

## WATER & WASTEWATER SERVICES OPERATIONS

**Fiscal Year 2008  
1st Quarter**

### Goal Statement

To produce high quality potable water and reliable water distribution and wastewater collection services to our customers, and to ensure that all services of this division are delivered in a safe, efficient, and cost-effective manner.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Millions of gallons of water delivered	2,938	2,493	11,600	
Millions of gallons of wastewater collected	1,451	1,675	7,000	
Cost per million gallons for water treatment and pumping	1,319	1,531	1,200	
Number of external water quality customer complaints	6	15	65	
Percentage of water quality tests in compliance	100	100	100	
Percentage of sewage spills & line blockage responses within 2-hours	100	0	98	
Millions of gallons of wholesale wastewater treated/disposed of	6,466	7,585	26,060	
Millions of gallons of wholesale wastewater transmitted	4,531	5,274	19,160	
Wet tons of bio-solids disposed of	19,161	22,764	90,000	
Percentage of compliance with federal and state-mandated inspection and sampling	50	100	95	
Number of lab samples tested and analyzed	9,923	9,824	43,200	
Average number of days for enforcement action	6	4	10	
Cost per million gallons for wastewater treatment (dollars)	645	361	350	
Number of odor complaints	0	0	1	
Number of system backups	0	0	4	
Millions of gallons of hauled waste disposed of	14	12	50	
Number of permit violations	0	0	3	
Number of days for pre-treatment program issuance	N/A	N/A	120	1
Percent pretreatment facilities in compliance with federal and state requirements	100	100	95	

### Notes

- 1** The number of days for pre-treatment program issuance is not reported because there were no permits issued in the first quarter.