

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	Target	Results 2012	Results 2013	Results 2014	Results 3 rd Qtr. 2015
Lost-time injuries	0	4	2	1	2
Injuries Requiring Medical Attention (IRMA)	0	10	4	3	7
Avoidable accidents (AA)	0	13	12	16	19
Safety training	100%	100%	100%	99.9%	99.7%
Other required training	100%	99.9%	100%	100%	100%

100 % Safety

Public – Meet all Health and Safety Standards

Key Performance Indicators	Target	Results 2012	Results 2013	Results 2014	Results 2015 YTD
Water	100% Regulatory Compliance	1 violations	0 violations	1 violations	0 violations
Wastewater	100% Regulatory Compliance	1 violations	2 violations	1 violations	0 violations
Hydro	100% Regulatory Compliance	0 violations	0 violations	0 violations	1 violations

Respect for the Individual

Employee				
Key Performance Indicators	Target	Results 2012	Results 2013	Results 2015
District employee survey	3 rd Qtr. 2014	Completed 2012; Bi-annual	Completed 2012; Bi-annual	Completed 2015; Bi-annual 89% very satisfied or satisfied
Labor Management Committee (LMC)	Monthly meetings	On schedule; Ongoing; 68% favorable in 2012 District employee survey	On schedule; Ongoing	On schedule; Ongoing

Excellent Customer Service

Customer Satisfaction Survey*

Key Performance Indicators	Target	Results 2010	Results 2012	Results 2015
Overall	Greater than 90%	87%	87%	91%
Phone	Greater than 90%	95%	90%	93%
Field	Greater than 90%	94%	92%	95%
Reasonableness of water rates	Greater than 80%	56%	54%	65%
Reasonableness of wastewater rates	Greater than 60%	33%	39%	47%

*Survey performed bi-annually

Excellent Customer Service

Service Reliability				
Key Performance Indicators	Target*	Results 2013	Results 2014	Results 2015 YTD
# of unplanned water outages per 1,000 accounts	---	---	---	---
Less than 4 hours	0.89 top 2.83 median 9.10 bottom	2.30 outages (92 outages)	1.05 outages (41 outages)	2.00 outages (78 outages)
4 to 12 hours	0.13 top 0.98 median 3.22 bottom	0.50 outages (20 outages)	0.38 outages (15 outages)	0.18 outages (7 outages)
Greater than 12 hours	0.00 top 0.00 median 0.20 bottom	0.00 outages	0.00 outages	3.00 outages (1 outages)

*American Water Works Association (AWWA) Standards

Excellent Customer Service

Service Reliability

Key Performance Indicators	Target	Results 2013	Results 2014	Results 2015 YTD
# of water system leaks/breaks per 100 miles*	21.7 top 34.3 median 56.1 bottom	40.42 outages (566 leaks/breaks)	47.07 outages (659 leaks/breaks)	38.36 outages (537 leaks/breaks)
Sanitary Sewer Overflows (SSO) per 100 miles of pipe	Less than 5.00	2.32 (13 SSO's)	2.14 (12 SSO's)	1.42 (8 SSO's)

*American Water Works Association (AWWA) Standards

Fiscal Responsibility

Debt Service Coverage

Key Performance Indicators	Target	Results 2013	Results 2014	Projected 2015
<u>Annual Ratio without FCCs</u>	1.25 minimum 1.50 goal	1.92	1.68	1.51
<u>Annual Ratio with FCCs</u>	1.70 minimum 2.00 goal	2.27	2.00	2.29

Facility Capacity Charge (FCC)

Business Practices

Long-term Water Supply

Key Performance Indicators	Original Target	Revised Target	Results	Team
Complete contract negotiations with Reclamation - 17,000 AF	2 nd Qtr. 2012	1 st Qtr. 2015 (temporary contract) 2017 (long-term contract)	5-year, 8,500 AF contract completed	General Manager, Engineering and Legal

United States Bureau of Reclamation (Reclamation)
Acre Feet (AF)

Business Practices

Trends Over Time (establish improvement benchmarks)

Key Performance Indicators	Target	Results 2013	Results 2014	Results 2015 YTD
Operating expenses per service	Trend	\$315.38	\$333.91	\$233.24
Services per employee (annually)	Trend	303	307	311
Overtime hours (year-to-date)	Trend	2.67%	4.56%	4.02%
Write off (year-to-date)	Less than 1%	0.15%	0.14%	0.10%
Outside legal expenses - operating	Trend	\$51,605.97	\$19,198.00	\$ 18,100.55
Outside legal expenses - capital	Trend	\$ 1,429.00	\$10,590.77	\$151,434.00
% of customers using online bill pay (current)	Trend	36%	38%	41%

Business Practices

Customer Services Per Employee

Agency	Service	# Services	# Employees	Services / Employee
El Dorado Irrigation District (EID)	Water/Wastewater Recycled	66,478	211	315
Tuolumne Utilities District (TUD)	Water/Wastewater	25,530	85	300
Calaveras County Water District	Water/Wastewater	17,400	65	268
Amador Water Agency	Water	10,000	40	250
San Juan Water District	Water	10,700	49	218
Placer County Water Agency (PCWA)	Water	39,338	200	197
Nevada Irrigation District (NID)	Water	27,250	189	144

Business Practices

Trends Over Time continued (establish improvement benchmarks)

Key Performance Indicators	Target	Results 2013	Results 2014	Results 2015
<u>Water rates</u> (bi-monthly)	At or below median of similar agencies (\$115.16*)	\$ 94.34 ¹	\$ 99.06 ¹	\$ 99.06 ¹
<u>Wastewater rates</u> (bi-monthly)	At or below median of tertiary agencies (\$155.97*)	\$127.61 ²	\$134.00 ²	\$134.00 ²

*November 2015 other agency comparisons; ¹ assuming 30 ccf water usage; ² assuming 16 ccf winter water usage
Hundred Cubic Feet (ccf)

Business Practices

Key Water and Sewer Utility Credit Ratio Ranges

Key Performance Indicators	Target	Results 2013	Results 2014	Results 2015
Total debt to total net capital assets	40 - 60% Moderate*	57.18%	55.66%	
Variable rate debt	Manage debt to no more than 35% of long-term debt	29.98%	32.13%	

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

Summary

2015 Achievements

Goal	Original Target	Revised Target	Results
Complete and execute the contract with Reclamation for Permit 21112 water supply	2014	1 st Qtr. 2015 (temporary contract) 2017 (long-term contract)	Secured five-year, 8,500 AF contract while analysis continues on full long-term contract; participating in Folsom Lake temperature management alternatives analyses
Complete improvements of Main Ditch, Sly Park Intertie and Forebay Dam remediation	2015 - 2019	Included in 2016–2020 CIP	Complete improvements of Main Ditch, Sly Park Intertie and Forebay Dam remediation
Develop and implement plan to eliminate potable water being used to augment recycled water supply	2013	2016	Received temporary SWRCB permit at DCWWTP; Seeking long term change of use permits

United States Bureau of Reclamation (Reclamation) Acre Feet (AF) Capital Improvement Plan (CIP)
 State Water Resources Control Board (SWRCB) Deer Creek Wastewater Treatment Plant (DCWWTP)

Summary

2013 - 2016 Achievements

Goal	Original Target	Revised Target	Results
Transfer ownership of real property that has been declared surplus to the District needs	2013 - 2016	2015 - 2019	Ongoing
Expand non-rate revenue through marketing water transfers	2013 - 2016	2015 - 2019	Completed 2,800 AF transfer in 2015

Acre Feet (AF)

Summary

2016 - 2018 Goals			
Goal	Original Target	Revised Target	Results
Pursue drought year water supply (SMUD) transfer agreement	2014 - 2015	2015 - 2019	
Initiate process to have multiple points of diversion for Permit 21112 water	2014 - 2017	2015 - 2019	Included in 2016-2020 CIP
Issue bonds for 2016 and explore opportunities to refinance or prepay debt to lower overall costs	1 st Qtr. 2015		
Reduce unaccounted-for water loss by 10%	2015	2016 – 2020	Ongoing
Continue with succession planning and transition	2015 - 2019	---	Ongoing

Capital Improvement Plan (CIP)

Summary

2016 - 2018 Goals			
Goal	Original Target	Revised Target	Results
Transfer ownership of real property that has been declared surplus to the District needs	2013 - 2016	2015 - 2019	Ongoing
Improve efficiencies by integrating Hansen, Geographic Information System (GIS) and Customer Information System (CIS)	2013 - 2016	2015 - 2019	GIS plan completed; Included in 2016-2020 CIP
Complete and execute the contract with Reclamation for Permit 21112 water supply	2014	1 st Qtr. 2015 (five-year contract) 2017 (long-term contract)	2015 achievements: Secured five-year, 8,500 AF contract while analysis continues on full long-term contract; participating in Folsom Lake temperature management alternatives analyses

Capital Improvement Plan (CIP)
United States Bureau of Reclamation (Reclamation)

Summary

2016 - 2018 Goals

Goal	Original Target	Revised Target	Results
Develop and implement plan to eliminate potable water being used to augment recycled water supply	2013	2016	Received temporary SWRCB permit at DCWWTP; Seeking long term change of use permits
Expand non-rate revenue through marketing water transfers	2013 - 2016	2015 - 2019	Completed 2,800 AF transfer in 2015
Complete improvements of Main Ditch, Sly Park Intertie and Forebay Dam remediation	2015 - 2019	---	Included in 2016–2020 CIP

Capital Improvement Plan (CIP)

State Water Resources Control Board (SWRCB)

Deer Creek Wastewater Treatment Plant (DCWWTP)