

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: July 10, 2021

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

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

Before moving to the “yellow” indicators, I would like to highlight a “green” measure for our cyber security training. Last month GLWA switched training platforms from Security Mentor to KnowBe4. We had anticipated that with this change, we would see a noticeable drop-off in performance. I am pleased to report that this was not the case, and that the organization achieved a 90% completion rate on the new platform.

Our first “yellow ” 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 69.2 % of GLWA valves assessed were operational, this month that percentage has improved to 80.8% causing the measure to turn “yellow.” As previously indicated, 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.

Our second “yellow” indicator relates to our network up-time percentage. Last month our network was up 99.7% of the time causing the metric to turn “yellow.” This month our network was up 99.9% of the time. While the metric remains “yellow”, our network availability was very slightly below the 99.98% standard for a “green” metric. 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:

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%	Yellow

Explanation and Responsive Actions: As discussed earlier in this report, our valve assessment project metric has improved from “red” to “yellow” this month. 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.

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 99.9% of the time causing the metric to remain “yellow.” Our network availability was slightly below the 99.98% standard for a “green” metric. The IT Group is evaluating affected locations to determine what, if anything is needed to improve performance.