



## REPORT ON 2022 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:

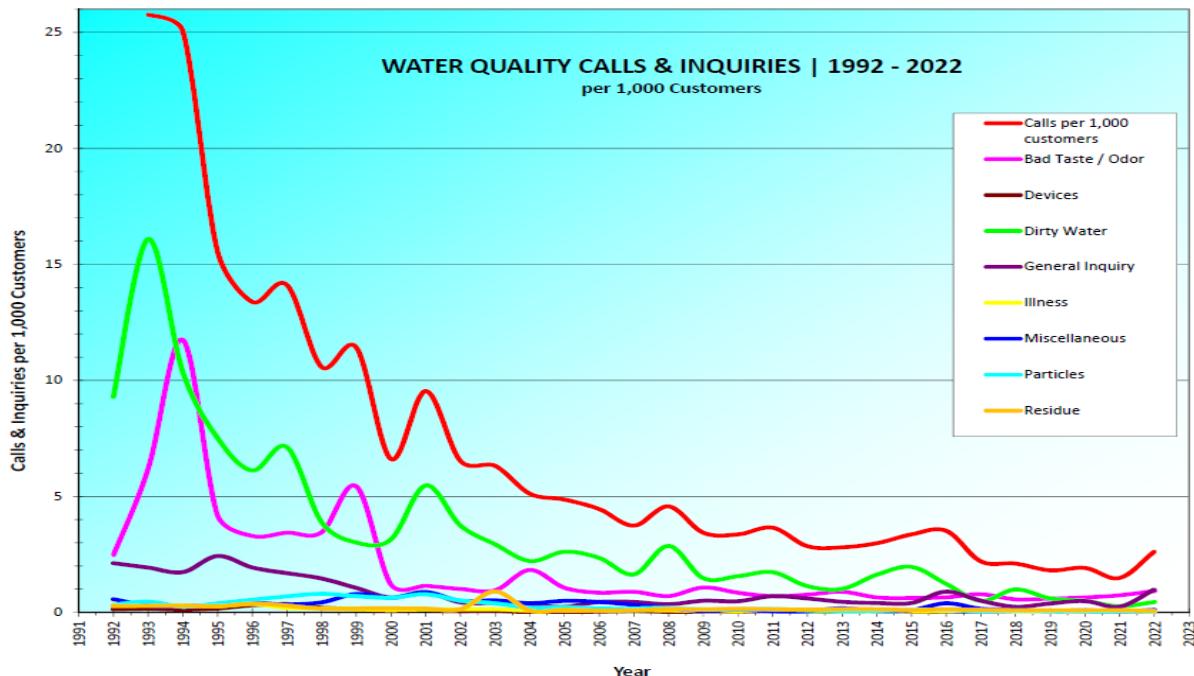
- Continuity of production capacity is paramount. Unplanned outages from treatment plants and pumping stations are tracked by the number of events and duration of events. As each of these facilities is unique and will have a varying level of severity of impact, each outage event of greater than four hours is assessed and, if necessary, an action plan to minimize impacts is developed.
  - ✓ **Results for 2022:** *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 full ability to meet customer demands.*
- Distribution system reliability is measured by an assessment of the combined number of leaks and main breaks per mile of water main as benchmarked against the most recent American Water Works Association Benchmarking Report. Our goal is to achieve a benchmark that is better than the national average ratio.
  - ✓ **Results for 2022:** *The AWWA benchmark to meet the system integrity goal is to be less than 18.5 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 2022 Benchmarking Report. Our distribution system includes 3,435 miles of water main. In 2022 the combined number of leaks and main breaks repaired was 737 yielding a system integrity rating of 21.4, which is slightly higher than AWWA's national median value.*
- 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 2022:** *The Authority's 2022 budget for infrastructure related renewal and replacement reinvestment was as follows:*

▪ Security:	\$ 100,000
▪ Production & Transmission:	\$ 3,865,000
▪ Engineering:	\$ 10,640,000
▪ Facilities Fleet Operations:	\$ 2,609,950
▪ Finance & Business Services	\$ 3,001,990
▪ <b>Total</b>	<b>\$ 20,216,940</b>

Although most projects in the budget were either initiated or completed in 2022, some were delayed due to persistent pandemic-related supply chain impacts resulting in significant increases in material lead times and cost. It is anticipated that these will be initiated and/or completed in 2023. This reinvestment in infrastructure replacement was 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 2022:** All of the Authority’s produced and delivered water supplies were in full compliance with New York State Department of Health and United States Environmental Protection Agency regulatory requirements. Our Annual Water Quality Report reflecting this achievement 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 2022:** The Authority received approximately 496 quality related calls and inquiries from customers in 2022 (2.6 calls per thousand customers). The Shoremont Water Treatment Plant Laboratory handled 125 of these calls and inquiries. The number of quality related calls and inquiries per thousand customers is a 73% increase from 2021. The majority of the calls were in the General Inquiry category, which increased by almost 300% from 2021. This was followed by the Bad Taste/Odor and Dirty Water categories, which increased by 25% and 68% respectively from 2021.



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 2022:** *The analyses of the rates charged for a typical residential customer for our peer group is presented below. The Authority rates just outside of the lower quartile, significantly better than the 2022 goal.*

<b>Comparison of January 2023 Water Charges</b> <sup>1, 2, 3</sup>				
(All amounts in \$)				
	<b>Annual Fixed Charge</b>	<b>Annual Consumption-Based Charge</b>	<b>Annual Minimum Charge</b>	<b>Annual Total Charge</b>
Albany Water Board	0	291	124	291
City of Syracuse	0	303	168	303
City of Watertown	0	323	147	323
Suffolk County Water Authority	202	155	202	358
City of Rochester	105	253	105	359
<b>Monroe County Water Authority</b>	<b>95</b>	<b>266</b>	<b>95</b>	<b>361</b>
City of Binghamton	51	315	191	366
Erie County Water Authority	102	298	255	400
New York City	0	402	179	402
Buffalo Water Board	200	214	200	413
City of Yonkers	226	197	226	423
Onondaga County Water Authority	166	263	166	429
Western Nassau Water Authority	0	433	247	433
Niagara Falls Water Board	15	419	233	434
Elmira Water Board	0	456	175	456
City of Poughkeepsie	11	455	147	465
Mohawk Valley Water Authority	144	379	301	523
Average	77	319	186	396
<b>Notes</b>				
<sup>1</sup> Charges are based on rates in effect in January 2023.				
<sup>2</sup> Charges assume a single family residential customer using a 5/8" meter and 70,000 gallons of water per year.				
<sup>3</sup> 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 2022:** *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 2022:** *Presented below is a summary of new service inquiries:*

- 48 new Industrial/Commercial customer applications
- 658 new residential water services:
  - 492 generated by new residential subdivisions
  - 18 generated by new water districts
  - 26 generated by secondary source change-overs
  - 122 generated by new construction

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 2022:** *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:*

- *An inquiry to renew an existing retail lease agreement was made to the Executive Director by the Supervisor of the Town of Pavilion as they are considering a new water district and the proposed district funding will require the term of the lease to exist beyond the term of the financing. It is anticipated that a lease renewal will be presented to the Board for consideration in 2023.*
- *An inquiry to renew an existing retail lease agreement was made to the Executive Director by the Supervisor of the Town of Chili. The Town of Chili requested a temporary license agreement for the MCWA to allow the installation of the Department of Public Works (DPW) communication antenna on the Chestnut Ridge Water Storage tank. The license agreement is an interim measure while a retail lease agreement is considered that will incorporate conditions related to the DPW antenna installation. It is anticipated that a lease renewal will be presented to the Board for consideration in 2023.*
- *An inquiry to renew an existing retail lease agreement with the Town of Henrietta was made to the Executive Director by the Supervisor of the Town of Henrietta. The Town of Henrietta was considering requirements in the existing retail lease agreement that dictate parameters for the district. A new retail lease agreement provides flexibility as related to water district facilities. The Town has not continued discussions regarding lease renewal.*