



Public Utilities Progress Report FY2023

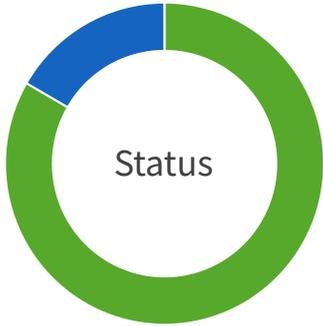
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 31, 2023

6

Goal

Overall Summary



On Track
Completed

%
83.33
16.67



Report Legend



Priority



No Update



Overdue

Goal 2.1.6



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 96%

Strategically Manage Future Growth and Development - Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Jul 27, 2023 21:14:55

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

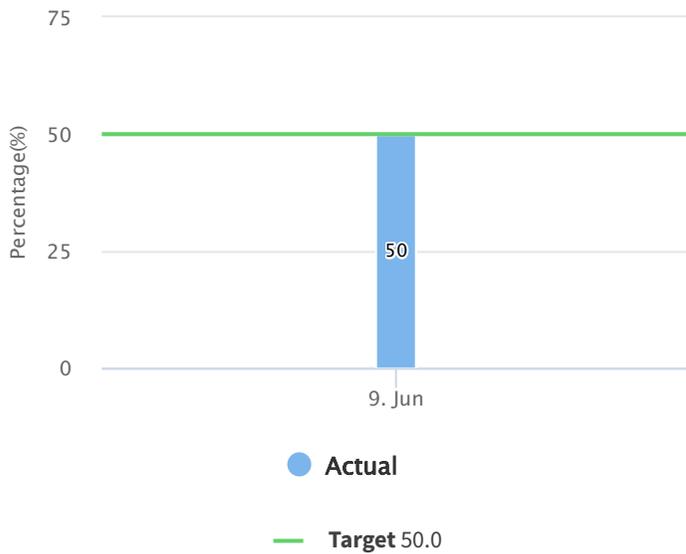
Next steps: Continue to work on Utility plans with Mocksville, Bermuda Run and Economic Development.

Update Comprehensive Water/Sewer Master Plan

Update Comprehensive Water/Sewer Master Plan to align with Sewer AIA
(Goal: 50% complete by June 30, 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:02:15



Comment

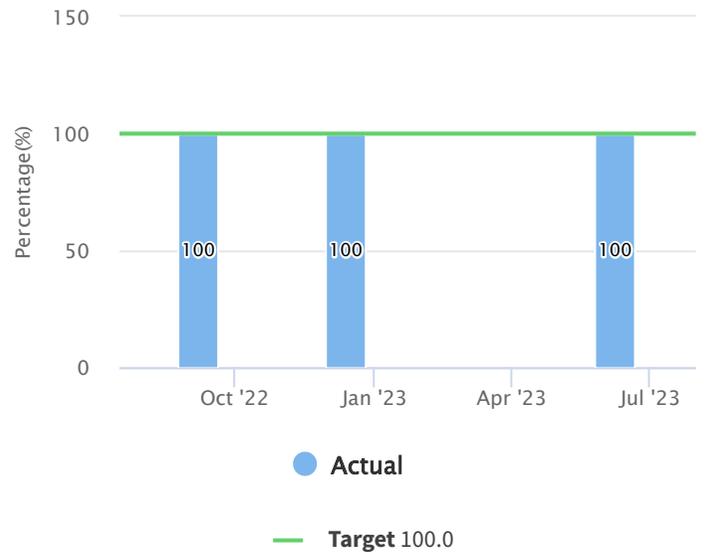
Water update is completed. Working on scope for the Sewer update.

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: Jul 10, 2023 21:02:33



Comment

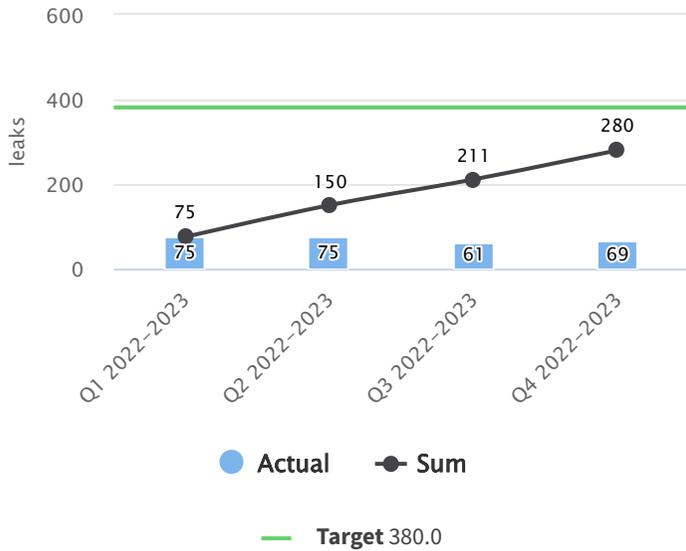
2nd Quarter - Waiting on completion of two new developments so they can be mapped.

Number of Water Line leaks

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

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:04:22

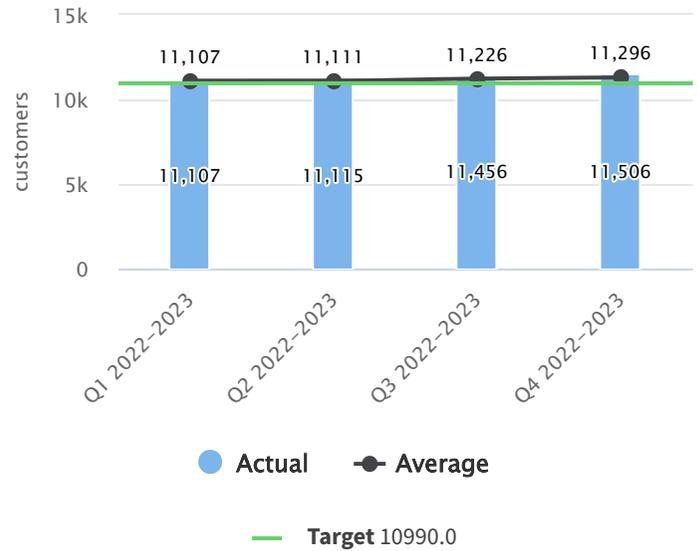


Number of Active Customers

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

Owner: Johnny Lambert

Last Update: Jul 31, 2023 15:42:44



Goal 2.1.7  Jul 01, 2021 - Jun 30, 2023 On Track Progress 93%

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

Owner: Johnny Lambert

Update provided by Cindy Chapman on Jul 28, 2023 14:31:13

Update this period: Davie County Public Utilities is fiscally sound, with continuous growth and infrastructure improvements.

Bad Debt Write Off

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

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:07:19



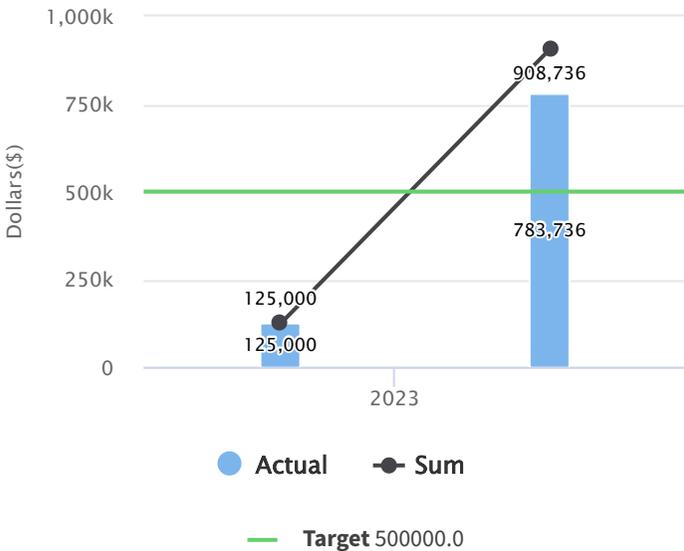
Comment
This will be reported in 3rd quarter.

Funds Reinvested for Capital Infrastructure Needs

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

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:08:39



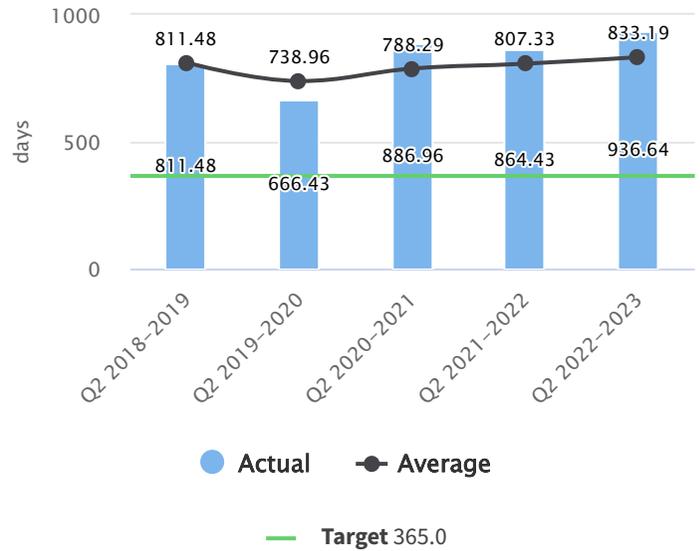
Comment
Main Church Road water line extension - design & easements \$125,000

Days of Cash On Hand

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

Owner: Johnny Lambert

Last Update: Jul 28, 2023 14:27:01



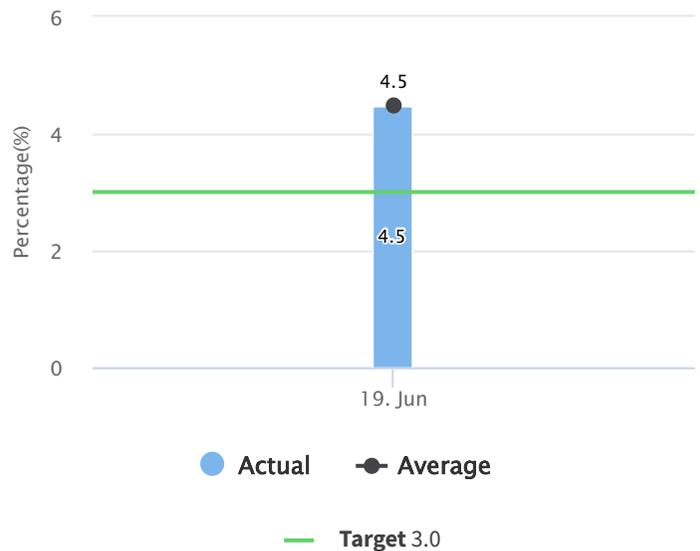
Comment
This will be calculated at year end.

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) or Board approvals higher increases per financial policies.

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:09:20



Comment
Currently, there was a 3% increase in water and sewer rates for FY2023. We will be determining FY2024 in 3rd quarter.

Debt Service Coverage Ratio

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

Owner: Johnny Lambert

Last Update: Jul 28, 2023 14:27:43



Comment

This will be calculated at year end.

Goal 2.1.13



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 97%

Increase professional development training opportunities for Public Utilities staff

Owner: Johnny Lambert

Update provided by Cindy Chapman on Jul 27, 2023 21:13:49

Update this period: Created employee developmental policy in July 2022. Staff participated in certification training opportunities.

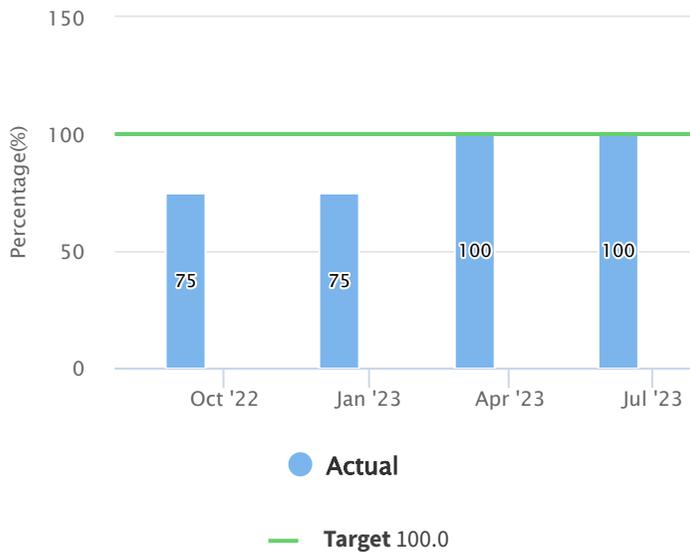
Next steps: Continue to provide time and opportunities for staff development.

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 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:10:00



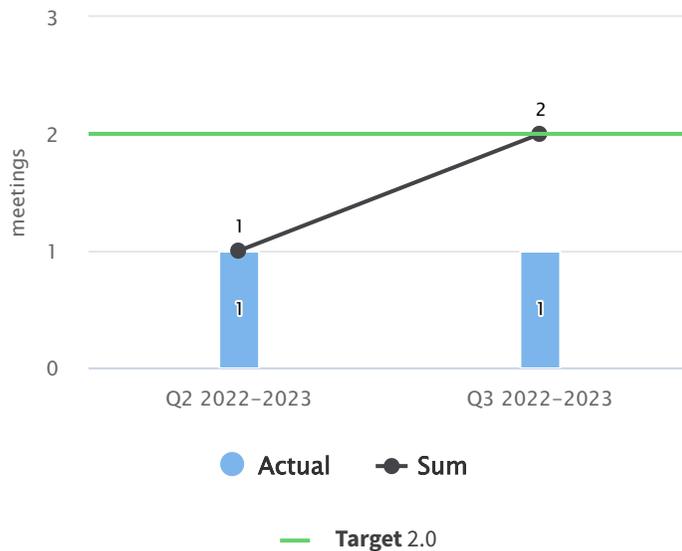
Comment
Staff participated in NC Rural Waters continuing education classes in September 2022.

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, 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:11:09



Comment
Training meeting for staff was held October 31, 2022.

Goal 2.1.14  Jul 01, 2021 - Jun 30, 2023 On Track Progress 91%

Improve community relations with Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Jul 27, 2023 21:12:49

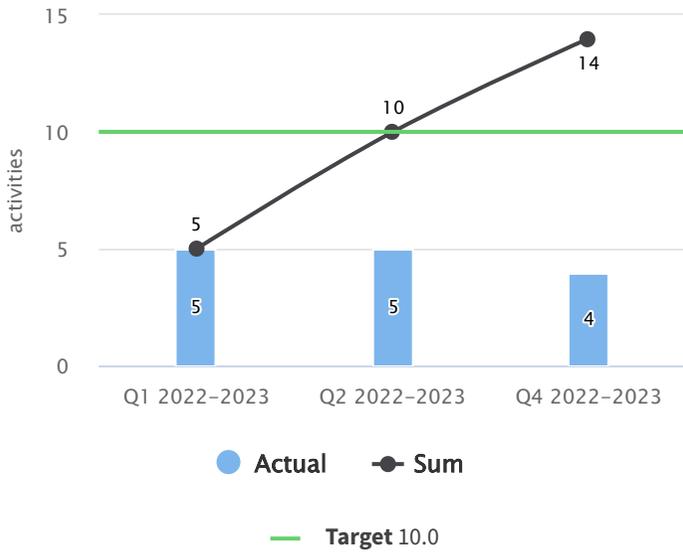
Update this period: Staff continues to provide immediate assistance to emergencies while continuing a strong personal relationship with community members.

Information and Awareness activities

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

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:12:08

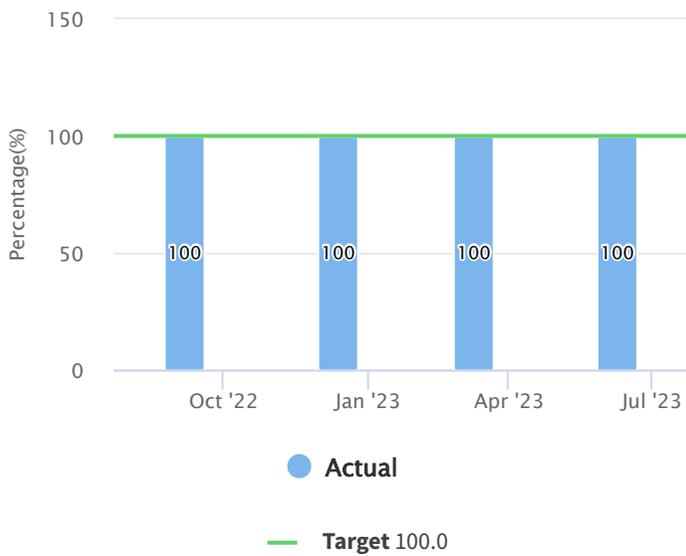


Notifications sent to customers within 7 days of returned checks

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: Jul 10, 2023 21:12:30



Produce a water quality report and notify customers

Produce a water quality report and notify customers of availability online. (Goal: 100% completed by June 30, 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:13:04



Comment

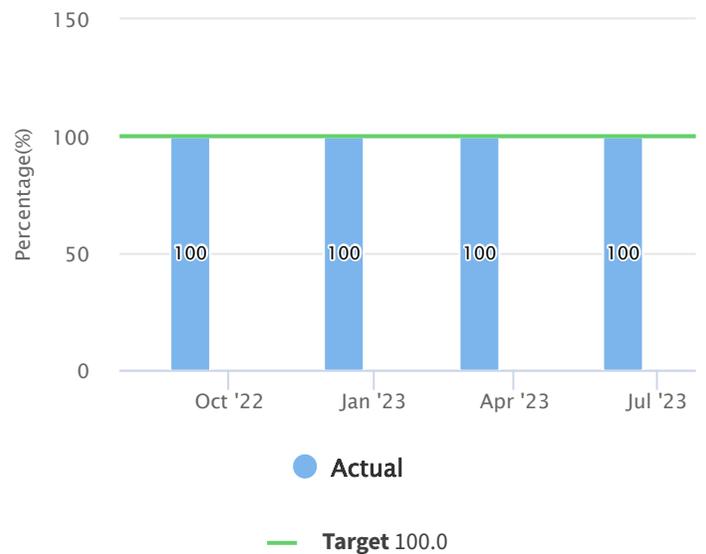
This will be completed in Spring of 2023.

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: Jul 11, 2023 19:20:50

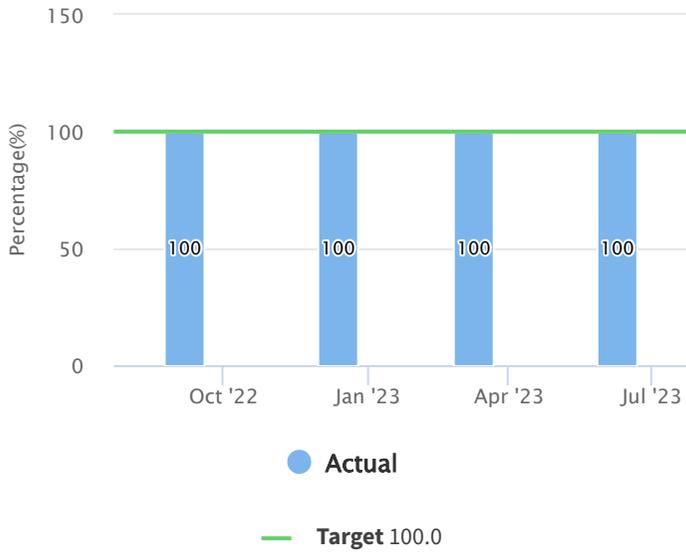


Citizen complaints responded to within 24 hours or less

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

Owner: Johnny Lambert

Last Update: Jul 11, 2023 19:20:58

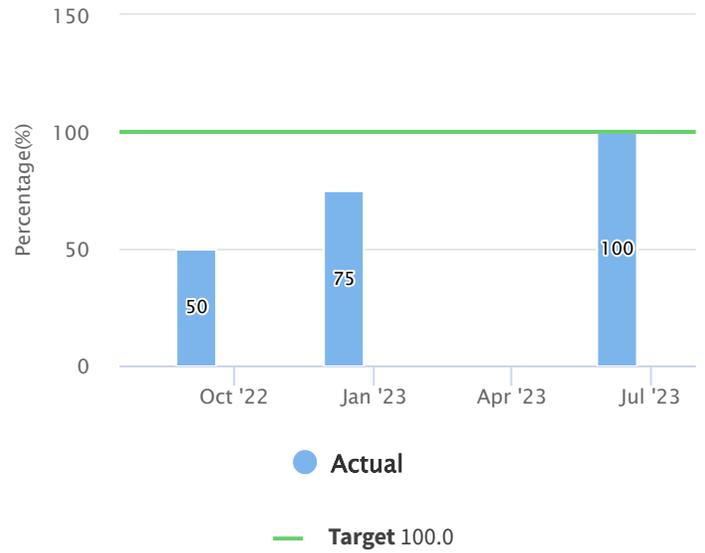


Sewer lines and high priority sewer lines inspected

Sewer lines and high priority sewer lines inspected each fiscal year. (Goal: 100% by June 30, 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:15:09

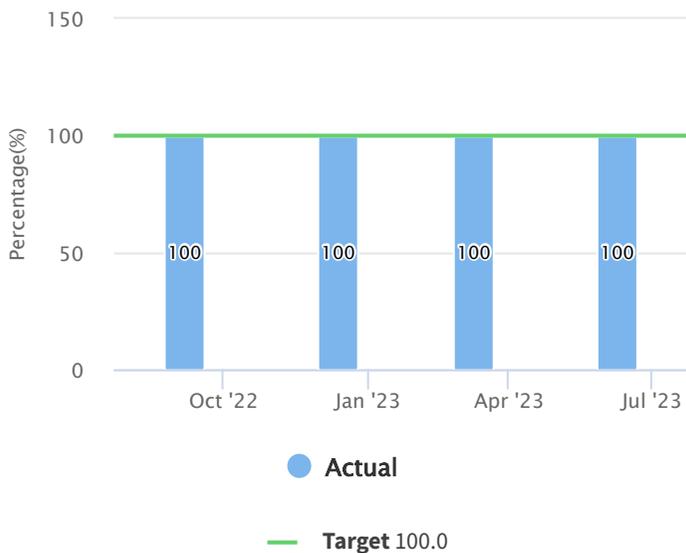


New developer water and sewer lines inspected

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, 2023)

Owner: Johnny Lambert

Last Update: Jul 10, 2023 21:14:18



Comment

One new developer has been inspected in first quarter.

No new completions in second quarter.

Goal 2.1.24 Ongoing - Ongoing On Track

Enhance Employee Wellness - Public Utilities

Owner: Johnny Lambert

Update provided by Cindy Chapman on Jul 27, 2023 21:11:40

Update this period: This goal was met at 96%

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, 2023. (Goal: 85% or greater)

Owner: Johnny Lambert

Last Update: Jul 27, 2023 21:11:24



Comment

This will be determined at year-end.

Goal 4.1.18 Jul 01, 2021 - Jun 30, 2023 Completed Progress 100%

Strengthen the County's green and energy-efficiency initiatives

Owner: Brad Blackwelder

Update provided by Cindy Chapman on Jul 27, 2023 21:12:07

Update this period: Electronics recycling events were held quarterly.

Electronic Recycling Events

Hold at least four electronics recycling events annually

Owner: Johnny Lambert and Brad Blackwelder

Last Update: Jul 10, 2023 21:16:16

