

## WATER & WASTEWATER SERVICES OPERATIONS

**Fiscal Year 2008  
2nd 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	5,722	4,955	11,600
Millions of gallons of wastewater collected	3,004	3,028	7,000
Cost per million gallons for water treatment and pumping	1,307	1,654	1,200
Number of external water quality customer complaints	16	30	65
Percentage of water quality tests in compliance	100	100	100
Percentage of sewage spills & line blockage responses within 2-hours	100	100	98
Millions of gallons of wholesale wastewater treated/disposed of	13,881	13,724	26,060
Millions of gallons of wholesale wastewater transmitted	9,291	9,873	19,160
Wet tons of bio-solids disposed of	41,284	45,528	90,000
Percentage of compliance with federal and state-mandated inspection and sampling	66	100	95
Number of lab samples tested and analyzed	19,663	20,006	43,200
Average number of days for enforcement action	7	8	10
Cost per million gallons for wastewater treatment (dollars)	601	429	350
Number of odor complaints	2	0	1
Number of system backups	0	1	4
Millions of gallons of hauled waste disposed of	27	22	50
Number of permit violations	0	0	3
Number of days for pre-treatment program issuance	N/A	N/A	120
Percent pretreatment facilities in compliance with federal and state requirements	100	100	95