



# Doing Things!

## Utilities

### Work Session Presentation

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# Who We Are

- 367 FTE (19% of workforce) in six divisions
  - Administration
  - Maintenance
  - Water Quality
  - Plant Operations
  - Customer Service
  - Field Services

# What We Do

## ■ Plant Operations

- Potable water supply
- Wastewater collection, pumping , treatment
- Bio-solids disposal
- Reclaimed water distribution
- Supervisory Control and Data Acquisition (SCADA)
- Communication System Security
- Water restrictions enforcement

# What We Do

## ■ Water Quality

- Manages the water quality monitoring and laboratory functions to ensure regulatory compliance is being met
- Supports Utilities operations, Solid Waste, and Natural Resources

# What We Do

## ■ Maintenance

- Manages repair and maintenance of the distribution, collection, and transmission systems for potable water, sewer and reclaimed water system

# What We Do

## ■ Field Services

- Meter Reading of all retail, commercial, and wholesale meters
- Data management
- Account servicing for all Utility customer accounts

# What We Do

## ■ Customer Service

- Call Center
- Payment Processing Center
- Billing & Invoicing
- Collections (Delinquency)
- Revenue Analysis
- Process Management

## What We Do

- Provide potable water to more than 112,000 retail and wholesale customers
- Provide sewer service to over 300,000 residents
- Provide reclaimed water to 23,000 customers
- Answer approximately 162,000 customer calls annually
- Read approximately 667,000 meters annually



# Practice Superior Environmental Stewardship

- 3.3 Protect and Improve the quality of our water, air, and other natural resources
  - Ensure delivery of safe drinking water
  - Improve quality of surface water
- 3.4 Reduce/Reuse/Recycle resources including energy, water, and solid waste
  - Partner with Tampa Bay Water and others to evaluate reclaimed and reuse water strategies

# Deliver First Class Services to the Public and our Customers

- 5.2 Be responsible stewards of the public resources
  - Maintain effectiveness of write-offs of tenant uncollectable charges
  - Maintain a high level of payment processing accuracy
  - Conducted a Water Company of America audit to monitoring and benchmark against industry standards

# Deliver First Class Services to the Public and our Customers

- 5.3 Ensure effective and efficient delivery of the County services and support
  - Leverage technology for efficiencies, transparency, and data-driven decisions
  - Maintain a high level of meter reading accuracy
  - Ensure accurate and timely application of payments to customers' accounts
  - Develop and deploy a knowledge-based call routing system for the customer call center

# Deliver First Class Services to the Public and our Customers

- 5.4 Strive to exceed customer expectations
  - Reduce the number of odor complaints
  - Reduce the number of water service disruptions
  - Reduce the number of SSO's (Sanitary Sewer Overflows)
  - Continue to meet regulatory requirements

# Opportunities

- Aging workforce
- Workforce Sustainability
- Training/development opportunities

## Doing Things:

- Expand and partner w/Public Works Academy (1.1)
- Develop and implement recruitment plan (1.1)
- Expand divisional cross training opportunities (1.2)

# Opportunities

- Information Technology

## Doing Things:

- Leverage technology for efficiencies, transparency, and data-driven decisions (5.3)
- Develop and deploy a knowledge-based call routing system for the customer call center (5.5)

# Opportunities

- Increased Regulatory Mandates

## Doing Things:

- Maintain Utility Facility retention ponds in compliance with NPDES permits (3.3)
- Ensure delivery of safe drinking water (3.3)
- Improve quality of surface water (3.3)
- Ensure compliance with the Industrial Pre-treatment Program requirements (3.3)

## 3.3 Key Measures

- Meet regulatory requirements
- # of Type A Sanitary Sewer Overflows (SSO's)
- % of permit compliance



## 5.2 Key Measures

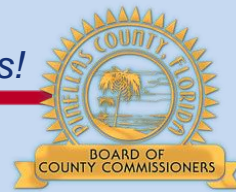
- Effectiveness of tenant write-offs of uncollectable charges
- Payment processing accuracy

## 5.3 Key Measures

- Increased availability of assets through proactive maintenance strategies (planned vs. unplanned maintenance)
- Accuracy of meter reads

## 5.3 Key Measures

- % of payment handling errors
- % of telephone calls answered timely
- % of telephone calls answered accurately



# Thank you