



REPORT ON 2025 PERFORMANCE MEASUREMENTS

The Monroe County Water Authority (Authority) evaluated and monitored the following goals and global performance measurements to assess our effectiveness in meeting our mission.

The **reliability** component of our mission was evaluated by the following:

- Continuity of production capacity is paramount. Unplanned outages from treatment plants and pumping stations are tracked by the number of events and duration of events. As each of these facilities is unique and will have a varying level of severity of impact, each outage event of greater than four hours is assessed and, if necessary, an action plan to minimize impacts is developed.
 - ✓ **Results for 2025:** *There were no unplanned outages of supply capacity lasting more than four hours. Outages of specific treatment components, tanks, pumps, and water mains were either planned in advance or did not lead to a significant reduction in capacity. The Authority’s treatment, distribution, and storage systems have been designed with redundancy and flexibility so that individual components may be temporarily taken out of service while maintaining the Authority’s ability to meet customer demands.*

- Distribution system reliability is measured by an assessment of the combined number of leaks and main breaks per 100 miles of water main as benchmarked against the most recent American Water Works Association (AWWA) Benchmarking Report. Our goal is to achieve a benchmark that is better than the national median value.
 - ✓ **Results for 2025:** *The AWWA benchmark to meet the system integrity goal is to be less than 16.4 combined leaks and main breaks per 100 miles of water main per year, which is the national median value for systems serving more than 500,000 people per their 2025 Benchmarking Report. Our distribution system includes approximately 3,492 miles of water main. In 2025 the combined number of leaks and main breaks repaired was 895 yielding a system integrity rating of 25.6, which is greater than AWWA’s national median value, but still within the interquartile range between the 25th and 75th percentiles. The system integrity rating is an approximate 50% increase from 2024, which is likely due, in part, to the significantly colder than normal weather experienced in late 2025.*

- Maintaining the long-term reliability of our infrastructure requires a planned reinvestment in its renewal. Our goal is to implement a budget that reinvests a minimum of 2% of annual revenues in the renewal and replacement of our infrastructure.
 - ✓ **Results for 2025:** *The Authority’s 2025 budget for infrastructure related renewal and replacement reinvestment was as follows:*

▪ Production & Transmission:	\$ 6,075,000
▪ Engineering:	\$ 11,640,000
▪ Facilities Fleet Operations:	\$ 5,395,900
▪ Finance & Business Services	\$ 3,668,407
▪ Total	\$ 26,779,307

Although most projects in the budget were either initiated or completed in 2025, some were delayed due to adjustments in priorities or to accommodate scheduling issues. It is anticipated that these will be initiated and/or completed in 2026. This reinvestment in infrastructure replacement was significantly greater than the goal amount.

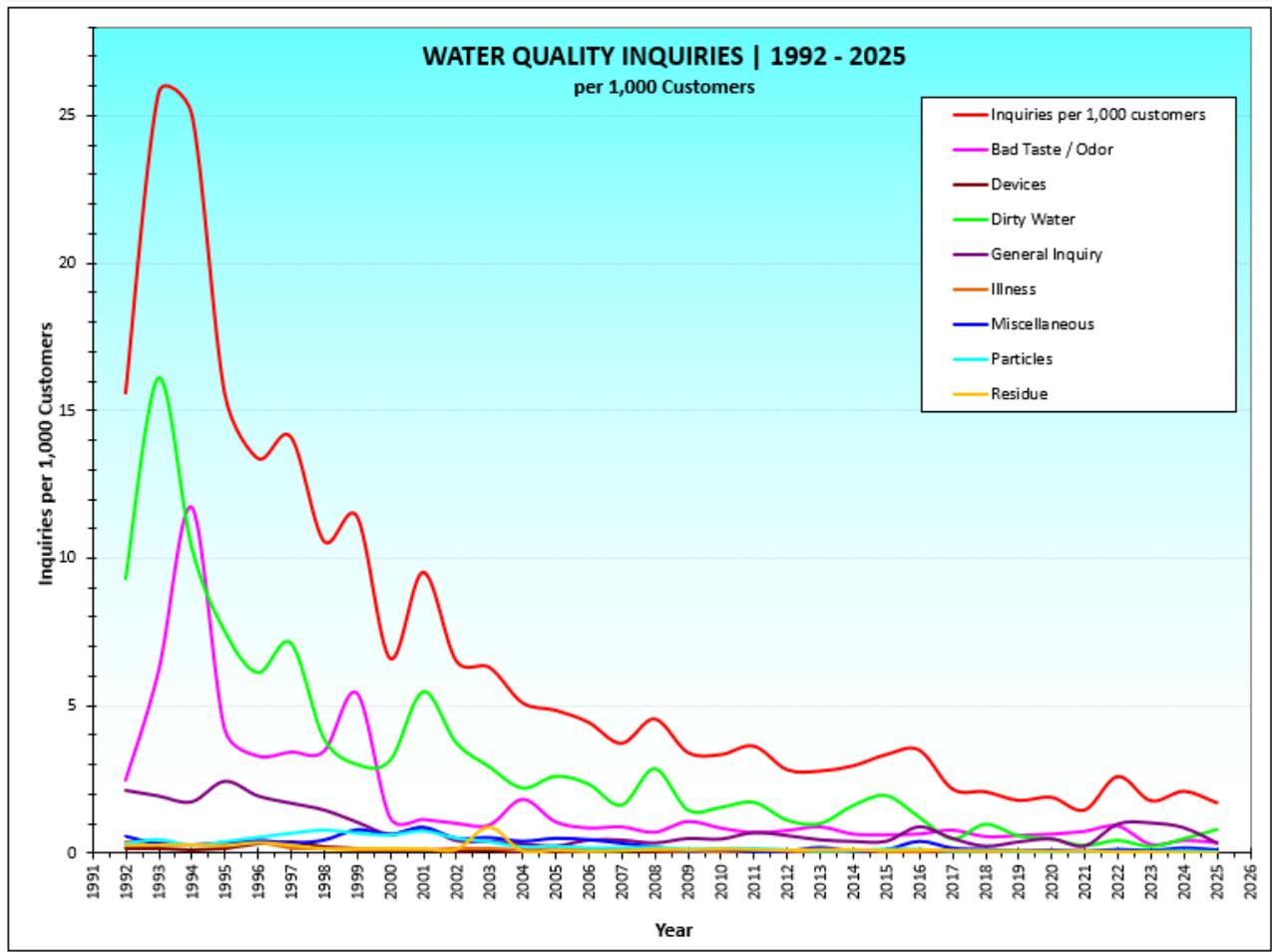
The **quality** aspect of our mission was evaluated by:

- Our goal is to produce and deliver water that meets or exceeds the requirements of state and federal water quality regulations. This is measured by compliance with each regulated parameter and is reported to the Board, and our customers, in an annual Water Quality Report.
- ✓ **Results for 2025:** *In early 2025, the New York State Department of Health (NYSDOH) and US Environmental Protection Agency (USEPA) completed an administrative review of the Authority's compliance with the Lead and Copper Rule. Their review concluded that in 1998, NYSDOH incorrectly approved the Authority's system designation as being optimized for corrosion control. As a result, NYSDOH revoked their previous approval and issued the Authority a treatment technique violation of the New York State Sanitary Code for failure to have optimal corrosion control treatment in place. Nothing changed with regard to water quality or lead levels in the samples we collect as a result of this treatment technique violation. The Authority operated under the approval granted by NYSDOH since 1998 and never exceeded the lead Action Level of 15 parts per billion (ppb) since the Lead and Copper Rule was established in 1991.*

Additionally, the Authority, in conjunction with the City of Rochester, proactively began a comprehensive corrosion control treatment study in 2022 in anticipation of the Lead and Copper Rule Improvements that were released in October 2024. Completion of this study is anticipated the third quarter of 2026. Once the results of the study are approved by the NYSDOH, the recommended corrosion control technology will be implemented into our treatment process, which will bring us back into compliance.

Notwithstanding this treatment technique violation, all of the Authority's produced and delivered water supplies were in full compliance with NYSDOH and USEPA regulatory requirements. Our Annual Water Quality Report reflecting this achievement, along with information about the treatment technique violation, will be made available to our customers on the MCWA.com website or delivered to customers in accordance with the revised USEPA regulations regarding the Consumer Confidence Report requirements.

- Our Customer Service Information System includes tracking mechanisms for categorizing and measuring the number of customer calls and inquiries that are specific to quality. Trends and specific events are analyzed and, if necessary, action plans are to be implemented.
- ✓ **Results for 2025:** *The Authority received approximately 332 quality related calls and inquiries from customers in 2025 or approximately 1.7 calls per thousand customers, which is an approximate 18% decrease from 2024. The Shoremont Water Treatment Plant Laboratory handled 190 of these calls and inquiries. The overall trend in calls per thousand customers remains downward.*



Since 2016, customer inquiries specifically related to lead have been tracked separately and are not included in the water quality inquiry results presented above. The Authority received approximately 416 lead related calls and inquiries from customers in 2025 or approximately 2.2 calls per thousand customers, which is an approximate 70% decrease from 2024.

The **affordable** component of our mission was judged in relation to:

- Our goal is to achieve a better than average cost of service for a typical residential customer as benchmarked against our peer group of New York State water purveyors.
- ✓ **Results for 2025:** *The analysis of the rates charged for a typical residential customer for our peer group is presented below. The Authority ranks just outside the lower quartile, significantly better than the 2025 goal.*

Comparison of January 2026 Water Charges^{1, 2, 3} (All amounts in \$)				
	Annual Fixed Charge	Annual Consumption- Based Charge	Annual Minimum Charge	Annual Total Charge
City of Syracuse	0	315	175	315
City of Binghamton	51	315	156	366
City of Watertown	0	376	172	376
Albany Water Board	0	378	161	378
Suffolk County Water Authority	217	175	217	392
Monroe County Water Authority	106	307	106	413
City of Rochester	125	301	125	426
Niagara Falls Water Board	15	444	247	458
New York City	0	473	179	473
Western Nassau Water Authority	0	477	272	477
City of Yonkers	257	223	257	480
Onondaga County Water Authority	194	328	194	522
Erie County Water Authority	334	189	334	523
Elmira Water Board	0	529	203	529
City of Poughkeepsie	11	556	177	567
Buffalo Water Board	314	272	314	585
Mohawk Valley Water Authority	164	432	343	596
Average	105	358	214	463
Notes				
¹ Charges are based on rates in effect in January 2026.				
² Charges assume a single family residential customer using a 5/8" meter and 70,000 gallons of water per year.				
³ Minimum charges include fixed charges.				

- The ratings on our bonds affect the cost of capital to our customers and also provide an outside perspective and analysis of the overall financial health of the Water Authority. Our goal is to maintain a double A rating or better from the rating agencies.
- ✓ ***Results for 2025:*** *Our Moody's and Standard & Poor's ratings are listed below. These were reviewed and assigned by both agencies in March 2020 with the issuance of the Water System Revenue Refunding Bonds Series 2020.*
 - *Standard and Poor's: AA+*
 - *Moody's: Aa1*

The measure of our water supply **fostering economic vitality** was judged by:

- Our goal is to produce and deliver water in a manner that meets both our residential and our commercial/industrial customer's needs; to both retain current users and attract those looking to locate in our service area.
- ✓ ***Results for 2025:*** *Presented below is a summary of new service inquiries:*
 - *51 new Industrial/Commercial customer applications*
 - *697 new 1-inch residential water services:*

- 409 from new residential subdivisions (developer main extensions);
- 167 from water districts;
- 20 from secondary source change-overs;
- 99 from new construction; and
- 2 from converting existing municipal accounts identified by the Engineering Department's Mapping Group.

The response to **requests for service** received from area communities' component of our mission was measured by:

- Requests for service can be accurately measured by reporting and tabulating contacts from local communities. Internal procedures require all such contacts of this nature be directed to the Executive Director, who will annually report all such requests and the status thereof to the Board.
- ✓ **Results for 2025:** *Presented below is a summary of contacts from existing communities for lease renewals, contacts made by water purveyors that are presently un-served, or communities looking to upgrade service from wholesale to retail:*
 - *The Board executed a new wholesale agreement with the Sea Breeze Water District for a new forty year term. The original agreement from 1984 expired and an inquiry was made to the Executive Director by the Superintendent of the Sea Breeze Water District to execute a new wholesale agreement.*
 - *The Village of Hilton Mayor contacted the Executive Director about upgrading the existing wholesale agreement to a full retail lease agreement. The existing agreement expired in December 2025 and was for wholesale supply of water to the Village for distribution and included the lease and operation of the Village's water storage tank and parts of the Village distribution system outside of the territorial limits of the Village.*
 - *The Supervisor of the Town of Murray, Orleans County reached out to the Executive Director to inquire as to the level of service the Authority could provide to the Town. Currently the Authority does not have an agreement with the Town of Murray; however, the Town does purchase some water from the Authority on a Supplemental Supply basis. The Town also purchases some of its water supply from the Village of Albion. The Authority's Engineering and Production Departments are currently reviewing the existing Murray water system and related hydraulics to determine what services the Authority can provide to the Town.*