



Public Utilities Progress Report FY2022

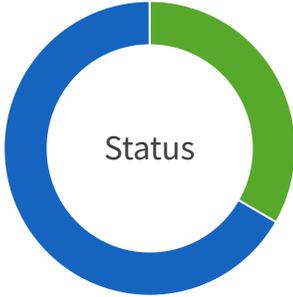
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Report Created On: Aug 12, 2022

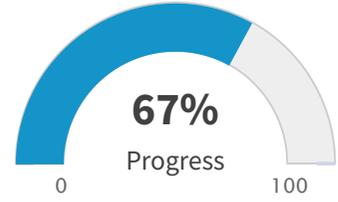
6

Goal

Overall Summary



On Track 33.33%
Completed 66.67%



Report Legend

 No Update

 Overdue

 Priority

Goal 2.1.7

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Strategically Manage Future Growth and Development - Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Aug 05, 2022 13:47:50

Update this period: Next steps: Disruptions (if necessary):

Update this period: The Public Utilities service continues to demonstrate a strong program. Plans are being developed to map out future growth opportunities.

Next steps: Continue to work on Utility plans with Mocksville, Bermuda Run and Economic Development.

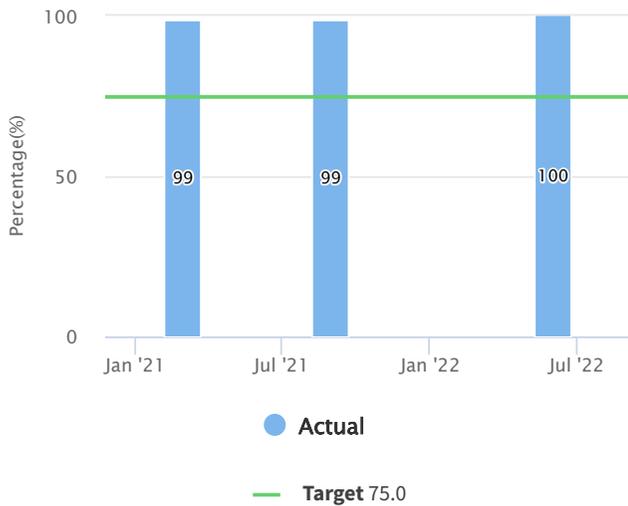
Disruptions (if necessary):

Develop Comprehensive Water/Sewer Master Plan

Develop and update Comprehensive Water/Sewer Master Plan by 2022
(Goal: 75% complete by June 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:29:56

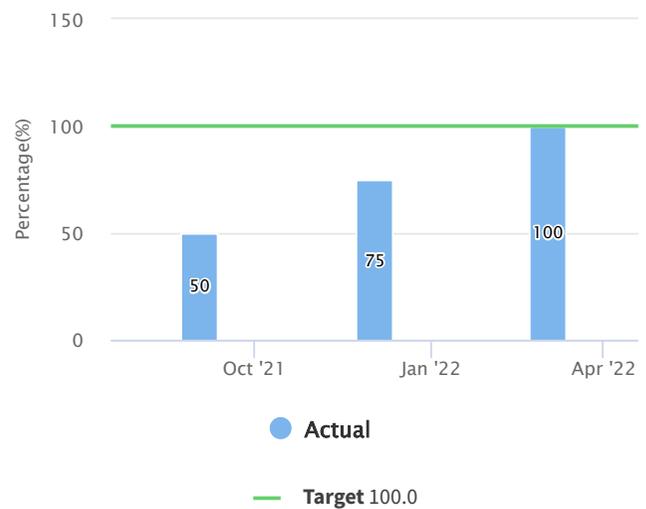


Electronically mapped County water/sewer infrastructure that is mapped annually

Percent of electronically mapped County Water/Sewer infrastructure that is updated each fiscal year
(Goal: 100% Digital-GIS Website)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:30:41

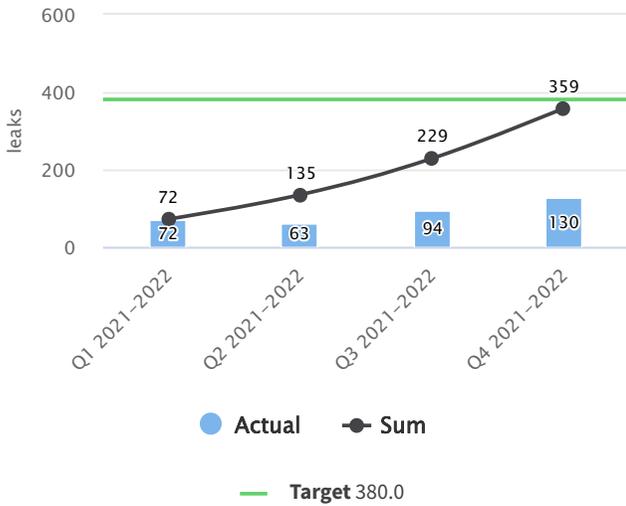


Number of Water Line leaks

Number of Water Line leaks (Goal: Maintain current level at 380 or less)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:32:09



Number of Active Customers

Number of Active Customers (Goal: Maintain 10,990 active accounts)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:33:00



Goal 2.1.8

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Implement a Multi-Year Public Utility Rate Structure and Associated Policies

Owner: Johnny Lambert

Update provided by Cindy Chapman on Aug 05, 2022 13:48:16

Update this period: Next steps: Disruptions (if necessary):

Update this period: Fees were increased at 3% - for new water treatment facility

Next steps: Continue to work within the Raftelis on rate structures.

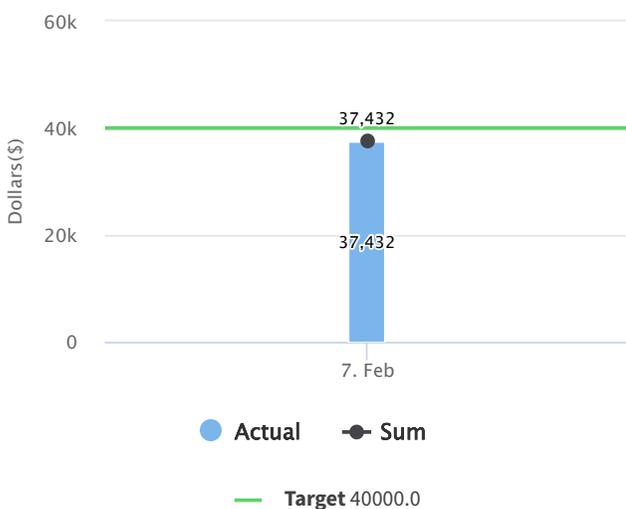
Disruptions (if necessary):

Bad Debt Write Off

Contain Bad Debt Write Off (Goal: Write off \$40,000 or less)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:33:40



Comment

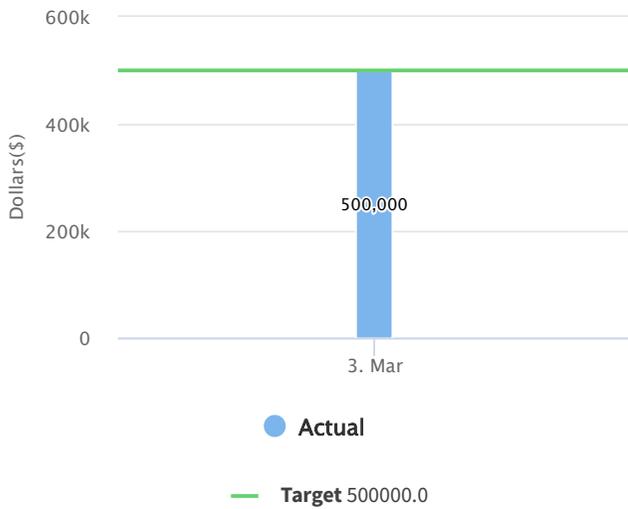
Wrote off \$32,617.29 in February 2020 for bad debts reported December 31, 2019. January to March 2020 \$764.43 of the reported bad debt was collected. Davie County Public Utilities will continue to collect on the previously reported bad debt. The current outstanding debt is \$31,852.86

Funds Reinvested for Capital Infrastructure Needs

Funds Reinvested for Capital Infrastructure Needs (Goal: \$500,000 or greater)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:34:07

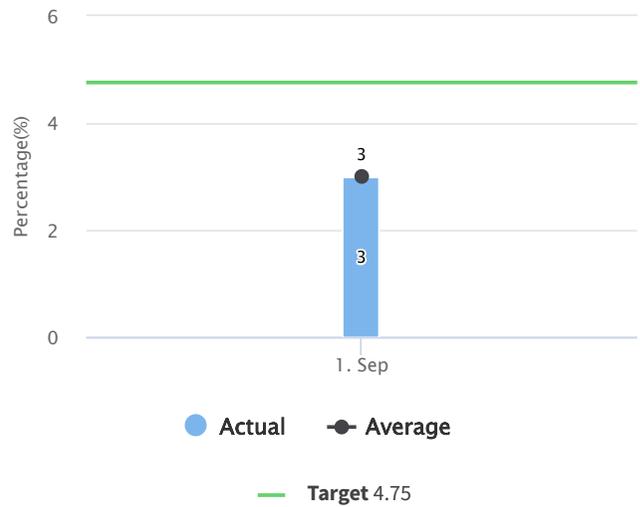


Annual Water/Sewer Rate Increase

Cap annual Water/Sewer rate increases (Goal: Less than 3% annual increase -compared to NC median rate increase of 5%, per Environmental Finance Center)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:35:54



Days of Cash On Hand

Days of Cash On Hand (Goal: 365 Days or greater)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 16:11:17



Comment

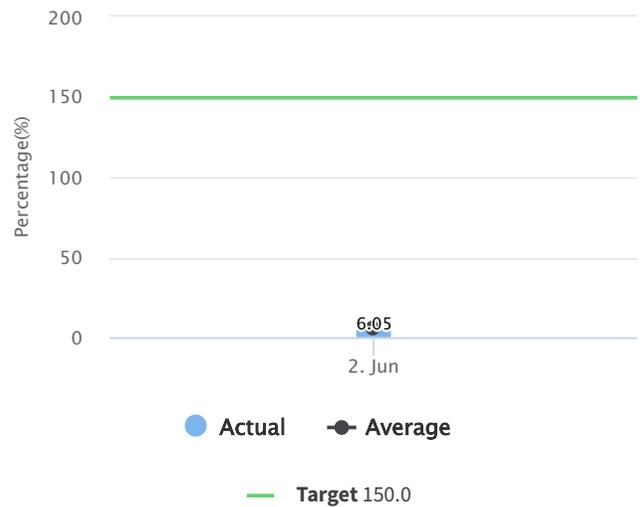
Rate increase will be done in the 2020-2021 budget process.

Debt Service Coverage Ratio

Debt Service Coverage Ratio (Goal: 150% or less)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 16:08:49



Goal 2.1.15

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Increase professional development training opportunities for Public Utilities staff

Owner: Johnny Lambert

Update this period: Next steps: Disruptions (if necessary):

Update this period: Staff participated in certification training opportunities. Created employee developmental policy.

Next steps: Continue to provide time and opportunities for staff development.

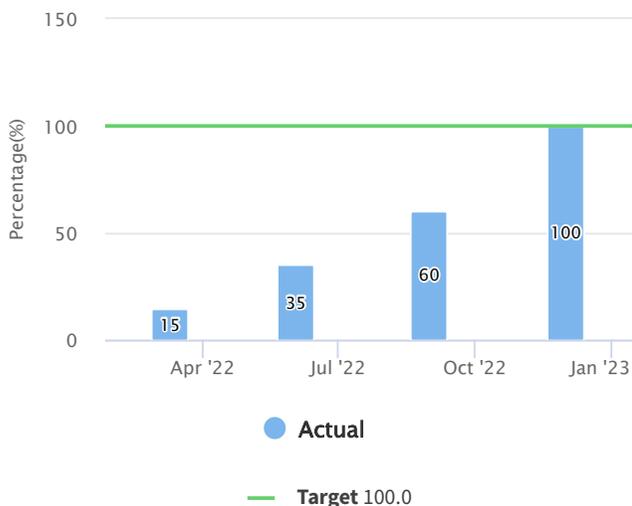
Disruptions (if necessary):

Staff that completes four or more hours of training

Percentage of Public Utilities staff that completes four or more hours of professional development training each fiscal year (Goal: 100% by June 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:49:25

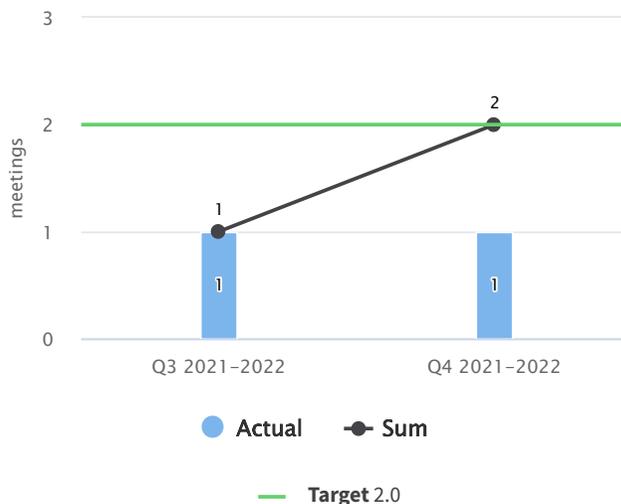


Provide Safety meetings for staff

Provide at least two safety meetings each fiscal year to include 100% of staff (Goal: 2 or more meeting by June 30, 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:37:39



Goal 2.1.16 ⓘ Jul 01, 2021 - Jun 30, 2022 On Track Progress 0%

Improve community relations with Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Aug 05, 2022 13:50:44

Update this period: Staff continues to provide immediate assistance to emergencies while continuing a strong personal relationship with community members.

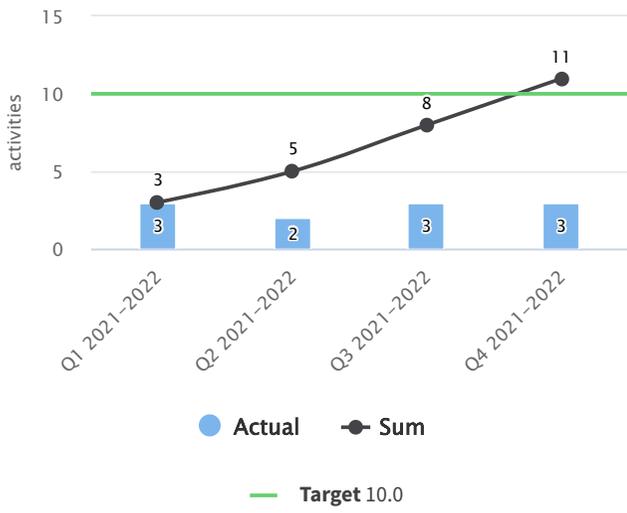
Update this period: Next steps: Disruptions (if necessary):

Information and Awareness activities

Number of information and awareness activities (Goal: 10 or more each fiscal year)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:38:58

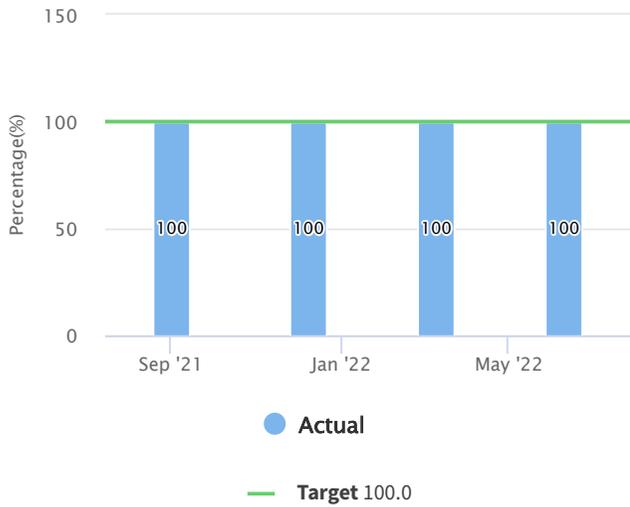


Notifications sent to customers within 7 days of returned checks

To avoid water disruptions for customers, the Public Utilities staff will notify all customers in less than 7 days of a returned check. (Goal: 100%)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:39:48

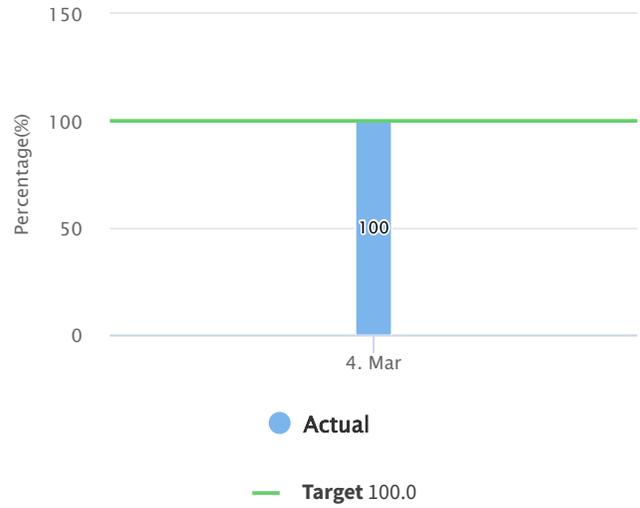


Produce a water quality report and notify customers

Produce a water quality report and notify customers of availability on-line. (Goal: 100% completed by June 30, 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:40:52

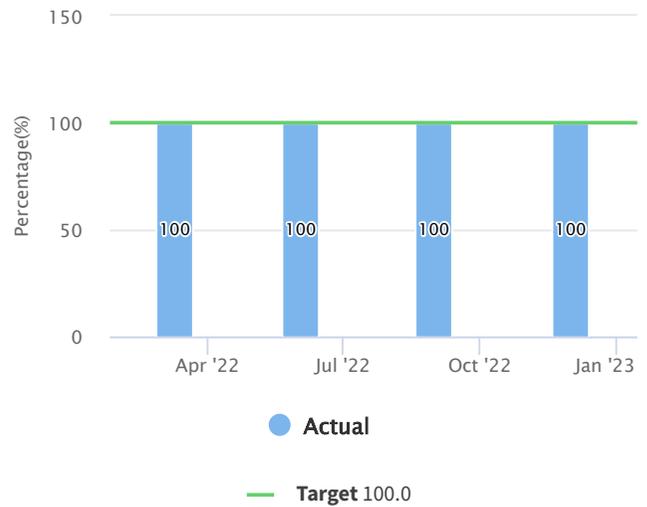


Emergency requests responded to within 2 hours or less

Emergency requests responded to in 2 hours or less (Goal: 100%)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:41:17

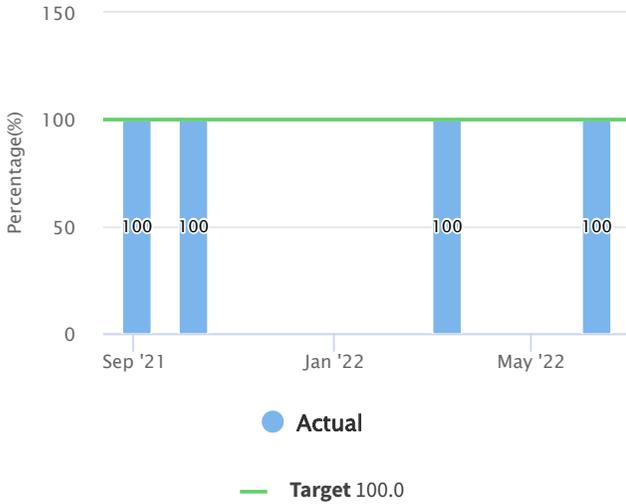


Citizen complaints responded to within 24 hours or less

Citizen complaints responded to in 24 hours or less (Goal: 100%)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:42:08

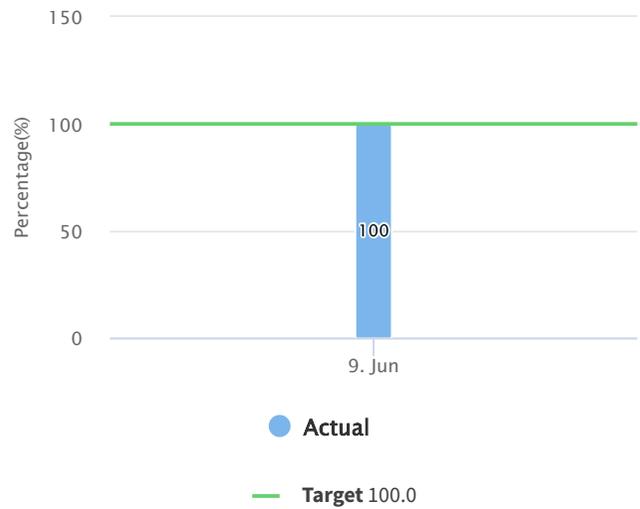


Sewer lines and high priority sewer lines inspected

Sewer lines and high priority sewer lines inspected each fiscal year. (Goal: 100% by June 30, 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:42:58

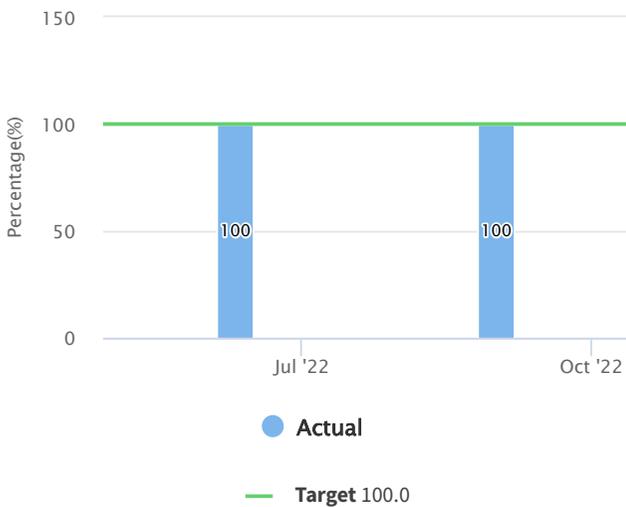


New developer water and sewer lines inspected

To meet the Davie County water and sewer standard details, all new developer water and sewer lines will be inspected each fiscal year (Goal: 100% by June 30, 2022)

Owner: Johnny Lambert

Last Update: Aug 05, 2022 13:42:39



Goal 2.1.26

Ongoing - Ongoing

On Track

Enhance Employee Wellness - Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Aug 01, 2022 18:18:37

Update this period:

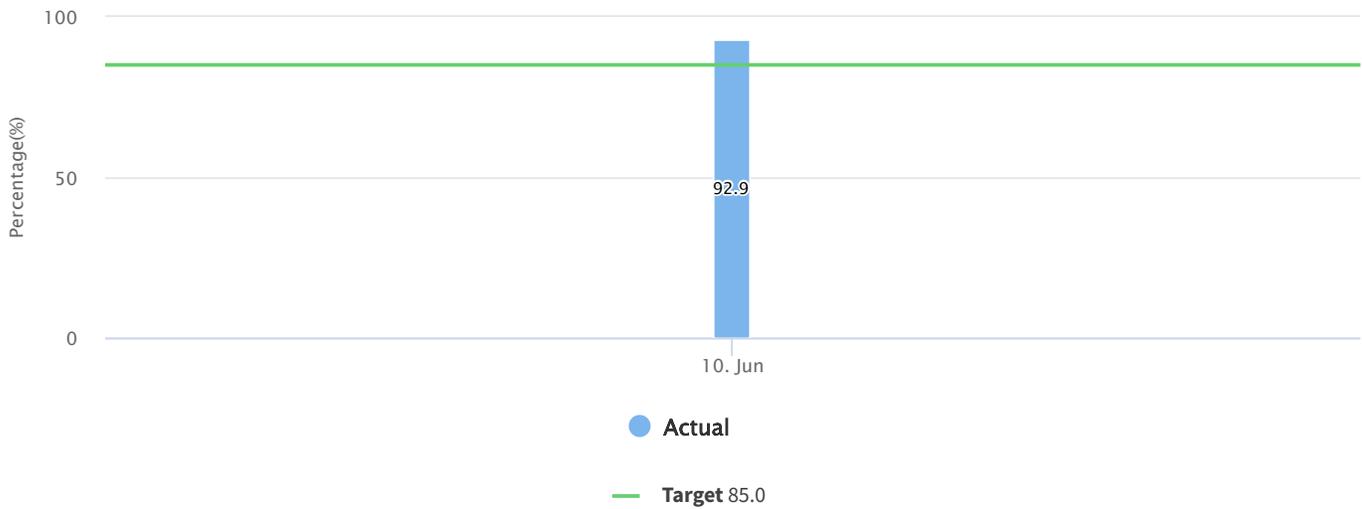
92.9% of employees on the County Health policy (and covered spouses) were compliant with the Health Risk Assessment this year.

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022. (Goal: 85% or greater)

Owner: Johnny Lambert

Last Update: Aug 01, 2022 18:16:52



Goal 4.1.18 Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Strengthen the County's green and energy-efficiency initiatives

Owner: Brad Blackwelder

Update provided by Cindy Chapman on Aug 05, 2022 16:20:02

Update this period: Davie County offers a free electronics recycling event every quarter for county residents to dispose of these products safely. Davie County no longer provides free recycling service to county residents. Republic Services contracts with individuals for service.

Electronic Recycling Events

Hold at least four electronics recycling events annually

Owner: Johnny Lambert and Brad Blackwelder

Last Update: Aug 05, 2022 13:45:19

