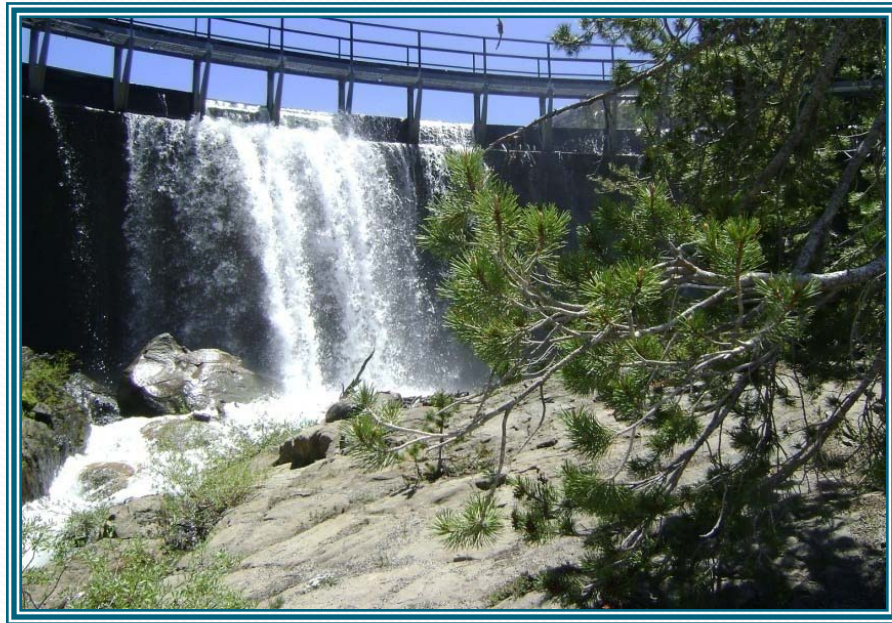


El Dorado Irrigation District



Key Performance Indicators and Goals

Mission Statement

We are a public agency dedicated to providing high quality water, wastewater treatment, recycled water, hydropower, and recreation services in an environmentally and fiscally responsible manner.

Guiding Principles

100% Safety

Respect for the Individual

Excellent Customer Service

Fiscal Responsibility

100 % Safety

Employee

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
Lost-time injuries	0	0	2	2
Injuries Requiring Medical Attention (IRMA)	0	11	9	13
Avoidable accidents (AA)	0	24	22	13
Safety training	100%	91%	99%	100%
Emergency response training	100%	39%	99%	100%
Other required training	100%	97%	100%	99.9%

100 % Safety

Incidence Rate (Injuries Requiring Medical Attention (IRMA))

Key Performance Indicators	Industry Standard	Results 2009	Results 2010	Results 2011	Results 3 rd Qtr. YTD 2012
Incidence rate	4.1	7.9	1.9	5.6	5.0
Percent difference compared to industry standard	---	92%	-53%	37%	22%

Lost Work Day Incidence Rate

Key Performance Indicators	Industry Standard	Results 2009	Results 2010	Results 2011	Results 3 rd Qtr. YTD 2012
Lost workday rate	1.6	2.2	0.0	1.0	0.5
Percent difference compared to industry standard	---	37%	-100%	-36%	-69%

Formula: (number of injuries and illnesses X 200,000)/ Employee hours worked = incidence rate

Industry Standard Source: U.S. Bureau of Labor Statistics - Standard Industry Classification 2213-Water, sewage and other systems

100 % Safety

Public – Meet all Health and Safety Standards

Key Performance Indicators	Targets	Results 2010	Results 2011	Results YTD 2012
Water	100% Regulatory Compliance	0 violations	0 violations	1 violation
Wastewater	100% Regulatory Compliance	9 violations	3 violations	0 violations
Hydro	100% Regulatory Compliance	0 violations	0 violations	0 violations

Respect for the Individual

Employee				
Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
District employee survey	3 rd Qtr. 2012	---	---	Completed
Labor Management Committee (LMC)	Monthly meetings	On schedule; Ongoing	On schedule; Ongoing	On schedule; Ongoing ; 68% favorable in District employee survey

Excellent Customer Service

Customer Satisfaction Survey

Key Performance Indicators	Targets	Results 2010	Results 2012
Overall	Greater than 90%	87%	87%
Phone	Greater than 90%	95%	90%
Field	Greater than 90%	94%	92%
Reasonableness of water rates	Greater than 80%	56%	54%
Reasonableness of wastewater rates	Greater than 60%	33%	39%

Excellent Customer Service

Service Reliability			
Key Performance Indicators	Targets*	Results 2011	Results 2012 YTD
# of unplanned water outages per 1,000 accounts	---	---	---
Less than 4 hours	0.89 top 2.83 median 9.10 bottom	1.73 outages	1.42 outages (57 outages)
4 to 12 hours	0.13 top 0.98 median 3.22 bottom	0.52 outages	.25 outages (10 outages)
Greater than 12 hours	0.00 top 0.00 median 0.20 bottom	0.00 outages	.03 outages (1 outage)

*American Water Works Association (AWWA) Standards

Excellent Customer Service

Service Reliability

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012 YTD
# of water system outages per 100 miles*	21.7 top 34.3 median 56.1 bottom	39.5 outages	30.0 outages	23.5 outages (329 leaks/breaks)
Sanitary Sewer Overflows (SSO) per 100 miles of pipe	Less than 5	4.27	1.92	1.60 (9 SSO's)

*American Water Works Association (AWWA) Standards

Fiscal Responsibility

Budget Compliance

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
Operating expenses (YTD*)	Less than 100% at year-end	1 st Qtr. = 19.8%	1 st Qtr. = 18.8%	1 st Qtr. = 24.0%
		2 nd Qtr. = 43.7%	2 nd Qtr. = 43.1%	2 nd Qtr. = 44.1%
		3 rd Qtr. = 66.2%	3 rd Qtr. = 68.4%	3 rd Qtr. = 68.0%
		4 th Qtr. = 97.3%	4 th Qtr. = 101.4%	

*YTD = year-to-date

Please note each quarter is shown year-to-date

Fiscal Responsibility

Budget Compliance

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
Capital expenses (YTD*)	Between 70-90% at year-end	1 st Qtr. = 24.2%	1 st Qtr. = 8.9%	1 st Qtr. = 5.9%
		2 nd Qtr. = 36.7%	2 nd Qtr. = 16.1%	2 nd Qtr. = 18.8%
		3 rd Qtr. = 43.3%	3 rd Qtr. = 28.3%	3 rd Qtr. = 33.1%
		4 th Qtr. = 67.2%	4 th Qtr. = 45.8%	

*YTD = year-to-date

Please note each quarter is shown year-to-date

Fiscal Responsibility

Debt Service Coverage

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
Annual Ratio without FCCs	1.00 minimum 1.10 goal	1.37	1.49	
Annual Ratio with FCCs	1.25 minimum 1.50 goal	1.40	1.64	

Business Practices

Long-term Water Supply

Key Performance Indicators	Original Targets	Revised Targets	Results	Team
Complete contract negotiations with Reclamation - 17,000 AF	2 nd Qtr. 2012	4 th Qtr. 2013	Held 2 formal negotiation sessions in 2012; Waiting on NMFS consultation	General Manager, Engineering and Legal
Complete water rights optimization study including hydroelectric optimization	June 2011	1 st Qtr. 2013	Final report December 2012	General Manager, Engineering, Legal and Operations

Business Practices

Business Process Improvements

Key Performance Indicators	Original Targets	Revised Targets	Results	Team
Complete integration for GIS, CMMS and CIS	2013	2014	GIS: Request for Proposal under development CMMS: Hansen updates installed to support GIS integration utility	(IT*) All Departments
Develop 5-year SCADA Master Plan	1 st Qtr. 2011	1 st Qtr. 2013	Target revised	Operations*, IT and Engineering

*Team lead

Business Practices

Records Management

Key Performance Indicators	Original Targets	Revised Targets	Results	Team
Implement Records Retention Policy including document clean up	2010	2013	Retention Policy completed; Document consolidation to HQ storage completed	Engineering*, Finance, IT, Operations and Legal
Developing records management plan for future documents	2011	2013	Ongoing; Developing plan in 2012-13	Engineering*, Finance, IT, Operations and Legal

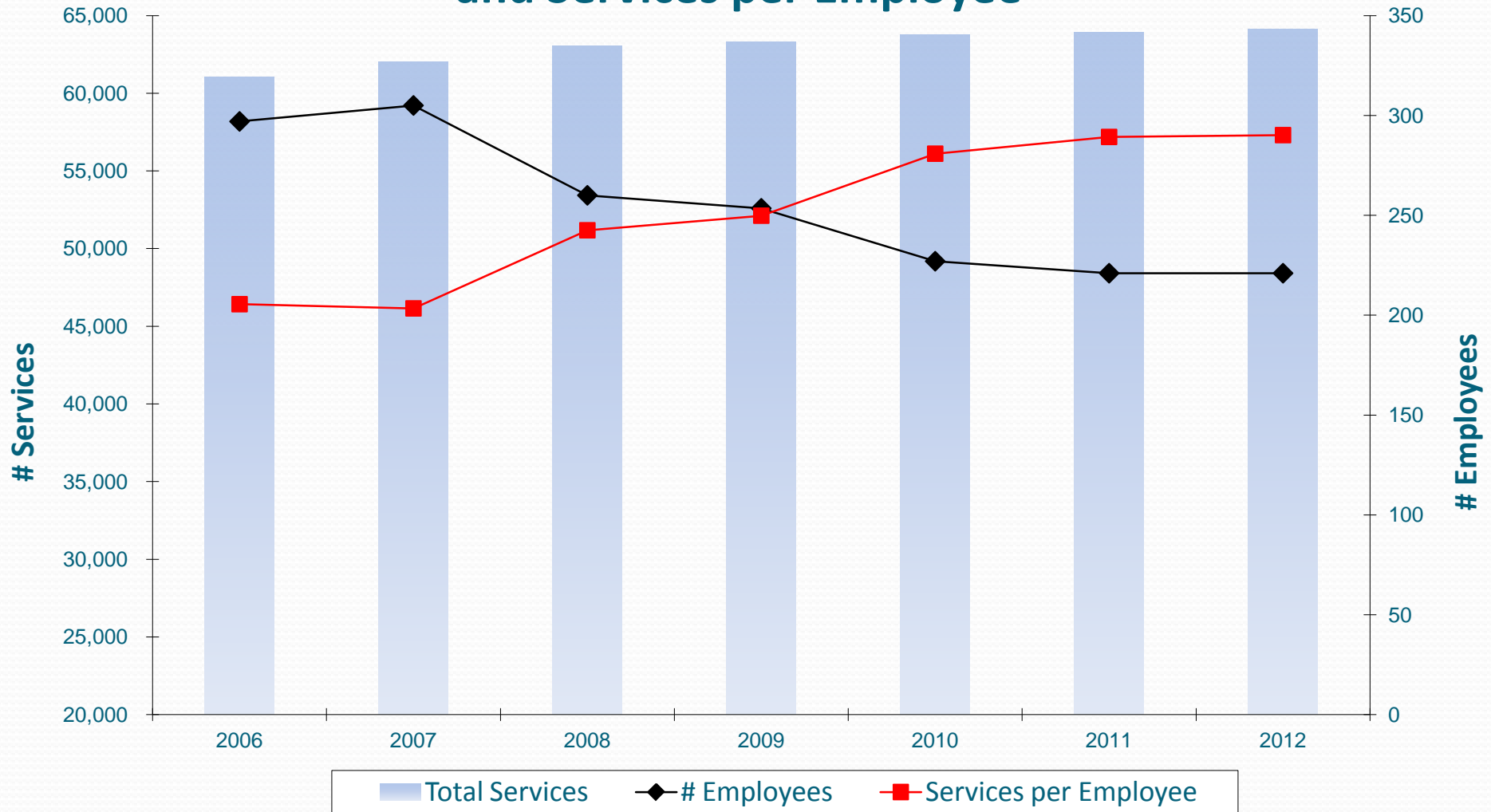
*Team lead

Business Practices

Trends Over Time (establish improvement benchmarks)

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012 YTD
Operating expenses per service	Trend	\$296.47	\$301.95	\$216.84
Services per employee (annually)	Trend	281	289	290
Overtime hours (year-to-date)	Trend	3.41%	2.81%	2.49%
Write off (year-to-date)	Less than 1%	0.39%	0.33%	0.25%
Outside legal expenses - operating	Trend	\$259,118.17	\$74,444.05	\$99,955.47
Outside legal expenses - capital	Trend	\$758,955.29	\$ 0.00	\$ 5,445.00
% of customers using online bill pay (current)	25%	20%	25%	29%

Employees and # Services and Services per Employee



Business Practices

Customer Accounts Per Employee

Agency	Utility	# Accounts	# Employees	Accounts/ Employees
Tuolumne Utilities District (TUD)	Water/Wastewater	25,530	85	300
El Dorado Irrigation District (EID)	Water/Wastewater Recycled	64,124	221	290
Calaveras County Water District	Water/Wastewater	17,000	63	270
San Juan Water District	Water	10,368	45	230
Placer County Water Agency (PCWA)	Water	38,720	180	215
Nevada Irrigation District (NID)	Water	25,400	170	149

Business Practices

Trends Over Time continued (establish improvement benchmarks)

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012 YTD
Lost productivity per employee due to IT outage	Less than 5.2 hours per quarter	0.7 hours*	1 st Qtr. = 0.6 hrs 2 nd Qtr. = 1.6 hrs 3 rd Qtr. = 23.9 hrs 4 th Qtr. = 1.8 hrs	1 st Qtr. = 2.7 2 nd Qtr. = 1.0 3 rd Qtr. = 1.6
Recreation operations and maintenance per visitor (annually)	Trend	\$2.07	\$2.17	\$1.53
Water rates (bi-monthly)	At or below median of similar agencies (\$103.29)	\$60.97 ¹	\$70.13 ¹	\$85.78 ¹
Wastewater rates (bi-monthly)	At or below median of tertiary agencies (\$146.29)	\$112.60 ²	\$129.49 ²	\$128.57 ²

*4th Qtr. reporting only; ¹ assuming 30 ccf water usage; ² assuming 18 ccf winter water usage

Business Practices

Key Water and Sewer Utility Credit Ratio Ranges

Key Performance Indicators	Targets	Results 2010	Results 2011	Results 2012
Total debt to total net capital assets	40 - 60% Moderate*	57.69%	57.27%	
Variable rate debt	Manage debt to no more than 35% of long-term debt	29.15%	29.65%	30.19%

*“Key Water And Sewer Utility Credit Ratio Ranges” *Standard & Poor’s Global Credit Portal RatingsDirect*®, September 15, 2008, page 5

Summary

2013-2016 Goals

Goal	Targets	Results
Complete and execute the contract with USBR for Permit 21112 water supply	2013	
Complete water and wastewater master plans and integrate with FCC update	1 st Qtr. 2013	
Complete the Water Rights Optimization Study, Integrated Water Master Plan and include in the 2014 Capital Improvement Plan (CIP)	4 th Qtr. 2013	
Complete the SCADA 5-year plan and include in the 2014 Capital Improvement Plan (CIP)	4 th Qtr. 2013	
Improve efficiencies by integrating Hansen, Geographic Information System (GIS) and Customer Information System (CIS)	2013 - 2016	

Summary

2013-2016 Goals

Goal	Targets	Results
Complete and implement Facility Capacity Charge (FCC) update and capital reserve cash flow	2013	
Complete Flume Replacement vs. Tunnel Evaluation Study	2013	
Complete internal Critical Asset Assessment Vulnerability Study	2013 - 2014	
Complete Headwater Benefit Agreement with SMUD	2013	
Complete improvements of Main Ditch, Sly Park Intertie and Forebay Dam remediation	2013 - 2016	

Summary

2013-2016 Goals

Goal	Targets	Results
Implement pension reform mandates	2013	
Develop and implement plan to eliminate potable water being used to augment recycled water supply	2013	
Implement ADA plan	2013 - 2016	
Transfer ownership of real property that has been declared surplus to the District needs	2013 - 2016	
Explore marketing water transfers	2013 - 2016	