

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: June 3, 2021

RE: EXPLANATION OF CEO May 2021 KPIs – “RED, YELLOW, GREEN” REPORT

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

Our “red” indicator is the measure of the ratio of operable valves to valves assessed. The goal for this metric is 100% of GLWA valves are operational. Last month we reported that 65.8 % of GLWA valves assessed were operational, this month that percentage has improved to 69.2% but is still “red.” As we indicated last month, we continue to review the data we are receiving to determine if the operability levels for the “red”, “yellow” and “green” measures are still appropriate. Although we have not yet completed this review process, we have added a slide (22) specifically related to air and blowoff valve assessment to our monthly Key Performance Indicators and Effective Utility Management (EUM) Metrics report.

Our “yellow” indicator relates to our network up-time percentage. This month our network was up 99.7% of the time causing the metric to turn “yellow.” Our network availability was very slightly below the 99.8% standard for a “green” metric. The performance decline appears related to HVAC insufficiency as the weather warmed this past month. The IT Group is evaluating affected locations to determine what, if anything is needed to improve performance.

SPECIFIC RED AND YELLOW MEASURES ON FOLLOWING PAGE

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EUM Attribute	Measure	Significance	Criteria	Status
Infrastructure Strategy and Performance	Water - 100% of GLWA valves assessed are operational.	Reduced risk of unplanned downtime and service interruption	Green = 90-100% Yellow = 80 - 90% Red = <80%	Red

Explanation and Responsive Actions: As discussed earlier in this report, our valve assessment project metric although slightly improved, remains “red.” Under this project, valves are currently defined in one of three categories – minor repair, rehabilitation, or replacement. Where the valve ultimately ends up is determined at the end of the project which means that a valve can go from minor repair to rehabilitated during the contract and may be operational by the end of the contract period. The fact that as the system assessment continues, the metric is “red” suggests a continued need for focused valve assessment, rehabilitation, and repair throughout the system.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	All GLWA sites (59) with Wide Area Network (WAN) connections will have 100% availability excluding schedule down time for maintenance.	Network Connectivity promotes Employee Productivity	Green = 99.98 - 100% Yellow >=99.50% and <99.98% Red <99.50%	Yellow

Explanation and Responsive Actions: This month our network was up 99.7% of the time causing the metric to turn “yellow.” Our network availability was slightly below the 99.8% standard for a “green” metric. The performance decline appears related to HVAC insufficiency as the weather warmed this past month. The IT Group is evaluating affected locations to determine what, if anything is needed to improve performance.