

WMW1300Memorandum

To: HONORABLE BOARD OF DIRECTORS

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

CC: William M. Wolfson, CACO

Date: March 4, 2023

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

OVERVIEW Last month there were two “yellow” indicators. This month these same two indicators remain “yellow”.

Our first “yellow” indicator is the measure of the ratio of operable valves to valves assessed. Last month this indicator was also “yellow”. The goal for this metric is 100% of GLWA valves are operational. Last month we reported that 78.5 % of GLWA valves assessed were operational. This month the percentage of operational valves is slightly lower at 78.2%. We do not see this change as significant and, 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.

Our second “yellow” indicator relates to our network up-time percentage. For this metric to be “green” the network must be up at least 99.98% of the time. Last month the indicator was “yellow.” and our network up time was at 99.95%. This month our network up time was slightly lower and still “yellow” at 99.51%. During this period GLWA experienced downtime due to power outages at multiple sites during the February 2023 ice storms. Although GLWA will continue to monitor this issue, given the very slight decline, we do not feel additional action is necessary at this time.

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% Yellow 80% - 90% Red <80%	Yellow

Explanation and Responsive Actions: Our valve assessment project measure remains “yellow” this month and performance has declined slightly from the previous month. As the Board is aware, 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 with Wide Area Network connections will have 100% availability	Network connectivity promotes employee productivity	Green >99.98% Yellow 99.50% - 99.98% Red <99.50%	Yellow

Explanation and Responsive Actions: This indicator relates to GLWA’s network up-time percentage. For this metric to be “green” the network must be up at least 99.98% of the time. Last month our network up time was slightly below that level at 99.96% causing the indicator to turn “yellow.” This month our network up time was slightly lower and still “yellow” at 99.51%. During this period GLWA experienced downtime due to power outages at multiple sites during the February 2023 ice storms. Although GLWA will continue to monitor this issue, given the very slight decline, we do not feel additional action is necessary at this time.