



Technical Customer Advisory Committee

AGENDA

Members

Melissa Armijo
Deborah Dixon
Robert Fowlie
Tess Houle

Erwin Melis
Amy Miller
Ron Schwarzwalder
Paul van Gulick
Jingjing Wang

In response to the Governor's declaration of a Public Health Emergency and ban on large public gatherings, the Technical Customer Advisory Committee meeting on Thursday, April 1, 2021, will be held via video conference starting at 4:00 PM.

Members of the public have the ability to view the meeting by joining the video conference. To request login information for this meeting, contact Luz del Carmen Carreon at lcarreon@abcwua.org or 505-289-3100. Requests for login must be received before 2pm on Thursday, April 1, 2021. Public Comment must be submitted via email to Luz del Carmen Carreon at lcarreon@abcwua.org before 2pm on Thursday, April 1, 2021.

Thursday, April 1, 2021 4:00 PM via video conference

1. Call to Order
2. Approval of Agenda
3. Approval of March 4, 2021 Action Summary
4. Public Comment
5. Presentation of Scorecard & Performance Plan
6. Presentation of FY22 Proposed Operating & CIP Budget
7. Other Business
 - A. Water Resources Planning and Management Intro
8. Adjournment

NOTICE TO PERSONS WITH DISABILITIES: If you have a disability and require special assistance to participate in this meeting, please contact the Water Utility Authority Office, Suite 5012, Albuquerque/Bernalillo County Government Center, phone 289-3100, as soon as possible prior to the meeting date.

**Technical
Customer Advisory Committee****ACTION SUMMARY****March 4, 2021****Members Present:**

Melissa Armijo
Deborah Dixon
Robert Fowlie
Tess Houle
Erwin Melis
Amy Miller
Ron Schwarzwalder
Paul van Gulick
Jingjing Wang

Members Excused:**Water Authority Staff Present:**

Elizabeth Anderson, Chief Planning Officer
Luzdelcarmen Carreon, Executive Service Coordinator
Mark Kelly, Water Resource Manager

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Item 1 – Call to Order - Note presence of quorum

The meeting was called to order at 4:05 pm by Vice Chair Deborah Dixon.

Item 2 – Approval of Agenda

Erwin Melis made a motion to approve the agenda. Robert Fowlie seconded the motion. The motion passed on an 9-0 vote.

For: 9 Armijo, Dixon, Fowlie, Houle, Melis, Miller, Schwarzwalder, van Gulick, & Wang
Against: 0
Excused: 0

Item 3 – Approval of February 4, 2021 Action Summary

Erwin Melis made a motion to approve the action summary. Melissa Armijo seconded the motion. The motion passed on a 9-0 vote.

For: 9 Armijo, Dixon, Fowlie, Houle, Melis, Miller, Schwarzwalder, van Gulick, & Wang
Against: 0
Excused: 0

Item 4 – Public Comment

There was no Public Comment.

Item 5 - TCAC Overview

Luz Carreon, Executive Service Coordinator, gave a presentation on the history and purpose of the TCAC in order to gain a better understanding for what the committee should be doing.

Item 6 - Plan for Customer Demand Reduction During Drought

Mark Kelly, Water Resource Manager, updated the committee on the current Drought situation and what the outreach campaign will look like and its duration. Some of the conservation actions include Drought Public Information, Water Use Compliance, Water Smart Classes, Water Smart Academy, Water Sense Label and Ask An Expert classes. The TCAC committee is supportive of the imposition of a Drought Watch.

Item 7 – FY22 Goals and Objectives

Elizabeth Anderson, Chief Planning Officer, gave a presentation on the One-Year Objective for the Water Authority for fiscal year 2022 to meet the Five-Year Goals. The Water Authority's performance measures are used to help monitor the Water Authority's performance and to develop performance targets. In addition to identifying areas of improvement, some of the Objectives are related to completing projects or improving programs. A few of the objectives are carried over from FY21 either because they require more time to complete or are ongoing issues. The TCAC committee is supportive of the FY22 Goals and Objectives.

Item 8 – Other Business

There was no other business.

Item 9 – Adjournment

Chair Ron Schwarzwalder adjourned the meeting at 6:09 PM.

DRAFT



Albuquerque Bernalillo County
Water Utility Authority

FY21 Performance Plan & Q2 Scorecard

April 1, 2021

Elizabeth Anderson, P.E., Chief Planning Officer

Strategic Planning, Budgeting & Improvement Process



FY21 Performance Plan

Fiscal Year 2021
Performance Plan



Albuquerque Bernalillo County
Water Utility Authority

FY21 Performance Plan

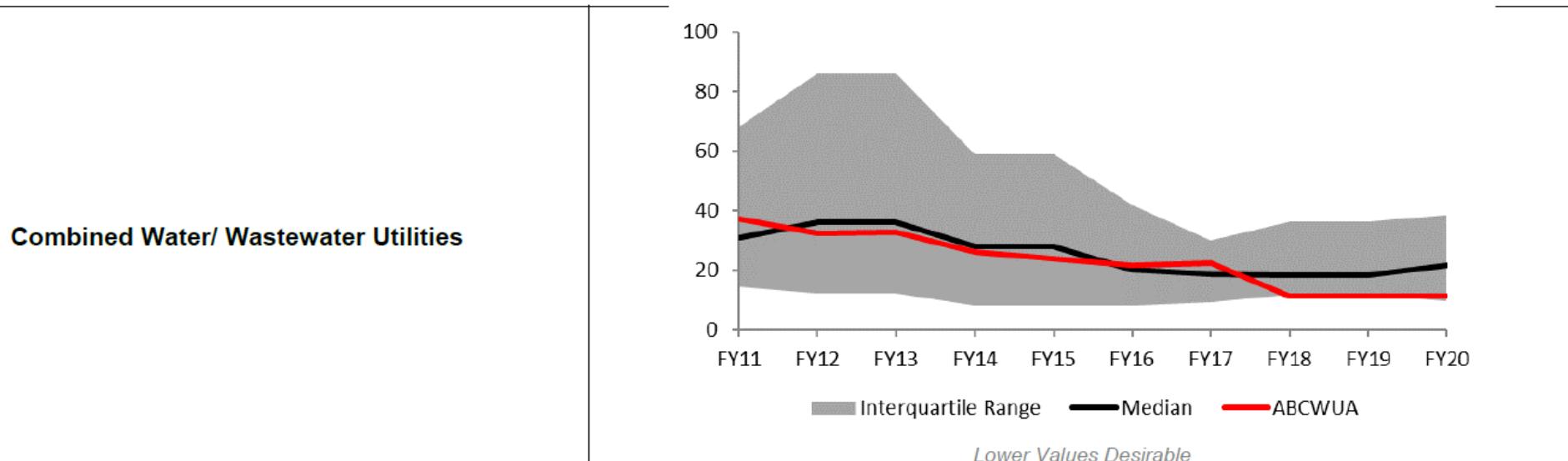
FY21 Performance Plan Goal 1: Water Supply and Operations

1-3 Water Distribution System Integrity

Performance Results

| Measure Type | Purpose | Inputs | Outputs | | | | | Outcome | |
|---------------|---|--|----------|--------------------|------|------|-------------|---------|--|
| | | | Baseline | Prior Year Actuals | | | Current/Est | | |
| | | | | FY17 | FY18 | FY19 | FY20 | FY21 | |
| Effectiveness | Quantify the condition of the water distribution system | Number of leaks per 100 miles of distribution piping | 15.0 | 22.2 | 11.4 | 11.3 | 11.2 | 11.9 | Improve the condition and reliability of the water distribution system and reduce emergency repairs and water supply interruptions |

Industry Benchmarks



FY21 Q2 Performance Indicators Scorecard

Quarterly Performance Indicators FY21 2nd Quarter Scorecard

| Level of Service Area | Indicator | FY21 2Q Actual (FY TO DATE) | FY21 Target | Status |
|-----------------------|---|--|--|--------|
| Regulatory | Number of Permit Excursions | 4 | ≤ 5 | ■ |
| | Reported Overflows | 4 | < 40 | ▲ |
| | Sewer Use/Wastewater Control Ordinance Compliance | 84% Permitted Industrial Users 88% Food Service Est. 95% Dental Offices | ≥ 87% Permitted Industrial Users ≥ 87% Food Service Est. ≥ 87% Dental Office | ■ |
| Reliability | Facility Planned Maintenance Ratios | 67% ground water 82% surface water 43% water reclamation | ≥ 60% ground water ≥ 60% surface water ≥ 45% water reclamation | ■ |
| | Water System Inspection Effectiveness | 344 miles surveyed 2,077 miles monitored 24 leaks found 21 MGY water loss reduced | > 650 miles surveyed > 2,200 miles monitored > 80 leaks found > 75 MGY water loss reduced | ■ |
| | Miles of Sewer Line Cleaned | 208 miles | 400 to 600 miles | ▲ |
| Quality | Sewer Line Inspection Effectiveness (CMOM 10 Year Target) | 693 miles televised | ≥ 695 miles televised | ▲ |
| | Injury Time | 1,256 hours | < 2,625 hours | ▲ |
| | Water Quality Complaints Rate (per 1,000 customers) | 5.3 | < 3 | ■ |
| Customer Service | % of Biosolids to Compost | 18% | > 30% | ■ |
| | Renewable Energy | 17% Bio Gas 6% Solar | ≥ 20% Bio Gas ≥ 5% Solar | ■ |
| | Water Consumption | 6 BGY GW 0 BGY SW | < 18 BGY GW > 16 BGY SW | ▲ |
| Finance | Wait Time (minutes) | 0:23 seconds | < 1 minutes | ▲ |
| | Contact Time (minutes) | 4:14 minutes | < 4 minutes | ■ |
| | Abandoned Call Ratio | 1% | < 3% | ▲ |
| | First Call Resolution | 97% | > 95% | ▲ |
| | Bill Exception Rate (per 10,000 Bills) | 10 | < 8 | ■ |
| | Rehabilitation Spending | \$33 million | ≥ \$61 million | ▲ |
| | Pipe Infrastructure Emergency vs. Planned Spending | 86% Planned 14% Emergency | ≥ 50% Planned ≤ 50% Emergency | ▲ |
| | Cash Reserves (Days) | 354 days | ≥ 350 days | ▲ |
| | Revenue to Expenditures | 92% | ≥ 100% | ▲ |
| | Expenditures to Budget | 99% | ≤ 100% | ▲ |

Performance Key



On Target/Target Achieved



Work in Progress / Below Target



Target Not Met

FY22 Proposed Operating & CIP Budgets



Basic Accounting Setup

- Fund
 - Fund 21 – General Fund
 - Fund 27 – Water 2120 Projects
 - Fund 28 – CIP Rehab Projects
 - Fund 29 – CIP Growth Projects
 - Fund 31 – Debt Service



Basic Accounting Setup

- Program
 - Group of Divisions
- Division
 - Group of Departments
- Department



Operating Budget – General Fund

- Expenses include the following:
 - Wages & Benefits
 - Operating Costs (Power, Chemicals, Supplies, etc.)
 - Indirect costs (Workers Comp, Insurance Claims, Transfers to other Funds)
 - Appropriations



Capital Funds

- Programs (Projects – Water Line Replacement, Sewer Line Replacement, San Juan-Chama (SJC), etc.)
- Revenue Sources come from Debt Financing, Operating revenues and Utility Expansion Charge (UEC) revenues
- Appropriations
- Cash and Encumbrances



Debt Service Fund

- Expenses include Debt Service Payments, UEC Transfer to CIP
- Funding Sources includes General Fund Transfer and UEC Revenue.



FY22 Budget Assumptions

- Nominal growth in service area
- Used CY20 consumption levels of 128 GCPD
- Essential items include:
- 2.3% Increase in wages
- \$4.0M decrease in transfer to debt service fund
- \$3.0M increase in transfer to capital fund
- Continued increased capital spending for Decade Plan
- No rate increase



FY22 Operating & CIP Budget Highlights

- Includes a 2% step adjustment for employees and 5% increase in medical insurance premiums
- Rate Reserve Fund – fully funded at \$9M
- Dedicate Water Field crew to replace aging residential water meters with AMI meters; goal is to replace 30,000 meters
- Upgrades to EZMaxMobile, Active G and SCADA platforms

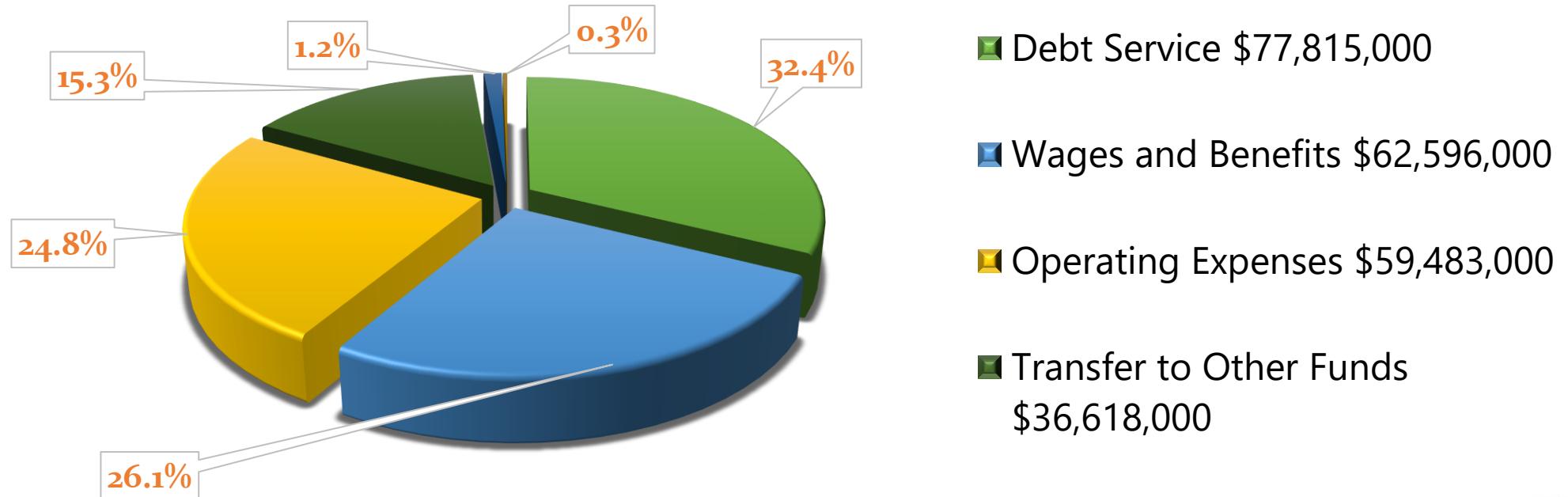


FY22 Operating & CIP Budget Highlights

- Launch the online Water Smart Academy for landscape professionals
- Development of a Comprehensive Asset Management Plan (CAMP)
- Continue implementation of Water 2120 Plan
- Southside Water Reclamation Plant continued renewal to achieve the \$250M goal
- Sanitary Sewer Interceptor Renewal



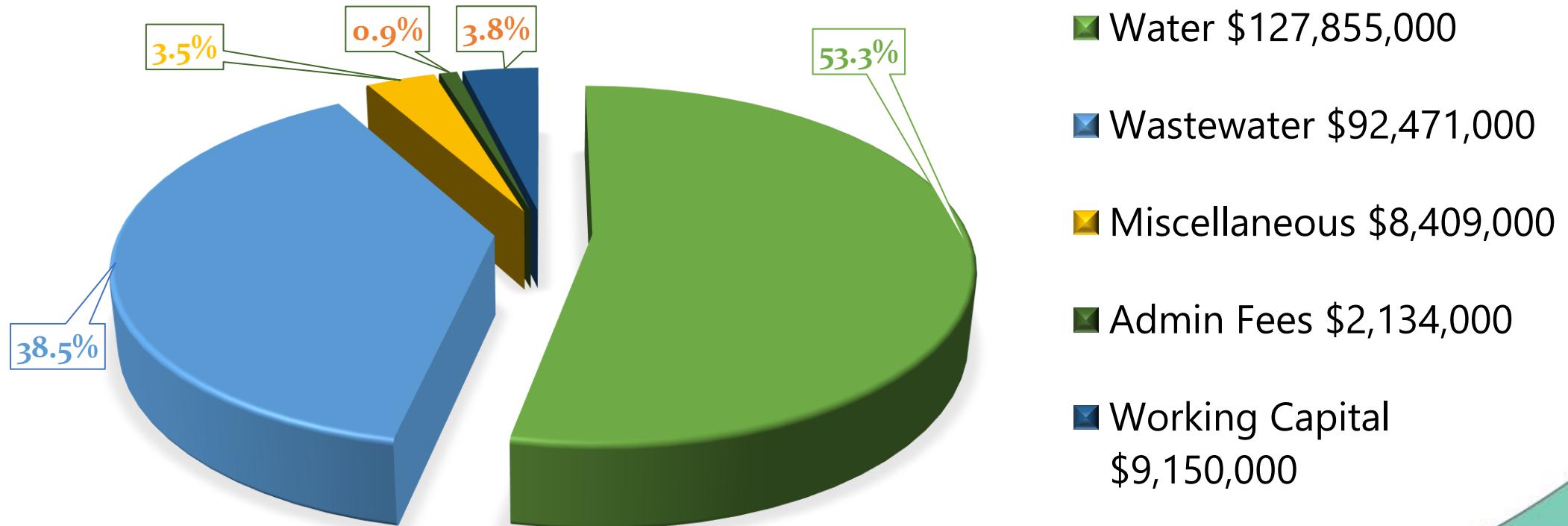
FY22 General Fund Expenses-preliminary



**TOTAL \$240,018,000 (preliminary-
includes unapproved issue papers)**



FY22 General Fund Revenues-preliminary



TOTAL \$240,019,000-preliminary



CIP Appropriations

Total of \$80.5 million CIP projects include:

\$71.7 million for the Basic Rehab Program to include:

- \$7.4 million for primary clarifier improvements
- \$12.1 million for sanitary sewer projects
- \$3.7 million for high-risk waterline replacement
- \$2.9 million for vehicle and heavy equipment replacement

\$5.0 million for Growth projects to include:

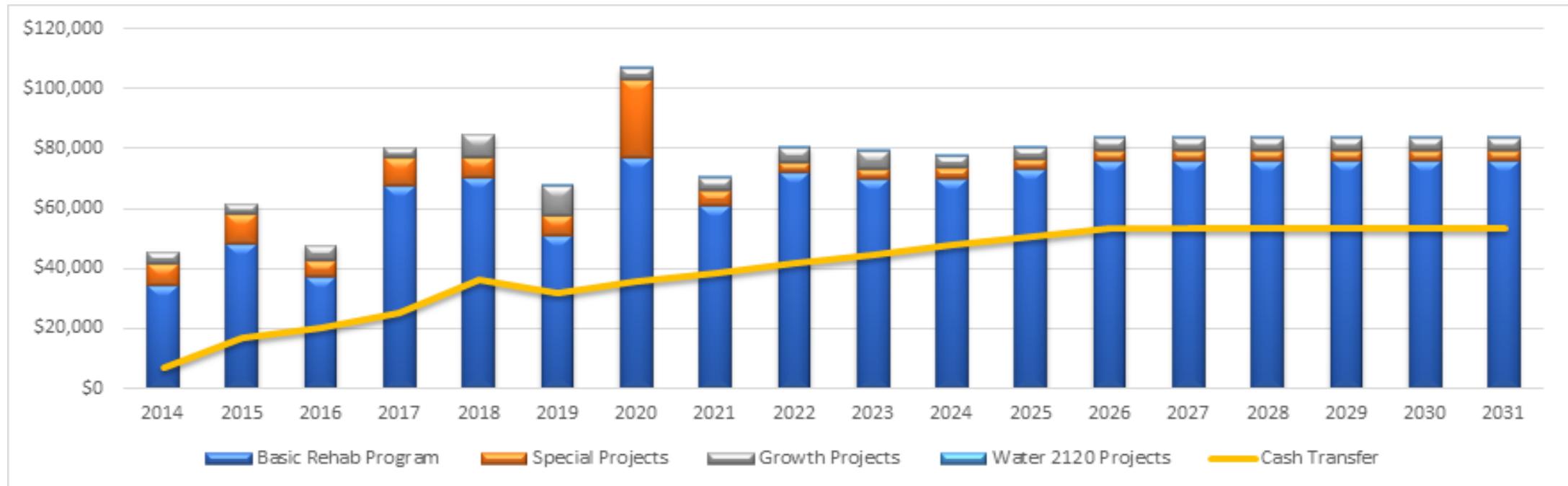
- Information technology upgrades
- Development reimbursement agreements
- Low Income Water and Sewer connections (Pipe Program)

\$3.3 million for Special Projects to include:

- Steel waterline renewal
- AMI infrastructure
- Renewable energy projects



CIP Spending



FY20 – Mission Ave. facility, Clarifier Cover project, and Interceptor Renewal



Rate Study

- Rates continue to meet Cost of Service Principles
- No rate increase proposed for FY22
- Year 2 of the 8-year phase-in of the Water Resource Charge
- UEC's updated by the ENR index as required by the Rate Ordinance



Future Challenges

- Increased Conservation
- Improvements to the Reclamation Facility
- Reduce system water loss
- Finance Asset Management Plan/Invest in Infrastructure
- Increasing cost of power and chemicals
- Increase operating efficiencies to reduce operating expenses



Overview

- Plan concept and draft outline presented to TCAC on October 4, 2018
- Encompasses five focus areas built from *Water 2120* policies
- Utilizes asset management concept of Levels of Service (LOS) and Key Performance Indicators (KPIs)
- Draft Environmental Plan to be presented on May 6, 2021

