

WMW1300Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Suzanne R. Coffey, P.E., CEO

CC: William M. Wolfson, CACO

Date: August 17, 2023

RE: **EXPLANATION OF CEO November 2023 KPIs “RED, YELLOW, GREEN” REPORT**

OVERVIEW This month there are one “red” and two “yellow” indicators.

Our “red” indicator relates to our total CIP spend. For this indicator to be “Green” our CIP spending would be at least 80% of the annual spending plan. This month we are reporting data from September 2023 and the indicator is “red” with spending at 49% of the annual spending plan amount. These results are essential consistent for both water and sewer projects. Management has scheduled a meeting with the project teams to determine the cause of this underspend and how it may be addressed to improve overall performance.

Our first “yellow” indicator relates to our monthly wholesale billed revenue projections. For this indicator to be “Green” wholesale revenues would have to be at 100% of projections. This month the indicator is “yellow” with wholesale revenues at 93.8% of the originally budgeted amount. Billed revenue for the month and year-to-date fell below targeted levels due to heavier than usual rainfall. GLWA staff continues to monitor this activity closely for consideration of first quarter FY 2024 budget amendments.

Our second “yellow” indicator is the measure of the ratio of operable valves to valves assessed. This month we are reporting data from September 2023 and the percentage of operational valves 76.2%. As stated in previous months, it is not unreasonable to expect this indicator to remain “yellow” for the foreseeable future underscoring the value of this project.

GLWA will continue to monitor its key performance indicators and take corrective action as that may become necessary. As always, staff is available should you have questions regarding these, or other key performance indicators detailed in the report.