

Effective Utility Management as a planning tool

Oklahoma Governor's Water Conference 2023

November 30, 2023



I never questioned the integrity of an umpire. Their eyesight, yes.

- Leo Durocher

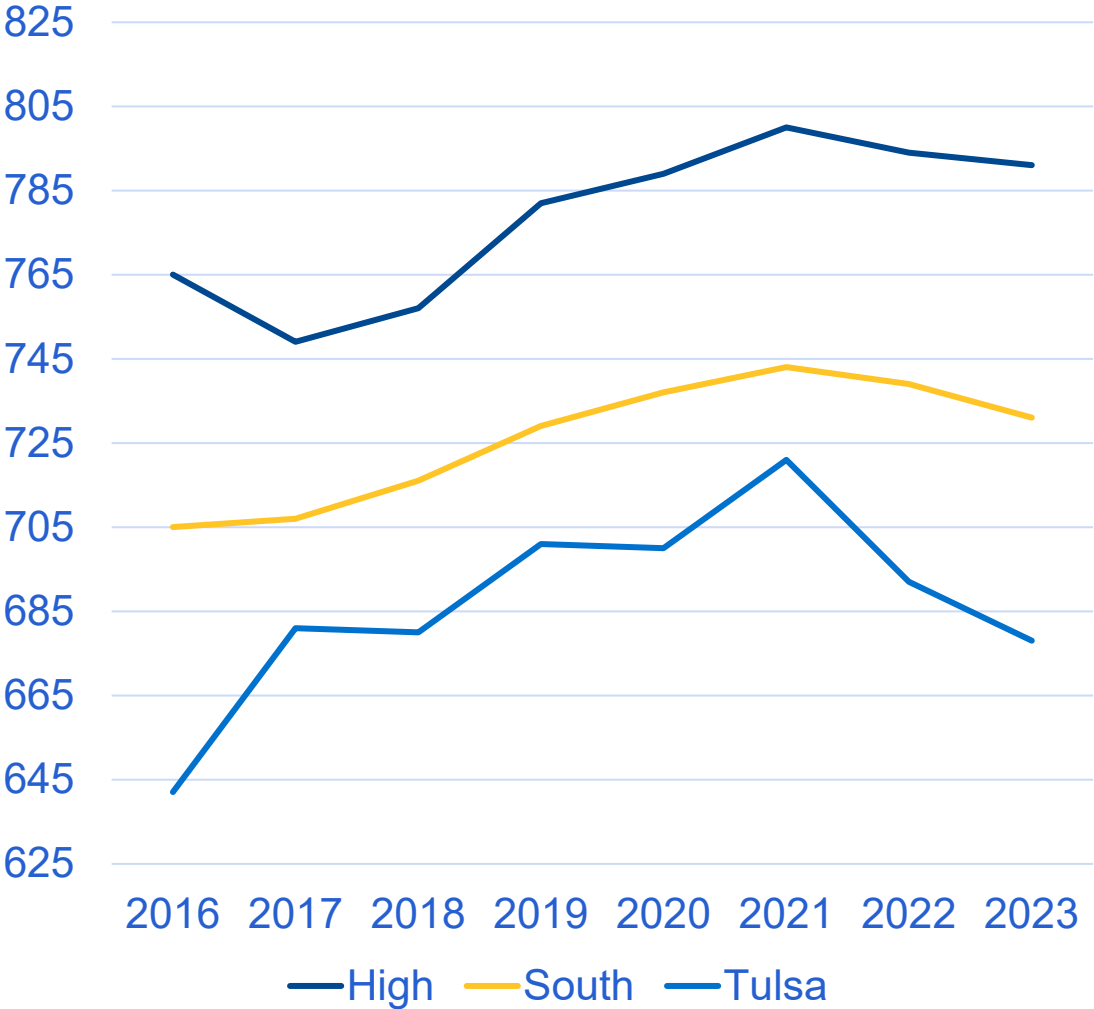


J. D. Power rating system

+ 33 attributes in 6 factors

- Quality & reliability 29%
- Price 21%
- Conservation 16%
- Billing and payment 14%
- Communications 14%
- Customer service 6%

(When interaction is present 27%)





Best Tasting Water in 2023 in Oklahoma contest and regional contest including Arkansas and Louisiana. (Also in **2021, 2014, 2013**, and best in state in **2018**).

Insurance Services Office (ISO) assigns a Public Protection Classification (PPC) rating of a **Class 1** for Tulsa Fire Department in 2019. (40 of 105.5 points go to the water supply!)



$$\text{Value} = \frac{(\text{Quality Product} + \text{Reliable Service} + \text{Customer Service})}{\text{Cost of the good or service}}$$

- **The product** – high quality of water (or quality of good or service)
- **Provided** – consistently and without interruption or inconvenience
- **Satisfaction** – the customer wants to feel important
- **Affordability** – is the cost of the good or service financially viable

Wait – what?

synergistic

sustainable

scalable

bandwidth

intuitive

holistic

visionary

optimize

innovative

incentivize

equitable

change agent

paradigm shift

ideate

disruptive

low-hanging fruit

shovel ready

rightsizing

resilient

move the needle

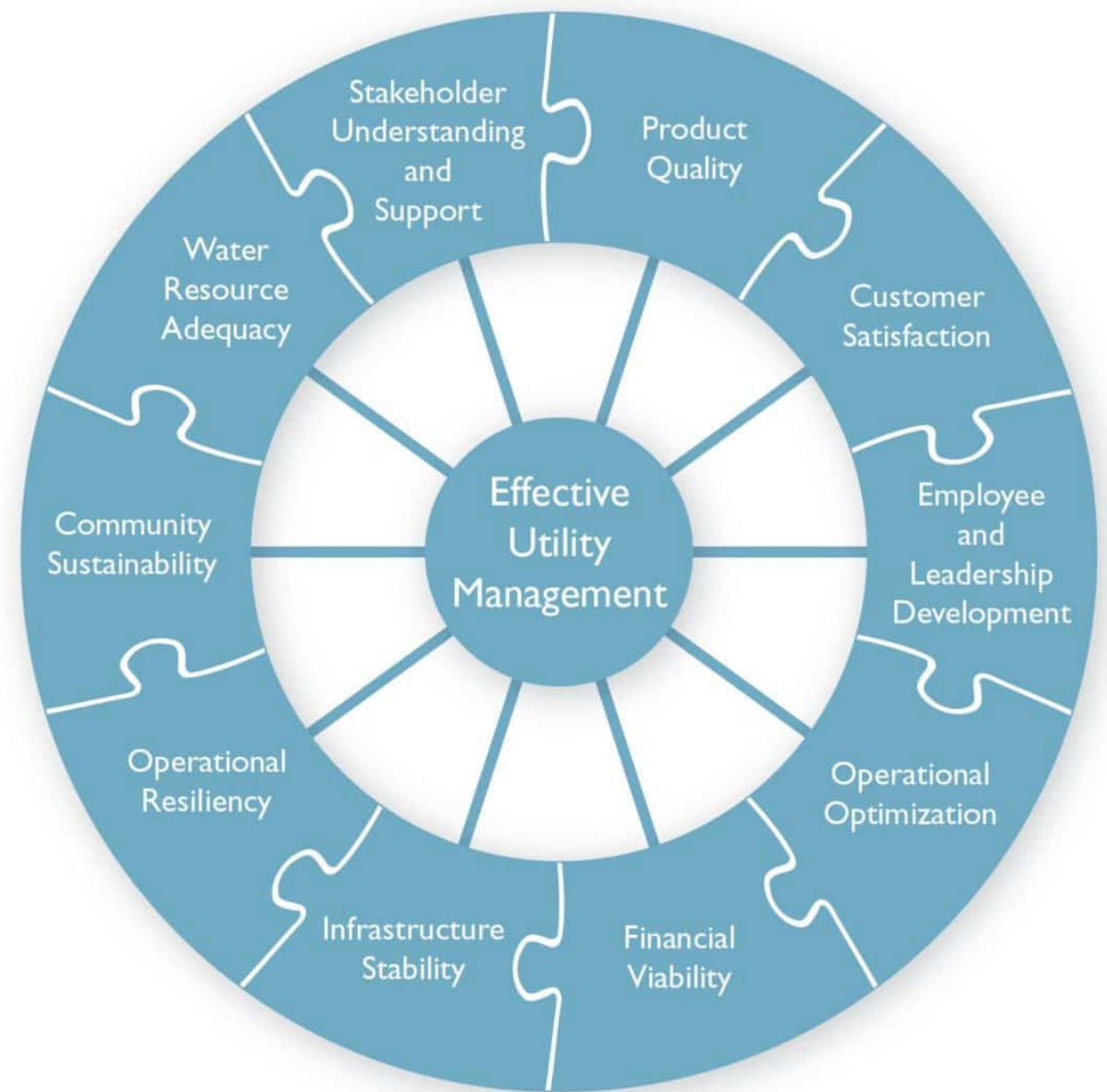
nexus



Effective Utility Management

A Primer for Water and Wastewater Utilities

January 2017



Level 1: Providing Adequate,
Fundamental Services

Level 2: Optimizing
Operations and Services

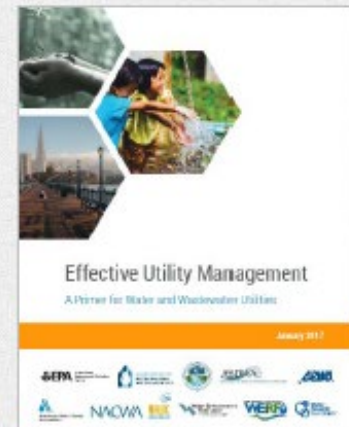
Level 3: Transforming
Operations and Services for
the Future



MOVING TOWARD SUSTAINABILITY:

*Sustainable and Effective
Practices for Creating Your
Water Utility Roadmap*

Updated September 2018



Companion to the
Effective Utility Management Primer

Assessment and actions

PRACTICE STATEMENT #2

Operational Improvement and Maintenance*: Opportunities to improve operations undertaken as they are identified and time and resources allow. (The utility reacts to information provided from outside sources relating to improvement opportunities.)

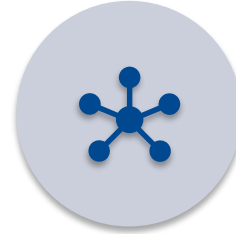
** Refer to the Infrastructure Strategy and Performance section for maintenance details.*

EXAMPLE PRACTICES		ASSESSMENTS AND ACTIONS			
2.1.2.1	Odor control measurement, monitoring, and response program.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.2	Leak detection and repair program.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.3	Optimization targets for use of labor, chemicals, and residuals.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.4	Valve exercise and maintenance program.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.5	Cross-connection control program.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.6	Water meter repair/replacement program.	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
2.1.2.7	<i>Alternative or Additional Practice:</i>	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
		Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

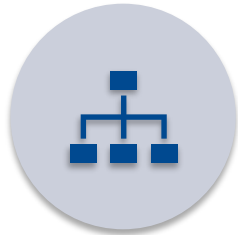
EUM as a planning tool



Lead your own strategic planning



Provide connectivity between your plan and each of the EUM Ten Attributes



Include all levels of the organization



Let everyone have a voice; self assess as many as possible



Use the assessment to start a dialogue



Be flexible and ready to adjust your plan

Thank You

