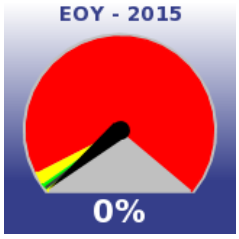
BOCC Report - PW; Utility Services; Water Treatment and Distribution

Performance Narrative	

Performance Measures

Result :

Maximum percentage of water customers who experience unplanned water outages.



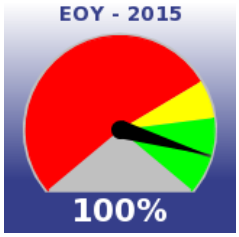
Performance Narrative: The inverse of this measure would be to say 99% of our customers experience no unplanned water outages. So far no one has experienced an unplanned water outage caused by Gunnison County. There have been several frozen service lines, which are the customers resonsibility that have cause an outage for the customer. We strive to help the customer solve their water outage as quickly as possible.

Result • Percent • Quarterly YTD: 0% EOY: 0%

Low Alarm	Low Warn	Target	High Warn	High Alarm
	0.5%	1%	2%	5%

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	0%	0%	0%	0%	0%	0%
2012	0%	0%	0%	0%	0%	0%
2013	0%	0%	0%	0%	0%	0%
2014	0%	0%	0%	0%	0%	0%
2015	0%	0%	0%	0%	0%	0%
2016						

Percentage of water testings that meet or exceed State of Colorado Drinking Water Standards.



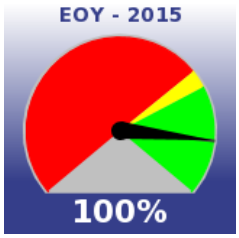
Performance Narrative: Each day of operation the water treatment plant collects samples of water turbidity, both raw water and finished (drinking) water as well as chlorine residuals that are reported to the state on a monthly basis. Also there are a series of sample from specific sample locations on a yearly, quarterly and monthly basis depending on a calendar mandated by the State of Colorado. Each year a Monitoring Schedule arrives from the state detailing what sample will be required for the year. Each sample has a specific location and method for collection.

Result • Percent • Quarterly YTD: 100% EOY: 100%

Low Alarm	Low Warn	Target	High Warn	High Alarm
80%	90%	100%		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	100%	100%	100%	100%	100%	100%
2012	100%	100%	100%	100%	100%	100%
2013	100%	100%	100%	100%	100%	100%
2014	100%	100%	100%	100%	100%	100%
2015	100%	100%	100%	100%	100%	100%
2016						

Percentage of water customers who experience rates that are comparable with rates for similar systems.



Performance Narrative:
Water rates in Dos Rios in to 2005 were $97.00 per quarter. In 2008 water rates were changed to $91.50 per quarter. In 2010 the water rates went to $96.00 per quarter. Today the water rate is $100.80 per quarter for Dos Rios customers. That works out to $33.60 per month for water.

Result • Percent • Annually YTD: 100% EOY: 100%

Low Alarm	Low Warn	Target	High Warn	High Alarm
80%	85%	100%		

Year	EOY	YTD	EOY*

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2013	100%	100%	100%
2014	100%	100%	100%
2015	100%	100%	100%
2016			

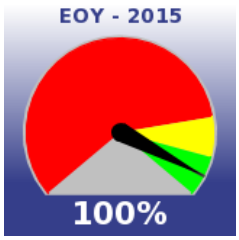
Percentage of rates that are structured to encourage wise use and water conservation.

Performance Narrative:

Result • Percent • Monthly YTD: EOY:

Low Alarm	Low Warn	Target	High Warn	High Alarm
		10,000%		

Percentage of customers who are notified of possible water leaks and or the possibility of experiencing a higher than normal water bill on a monthly basis.



Performance Narrative: Each quarter water customers are allowed 18,000 gallons of water for a base price. Anything over that amount results in paying a higher rate per 1,000 gallons of water used and we have seen that this dollar amount can go up very quickly. In the past reading meters occured once every three months and took two days because each house had to be visited and the meter reading collected from a readout on the outside of each residence. Several years ago the water department upgraded each water meters in each house or business with a new type of water meter that can now collect water meter readings remotely using radio signals from each meter. Because it takes only 30 minutes to collect all the water meter readings the water department collects data every month. This way we can monitor each individual water customers use for any given month and can more easily see water use paterns rather than just taking a snap shot once every three months. The greatest advantage for the customer is that the new water meters take a reading once every hour. We have the ability to "profile" a meter and see exactly how much water is being used by the hour since the meter was first intalled. Also in the process of reading meters a "leak notification" pops up for those customers experincing a water leak. The meter reading software assumes that between midnight and 6am there should be at least one hour of zero water use. If this condition is not met then this residence shows up on a Leak Report. This report is reviewed each month and checked against water usage. If the customers water use has dramatically increased over their hstorical use amount the customer is notified that they have a leak.
Also in summer months customers ask us to monitor their water consumption. Some customers use County water for their lawns and flower beds and say they use 12,000 gallons in the first month of summer. This leaves them with only 6,000 gallons for the next two month for residential indoor water use, which can easily be used by a family of four. All customers are notified by the water depatment if their projected water use is going to be extreamely high.

Result • Percent • Monthly YTD: 100% EOY: 100%

Low Alarm	Low Warn	Target	High Warn	High Alarm
85%	95%	100%		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2012	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2013	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2014	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%
2015	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2016														

Output :

Number of fire hydrant quality water flushings conducted.

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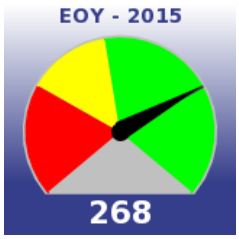


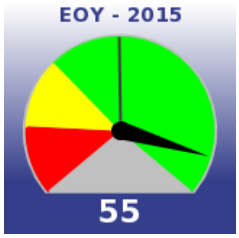
Performance Narrative: Fire hydrant flushing is important for several reasons. Flushing help reduce sediment in the main water lines, insures that each hydrant is functional in times of fire, and to reduce the "age of water" in dead end line sections by providing new and fresh water to each customer as well as giving the water department a water department a way of checking the chlorine residual throughout the distribution system.

Output • Number • Quarterly YTD: 268 EOY: 268

Low Alarm	Low Warn	Target	High Warn	High Alarm
150	200	268		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	67	67	67	67	268	268
2012	67	67	67	67	268	268
2013	67	67	67	67	268	268
2014	67	67	67	67	268	268
2015	67	67	67	67	268	268
2016						

Number of utility locates provided for buried water lines.



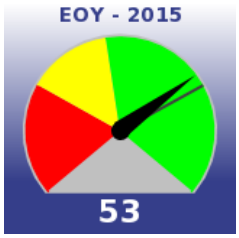
Performance Narrative: Locates are necessary in order to protect Gunnison County infrastructure such as sewer system collection lines and water distribution lines. Any time a contractor or homeowner dig into the ground they are supposed to call in a locate to Utility Notification Center of Colorado (UNCC) 1-800-922-1987. Locates are called in and then distributed to those entities that have infrastructure buried in that area. Buried telephone, electrical, cable, gas, sewer and water providers are then notified and the utilities are then marked on the ground using different colors for each buried line.

Output • Number • Quarterly YTD: 55 EOY: 55

Low Alarm	Low Warn	Target	High Warn	High Alarm
10	20	30		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	5	17	32	11	65	65
2012	7	28	19	8	62	62
2013	1	2	5	7	15	15
2014	0	10	9	3	22	22
2015	6	27	18	4	55	55
2016						

Millions of gallons of water that is produced.



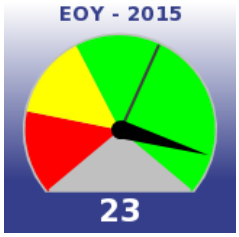
Performance Narrative: Water production is completely dependent upon demand, winter months see the water plant running for shorter hours. In summer time when more summer residence are home, water use and water production go up.

Output • Number • Monthly YTD: 53.2 EOY: 53

Low Alarm	Low Warn	Target	High Warn	High Alarm
20	35	55		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2011	1.6	1.5	1.7	1.9	2.3	3.3	3.4	3.1	2.6	2.1	1.8	2	27.3	27
2012	1.9	1.7	1.9	2	3.1	3.7	3.5	3.1	2.7	2.2	1.9	2	29.7	30
2013	1.9	2	2.2	2.2	3	4.3	4.4	4.1	3	2.5	2.1	2.1	33.8	34
2014	2.9	2.8	3.2	3.1	3.7	5	5.1	4.8	4.2	3.8	3.5	3.4	45.5	45
2015	3.1	3.4	3.5	3.4	3.8	4.9	5.3	5.5	4.7	4.9	5.8	4.9	53.2	53
2016														

Number of users notified of higher than usual expected billings.



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readings remotely using radio signals from each meter. Because it takes only 30 minutes to collect all the water meter readings the water department collects data every month. This way we can monitor each individual water customers use for any given month and can more easily see water use paterns rather than just taking a snap shot once every three months. The greatest advantage for the customer is that the new water meters take a reading once every hour. We have the ability to "profile" a meter and see exactly how much water is being used by the hour since the meter was first intalled. Also in the process of reading meters a "leak notification" pops up for those customers experincing a water leak. The meter reading software assumes that between midnight and 6am there should be at least one hour of zero water use. If this condition is not met then this residence shows up on a Leak Report. This report is reviewed each month and checked against water usage. If the customers water use has dramatically increased over their hstorical use amount the customer is notified that they have a leak.
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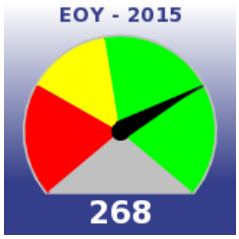
Output • Number • Monthly YTD: 23 EOY: 23

Low Alarm	Low Warn	Target	High Warn	High Alarm
5	10	15		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2012	0	0	0	1	7	1	4	2	1	1	1	1	19	19
2013	1	1	0	1	3	3	3	1	1	1	1	2	18	18
2014	1	1	2	1	5	2	3	2	1	0	1	2	21	21
2015	0	1	0	0	1	4	7	2	1	2	2	3	23	23
2016														

Demand :

Number of fire hydrants requiring flushing.



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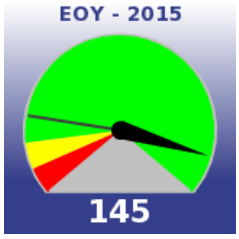
Demand • Number • Quarterly YTD: 268 EOY: 268

Low Alarm	Low Warn	Target	High Warn	High Alarm
150	200	268		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	67	67	67	67	268	268
2012	67	67	67	67	268	268
2013	67	67	67	67	268	268
2014	67	67	67	67	268	268
2015	67	67	67	67	268	268
2016						

Number of utility locates requiring response.



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Demand • Number • Quarterly YTD: 145 EOY: 145

Low Alarm	Low Warn	Target	High Warn	High Alarm
10	20	30		

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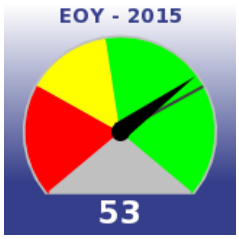
Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2011	5	17	32	11	65	65
2012	7	28	19	8	62	62
2013	3	14	13	16	46	46
2014	3	31	34	14	82	82
2015	19	64	37	25	145	145
2016						

Millions of gallons of water requiring production.



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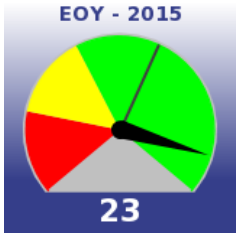
Demand • Number • Monthly YTD: 53.2 EOY: 53

Low Alarm	Low Warn	Target	High Warn	High Alarm
20	35	55		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2011	1.6	1.5	1.7	1.9	2.3	3.3	3.4	3.1	2.6	2.1	1.8	2	27.3	27
2012	1.9	1.7	1.9	2	3.1	3.7	3.5	3.1	2.7	2.2	1.9	2	29.7	30
2013	1.9	2	2.2	2.2	3	4.3	4.4	4.1	3	2.5	2.1	2.1	33.8	34
2014	2.9	2.8	3.2	3.1	3.7	5	5.1	4.8	4.2	3.8	3.5	3.4	45.5	45
2015	3.1	3.4	3.5	3.4	3.8	4.9	5.3	5.5	4.7	4.9	5.8	4.9	53.2	53
2016														

Number of users are requiring notice of higher than usual water use.



Performance Narrative:

Demand • Number • Monthly YTD: 23 EOY: 23

Low Alarm	Low Warn	Target	High Warn	High Alarm
5	10	15		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2012	0	0	0	1	7	1	4	2	1	1	1	1	19	19
2013	1	1	0	1	3	3	3	1	1	1	1	2	18	18
2014	1	1	2	1	5	2	3	2	1	0	1	2	21	21
2015	0	1	0	0	1	4	7	2	1	2	2	3	23	23
2016														

Efficiency :

Cost per gallon of water produced.

Performance Narrative:

Efficiency • Ratio • Quarterly YTD: EOY:

Low Alarm	Low Warn	Target	High Warn	High Alarm

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2013						
2014						
2015						
2016						

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