

Public Utilities FY21 Performance Measures

Performance Measure	Goal	FY17	FY18	FY19	FY20	FY21	Metric Definition/ Reference
Our staff is committed to provide safe drinking water for public health, fire protection and economic productivity,							
Drinking water produced (mgd)	NA	12.46	12.23	12.61	12.41	12.30	12-month rolling average drinking water pumped into the distribution system
% SDWA compliance rate	100%	100%	100%	100%	100%	100%	% of previous 365 days in continuous compliance with Safe Drinking Water Act
Water main breaks / 100 miles	< 8.7	5.5	5.7	3.5	5.1	4.8	# of water main breaks (excl leaks) prior 12 months per 100 miles of distribution system mains
ISO fire rating	1/1X	2/2X	2/2X	1/1X	1/1X	1/1X	ISO Public Protection Classification
and safely convey and reclaim wastewater							
Reclaimed wastewater (mgd)	NA	11.14	11.80	13.51	12.01	12.04	12-month rolling average effluent from all three Water Reclamation Facilities
NOWRF peaking factor (annual)	< 1.25	1.24	1.10	1.09	1.41	1.11	average of max month mgd divided by annual average mgd
MOWRF peaking factor (annual)	< 1.25	1.30	1.24	1.53	1.90	1.11	average of max month mgd divided by annual average mgd
CCWRF peaking factor (annual)	< 1.25	1.48	1.17	1.36	1.80	1.22	average of max month mgd divided by annual average mgd
% Sewer inspection	> 7.5%	10.6%	18.9%	28.8%	57.0%	32.5%	% of miles of sanitary sewers camera inspected prior 12 months by PUD
in an environmentally responsive way.							
SSOs / 100 miles of public sewer / yr	< 18	3.9	2.5	4.3	5.1	2.0	# of sanitary sewer overflows into State waters per 100 miles of sewers prior 12 months
SSO volume as % of total flow	< 0.005%	0.0009%	0.0021%	0.0164%	0.0675%	0.0271%	cumulative 12-month SSO volume divided by cumulative 12-month effluent flow
Net kWh / million gallons JGB WTP	2017	2,199	2,237	2,199	2,134	2,269	net kWh used divided by total finished water prior 12 months
Net kWh / million gallons NOWRF	2500	4,519	4,237	3,644	4,086	4,498	net kWh used divided by total effluent flow prior 12 months
Net kWh / million gallons MOWRF	2500	4,171	3,659	3,187	3,336	3,513	net kWh used divided by total effluent flow prior 12 months
Net kWh / million gallons CCWRF	2500	3,997	3,759	3,439	3,425	2,596	net kWh used divided by total effluent flow prior 12 months
% CWA compliance rate	100%	100%	100%	100%	100%	100%	% of previous 365 days in continuous compliance with Clean Water Act at all 3 WRFs
We run an effective and reliable enterprise							
% Apparent water loss (annual CY) *	< 3.3	1.38	1.38	1.4	1.4		% apparent losses divided by total water supplied per year
% Real water loss (annual CY) *	<10.3	7.94	8.41	5.1	8.5		% real losses divided by total water supplied per year
JGB WTP peaking factor (annual)	< 1.6	1.2	1.2	1.1	1.2	1.1	http://northgeorgiawater.org/wp-content/uploads/2018/03/Appendix_B_County-Level-Summaries-AMENDED.pdf
Debt coverage ratio (annual CAFR)	> 2.00	2.46	2.54	2.75	2.82		net operating funds divided by debt obligations
Return on assets (annual CAFR)	> 2.00%	4.55%	4.47%	4.52%	4.49%		net income divided by total assets
Operating ratio (annual CAFR)	> 55%	74.11%	73.14%	72.52%	56.41%		
Debt ratio (annual CAFR)	< 43%	45.52%	42.54%	40.05%	37.96%		total liabilities divided by total assets
Debt per capita (annual CAFR)	< \$1,700	1,806	1,733	1,663	1,729		end-of-year outstanding notes and bonds divided by population estimate
Water and sewer bond rating (periodic)	AA+	AA+	AA+	AA+	AA+	AA+	rating by Fitch's Rating Agency
responsibly reinvesting in public health and environmental protection infrastructure							
% CIP R&R sanitary sewers (annual)	> 1.2%	1.37%	2.19%	1.20%	2.29%	4.63%	% actual 12-month R&R capex divided by 50-year sewer R&R needs
% CIP R&R water lines (annual)	> 1.1%	3.61%	4.26%	2.43%	1.63%	1.13%	% actual 12-month R&R capex divided by 50-year water distribution system R&R needs
% CIP R&R treatment plants (annual)	> 2.3%	2.94%	1.40%	1.29%	3.32%	3.77%	% actual 12-month R&R capex divided by 50-year facility R&R needs
at value to our ratepayers.							
Water affordability index	< 0.90%	1.00%	1.02%	1.05%	0.86%	0.76%	average annual water bill / median household income
Wastewater affordability index	< 0.96%	1.07%	1.11%	1.16%	0.97%	1.06%	annual average wastewater bill / median household income
% Electronic and credit card payments	> 40%	new	new	41%	45%	49%	ACH plus EFT plus credit card payments divided by total payments
Average call wait time **	< 1:24	new	1:14	1:25	1:19	1:26	
Average call duration **	< 3:42	new	2:28	2:30	2:52	3:58	
Calls per customer service rep annual *	> 3,782	new	4,985	5,071	5,335	5,692	Based on 9 FTE customer service reps
Distribution O&M \$ / 100 miles water	< \$605,074	\$198,401	\$189,390	\$136,056	\$162,063	\$241,896	
Collection O&M \$ / 100 miles sewer	< \$694,874	\$439,369	\$486,783	\$429,194	\$583,209	\$627,468	
NOWRF O&M \$ / mgal effluent	\$1,495	\$1,175	\$1,320	\$1,339	\$1,675	\$1,504	
MOWRF O&M \$ / mgal effluent	\$1,495	\$1,417	\$1,396	\$1,326	\$1,395	\$1,511	
CCWRF O&M \$ / mgal effluent	\$1,495	\$1,448	\$1,817	\$1,601	\$1,691	\$1,773	
JGBWTP O&M \$ / mgal production	\$920	\$686	\$966	\$724	\$734	\$766	Includes BCR

*Water Loss Data is provided in March for each calendar year

Glossary

AWWA means American Water Works Association

Capex means historical capital expenditure

CWA means federal Clean Water Act

ISO means Insurance Service Office

JGBWTP means the J.G. Beacham Water Treatment Plant

kWh means kilowatt hours

mgal means million gallons

mgd means million gallons per day

MHI means median household income

Median means 50th percentile of performance by other utilities

R&R means capital rehabilitation and replacement

SDWA means federal Safe Drinking Water Act

SSO means sanitary sewer overflows that reach waters of the State

WEF means Water Environment Federation

WRF means water reclamation facility