

An Introduction to Asset Management

Webinar 2: Level of Service



When you know better you do better

Maya Angelou

WELCOME TO THE EFCN WEBINAR SERIES



AN INTRODUCTION TO ASSET MANAGEMENT

MANAGEMENT DECISIONS CAN BE COMPLICATED

LIMITED FUNDING

AGING INFRASTRUCTURE

INCREASING REGULATION

HOW DO YOU PRIORITIZE?

ASSET MANAGEMENT IS.....

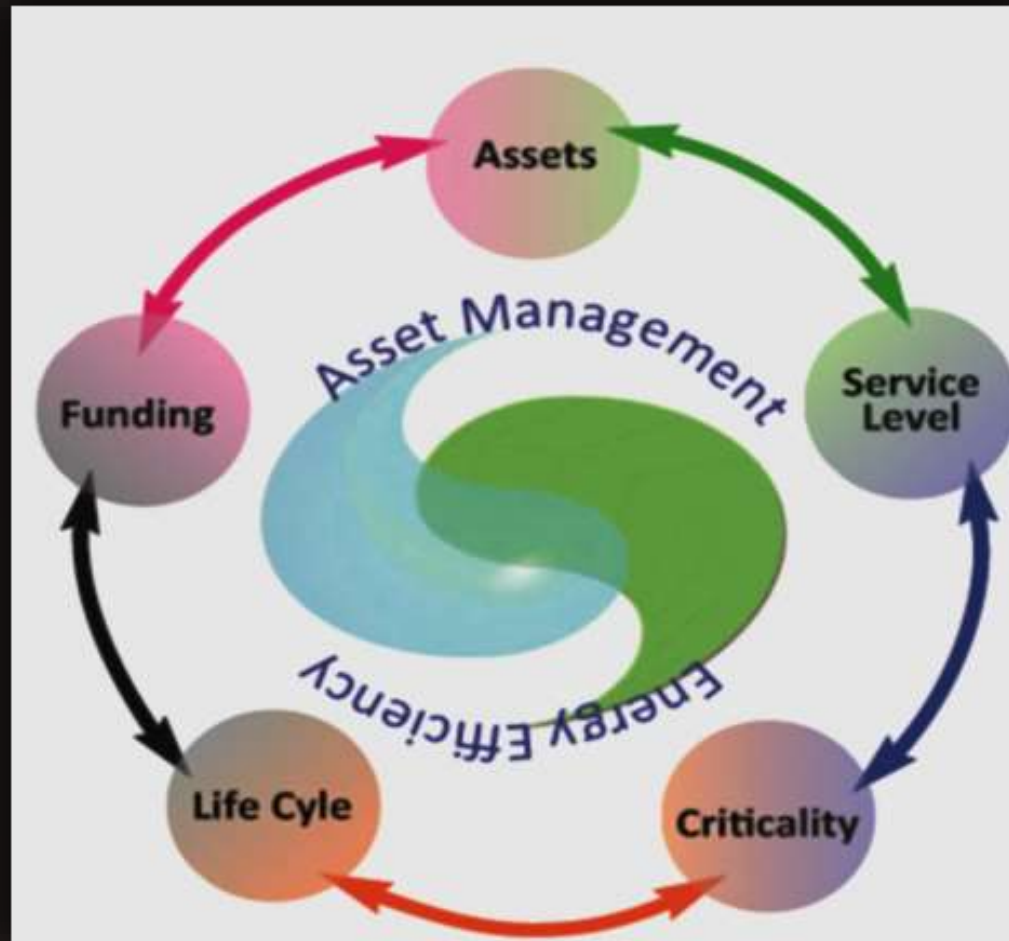
**A WAY TO HELP PEOPLE
KNOW HOW AND WHERE
TO SPEND THEIR MONEY**

**A PROCESS TO IMPROVE
DECISION-MAKING**

**MAINTAINING A DESIRED
LEVEL OF SERVICE AT THE
LOWEST LIFE CYCLE COST**



The 5 Core Components of Asset Management



CURRENT STATE OF THE ASSETS

What assets
do I own?

Where are
they located?

What
condition are
they in?

What is their
remaining
useful life?

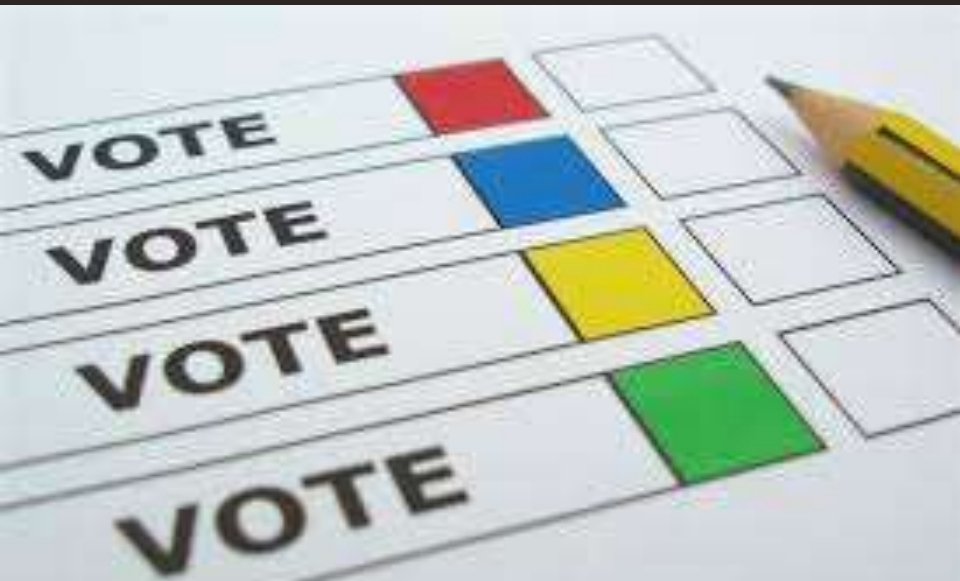
What is their
replacement
value?



CORE COMPONENT 1 - A REVIEW

CURRENT STATE OF THE ASSETS

AFTER
ATTENDING
THE
FIRST
WEBINAR, I...



CORE COMPONENT 2: LEVEL OF SERVICE

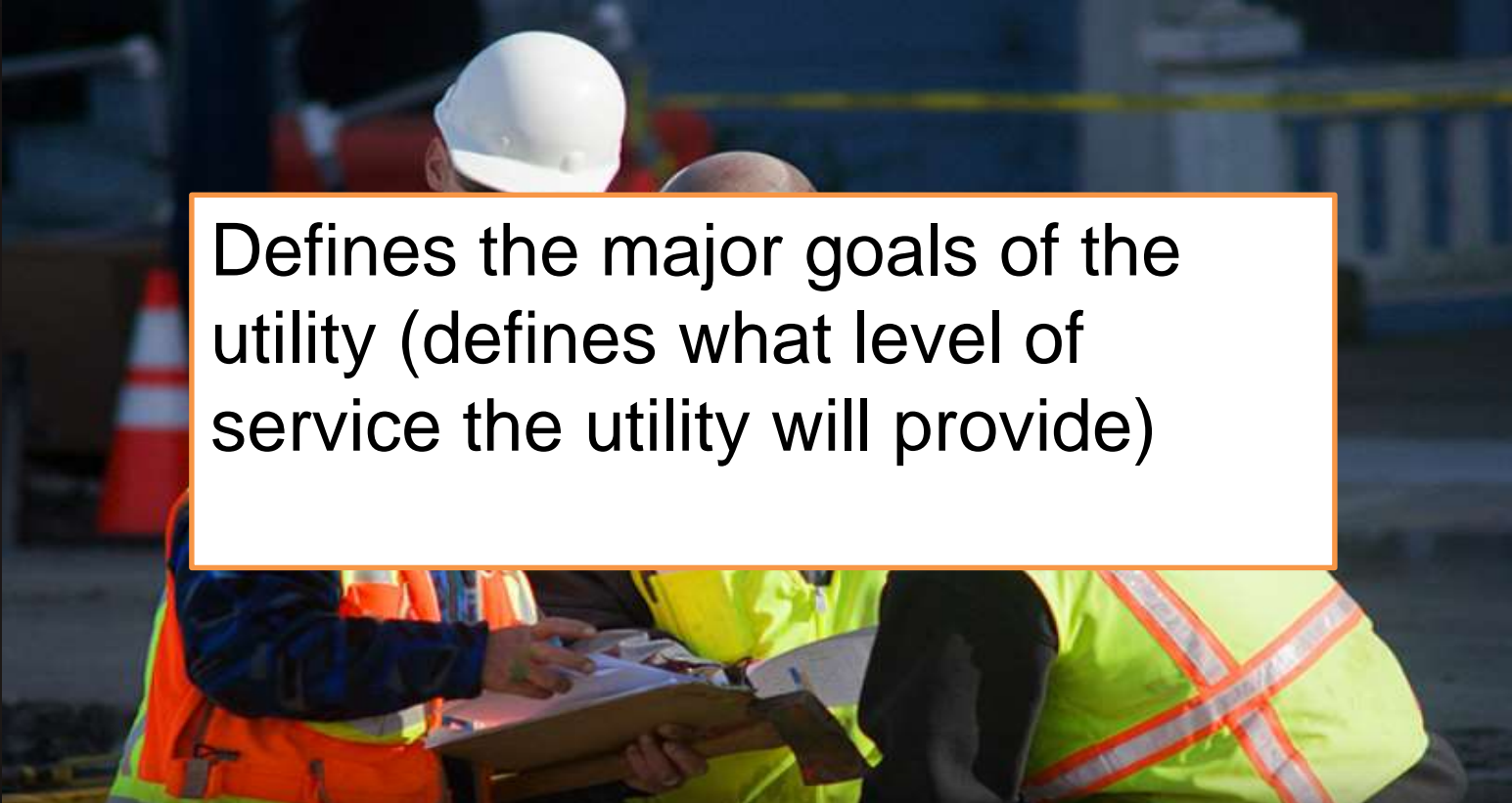


WATER UTILITIES ARE FIRST AND FOREMOST CUSTOMER SERVICE BUSINESSES



SO IT'S ALL ABOUT THE CUSTOMERS

CUSTOMER SERVICE IN ASSET MANAGEMENT TERMS

A photograph of two utility workers at a construction site. One worker, wearing a white hard hat and an orange safety vest, is holding a clipboard. The other worker, wearing a yellow safety vest, is looking at the clipboard. They are standing in front of a blue structure, possibly a piece of equipment or a building. A red and white traffic cone is visible in the background.

Defines the major goals of the utility (defines what level of service the utility will provide)

CALLED LEVEL OF SERVICE

YOUR LEVEL OF SERVICE DETERMINES...



What you
do

How you do
it

When you
do it

How you
spend your
money

**ALL TO PROVIDE
WHAT YOUR
CUSTOMERS
NEED & WANT**

LEVEL OF SERVICE IS A CHANCE TO



What's really important

HAVE A CONVERSATION WITH CUSTOMERS

UNDERSTANDING OF COSTS



Service and cost
are related

higher levels of service = higher costs
lower levels of service = lower costs

AM IN ACTION: IT'S ABOUT CUSTOMERS



Kevin Campanella, City of Columbus, OH

Set Goals for Your Utility

Goals

1. _____
2. _____
3. _____



SETTING SMART GOALS



SPECIFIC



NON-
SPECIFIC

“PROVIDE GOOD WATER”

“HAVE GOOD PRESSURE”

SPECIFIC

**“MEET SDWA PRIMARY DRINKING WATER
STANDARDS 100 % OF THE TIME”**

**“PROVIDE MINIMUM WATER PRESSURE OF 50
PSI THROUGHOUT THE SYSTEM 95% OF THE
TIME”**



MEASURABLE



**NON-
MEASURABLE**

“HAVE EXCEPTIONAL CUSTOMER SERVICE”

“PROVIDE RELIABLE WATER SERVICE”

MEASURABLE

**“RESPOND TO WATER QUALITY
COMPLAINTS BY NEXT BUSINESS DAY 95%
OF THE TIME”**

**“PROVIDE WATER CONTINUOUSLY TO ALL
CUSTOMERS 95% OF THE TIME”**



ATTAINABLE



NON-
ATTAINABLE

PROVIDE RESPONSE TO ALL CUSTOMER COMPLAINTS WITHIN 15 MINUTES AT ALL TIMES (IS NOT ACHIEVABLE IF YOU HAVE NO STAFF AVAILABLE TO RESPOND TO COMPLAINTS)

ATTAINABLE

PROVIDE CUSTOMER SERVICE RESPONSE WITHIN 8 HOURS DURING NORMAL BUSINESS OPERATION (M – F, 8 – 5)



REALISTIC



NON-
REALISTIC

**“REDUCE OVERALL WATER USE BY 20%
WITHIN SIX MONTHS THROUGH A WATER
CONSERVATION PROGRAM”**

REALISTIC

**“REDUCE PER CAPITA WATER USE BY 20%
WITHIN 3 YEARS THROUGH A WATER
CONSERVATION PROGRAM”**



TIME BOUND



NOT TIME
BOUND

**“BREAKS WILL BE FIXED WHEN
DISCOVERED”**

TIME
BOUND

**“BREAKS WILL BE FIXED WITHIN 8 HOURS
OF DISCOVERY 90% OF THE TIME”**



AM IN ACTION: MEASURING LEVEL OF SERVICE GOALS



Stacy Gallick, Formerly with Johnson County Wastewater,
Kansas

D & M Division Monthly Report for May 2010

Levels of service (LOS)

Goals

Treatment

(to date)

(% compliance)

- Total flow treated 2166 mg 9250.385 mg
- Average flow treated 69.9 mgd May.
- Total violations 0 0 100.0 %
- May Compliance 100.0 %

Individual plant violations

(to date)

(% compliance)

5 or fewer/year or
98% compliance

- MB 0 0 100 %
- NCAC 0 0 100 %
- BRM 0 0 100 %
- THC 0 0 100 %
- MCR 0 0 100 %
- Nelson 0 0 100 %
- Timberwolf 0 0 100 %

70% compliance

- MB wet weather 0 0 100 %
- BRM wet weather 0 0 100 %
- THC wet weather 0 0 100 %

Johnson County, Kansas LOS Report

Solids Disposal – 503 Compliance 100 % compli

Bio Solids Land Applied (to date) (month
754 w/tons; 4953 w/tons 4

Bio Solids land filled (to date) (month
900.66 w/tons; 5044 w/tons 5

Odor Complaints (to date)
1 2
Preventive work orders 861 4336
Corrective work orders 159 629

Collections (to date)
• Lines cleaned 59.77 miles 238.42

Johnson County, Kansas LOS Report

ONE MORE ACRONYM....KISS

“Everything should be made as simple as possible, but not simpler.”

Albert Einstein



Keep it Simple and Sustainable

AM IN ACTION: KEEP IT SIMPLE



Kevin Campanella, City of Columbus, OH

CONSIDER HOW GOALS CHANGE YOUR OPERATION AND MANAGEMENT



GOAL ARE NOT SET IN STONE

**GOALS
CAN BE
CHANGED**

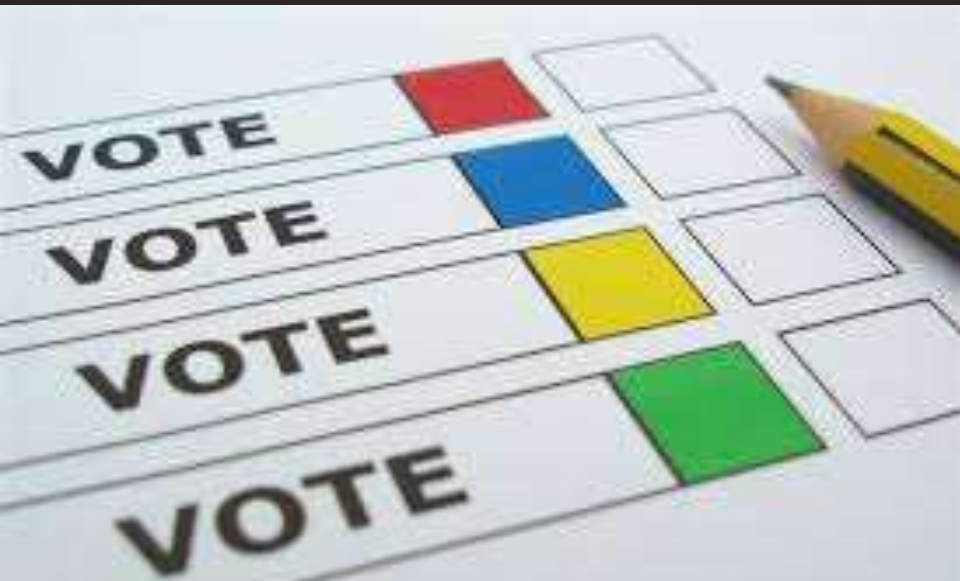


**GOALS
CAN BE
ADDED OR
REMOVED**

**OR
ADJUSTED
OVER
TIME**

LEVEL OF SERVICE GOALS....

GOAL
SETTING AT
MY UTILITY



TAKING IT TO YOUR FACILITY



DEVELOP YOUR TEAM

TAKING IT TO YOUR FACILITY



COMPLETE INTERACTIVE ASSET MANAGEMENT IQ TOOL

<http://southwestefc.unm.edu/assetManagementIQ/main.php>

TAKING IT TO YOUR FACILITY



**DEVELOP AT LEAST TWO
GOALS FOR YOUR
FACILITY**

TAKING IT TO YOUR FACILITY



**CHECK AND SEE IF YOUR
GOALS ARE SMART!**

(REVISE IF NECESSARY)

TAKING IT TO YOUR FACILITY



**WHAT DATA WOULD YOU
NEED TO MEASURE YOUR
GOALS?**

TAKING IT TO YOUR FACILITY



**START COLLECTING DATA
TO BE ABLE TO
MEASURE YOUR GOALS**

TAKING IT TO YOUR FACILITY



**WHICH STEP WILL YOU
IMPLEMENT FIRST?**





**WE WANT TO THANK
EPA FOR PROVIDING
FUNDING FOR THIS
PROJECT**



Smart Management for
Small Water Systems

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**Southwest
Environmental
Finance
Center**