArcPro was completed.

### **Goal 2: Wastewater Collection and Operations**

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*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.

## FY24 Goals and Objectives

*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 3<sup>rd</sup> Quarter of FY24. The gold award is 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 achieved this quarter due to increased customer demand for compost in late winter and early spring.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY Avg
Biosolids to Compost	23.4%	18.4%	32.9%		24.9%
Biosolids to Disposal	76.6 %	81.6%	67.1%		75.1%

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

*Staff Assignment: Berman/Larson/Ray*

The target ratio of 45% was achieved this quarter by achieving a ratio of 46%.

Maintenance	1st Qtr Total	2 <sup>nd</sup> Qtr Total	3 <sup>rd</sup> Qtr Total	4 <sup>th</sup> Qtr Total	FY Total/Avg
Planned (PM)	2,851	2,642	3,168		2,887
Corrective (CM)	2,655	3,149	3,792		3,198
Ratio PM/(PM+CM)	52%	46%	46%		48%

**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.**

## FY24 Goals and Objectives

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

*Staff Assignment: Berman/Larson*

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

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

*Staff Assignment: Berman/Larson/Andrade/Hardeman*

A new on-line analyzer measuring monochloramine, total ammonia, free ammonia, and Cl<sub>2</sub>:N ratio was installed in Q4 of FY23. Measurements are activity being monitored and stored in Hach WIMS to assure appropriate levels of chemicals are being dosed to achieve the necessary disinfection of re-use water. Based on projected additional demand from future re-use projects, the capacity of the existing disinfection system at SWRP is being reviewed to determine future demand and needs for system expansion.

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

In FY23, the Water Authority met its CMOM commitment to CCTV large diameter lines. In FY24, these inspections will be utilized to identify and prioritize rehab packages. The draft study is completed and will be submitted

## FY24 Goals and Objectives

to Centralized Engineering in FY24-Q4. This study will identify rehab projects through FY28 which is the next CMOM commitment to CCTV large diameter sewers. A high priority project, Isleta, was bid and awarded in FY24-Q3.

**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. Trap manholes have eliminated recurring interceptor odor complaints. The acceptance of wastewater from the Westside Emergency Housing Center resulted in significant odor issues at the discharge from LS13. All odor complaints were eliminated with a mainline P-trap. Downstream conditions are being monitored and, if any complaints are received, will be addressed with service line P-traps. 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 restored.

Chemical feeds are regularly adjusted based on system monitoring, the WATS model, and Master Plan recommendations.

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. In Q4, a task will be kicked off 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. A consultant task will be issued in Q4 to design ferric odor control stations for the Corrales, NW Mesa, and Tijeras Interceptors. Once installed, the Corrales ferric station will replace the SIPI Bioxide station, at reduced cost. The two hydroxides, magnesium and calcium, are being compared 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.

**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**

## FY24 Goals and Objectives

**blockages. Provide final recommendations based on the pilot study by the end of the 4th Quarter of FY24.**

*Staff Assignment: Holstad/Warren*

This is a two-year pilot project to examine and evaluate a promising technology. In FY23, manhole monitoring was established at ten locations and the Water Authority is gaining experience in the associated benefits and issues. No blockages have occurred to date at any monitoring locations, although an intentional surcharge-test was detected and reported. In FY24-Q4, the Water Authority will redeploy three monitors that were previously removed due to connectivity or other issues.

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

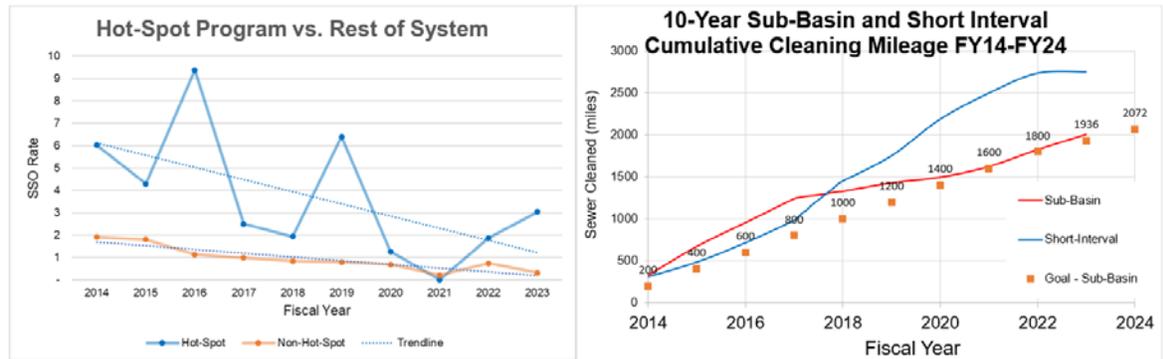
*Staff Assignment: Holstad/Warren*

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

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

## FY24 Goals and Objectives

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



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

*Staff Assignment: Holstad/Warren*

The target is to install a total of ten vacuum monitoring devices in each vacuum station service area. One device monitors the vacuum tank at the station and the remaining devices are installed at vacuum pits. At each pit, utilizing AMI, the devices provide time-increment vacuum data and total daily times the valve fired. The Water Authority is the first to utilize AMI technology in a vacuum system. Through FY23, AMI devices have been installed in five of the ten vacuum station service areas. In FY24, the Water Authority will install AMI devices in Vacuum Stations 64, 65, and 67, leaving 57 and 69 to be completed in FY25.

In FY24-Q1 through -Q3, the Collection Section selected the AMI install locations, completed most field installations, and activated the AMI units for VS-65. FY24 field installations and activations will be completed in Q4.

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

*Staff Assignment: Shury/Zarrei*

Metric	FY24 Q4	FY24 Q3	FY24 Q2	FY24 Q1
Total Devices	-	13,887	13,706	13,553
Non-Compliant Devices	-	3,666	3,490	3,614
Compliance Rate	-	73.6%	74.5%	73.3%
Annual Notices Sent	-	3,009	1,792	601

## FY24 Goals and Objectives

<b>Non-compliant Notices Sent</b>	-	2,166	1,051	300
<b>Test Reports Received</b>	-	2,918	2,041	2,775
<b>Inspections</b>	-	51	51	71
<b>Devices Inspected</b>	-	53	44	86
<b>Administrative Fees Collected</b>	-	\$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;
- 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 Q2	% Facilities Sampled Complete				
			Q1	Q2	Q3	Q4	FY24 Total
Continuous	51	38	82%	82%	78%	-	

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.

## FY24 Goals and Objectives

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 Q3	% Inspections Complete				
				Q1	Q2	Q3	Q4	FY24 Total
Permitted Industrial Users (IU)	66	17	10	81%	85%	61%	-	
Fats, Oils, Grease, & Solids Establishments (FOGS)	739	187	229	97%	172%	122%	-	
Dental Offices (AG)	202			77%	121%	84%	-	

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

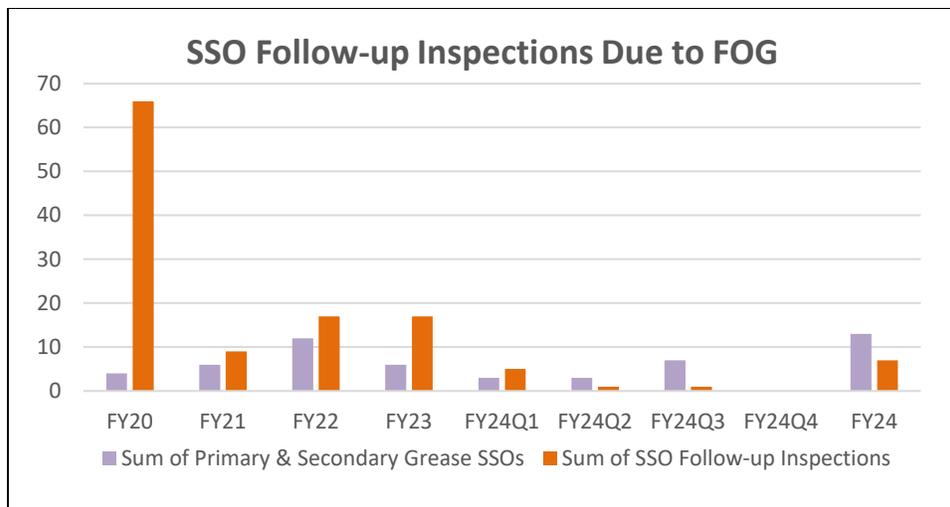
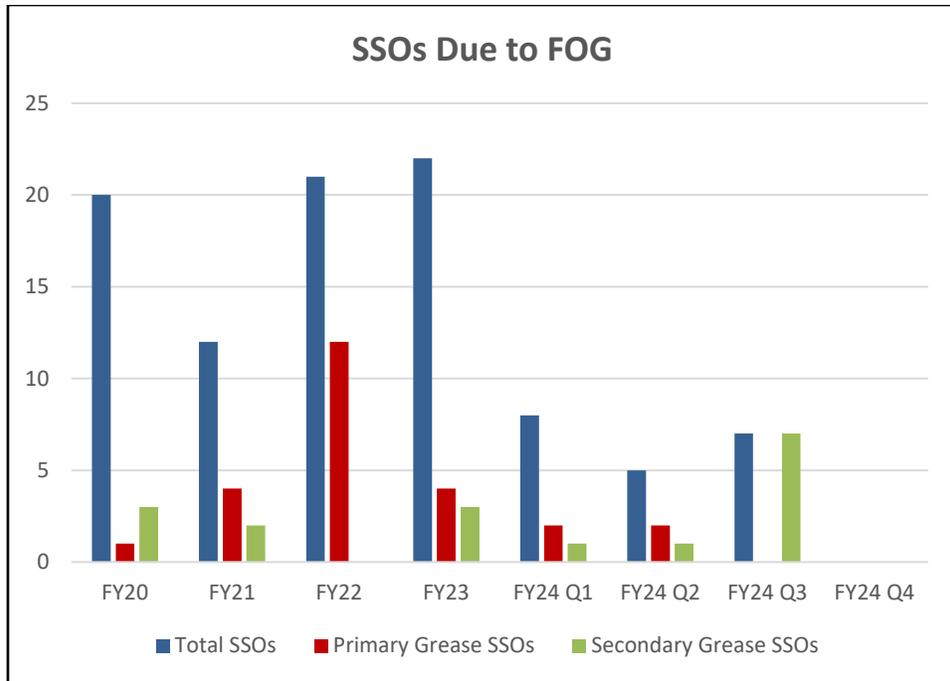
Performance and Percentage of Sewer Users in Compliance for each Category						
Facility Type	Current # of Facilities	# of Non-Compliant Facilities	% of Sewer Users in Compliance			
			Q1	Q2	Q3	Q4
Industrial Users (IU)	64	15	77%	75%	77%	-
Food Service Estab. (FSE)	2,238	345	86%	86%	85%	-
Dental Offices (AG)	201	1	97%	99%	100%	-

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

*Staff Assignment: Shurn/Zarrei*

Personnel from the NPDES Program and the Collections section continue to meet as needed and investigate SSOs. The number of SSOs where FOGS is the primary or secondary cause is tracked and charted below. In Q3 there was a total of seven (7) SSOs. FOGS was the primary cause for zero (0) of the SSOs and seven (7) was the secondary cause. Five (7) follow-up inspections were conducted. Third quarter, historical SSOs and inspections are presented in the following chart(s):

## FY24 Goals and Objectives



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

*Staff Assignments: Zarreii/Shuryn/Larson*

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

**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 4<sup>th</sup> Quarter of FY24.

## FY24 Goals and Objectives

*Staff Assignment: Kelly/Agnew*

Water Resources staff sent a draft Memorandum of Agreement to the City of Albuquerque Open Space Division for the maintenance of the SWRP Outfall Restoration Project. City of Albuquerque OSD staff provided edits and comments to the draft, which was discussed during a February 2024 meeting. A revised copy is in OSD and City of Albuquerque legal review.

Water Resource staff have provided support for the finalization of a contract with the Bureau of Reclamation for WaterSMART grant funding to construct the SWRP Outfall Restoration Project. Additionally, staff worked closely with Central Engineering PM to complete and post a Request for Bid procurement package. Staff also supported a pre-bid meeting with potential bidders. Water Resources staff provided a review of questions related to project permitting and continues to meet with the SWCA/Hazen team to ensure compliance with pre-construction monitoring tasks.

**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/Shuryn/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		
REA Addendum	Complete	Q3 FY24 - Executed Agreement	Bosque School		
Outfall	In Progress	FY25 Location MOU	Open Space	MRGCD	
Planning/Design	In Progress	Q4 FY24 - Draft BDR due	WA		
CMAR Solicitation	In Progress	Q4 FY24 Contract/Boilerplate			
Public Meetings	Pending	Q1 FY25	Many		
Public Impact Plan	Pending	FY25	Many	Many	

## FY24 Goals and Objectives

### Goal 3: Customer Services

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*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	Target
Wait Time (minutes)	0:00:18	0:00:13	0:00:010	< 1:00 min
Contact Time (minutes)	0:04:29	0:04:20	0:04:22	< 4:00 min
Abandoned Call Ratio	1%	1%	1%	< 3%
First Call Resolution	98%	98%	99%	➤ 95%
Average Call Quality	93%	95%	96%	➤ 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	Target
Billing Accuracy Ratio	2	3	2	< 8

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

*Staff Assignment: Mendez/Cadena*

## FY24 Goals and Objectives

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

**Objective 3.3A 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 4<sup>th</sup> Quarter of FY24 or 1<sup>st</sup> Quarter of FY25.**

*Staff Assignment: Mendez/Morris*

Two (2) focus groups were conducted by Patti Watson from CWA Strategic Communications on 4/10/2024, Water Authority staff observed. Terrific feedback from both groups on redesign of bill, charges, color, terms, and chart. CSD will work with print vendor, TPSi, and billing team on suggestions for a sample bill.

**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 4,388 AMI water meters during the 3<sup>rd</sup> Quarter of FY24. The reduction in installations of the AMI water meters 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*

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

### **Goal 4: Business Planning and Management**

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

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

## FY24 Goals and Objectives

*Staff Assignment: Laughlin*

The Basic Renewal Program expenditure through 3Q FY24 was \$44 million. Encumbrances are ~\$51 million. FY24 Steel WL replacement expenditures occurring 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 \$4.5M was spent through 3Q FY24 on active renewal projects at SWRP, with encumbrances of \$7.5M.

**Major SWRP projects under construction include the following:**

Project Name	Percent Complete <sup>1</sup>	Completion Date	Construction Cost
Gas Holder & Sphere Coating/Renewal	100	Mar 2024	\$6.4 M
Power Loop A & B / FIS-B Phase 1	99	Dec 2023	\$8.4M
DAF Rotary Drum Thickeners	99	Dec 2023	\$16.5M
Emissions Upgrade	90	Jun 2024	\$4.7M
MCC & SWGR Replacement <sup>5</sup>	95	Dec 2023	\$3.9M
Digester 10 Rehab & Digesters 7 & 8 Overflow Transfer Pipe Modifications	75	Mar 2024	\$2.7M
PC 1-4 & Odor Control Improvements	75	Mar 2024	\$12.5M
SWRP Process Lab Facilities	90	Mar 2024	\$1.2M
SWRP Admin Landscaping	95	June 2024	\$3.5M
SWRP SCADA Tower	95	June 2024	\$2M

<sup>1</sup>Based on billing.

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

## FY24 Goals and Objectives

**Major SWRP projects in analysis and design include the following:**

Project Name	Percent Complete <sup>1</sup>	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	May 2024	\$3.0M
PTF Grit Conveyance Options	50	TBD	TBD
SWRP Outfall Realignment	95	May 2024	\$3.5M
Winrock Reuse Line Extension	60	Oct 2024	\$11 M
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, ~\$270 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*

Thru 3Q FY24, \$15M was expended on Sanitary Sewer pipeline renewal, with encumbrances of \$10M.

### Interceptor Rehab Project Summary

Project Name	Status	Completion Date	EOPCC	Contractor Info	Cent. Engr. PM
FY21-3 Interceptor Rehab Package C (19 <sup>th</sup> /Mountain) – Wood	Completed	Sept 2023	\$5.0 M	TLC	Rochelle L.
Westside Interceptor I-40 to Western Trail - Smith	Completed	Dec 2023	\$16M	InSituForm	Tom M.
FY22 KAFB Interceptor Rehab Package (ARPA-Funded)	In Construction	Mar 2024	\$12M (ARPA)	RMCI	Tom M.
Isleta/Griegos (Rio Grande to 12 <sup>th</sup> ) Interceptor Rehab – Smith Eng.	In Construction	Dec 2024	\$12M	InSituForm	Eric W.
Grit Collection Station – 12 <sup>th</sup> & 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 – FY25?	\$5.0 M	TBD	Tom M.
FY17 Westside Interceptor Rehab – Arenal to Blake - Carollo	95% - Shelf	Ready to Bid – FY26?	\$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

## FY24 Goals and Objectives

Viola from Barcelona to Blake	100% - Shelf	Ready to Bid – FY25	\$3M	TBD	Daven T./Tom M.
FY22-1 – Package I 12 <sup>th</sup> St. from Bellrose to I-40	In Design - Garver	Design June 2024	\$11M	TBD	Daven T.
FY22-2 – Package D 2 <sup>nd</sup> St. from Woodward to Baseball Fields	In Design - Wilson	Design June 2024	\$9M	TBD	Daven T.
FY22-3 – Package E Barr Canal between Woodward & Rio Bravo	In Design - SMA	Design June 2024	\$4M	TBD	Daven T.
FY22-4 – Package Z PDN West of Jefferson	In Design – Wood	Design June 2024	\$2M	TBD	Daven T.

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*

Projects (LS & FM) to be awarded/contracted in April 2024. Construction begins in June/July 2024.

Status	% Complete	Details
7-mile FM (NMUU)	0%	
LS (TLC)	0%	

**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*

Project was awarded in Mar 2024. Construction begins in April 2024.

Status	% Complete	Details
7.5-mile Pipeline	0%	
Terminal Facility	0%	
Surge Tank Vault	0%	
7W Connection	0%	

## FY24 Goals and Objectives

**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 4<sup>th</sup> 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*

Maintenance	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	Jan	Feb	Mar	3 <sup>rd</sup> Qtr Avg
% total SWRP power needs met using renewable sources <sup>1</sup>	40%	44%	46%	55%	55%	52%

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

For 3rd quarter of FY24, 52% of total SWRP power needs were provided by on-site solar and digester gas-fueled cogeneration meeting and exceeding the target of 25%. Construction continues for installation of Cogen emission controls equipment. Once complete all four Cogen engines will be available to beneficially consume digester gas increasing engine uptime and reducing the number of hours needed to flare digester gas while engine is down for maintenance.

**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*

Training documents for Contractors and Consultants regarding preparation of AOBWBs have been completed. Training sessions are scheduled and in progress. The next training session will be held in Q4 FY24.

**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*

The Grant Administrator submitted Legislative Capital Outlay Requests, the Water Trust Board Readiness Application for AMI, ASR and Thomas Wells

## FY24 Goals and Objectives

Projects, the Winrock application through the Clean Water State Revolving Fund, and the Congressional Direct Spending applications through the office of Senator Ben Ray Lujan and Senator Martin Heinrich. Jacobs completed the funding cycle prioritization schedule. Lastly the Water Authority was awarded \$1,100,000 for the Lead Service Line Replacement Project.

**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. Finalizing the Water Authority Roles within Development Procedures section.

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 get updated with necessary changes. These SOPs will provide the bulk of the Operating Plan for Utility Development and will be included as an appendix. New staff within Utility Development have begun to utilize the various SOPs to familiarize themselves with the various duties and processes. The focus has been implementation of existing SOPs with new staff and making necessary adjustments as deemed necessary. Staff continually looks for ways to improve

## FY24 Goals and Objectives

existing processes and make new processes to improve the effectiveness as well as the customer experience.

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

For Centralized 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.

- 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.

## FY24 Goals and Objectives

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

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

*Staff Assignment: Ortiz/Daniels*

Metric Description	Q1	Q2	Q3	Q4	FY Total	Target Completed
Assets Inventoried	42%	64%	98%		98%	> 50%
Asset Activity (Created, Decommissioned and Updated)	428,584	234,124	531,495		1,194,203	> 6,500
Assets with Purchase & Replacement Cost populated	3,188	1,550	641		5,379	> 5,000
Work Orders without Assets	33%	26%	21%		27%	< 25%
Assets missing Classifications & Attributes	0.6%	0.6%	0.4%		0.5%	< 25%
Assets Missing Required Data Fields	65%	65%	66%		66%	< 50%
Maximo Employee Training	3	50	30		82	> 500 Hours
Preventative Maintenance Optimization	3%	4%	1%		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

## FY24 Goals and Objectives

**4th Quarter of FY24. Utilizing Power BI dashboards, with the integration with Maximo and Finance Enterprise, will ease the time required to calculate key performance indicators (KPIs).**

*Staff Assignment: Ortiz/Daniels/Lander*

In FY24 Q3 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:

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.

## FY24 Goals and Objectives

*Staff Assignment: Santiago/Stinson/Berman*

- A scope of work and proposal has been initiated with outside consultant in preparation for CY25 Vulnerability Assessment and Emergency Response Renewal/Certification to EPA. Scheduled meetings with key stakeholders will take place after summer 2024
- Cyber Security Tabletop Exercise has been scheduled for April 2024
- Security improvements at SAF include: Physical Security Hardening Measures

**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 2<sup>nd</sup> Quarter of FY24. Prioritized outcomes of the PEN testing has 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 3rd Quarter of FY24 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 (Factory Acceptance Testing).

## FY24 Goals and Objectives

**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. Implementation began during the 2<sup>nd</sup> Quarter of FY24 with planned completion during 4th Quarter of FY24.

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 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 have regular data synchronizations occurring.

Migrate Cognos from on premise to hosted instance. Anticipate completion by end of 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 is a priority to complete by end of Quarter 3. PMO will be partnering with internal IT members who have taken on project manager roles to ensure relevant data is captured and reported. SMO has continued to partner with internal IT departments to identify and document services related to creation of the IT Service Catalog in preparation for the new ITSM tool. SMO continues to implement policies and standards to ensure adherence to ITIL standards as it relates to Service Requests and Incidents and build out policies related to Change Control and Problem Management.

## FY24 Goals and Objectives

**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.

*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 4<sup>th</sup> 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 4<sup>th</sup> 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 4<sup>th</sup> Quarter of FY24.

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

## FY24 Goals and Objectives

- 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.
- The upgrade for the CC&B application has started and 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 3<sup>rd</sup> Quarter of FY24 with the project beginning during the 4<sup>th</sup> Quarter of FY24. We anticipate the UN upgrade being complete by the end of the 4<sup>th</sup> 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*

In January 2024, the EPA finalized two methods, Method 1633 and Method 1621, to test for per- and polyfluoroalkyl substances (PFAS) compounds in wastewater and other environmental media as part of the Clean Water Act Methods Program.

On February 8<sup>th</sup> the EPA proposed to change the definition of hazardous waste under the Resource Conservation and Recovery Act (RCRA). The definition will qualify the following nine PFAS:

- Perfluorooctanoic acid (PFOA)
- Perfluorooctanesulfonic acid (PFOS)
- Perfluorobutanesulfonic acid (PFBS)

## FY24 Goals and Objectives

- Hexafluoropropylene oxide-dimer acid (HFPO–DA or GenX)
- Perfluorononanoic acid (PFNA)
- Perfluorohexanesulfonic acid (PFHxS)
- Perfluorodecanoic acid (PFDA)
- Perfluorohexanoic acid (PFHxA)
- Perfluorobutanoic acid (PFBA)

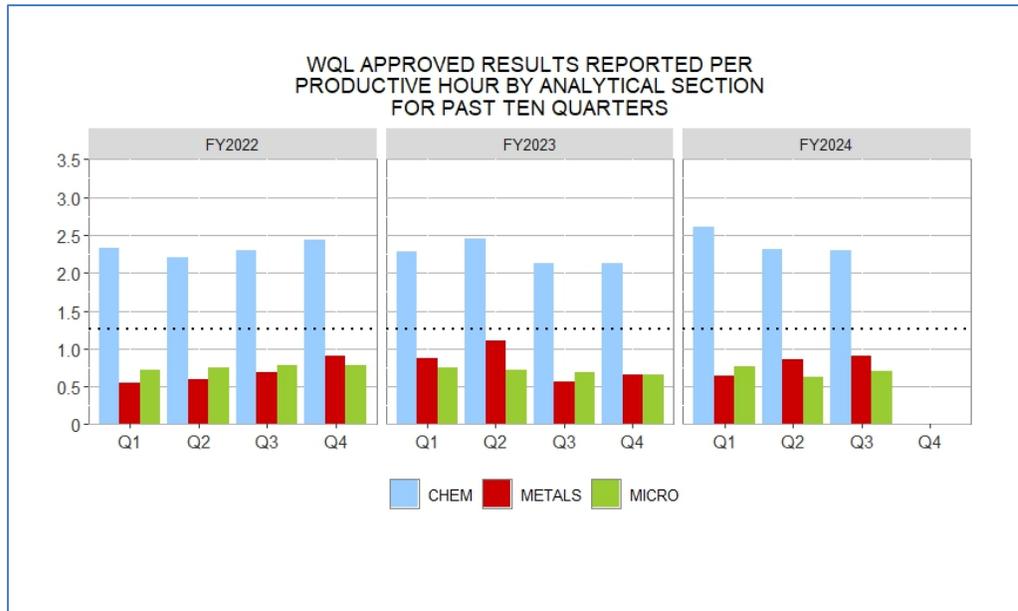
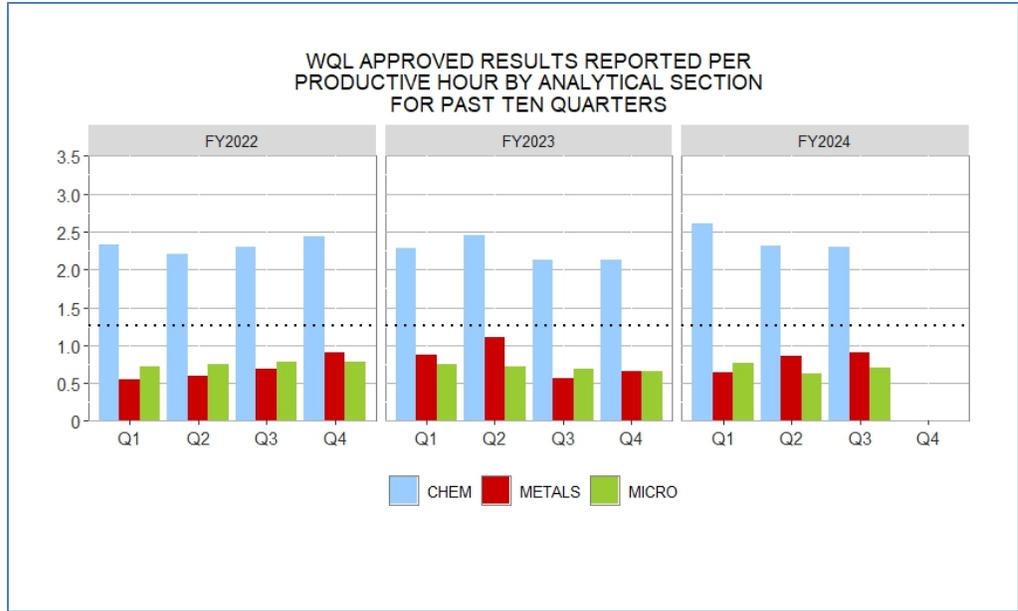
On March 11, 2024, the Updated Risk Management Plan (RMP) was finalized. Utilities will have approximately three years to make changes to their existing RMP plan and make necessary changes to address new requirements.

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

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

*Staff Assignment: Shuryin/Hardeman*

# FY24 Goals and Objectives



## FY24 Goals and Objectives



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

*Staff Assignment: Shuryin/Hardeman*

In FY24 Q3, WQL was without a data analyst to work on automation projects. A new data analyst was hired in Q3 and is currently training in operations. In FY24 Q4, WQL will begin the process of upgrading the LabVantage application and develop automation using new features as part of the upgrade. Zero data entry errors were identified in FY24 Q3.

**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.

## FY24 Goals and Objectives

Review and revision of all SOPs from the Document Control and Management project for the NPDES and Water Quality Programs continues. Two (2) protocols have been made effective with the new protocol process.

Findings and observations for the Water Process Lab internal audit discussed. One (1) CARR was initiated and zero (0) were closed during FY24 Q3.

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	88	88
FY24 Q4						
FY24 Total Count	0		FY24 CARR Resolution Average			88

The Water Quality Program closed one (1) CARR from FY24Q2. One (1) was initiated in FY24Q3 regarding PFAS sample collection. Demonstrations of capability for PFAS sample collection were obtained by all sample collection staff. A procedure for total and dissolved metals was made active.

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	N/A	NO	83	83
FY24 Q4						
FY24 Total Count	2		FY24 CARR Resolution Average			104

Zero (0) CARRs were initiated for the NPDES Program and zero (0) were closed. One (1) remains open from FY24 Q1. Awaiting final SOPs for field data collection at TP2.7 to close. Two (2) samplers obtained DOCs for field instruments on pH, dissolved oxygen, and residual chlorine.

## FY24 Goals and Objectives

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	233	233
FY24 Q2	N/A	N/A	N/A	N/A	N/A	N/A
FY24 Q3						
FY24 Q4						
FY24 Total Count	1		FY24 CARR Resolution Average			233

**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: Shuryn/Hardeman/McDonnell*

The biennial A2LA on-site assessment has been scheduled for May 21-23, 2024.

One (1) internal audit was conducted covering microbiological methods, pH, Ammonia and Fluoride by ISE, and Total Residual Chlorine. There were no findings.

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

Proficiency tests for Water Supply studies were completed. Rapid returns and corrective action analysis are being conducted on the outliers.

Proficiency Test Study Number	Number of Reported Results	Number of Passing Results	Percent Passing
WS0124	38	35	92.1%
WSM0124	22	22	100%

Four (4) CARRs were initiated in FY24Q2 and two (2) were closed. There were five (5) open CARRs by the end of the quarter.

## FY24 Goals and Objectives

Water Quality Lab	# of CARRs Initiated	Open	Closed <60 days	Closed >60 days	% of CARRs closed <60	% of CARRs closed >60	% Open	Average days open
FY24Q1	6	1	3	2	50%	33%	17%	87
FY24Q2	4	0	2	2	50%	50%	0%	61
FY24Q3	4	4	0	0	0%	0%	100%	21
FY24Q4								
FY24 Total	14	5	5	4	36%	29%	36%	74

**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*

ABCWUA was granted a loan from the New Mexico Finance Authority to develop the service line inventory, a service line replacement plan, and to develop a database for tracking sampling and results of schools and childcare facilities. NMED released a list of all schools and childcare facilities in New Mexico and compliance verified that all sites in the service area were accounted for. A school and childcare layer has been created in field maps GIS as a primary step in tracking schools and childcare sampling. Currently a map of the schools and childcare facilities with 2023 demographic information and building age is being developed to prioritize the sampling schedule.

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

*Staff Assignment: Morris*

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

# FY24 Goals and Objectives

## **Goal 5: Organization Development**

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*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 3<sup>rd</sup> quarter of FY24, Water Authority recognized 12 employees with iSTARS pins and 36 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 6-week Clean Eating challenge. Twelve participants gradually replaced all their meals and snacks with nutrient dense foods. Eight employees completed the challenge for a 75% completion rate. The second challenge was a Blood Pressure monitoring challenge. Ten employees kept track of their blood pressure readings for the month of February. Six employees completed the challenge for a 60% completion rate.

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

*Staff Assignment: Jaramillo/Leonard*

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 Goals and Objectives

	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY Avg
<b>Vacancy Rate</b>	6%	6%	8%		6.7%

**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 3<sup>rd</sup> Quarter of FY24, 21 onsite ergonomic coaching assessments were conducted to include 20 ergonomic training presentations. A total of 564 hours of injury were reported for FY24 Q3.

Assessment/Trainings	Q1	Q2	Q3	FY24 Total
Job Function Analyses Completed	2	0	3	5
Ergonomic Training Presentations Completed	23	1	20	44
Onsite Ergonomic Job Coaching Assessments	12	5	21	38
Total Injury Hours*	154	140	564	858

**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 – 21.51 Hours**

**Utility Tech Line Maintenance Certification Training Program:** 22 Employees; 198 training hours completed.

**Utility Tech Ground Water Certification Training Program:** 4 Employees; 190 training hours completed.

**Treatment Plant Operator Training Program:** 7 Employees; 215 training hours completed.

## FY24 Goals and Objectives

**Utility Maintenance Mechanic Training Program:** 4 Employees; 74 hours training completed.

**Wastewater Worker Training Program:** 5 Employees; 176 classroom training hours completed.

**Wastewater Stations Operator Training Program:** 4 Employees; 40 training hours completed.

**Customer Care Training Program:** 24 Employees; 630 hours training completed.

**State Certification Training:** 1 Employees; 4 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*

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

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

*Staff Assignment: Jaramillo/Lucas*

Outcomes and feedback from the completed mentor pilot program have been reviewed. Based on this information as well as recommendations from the consultant, the mentor program will be updated and the process for selecting a new group of mentors and mentees will begin. The second mentor program is expected to begin mid-summer 2024.



# Albuquerque Bernalillo County Water Utility Authority

*Azotea, San Juan-Chama Project*



## FY24 Q3 Finance & Goals/Objectives Report

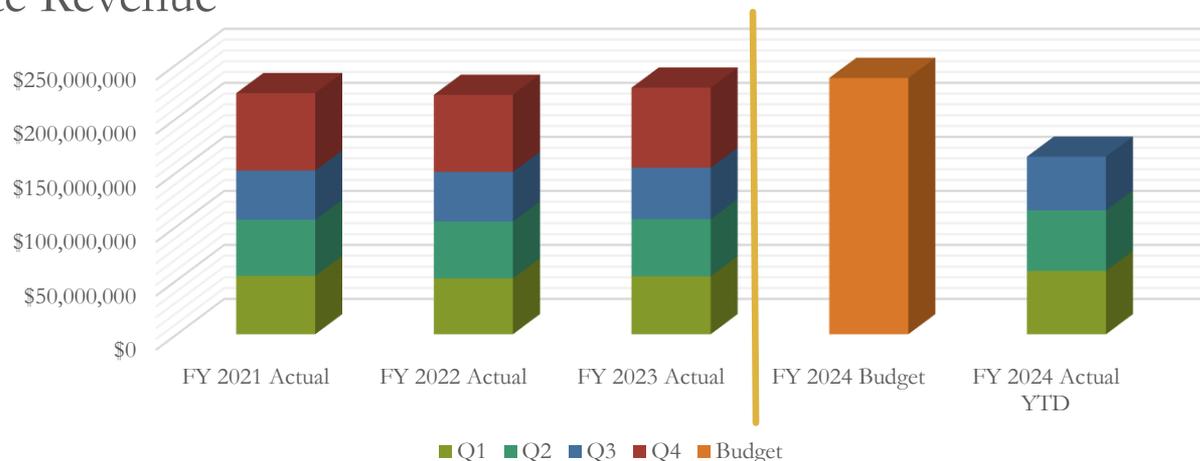


# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3 Rate Revenue

- 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 Q3 Rate Revenue = \$164.3 million; 69.2% of budget

### Rate Revenue



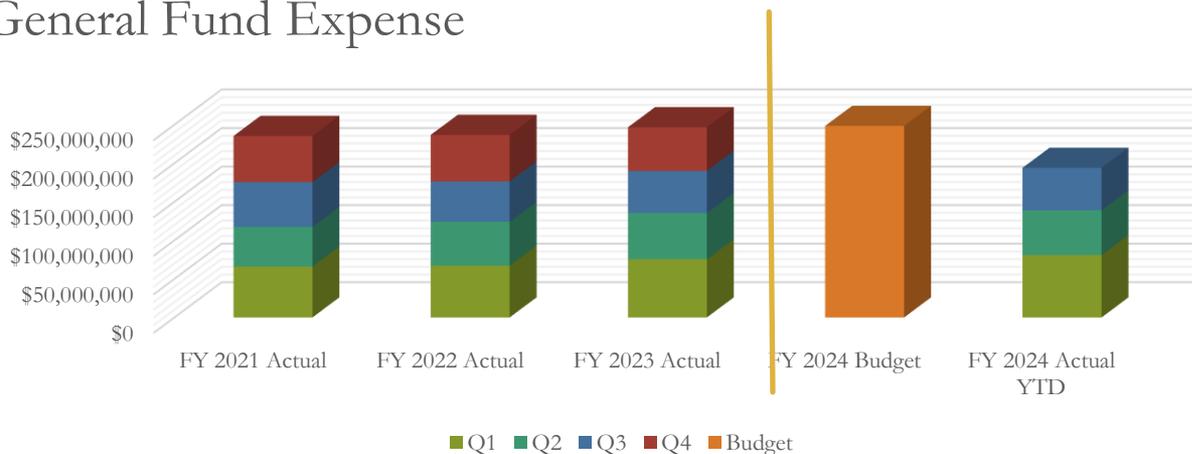


# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3 General Fund Expenses

- FY24 Expense budget = \$258.6 million, mid-year amendment \$10.1 million
- FY24 Q3 Expenses = \$194.1 million; 75.0% of budget
- Power & Chemical Expenses = \$19.7 million; 63.6% of their budget
- Transfer to CIP = \$28.5 million; Transfer to Debt Service = \$64.2 million

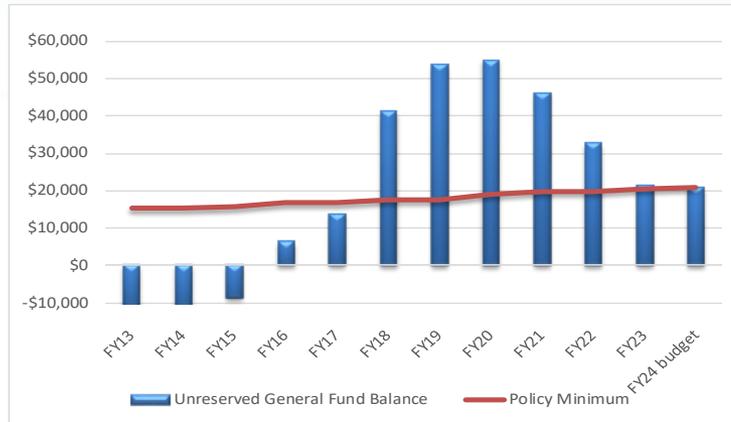
### General Fund Expense





# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3 General Working Capital & Days Cash on Hand



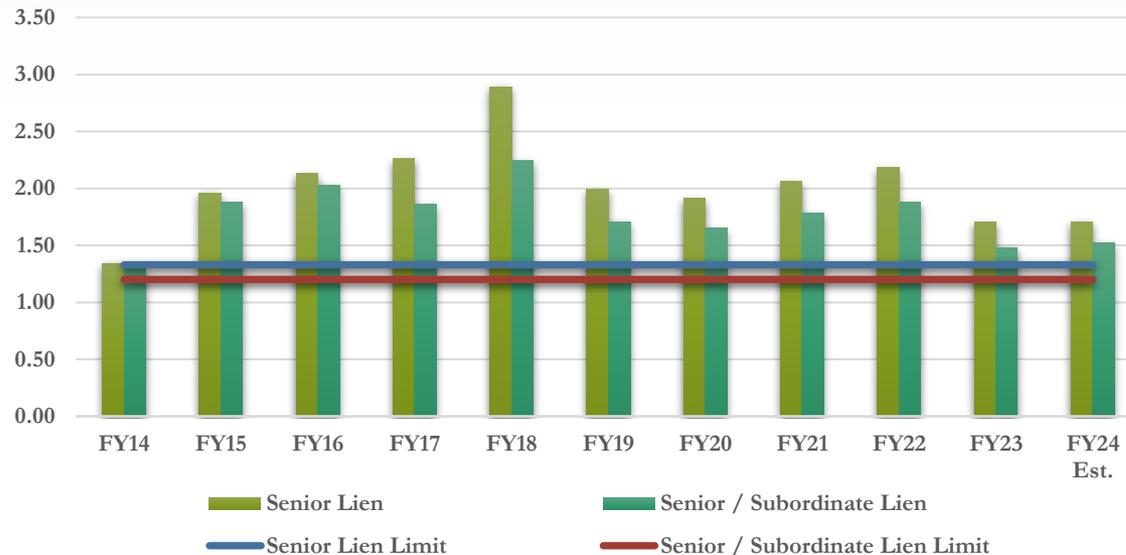
- Working Capital balance is projected at \$20,703,250, which is below the 1/12th total expense target
- FY24 Q3 Days Cash = 320 days; Target is 350 days



# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3

### Debt Service Coverage Ratio



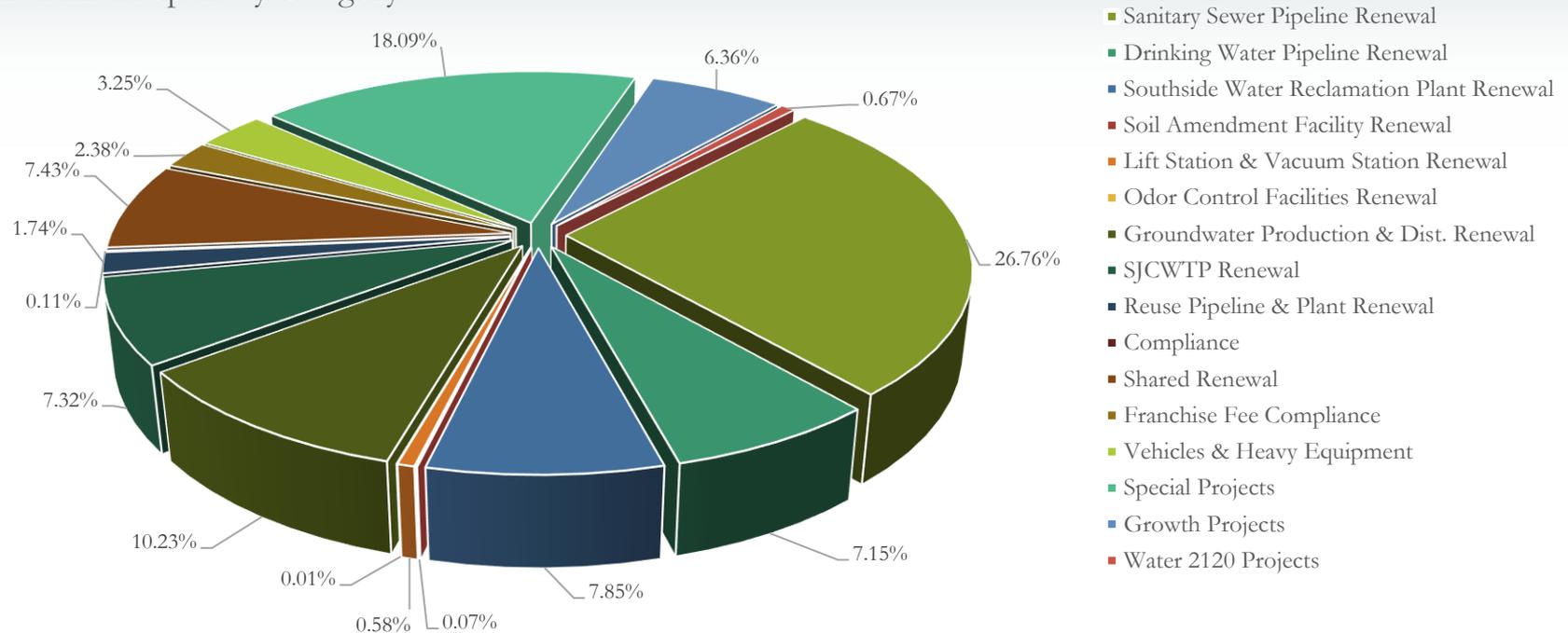
- WUA Minimum Ratios: 1.33 Senior Lien; 1.20 Senior/Subordinate Lien
- FY24 Q3 Ratios: 1.71 Senior Lien; 1.52 Senior/Subordinate Lien



# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3 Capital Funds

CIP YTD % Spent by Category

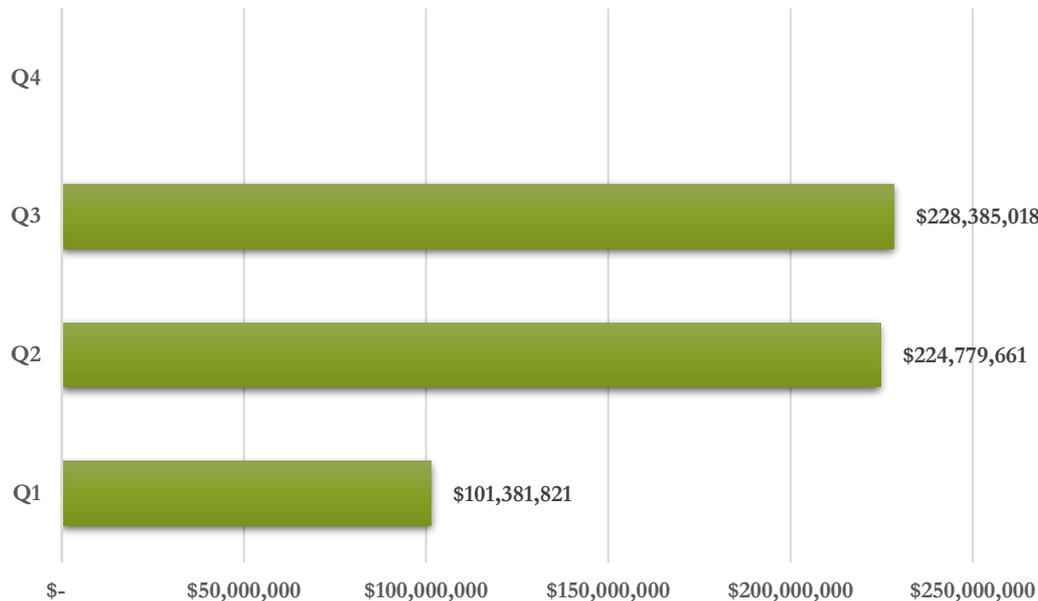


- FY24 CIP Funds expense budget = \$272,166,955
- FY24 Q3 Expenses = \$18.5 million



# Albuquerque Bernalillo County Water Utility Authority

## FY24 Q3 Cash & Investments



- Investment Policy Priorities:

- Safety
- Liquidity
- Yield

- Staff activities:

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

# FY24 Q3 Performance Scorecard

## Quarterly Performance Indicators FY24 3rd Quarter Scorecard

Level of Service Area	Indicator	FY24 Actual (FY TO DATE)	FY24 Target	Status
Regulatory	Number of Permit Excursions	0	≤ 5	▲
	Reported Overflows	20	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	76% Permitted Industrial Users 86% FOGS Est. 99% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% FOGS Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	81% ground water 76% surface water 48% water reclamation	≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	591 miles surveyed 1,355 miles monitored 43 leaks found 34.1 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	▲
	Miles of Sewer Line Cleaned	242 miles	400 to 600 miles	▲
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	1062 miles televised	≥ 1002.5 miles televised	▲
	Injury Time	858 hours	< 2,500 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	1.1	< 3	▲
	% of Biosolids to Compost	25%	> 30%	■
	Renewable Energy	33% Biogas 9% Solar	≥ 20% Biogas ≥ 5% Solar	▲
	Water Consumption	12.8 BGY GW 9.6 BGY SW	< 21 BGY GW > 14 BGY SW	▲
Customer Service	Wait Time (minutes)	0:10 seconds	< 1 minute	▲
	Contact Time (minutes)	4:21 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	99%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	3	< 8	▲
Finance	Rehabilitation Spending	\$43 million	≥ \$64 million	■
	Pipe Infrastructure Emergency vs. Planned Spending	88% Planned 12% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	320 days	≥ 350 days	■
	Revenue to Expenses	90%	≥ 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

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### **Objective 1.3 – Identify priority Arsenic Treatment plant projects for design/ construction**

- Preliminary Engineering Report for plants at Thomas, Santa Barbara, and Yale wells was submitted and in review.

### **Objective 1.13 – Provide timely response to utility locate requests and achieve damage ratio of less than 2 damages/1,000 locates**

- Thru Q3, 18,454 requests received; damage ratio .63





# Albuquerque Bernalillo County Water Utility Authority

## FY24 Goal 2:

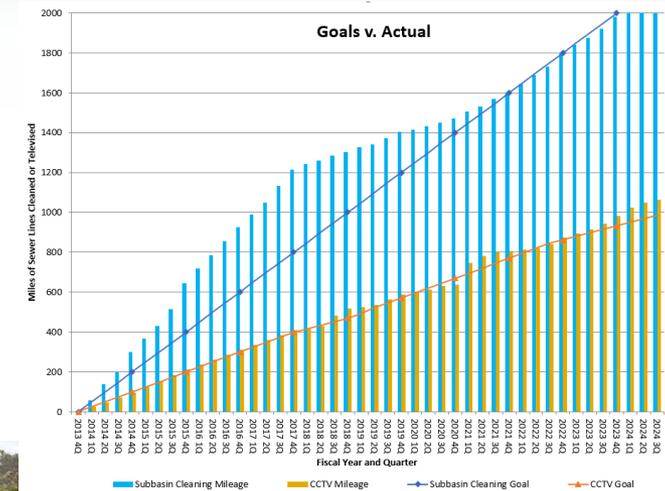
# Wastewater Collection & Operations

**Objective 2.6 – Televis and assess condition of 5% small diameter sewer lines; prioritize and evaluate large diameter lines for rehab.**

- Televising and cleaning goal for fiscal year has been reached; study identifying and prioritizing projects has been submitted.

**Objective 2.15 – Collaborate with Office of the Natural Resources Trustee on environmental restoration projects**

- SWRP Outfall Restoration Project





# Albuquerque Bernalillo County Water Utility Authority

## FY24 Goal 3: Customer Services

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### Objective 3.1 – Improve customer satisfaction and call center operational efficiency

	Q1	Q2	Q3	Target
Wait Time (minutes)	0:00:18	0:00:13	0:00:010	< 1:00 min
Contact Time (minutes)	0:04:29	0:04:20	0:04:22	< 4:00 min
Abandoned Call Ratio	1%	1%	1%	< 3%
First Call Resolution	98%	98%	99%	➤ 95%
Average Call Quality	93%	95%	96%	➤ 90%

### Objective 3.4 – Replace aging water meters with AMI smart meters

- Thru Q3 staff have replaced 11,074 meters
- 80% service area converted to AMI meters; on track to complete within 2-3 years



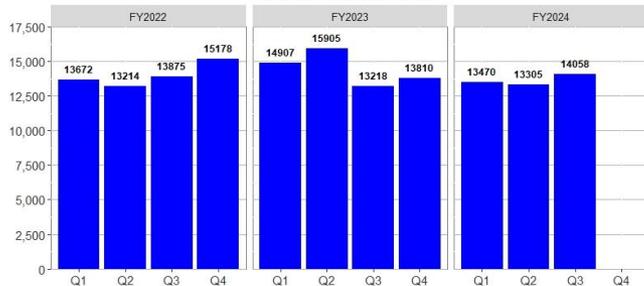
# Albuquerque Bernalillo County Water Utility Authority

## FY24 Goal 4: Business Planning & Management

### Objective 4.2 – Implementation of Reclamation Rehabilitation Asset Management Plan

Project Name	Percent Complete	Completion Date	Construction Cost
Gas Holder & Sphere Coating/Renewal	100	Mar 2024	\$6.4 M
Power Loop A & B / FIS-B Phase 1	99	Dec 2023	\$8.4M
DAF Rotary Drum Thickeners	99	Dec 2023	\$16.5M
Emissions Upgrade	90	Jun 2024	\$4.7M
MCC & SWGR Replacement <sup>5</sup>	95	Dec 2023	\$3.9M
Digester 10 Rehab & Digesters 7 & 8 Overflow Transfer Pipe Modifications	75	Mar 2024	\$2.7M
PC 1-4 & Odor Control Improvements	75	Mar 2024	\$12.5M
SWRP Process Lab Facilities	90	Mar 2024	\$1.2M
Landscaping	95	June 2024	\$3.5M
Power	95	June 2024	\$2M

WQL TOTAL APPROVED AND REPORTED ANALYTICAL RESULTS



### Objective 4.24 – Report on laboratory productivity



# Albuquerque Bernalillo County Water Utility Authority

## FY24 Goal 5: Organization Development

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**Objective 5.2 – Conduct employee wellness challenges focusing on nutrition, physical activity and weight loss, and disease and injury prevention**

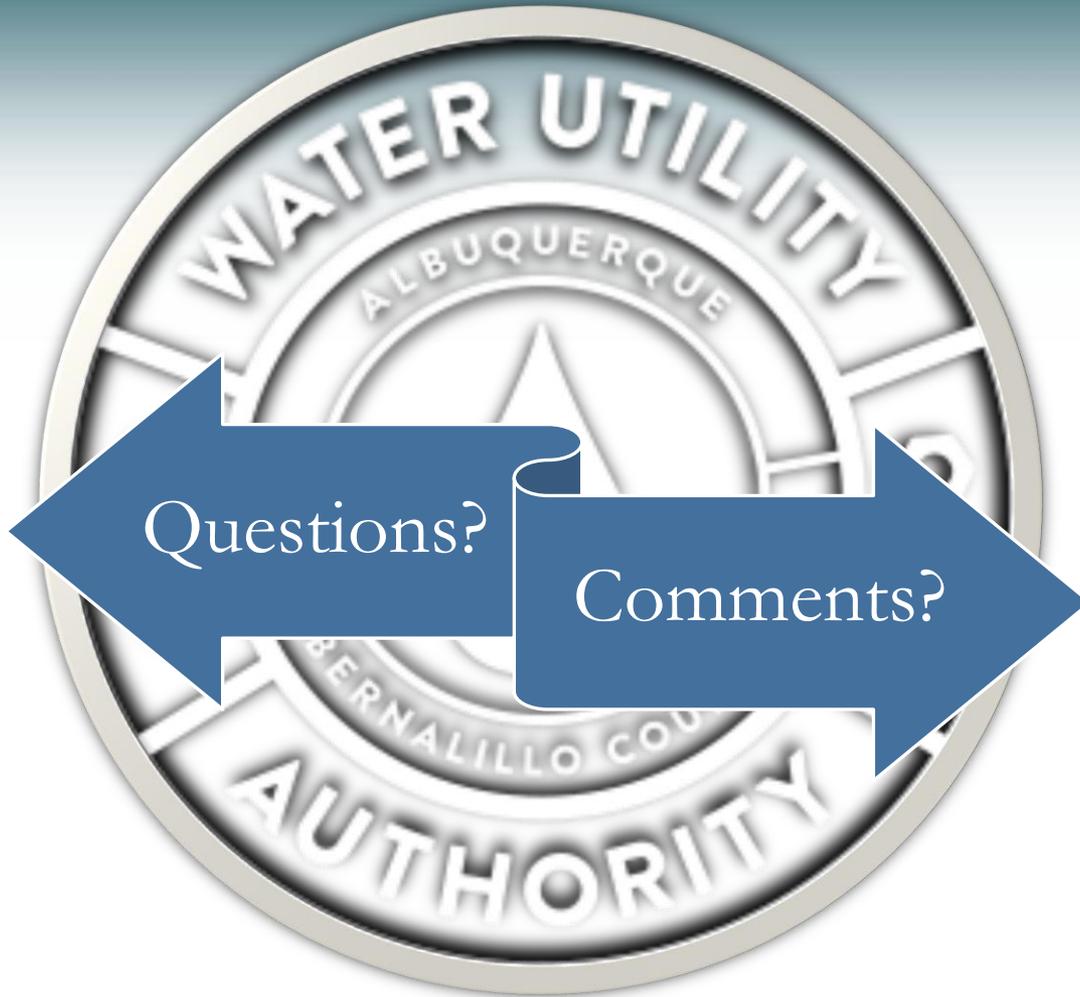
- 6-week Clean Eating Challenge
- Blood Pressure Monitoring Challenge

**Objective 5.6 – Provide job-related training programs**

Training Program	# Employees	# Hours
Util Tech Line Maint	22	198
Util Tech GW	4	190
Treat Plant Operator	7	215
Util Maint. Mech	4	74
WW Worker	5	176
WW Stations Oper	4	40
Cust Care	24	630
State Cert	1	4



# Albuquerque Bernalillo County Water Utility Authority



Questions?

Comments?