

# Georgetown Utility Systems

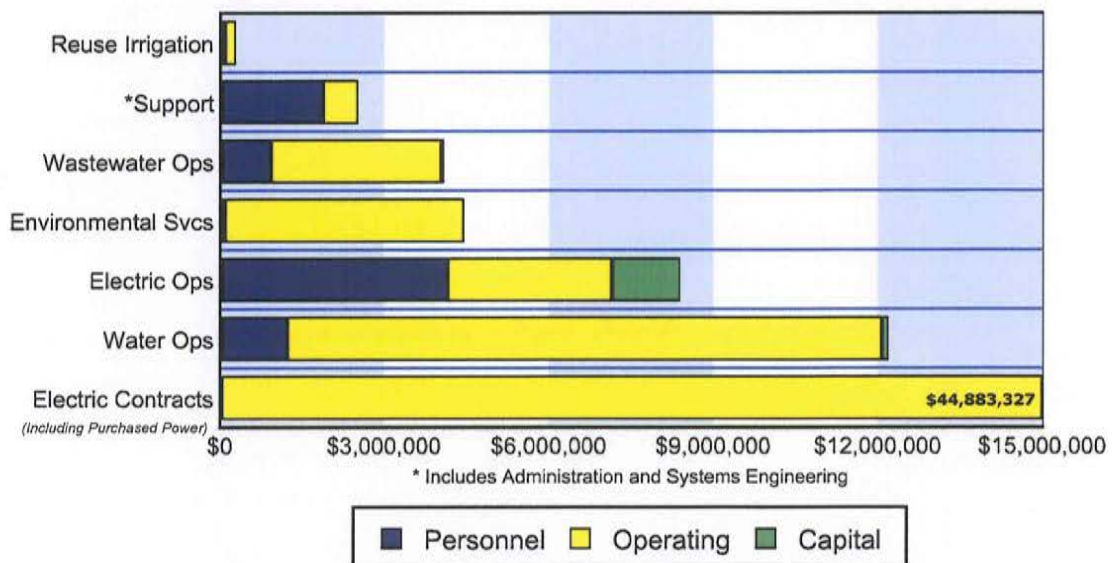
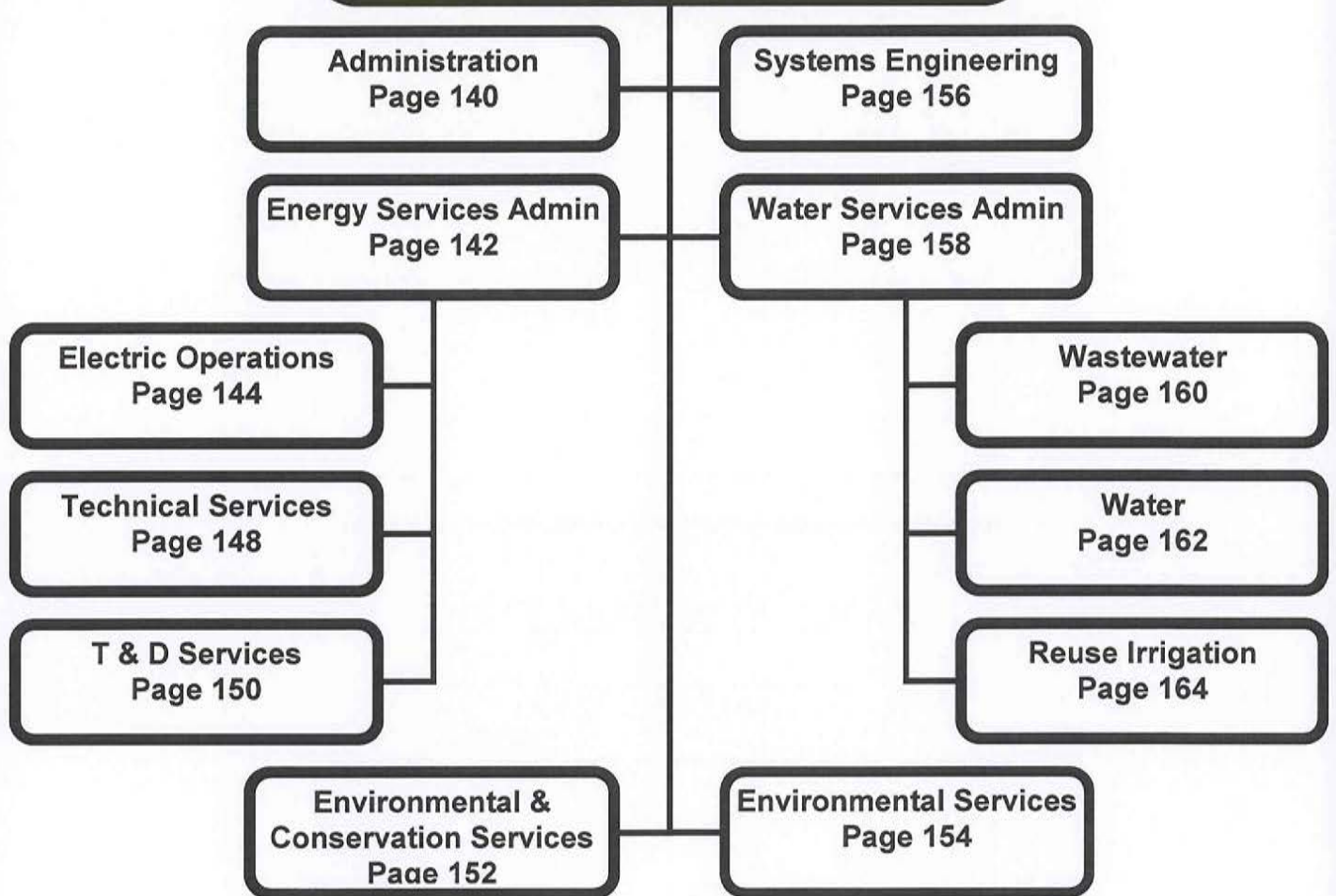


***Division Director: Jim Briggs, Assistant City Manager***

Georgetown Utility Systems consists of Administration, Energy Services (Electric Transmission and Distribution), Systems Engineering, Water Services (Pump Maintenance, Wastewater Collection, Water Distribution, Reuse Irrigation and Wastewater and Water Treatment). This Division constructs, maintains, and operates the City's utility infrastructure. The Division is responsible for maintaining positive working relationships with outside organizations including the Texas Commission on Environmental Quality (TCEQ) and the Texas Department of Transportation (TxDot). The Division also coordinates contracts with the private sector, oversees and coordinates the "Safe Place" children's program, and oversees the City's solid waste contract (Environmental Services).

Operational funding for this division comes from the General Fund (Environmental Services), Joint Services Fund (Administration and Systems Engineering), Electric Fund and Water Services Fund.

# Georgetown Utility Systems



# Georgetown Utility Systems

## Uses & Expenses

(including Purchased Power)

	10/11 AMENDED BUDGET	10/11 PROJECTED ACTUAL	11/12 PROPOSED BUDGET			% CHANGE (PROJ. ACTUAL)
			BASE	NEW PROGRAMS	TOTAL	
<b><u>Electric Fund</u></b>						
Electric	9,749,471	9,442,749	10,844,125		10,844,125	14.8%
Purchased Power	37,448,760	35,018,526	39,149,279		39,149,279	11.8%
AMR	860,155	859,932	977,927		977,927	13.7%
AMI Temporary	661,500	415,314	476,893		476,893	100.0%
T&D Operations	1,123,222	1,110,908	1,311,058		1,311,058	18.0%
total Electric Fund	49,843,108	46,847,429	52,759,282		52,759,282	12.6%
<b><u>Water Fund</u></b>						
Wastewater	4,186,587	4,166,202	4,062,390		4,062,390	-2.5%
Water	12,630,795	12,611,197	12,171,865		12,171,865	-3.5%
Reuse Irrigation	244,071	244,003	258,709		258,709	6.0%
total Water Fund	17,061,453	17,021,402	16,492,964		16,492,964	-3.1%
<b><u>General Fund</u></b>						
Environmental Services	4,256,405	4,353,868	4,431,608		4,431,608	1.8%
total General Fund	4,256,405	4,353,868	4,431,608		4,431,608	1.8%
<b><u>Special Revenue Funds</u></b>						
Conservation SRF	152,250	218,383	488,360		488,360	123.6%
total Special Rev. Funds	152,250	218,383	488,360		488,360	123.6%
<b><u>Internal Service Funds</u></b>						
Administration	905,568	899,999	775,205		775,205	-13.9%
Conservation			297,287		297,287	(N/A)
Systems Engineering	1,438,016	1,414,523	1,410,301		1,410,301	-0.3%
total Internal Svc. Funds	2,343,584	2,314,522	2,482,793		2,482,793	7.3%
Division Total	73,656,800	70,755,604	76,655,007		76,655,007	8.3%

	11/12 PROPOSED BUDGET				PERSONNEL SUMMARY (FTE's)
	PERSONNEL	OPERATING	CAPITAL	TOTAL	
<u>Electric Fund</u>					
Electric	2,147,364	7,505,761	1,191,000	10,844,125	25.5
Purchased Power		39,149,279		39,149,279	
AMR	692,988	284,939		977,927	9
AMI Temporary	215,893	211,000	50,000	476,893	
T&D Operations	1,070,417	240,641		1,311,058	14
total Electric Fund	4,126,662	47,391,620	1,241,000	52,759,282	48.5
<u>Water Fund</u>					
Wastewater	894,191	3,093,199	75,000	4,062,390	14
Water	1,198,131	10,798,734	175,000	12,171,865	17.5
Reuse Irrigation	59,134	199,575		258,709	1
total Water Fund	2,151,456	14,091,508	250,000	16,492,964	32.5
<u>General Fund</u>					
Environmental Services	62,323	4,364,285	5,000	4,431,608	1
total General Fund	62,323	4,364,285	5,000	4,431,608	1
<u>Special Revenue Funds</u>					
Conservation SRF		488,360		488,360	
total Special Rev. Funds		488,360		488,360	
<u>Internal Service Funds</u>					
Administration	465,317	309,888		775,205	6
Conservation	197,287	100,000		297,287	2
Systems Engineering	1,185,515	224,786		1,410,301	17
total Internal Svc. Funds	1,848,119	634,674		2,482,793	25
Division Total	8,188,560	66,970,447	1,496,000	76,655,007	107



## ***Georgetown Utility Systems Administration***

### **DEPARTMENT DESCRIPTION**

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The Georgetown Utility Systems (GUS) Administration Department manages financial operations and personnel services for all departments in the division. The Department provides administrative support, including customer relations, reception, record keeping, and secretarial services, to all departments within the division. Long-term system planning is coordinated by the Department. Administration is responsible for coordination and operation of all utilities during emergency management situations.

### **MAJOR DEPARTMENT GOALS**

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- Promote a safe and positive working environment for employees.
- Provide reliable utility services that protect the community and reflect its values, as well as, well-planned development.
- Ensure excellent customer service to the Georgetown community.
- Promote consumer education programs for efficient utility use, conservation, and customer service.
- Provide programs that encourage efficient use of materials and preserve natural resources.
- Maintain quality utilities and transportation systems that promote well-planned current and long-range development.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

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- Completed notification to the Lower Colorado River Authority (LCRA) regarding 2016 contract.
- Continued implementation of the Regional Wastewater Master Plan, including protest of MUD 19.
- Renovated office facilities (at the GMC) for more efficient use through 2012.
- Completed construction of a Solar Demonstration project as a pilot program to promote solar energy use.
- Continued the relationship, with American Electric Power (AEP), for alternative energy for Southwestern University.
- Implemented the first phase restructuring of Georgetown Utility Systems Division to provide greater efficiency and enhanced service to the community.
- Executed an agreement with CARTS related to renewable buy back for commercial accounts.
- Completed the RFP process for energy supplies for the years 2016 – 2023.
- Evaluated options for renewable energy located at the closed landfill site.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

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- Complete execution of future power contracts.
- Continue the focus on customer service enhancement.
- Expand regional approach to utility system development and planning through partnerships with utility providers and political subdivisions.
- Continue implementation of the Regional Wastewater Master Plan for the San Gabriel Basin.
- Expand the Water Certificates of Convenience and Necessity (CCN) to coincide with the provision of other City services.
- Implement second phase restructuring of Georgetown Utility Systems Division for greater efficiency and enhanced service to the community.
- Define and create fuels hedging strategy, scheduling protocol, and operation training information for Energy Services.

ADMINISTRATION	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Assistant City Manager	1	1	1	1	1
Environment & Conservation Manager	0	1	1	0	0
Administrative Manager	1	1	1	1	1
Administrative Assistant III	3	3	3	3	3
Administrative Assistant I	1	1	1	1	1
<b>TOTAL</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>6</b>

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Professional Association meetings	51	75	88	80	88
2. Contracts negotiated	110	108	118	126	120
3. Purchase orders processed	1,251	1,117	1,340	1,530	1,500

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Consumer education program contacts	556,700	557,000	560,000	560,000	570,000
2. Customer satisfaction of field operations	97%	97%	97.5%	97.75%	97.80%
3. Lost time injury/accidents	7	3	3	1	1

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**DEPARTMENTAL BUDGET: JOINT SERVICES FUND**

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
439,904	588,318	582,749	Personnel	465,317	465,282
323,504	317,250	317,250	Operations	309,888	309,888
<u>763,408</u>	<u>905,568</u>	<u>899,999</u>		<u>775,205</u>	<u>775,170</u>

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## ***Georgetown Utility Systems Energy Services Administration***

### **DEPARTMENT DESCRIPTION**

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Energy Services Administration is responsible for the overall management, and support of Energy Services, T & D Services, and Technical Services departments. Activities include strategic planning and management for the electric utility, including contract negotiation and management for utility contracts, utility cost sharing contracts, power purchase contracts, and regional utility contracts. Additional activities include utility budgeting, capital improvement planning, and project management.

### **MAJOR DEPARTMENT GOALS**

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- Maintain an adequate supply of power and to allow for future growth of the community.
- Maintain or exceed Public Utility Commission of Texas (PUCT), Energy Reliability Council of Texas (ERCOT), and North American Electric Reliability Commission (NERC) standards for electric service.
- Operate and maintain the system in a cost efficient manner to provide for the lowest possible service rates for our customers.
- Expand the system to provide electric service throughout our franchise area.
- Expand the system to compete in dually certified electric territory.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

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- Negotiated PPA with JP Morgan Ventures for power starting in 2016.
- Negotiated PPA with CPS Energy for peak energy for summer and winter 2011.
- Negotiated Utility Construction Cost Sharing Agreement with Lansdale Automotive.
- Implemented pole testing program.
- Negotiated Pole Attachment Agreement with AT&T.
- Commenced Automated Metering Infrastructure (AMI) Implementation – Phase I.
- Completed Asset Management data evaluation and CMMS RFP.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

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- Negotiate franchise agreements with neighboring utilities operating within the city limits.
- Execute confirms for future energy purchases as market conditions permit.
- Implement data collection for Asset Management.
- Complete Phase I and Implement Phase II of AMI system.
- Complete RFP process for CMMS and implement.

<b>ENERGY SERVICES – ADMINISTRATION</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>11/12 PROPOSED</b>
Energy Services Director *	0	0	0	0	.5
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>.5</b>

\*Position shared with Water Admin

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Electric Customers	19,727	20,643	20,500	20,850	21,400
2. Energy Services Employees	28	30	33	33	33

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. ASAI (%)	99.9%	99.9	99.9	99.9	99.9
2. Employee Turnover Rate (%)	3%	8%	5%	3%	5%

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#### DEPARTMENTAL BUDGET: ENERGY SERVICES FUND

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
	150,000	150,000	Personnel	74,900	74,894
	684,959	684,959	Operations	614,436	614,436
			Capital	20,000	
<u>0</u>	<u>834,959</u>	<u>834,959</u>		<u>709,336</u>	<u>689,330</u>

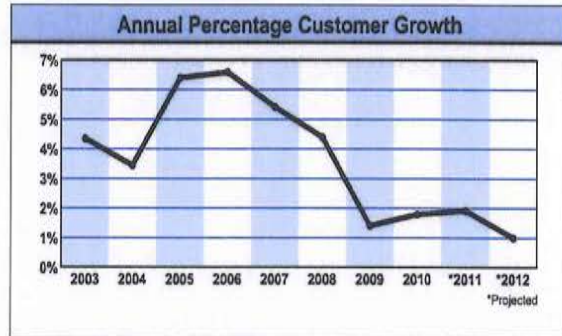
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## **Georgetown Utility Systems**

### **Energy Services – Electric Operations**

#### **DEPARTMENT DESCRIPTION**

The Electric Operations Department constructs, operates and maintains an energy delivery system to service customers within a certificated area comprised of thirty nine 12.5kV & 24.9kV overhead or underground feeders and branch circuits. Power is supplied to these circuits by 7 electric substations that receive wholesale energy through the Lower Colorado River Authority's 138kV transmission system. The Department manages a diverse group of major assets including poles, overhead & underground conductors, pole & pad mounted transformers, pole & pad mounted switches and capacitors for power quality. The Department reviews plans for construction requiring new or modification of delivery facilities according to design specifications & construction standards. The Department constructs and maintains a high percentage of the project activity with assistance from bid Labor Only contractor services. Operations personnel are on call for emergencies and after hour's services. The Department installs and maintains the city's streetlights and security lights. The Department regularly assists AMR Department with their CCU's, the Street Department with traffic signals and banner installations. The Department also directs a vegetation maintenance program through a bid contractor service insuring appropriate tree trimming methods are practiced and line clearances are sufficiently controlled in order to minimize customer outages and prevent equipment damage during adverse weather conditions. In addition, Staff regularly monitors Texas Public Utility Commission Directives and evaluates its regulatory impact on the City of Georgetown electric utility and its customers. The Department facilitates a US Department of Labor Apprentice Lineman training program to train and promote staff to Journeyman Lineman status and awards those completing the program with certificates that recognizes the status nationwide.



#### **MAJOR DEPARTMENT GOALS**

- Maintain appropriate ERCOT and PUCT standards for electric service to the community and maintain levels of service to the customer.
- Operate and maintain the electric distribution system in a cost efficient and safe manner to provide a return on investment to the General Fund and to provide the lowest possible rates to the community.
- Provide competitive services and rates for customers located within areas serviced by other distribution providers.

#### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Upgraded mapping system to survey grade quality as integration into the outage management program allowing accurate locations of power failures and minimize time for restoration.
- Secured and enacted US Department of Labor endorsement of Georgetown's Apprentice Lineman Program.
- Planned, estimated & completed 230 distribution service projects consisting of new extensions and refurbishment.
- Developed and implemented a Breaker-Fuse coordination program for all primary feeders.
- Produced and initiated an Electric Service Guidelines Manual for community development purposes.
- Began the implementation of project estimation and design system to overlay onto the current Milsoft mapping system.
- Initiated the implementation of an automated materials management system to address the automotive issue and reordering of materials for projects allowing for proper scheduling and projection of material issue delays.
- Began the procurement of an Asset Management and Preventative Maintenance program.

#### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Participate in industry conferences associated with electric distribution and "Smart Grid" to gain strong working knowledge.
- Implement "Smart Grid" initiatives to meet regulatory demands, customer demands and automate the distribution system.
- Continue procurement process for Asset Management System and preventive maintenance program to be completed in 2012/13.
- Implement mobile CMMS solution for on-site map availability for troubleshooting and service.
- Improve Lineman training and safety program to maintain technical expertise and high safety standards.
- Benchmark Energy Services with other distribution utilities to maintain proper staffing levels and pay.



<b>ELECTRIC</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Electric Services Director	1	0	0	0	0
Electric Services Manager	1	1	1	1	1
Electric Services Supervisor	0	0	3	3	3
Electric Materials Coordinator	1	1	1	1	1
Electric Planning & Inspection Coordinator	0	1	0	0	0
Electric Project Coordinator	1	1	1	1	1
Electric Construction Coordinator	2	2	2	2	2
Crew Leader	5*	5*	0	1	1
Lineman Supervisor	1	1	0	0	0
Line Technician – Apprentice	2	2	4	4	4
Line Technician	9*	9*	3	3	3
Line Technician – Journey	6	6	9	9	9
Substation Supervisor – T&D	1	0	0	0	0
Substation I&C Technician	1	0	0	0	0
<b>TOTAL</b>	<b>31</b>	<b>29</b>	<b>24</b>	<b>25</b>	<b>25</b>

\*All frozen positions unfunded

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Number of street lights	2,550	2,550	2,600	2,750	2,850
2. Street light repairs	1,600	2,000	2,000	2,500	2,500
3. Ft of 3 phase overhead line constructed	40,000	79,200	79,200	15,840	13,000
4. Ft of 3 phase underground constructed	110,000	17,800	17,800	15,840	15,000

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Compliance with ERCOT 95% LF*	100%	100%	100%	100%	100%
2. % of system GPS	80%	90%	95%	95%	98%
3. Feeder line circuit maintenance	40%	50%	70%	80%	80%
4. Average System Availability Index	99.9%	99.9%	99.9%	99.9%	99%
5. Electric System technical training by in-house programs, Lineman Apprentice Program and TEEX	100%	100%	100%	100%	100%

\* ERCOT (Electric Reliability Council of Texas) Load Factor

\*\* TEEX (Texas Engineering Extension Service)

#### DEPARTMENTAL BUDGET: ELECTRIC FUND

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
1,769,013	1,903,502	1,885,530	Personnel	2,072,464	2,072,320
1,213,305	873,951	873,951	Operations	1,157,277	908,877
127,078	209,000	209,000	Capital*	1,171,000	1,131,000
<b>3,109,396</b>	<b>2,986,453</b>	<b>2,968,481</b>		<b>4,400,741</b>	<b>4,112,197</b>

\*Beginning in 2011/12, capital maintenance was reclassified from the CIP budget to the department operation budget.



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## ***Georgetown Utility Systems Energy Services - Electric Contracts***

The Electric Fund transfers two percent of its gross billings for utility services to the General Fund. This transfer has been viewed as a payment of franchise fees which would have been payable to the General Fund from a non-City provider of such services.

This department also accounts for the contractual obligations not specific to an individual department of the fund, such as purchased power costs paid to the City's wholesale energy providers. Special Projects and Services include programs such as public education, energy and contracts not attributable to the Electric Department. Allocated costs for administrative or support departments are also recognized. The City maintains 195 miles of overhead electric distribution lines, 125 miles of underground distribution lines, and currently has a 333-megawatt capacity.

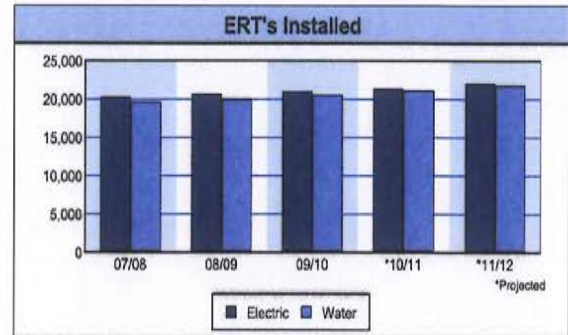
### **ELECTRIC CONTRACTS BUDGET: ELECTRIC FUND**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
35,317,388	37,448,760	35,018,526	Purchased Power	<b>39,149,279</b>	43,244,954
670,885	715,479	723,871	General Fund Allocations	<b>685,332</b>	680,698
3,119,428	3,311,690	3,284,891	Internal Svc Fund Allocations	<b>3,362,414</b>	3,442,695
1,143,502	1,870,890	1,600,547	Franchise Fees	<b>1,666,802</b>	1,711,825
66,723	30,000	30,000	Special Projects & Svcs	<b>19,500</b>	19,500
<b>40,317,926</b>	<b>43,376,819</b>	<b>40,657,835</b>		<b>44,883,327</b>	<b>49,099,672</b>

## **Georgetown Utility Systems Energy Services – Technical Services**

### **DEPARTMENT DESCRIPTION**

Technical Services is responsible for the operation and maintenance of the City's utility metering, Supervisory Control and Data Acquisition (SCADA) system, and related communication networks. Customer usage data from the Automated Meter Reading (AMR) system is used by Utility Billing in preparing customers' water and electric consumption bills. The SCADA system provides monitoring and control of utility infrastructure by the City utilities. Department activities are regulated by the Public Utility Commission of Texas (PUCT) and the Texas Commission on Environmental Quality (TCEQ). Department activities include utility network security, maintenance of instrumentation and control devices, and emergency notification sirens.



### **MAJOR DEPARTMENT GOALS**

- Make certain the SCADA system is maintained and developed to meet all North American Electric Reliability Council (NERC) and American Water Works Association (AWWA) regulations in regards to security, operations, and reliability.
- Maintain the AMR system to provide accurate and timely consumption data for the customers and to allow the Utility Billing department to collect for the utility services provided by the City.
- Ensure the Utility communication networks are able to provide accurate system status and equipment control capability with high reliability.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Prepared for AMI deployment, tested network and processes with phase one schedule for completion by Dec.
- Trained Tech Services personnel on the new AMI system and began development of step training program for Meter Technicians.
- Worked with SCADA system engineering firm on communication network plan and configuration.
- Participated in the utility department development of asset management system requirements.
- Completed the installation and commissioning of phase 2 of solar installation at TLCC.
- Worked with Engineering firm on APPA DEED grant for energy efficiency of Lake WTP Raw pumps by developing a controller to minimize Specific Energy Consumption.
- Supported T&D Services with the start-up of transformer addition at Rivery substation.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Complete phase I testing and implementation of the AMI project and begin phase 2.
- Support System Engineering with Lake WTP expansion/start-up and training of SCADA Technicians.
- Continue the implementation/revisions of the SCADA system as prescribed in master plan.
- Assist the utility departments with the expansion and installation of distributed generation systems and customers.
- Ensure that electric and water meters are read electronically and accurately above the industry average.
- Continue to support the utility department asset management system development and implementation.



TECHNICAL SERVICES (AMR)	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Technician I	1	1	2	2	2
Technician II	1	1	2	2	2
SCADA Systems Operator/Tech	2	2	2	3	3
Technical Services Supervisor	0	0	1	1	1
Technical Services Manager	1	1	1	1	1
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>9</b>

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Electric ERTs installed	20,577	20,916	21,800	21,300	21,950
2. Water ERTs installed	19,921	20,454	21,300	21,040	21,700
3. SCADA system tags	23,790	24,346	26,150	28,900	31,500
4. Work orders completed	2,903	2495	2,800	4,650	3,850

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Hand Held meter reads	442	507	440	490	260
2. Cell Control Unit (CCU) success rate (7/24/365)	99%	98%	99%	99%	99%
3. SCADA uptime (7/24/365)	99.8%	99.8%	99.8%	99.8%	99.8%
4. Outstanding work orders	53	17	30	45	60

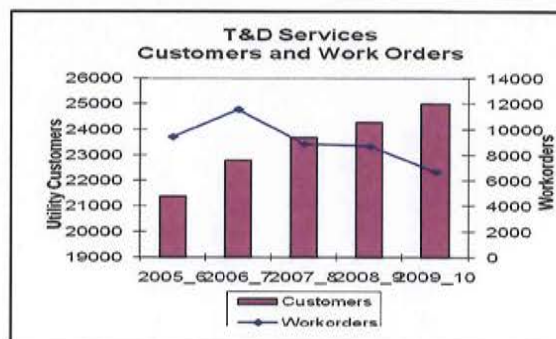
#### DEPARTMENTAL BUDGET: ELECTRIC FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
348,283	657,824	656,415	Personnel	<b>908,881</b>	859,804
296,257	603,331	453,331	Operations	<b>495,939</b>	295,939
	260,500	165,500	Capital	<b>50,000</b>	
<u>644,540</u>	<u>1,521,655</u>	<u>1,275,246</u>		<u>1,454,820</u>	<u>1,155,743</u>

## **Georgetown Utility Systems T&D Services - Electric**

### **DEPARTMENT DESCRIPTION**

Transmission & Distribution (T&D) Services is responsible for the delivery of electricity from wholesale electric providers through the City's transmission and substation system to the electric distribution system. The department operates and maintains a 24/7 System Operations Center, and transmission and substation infrastructure consisting of 8 electric substations. The department's activities are regulated by the North American Electric Reliability Corporation (NERC), Electric Reliability Council of Texas (ERCOT), and the Public Utility Commission of Texas (PUCT). Department activities include the operation and maintenance of the City's fiber-optic system, coordination of electric distribution system switching, tracking of GUS crews by phone and radio for safety, performs utility infrastructure locates, and is the after-hours call center for non-public safety calls.



### **MAJOR DEPARTMENT GOALS**

- Maintain adequate levels of NERC, ERCOT and PUCT standards for electric service to the community and maintain appropriate levels of service to the customer.
- Operate and maintain the electric system in a cost efficient manner to provide a specified return on investment to the General Fund at competitive service rates for the community.
- Support additional Substation assets, GUS personnel, Customers, and enhanced SCC responsibilities.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Started the addition of a Substation transformer at Rivery to relieve loading concerns and improve system reliability.
- Expanded the fiber optic data and utility networks which connect all City owned facilities and critical customers according to the long range plan and smart grid applications.
- Enhanced the control functions of the SCADA system to allow SCC monitoring of the City's water, and wastewater systems.
- Continued the development of the System Control Center.
- Initiated agreements with CPS Energy and Citi Group to become a LaaR's (Load acting as Resource) facilitator for large industrial customers that are equipped to provide emergency "back up" power to the transmission grid.
- Monitored the transition to a Nodal Market in ERCOT.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Continue the process of acquiring ownership of non-City owned electric assets.
- Continue upgrading and expanding the fiber optic data and utility networks which connect all City owned facilities and critical customers according to the long range plan and smart grid applications.
- Enhance the control functions of the SCADA system as the City's electric, water, and wastewater systems continue to grow and benefit from automated controls.
- Continue the development of the System Control Center in order to maximize reliability while maintaining cost efficient services.
- Monitor and actively participate in NERC, ERCOT, and PUCT standards development to insure compliance.
- Install and integrate a fiber system for monitoring cameras at City operated traffic signal lights throughout the city.
- Finalize agreements allowing the City to become a LaaR's (Load acting as Resource) facilitator for large industrial customers that are equipped to provide emergency "back up" power to the transmission grid.

<b>T&amp;D SERVICES</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 PROPOSED</b>	<b>12/13 PROPOSED</b>
T&D Services Manager	1	1	1	1	1
System Control Manager	1	1	1	1	1
Substation Supervisor – T&D	0	1	1	1	1
Substation I & C Technician	1	1	1	2	2
Substation Technician	1	1	1	1	1
Utility System Operator	5	5	5	6	6
Utility Locator	2	2	2	2	2
<b>TOTAL</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>14</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Work orders issued	18,000	6,699	15,000	7,300	7,500
2. Switching orders issued	500	15	100	40	100
3. Underground locates	9,000	4,170	8,000	6,000	6,500
4. Telephone calls	36,000	33,000	35,000	35,000	38,000
5. Radio calls	17,000	18,000	20,000	20,000	22,000

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. System reliability	99.9%	99.9%	99.9%	99.9%	99.9%
2. Switching accuracy	N/A	100%	100%	100%	100%
3. NERC compliance	100%	100%	100%	100%	100%

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**DEPARTMENTAL BUDGET: T&D SERVICES FUND**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
755,711	895,406	883,092	Personnel	<b>1,070,417</b>	1,077,637
205,984	227,816	227,816	Operations	<b>240,641</b>	236,641
51,532			Capital		
<u>1,013,227</u>	<u>1,123,222</u>	<u>1,110,908</u>		<u><b>1,311,058</b></u>	<u>1,314,278</u>

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# ***Georgetown Utility Systems Environmental & Conservation Services***

## **DEPARTMENT DESCRIPTION**

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The Environmental & Conservation Services Department is dedicated to the responsible use and management of our natural resources through the application of environmentally sound practices; the development of a strong foundation of leadership and education; and the promotion of programs and projects that provide opportunities, fund incentives and assist citizens in the management of their own resources.

Conservation Services, which includes programs relating to water, energy and solid waste, integrates technology and information to provide a range of educational, financial and practical tools that can support conservation and recycling activities, making them more cost-effective and efficient, with quantifiable results.

## **MAJOR DEPARTMENT GOALS**

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- Develop and maintain quality customer programs and innovative services that advance conservation efforts and environmental responsibility and are administered in a fair and cost-effective manner.
- Provide the opportunity for citizens to effectively manage their use of natural resources by making the necessary educational and practical tools available through multiple venues.
- Establish and maintain the City's statutory compliance with local, state, and federal environmental legislation.
- Proactively engage environmental agencies and organizations, in order to secure assistance and resources, which includes financial aid and subject matter expertise.

## **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

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- Implemented the Weatherization and Home Improvement Program (WHIP), an inter-agency program to reduce energy costs and help make participants' homes into safer and more energy-efficient places to live, completing **35** homes.
- Applied for and received an American Public Power Association (APPA) grant for \$40,000 to facilitate the installation, programming and monitoring of a device used to reduce the electric consumption at the City water treatment plants.
- Worked with the Texas Life Science Collaboration Center to complete the 3-year, Photovoltaic Pilot Project.
- Applied for and received a \$40,000 APPA DEED (Demonstration of Energy Efficiency Developments) grant to implement an LED (Light Emitting Diode) Street Parking Efficiency and Sustainability Project.
- Participated in the Red Poppy Festival by manning a booth devoted to energy and water conservation, energy efficiency and recycling.
- Installed 5 charging stations for electric vehicles and purchased a Chevy Volt to promote the technology.
- Conducted an Appliance Application and Program Survey to determine the most immediate needs and which programs our customers are most interested in.

## **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

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- Expand the current Weatherization Program to include a broader range of participants.
- Create and implement an in-house Home Energy Audit Program.
- Implement an Incandescent / CFL (Compact Florescent) light bulb exchange program.
- Implement an Energy Star Appliance Incentive Program.
- Work with GISD to establish a regular classroom presentation to supplement their current curriculum on recycling and energy efficiency.
- Conduct intense advertising campaigns for current programs, such as AquaMessenger and Electric Vehicles.
- Develop an Electric version of AquaMessenger, in which customers are notified when their electric consumption reaches a specific level.



<b>ENVIRONMENTAL &amp; CONSERVATION SERVICES</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Environmental Services Coordinator	0	0	0	1	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 09/10</b>	<b>ACTUAL FY 10/11</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
Number of AquaMessenger participants	285	535	300	300	1100
Number of Home Energy Audits performed	0	26	39	39	60

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 09/10</b>	<b>ACTUAL FY 10/11</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
% of Energy Audits that result in improvements to the home	0%	61%	95%	95%	75%
% of residential customers participating in the AquaMessenger Program	1.38%	2.5%	1.43%	1.43%	5.00%

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**DEPARTMENTAL BUDGET: JOINT SERVICES FUND / CONSERVATION SRF**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
			Personnel	<b>197,287</b>	197,272
15,881	152,250	218,383	Operating	<b>588,360</b>	340,000
<u>15,881</u>	<u>152,250</u>	<u>218,383</u>		<u><b>785,647</b></u>	<u>537,272</u>

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**MAJOR BUDGET CHANGES / ISSUES**

Fiscal year 11/12 will be the first year that the Environmental & Conservation Services (ECS) Department will operate with a budget specific to the department. The first two years of operation, both the Water Services Department and the Energy Services Department contributed funds for the ECS's operation and maintenance. Additionally, ECS will have the benefit of Funds collected through a monthly Energy Efficiency Fee charged on the utility bills and deposited into a Special Utility Fund.

## **Georgetown Utility Systems Environmental Services**

### **DEPARTMENT DESCRIPTION**

The City contracts with Texas Disposal Systems (TDS) to provide solid waste removal and recycling services to residential and commercial customers, and operational management of the public collection station. Additionally, this department funds disposal programs for household hazardous waste, solid waste and recycling collection services at City-sponsored events. Also included in this department are allocated costs for administrative and support services. Oversight responsibilities and monitoring of these services are managed through Georgetown Utility Systems (GUS) Conservation and Environmental Services department.



### **MAJOR DEPARTMENT GOALS**

- Protect the environment and contribute to community cleanliness and appearance.
- Deliver consistent, reliable, convenient and safe services to the Georgetown community.
- Protect public health by providing for regular removal of solid waste.
- Increase participation in sanitation programs and events through proactive communication with citizens.
- Improve recycling participation to ensure environmental stewardship.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Provided public education on the benefits of Reduce – Reuse - Recycle, and available recycling opportunities through active participation at community/neighborhood events.
- Implemented recycling collection services at all GUSD campuses which resulted in a cost savings for the district of over \$3,000/month.
- Implemented pilot cardboard recycling at GMC.
- Awarded CAPCOG funds to purchase freon-removal units for use on-site. Purchase of units will reduce transportation costs resulting in lower removal charges paid by customers. New program in process of install and pilot for actual reduction of costs.
- Provided roll-off service to Tropical Storm Hermine flood victims in a timely and efficient manner.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Expand recycling opportunities at Citizens' Collection Station to include more recyclable items. Work-in-process to reconfigure current flow to accommodate increased vehicular traffic and items.
- Evaluate modifications to the current solid waste / recycling contract to increase convenience, participation and diversion rates (based on Council priorities and Citizens' survey results).
- Implement new single-stream recycling program for residential and commercial.
- Continue discussions with TDS for implementation of a curbside green waste collection program.
- Continue public education efforts on the benefits of Reduce – Reuse - Recycle, and available recycling opportunities through active participation at community/neighborhood events.
- Increase recycling services at City facilities and City-sponsored events.
- Conduct Request for Proposal (RFP) process to evaluate service providers related to solid waste services contract for the years 2012 – 2017.

<b>ENVIRONMENTAL SERVICES</b>	<b>09/10 ACTUAL</b>	<b>10 /11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Recycling Program Manager	1	1	1	1	1
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Avg. # of homes served monthly	18,149	18,623	18,050	18,943	19,050
2. Total tons of residential solid waste collected	14,479.80	18,894.65	16,300.00	18,882.84	18,821.40
3. Avg. pounds of solid waste collected per home weekly	31	39	35	38	38
4. Avg. # of commercial containers	1,071	1,166	1,010	1,170	1,080

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Recycling participation rate	42%	40%	40%	40%	40%
2. % of residential customer complaints compared to service opportunities	0.004%	0.003%	0.01%	0.002%	0.01%
3. % of commercial complaints as compared to service opportunities	0.02%	0.017%	0.03%	0.02%	0.03%

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**DEPARTMENTAL BUDGET: GENERAL FUND**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
59,951	62,554	62,518	Personnel	<b>62,323</b>	62,318
4,199,349	4,188,851	4,286,350	Operations	<b>4,364,285</b>	4,366,785
	5,000	5,000	Capital	<b>5,000</b>	5,000
<u>4,259,300</u>	<u>4,256,405</u>	<u>4,353,868</u>		<u><b>4,431,608</b></u>	<u>4,434,103</u>

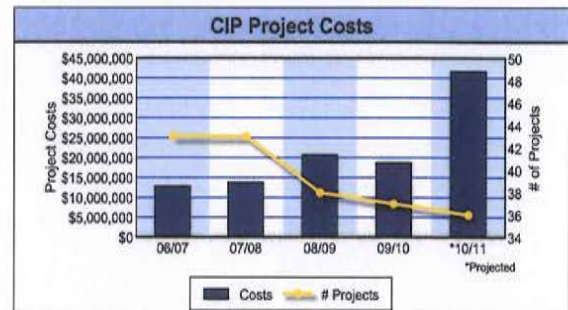
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# Georgetown Utility Systems Systems Engineering

## DEPARTMENT DESCRIPTION

The Systems Engineering Department is responsible for the coordination and installation of Capital Improvement Projects (CIP's) using consultant design engineering firms and construction contractors; deliver high-quality, efficient, customer-oriented real estate services for the acquisition of easements and rights-of-way; provides inspection, testing services and contract management for these projects. The Department manages and maintains utility system models and master plans for departments, including Water, Electric, Stormwater Drainage, Streets, Wastewater and Water Reuse. The Department develops and maintains construction standards and specifications for CIP and Development construction projects. Systems Engineering supports the review of development plans and provides inspection, testing and contract management for the installation of these facilities.



## MAJOR DEPARTMENT GOALS

- Provide superior quality inspection and quality control for CIP and development infrastructure construction.
- Establish and maintain successful asset management practices within Georgetown Utility Systems (GUS).
- Apply modern technology to reduce the cost and disruption of utility service.
- Deliver high-quality, efficient, customer-oriented real estate services within projected budget and timelines to provide safe, sustainable, environmentally sound public infrastructure for the citizens of Georgetown.
- Acquire right of way and easements in cost effective and efficient way.

## MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11

- Completed 2006 Annexation Plan, which consist of approximately 6 miles of water and wastewater lines and acquired 60 parcels.
- Started construction of the Lake Water Treatment Plant Phase III expansion from 19.8 to 28.6.
- Acquired all the right of way and started construction for Southeast Arterial One from SH130 to Maple Street.
- Increased the capacity of the Rivery Substation by adding a transformer to satisfy additional load and increase reliability.
- Completed the Maple Street Drainage Improvement Project, which will reduce the size of the flood plain in the area.
- Completed other street maintenance, sidewalk projects, and drainage projects.
- Continued to update the City Construction Specifications and Standards guidelines.

## MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Continue to update the City Construction Specifications and Standards guidelines.
- Update Master Plans for Water, and Wastewater to include Growth Management and Future Land Use Plan changes.
- Complete the expansion of the Lake Water Treatment Plant Phase III from 19.8 to 28.6.
- Improve firefighting capabilities and eliminate aged, undersized water lines.
- Begin the design on the expansion of the Pecan Branch Wastewater Treatment Plant.
- Begin the upgrade of numerous lift stations.
- Increase the capacity of the Glasscock Substation by adding a transformer to satisfy additional load and increase reliability.
- Start the design on several energy services expansions projects.



<b>SYSTEMS ENGINEERING</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Systems Engineering Manager	1	1	1	1*	1
CIP Field Supervisor	1	1	1	1	1
CIP Field Inspector	3	3	3	3	3
Combination Building Inspector	0	0	0	2	2
Utility Systems Information Manager	1	1	1	1	1
Systems Engineering Associate	2	2	3	3	3
Systems Engineering Technician	0	1	1	1	1
Development Engineer	1	1	1	1	1
Transportation Engineer	1	1	1	0	0
Electrical Engineer	1	1	1	1	1
Electrical Engineer Associate	1*	1*	0	0	0
Project Manager	1	2	2	2	2
Paralegal	1	1	1	1	1
<b>TOTAL</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>17</b>	<b>17</b>

\*Includes 1 "frozen" unfunded position

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY07/08</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Capital Improvement Projects:					
# of projects	34	29	30	32	30
Project budget	\$13,683,500	\$17,184,747	\$15,633,986	\$27,432,250	\$13,115,000
2. GTEC Projects					
# of projects	9	9	7	4	4
Project budget	\$12,538,833	\$2,409,670	\$3,028,482	\$14,241,524	\$2,570,000
3. Development Projects:					
# of projects	97	130	75	90	75
4. Easement/Right-of-Way:					
Acquisitions/research	97	93	190*	125*	130

\* The increase in easements is due to 2006 annexation project

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 07/08</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. % CIP projects – design complete	100%	40%	55%	80%	50%
2. % CIP projects under construction	100%	100%	50%	50%	50%
3. % CIP Projects within budget	100%	100%	100%	100%	100%

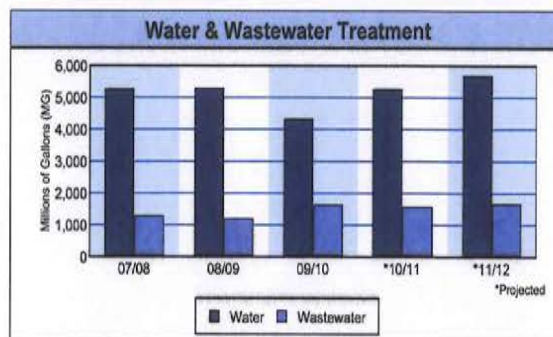
#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
1,036,760	1,209,173	1,189,679	Personnel	<b>1,185,515</b>	1,313,742
167,400	211,143	207,144	Operations	<b>224,786</b>	224,786
	17,700	17,700	Capital		
<u>1,204,160</u>	<u>1,438,016</u>	<u>1,414,523</u>		<u><b>1,410,301</b></u>	<u>1,538,528</u>

## **Georgetown Utility Systems Water Services Administration**

### **DEPARTMENT DESCRIPTION**

The Water Services Administration is responsible for the overall management, and support of Water Distribution Operations, Wastewater Collection Operations, Irrigation Operations, Water Treatment Plant Operations, and Wastewater Treatment Plant Operations. Department activities include strategic planning and management for the water services utility, including contract negotiation and management for utility contracts, utility cost sharing contracts, system water contracts, and regional utility contracts. Additional activities include utility budgeting, capital improvement planning, and project management.



### **MAJOR DEPARTMENT GOALS**

- Maintain an adequate supply of water to allow for future growth of the community.
- Maintain or exceed Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) standards for water service (pressure, flow, and water quality).
- Operate and maintain the system in a cost efficient manner to provide for the lowest possible service rates for our customers.
- Expand the system to provide water service throughout our franchise area.
- Expand the wastewater system to provide service and minimize the proliferation of septic systems.
- Expand the reuse irrigation system to reduce the dependence on potable water for irrigation.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Negotiated amendment to Operations and Maintenance agreements with Water and Wastewater Plant contract operators.
- Negotiated Utility Construction Cost Sharing Agreement with PDC Land and Cattle Development and with Landsdale Automotive.
- Incorporated water main upgrades with street projects to improve service and minimize damage to new streets.
- Implemented fire hydrant testing program.
- Completed Asset Management data evaluation and Computerized Management Maintenance System (CMMS) Request for Proposal (RFP).
- Started Lakewater Treatment Plant (LWTP) expansion.
- Completed major amendment to Cimarron Hills Wastewater Treatment Plant (WWTP) permit.
- Completed Northlands WWTP permit.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Negotiate franchise agreements with neighboring utilities operating within the city limits.
- Negotiate purchase of South Lake Water Treatment Plant (WTP) site.
- Implement data collection for Asset Management.
- Complete RFP process for CMMS and implement.
- Transition conservation activities to new Conservation and Environmental department.

<b>WATER SERVICES – ADMINISTRATION</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Water Services Director*	1	1	1	.5	.5
Water Services Operations Manager	1	1	1	0	0
Water Services Project Coordinator	1	1	1	0	0
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>.5</b>	<b>.5</b>

\*Position shared with Electric Admin.

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Water Customers	19,727	20,643	20,500	20,850	21,400
2. Water Production (MG)	5,250	4,316	5,250	5,250	5,670
3. Wastewater Customers	17,518	18,413	18,550	18,600	19,000
4. Wastewater Treatment (MG)	1,271	1,617	1,450	1,550	1,650
5. Water Services Employees	28	30	33	33	33

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Surface Water Utilization (%)	24%	24%	25%	26%	27%
2. Water Plant Peak CF (%)	103%	82%	85%	89%	66%
3. Wastewater Plant CF (%)	69%	69%	62%	65%	65%
4. TCEQ Violations	0	0	0	0	0
5. Employee Turnover Rate (%)	10%	3%	10%	0%	5%

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#### DEPARTMENTAL BUDGET: WATER SERVICES FUND

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
308,174	406,832	406,714	Personnel	74,900	74,894
6,420,713	7,859,044	7,840,711	Operations	7,566,467	8,011,558
<u>6,728,887</u>	<u>8,265,876</u>	<u>8,247,425</u>		<u>7,641,367</u>	<u>8,086,452</u>

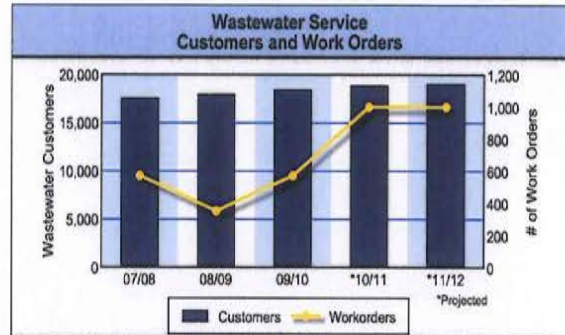
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## **Georgetown Utility Systems Water Services - Wastewater**

### **DEPARTMENT DESCRIPTION**

The Wastewater Department is responsible for the operation and maintenance of infrastructure that provides wastewater for over 20,885 customers. Wastewater infrastructure includes 5 treatment plants (San Gabriel, Dove Springs, Pecan Branch, Cimarron Hills, and Berry Creek) totaling 7 MGD of capacity, 27 pumping stations, 5,755 manholes, and 290 miles of wastewater collection mains. Department activities are regulated by the Texas Commission on Environmental Quality (TCEQ) and the Environmental Protection Agency (EPA). Department activities include: periodic operational checks and preventive maintenance at pumping facilities, jet cleaning and camera inspection of collection mains and manholes, and acceptance of new facilities constructed by developers, repair and preventive maintenance of collection mains, and troubleshooting and repair of system blockages. The operation and maintenance of treatment facilities is performed under a five-year contract that will end in October 2013.



### **MAJOR DEPARTMENT GOALS**

- Maintain or exceed all regulatory standards for wastewater service (discharge limits, system integrity).
- Operate and maintain the system in a cost efficient manner to provide for the lowest possible service rates for our customers.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

- Incorporated wastewater main repairs with street projects to improve service and minimize damage to new streets.
- Implemented fats, oil and grease door hangers with a web site created to educate the customer about the affects of fats, oil and grease being introduced into the collection system.
- Implemented 5 year ongoing Edwards Aquifer Testing Program, smoke testing has been discontinued and system testing has begun for 100 percent Closed Circuit Television (CCTV).
- Implemented repairs on all system flaws identified in the FY 2009/10 Edwards Aquifer VI/VII Testing Program.
- Conducted FY2010/11 Edwards Aquifer testing on 1009 manholes and 170,645 ft of collection main.
- Expanded Edwards Aquifer testing program to include camera inspection of 67,000 ft of collection main.
- Submitted the Sanitary Sewer Overflow Initiative annual report for approval by TCEQ.
- Decommissioned the River Ridge and River Down lift stations.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

- Implement Lift station upgrades as per the Sanitary Sewer Overflow (SSO) agreement with the TCEQ.
- Review and update the City sanitary sewer ordinance.
- Implement Industrial Pretreatment Program.
- Continue data collection for the asset management program.



<b>WATER SERVICES - WASTEWATER</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 PROPOSED</b>	<b>12/13 PROPOSED</b>
Water Services Supervisor	2	2	2	2	2
Operations Specialist	1	1	1	1	1
Water Services Technician	9	11	11	11	11
<b>TOTAL</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Wastewater service customers	17,518	18,413	18,550	18,850	19,000
2. Wastewater treated (MG)	1,271	1,617	1,500	1,650	1,650
3. Work orders	572	572	711	1000	1000

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Average work order backlog	10	9	10	10	10
2. Unauthorized discharges	5	9	6	6	6

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**DEPARTMENTAL BUDGET: WATER SERVICES FUND**

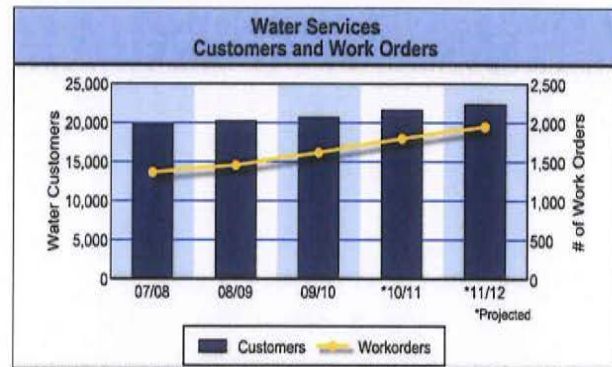
<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
797,851	935,237	914,922	Personnel	<b>894,191</b>	894,125
526,930	674,800	676,230	Operations	<b>659,149</b>	659,149
	150,000	148,500	Capital	<b>50,000</b>	50,000
<u>1,324,781</u>	<u>1,760,037</u>	<u>1,739,652</u>	Subtotal - Operations	<u><b>1,603,340</b></u>	<u>1,603,274</u>
<u>2,349,868</u>	<u>2,426,550</u>	<u>2,426,550</u>	Plant	<u><b>2,459,050</b></u>	<u>2,459,050</u>
<u><u>3,674,649</u></u>	<u><u>4,186,587</u></u>	<u><u>4,166,202</u></u>		<u><u><b>4,062,390</b></u></u>	<u><u>4,062,324</u></u>

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## Georgetown Utility Systems Water Services - Water

### DEPARTMENT DESCRIPTION

The Water Services Utility is responsible for the operation and maintenance of infrastructure that provides potable water for over 20,735 customers. Water infrastructure includes 3 treatment plants with associated intake structures and wells (Lake Georgetown, San Gabriel Park, and Southside) totaling 28.0 MGD of capacity, 12 storage tanks with a total storage capacity of 19.0 MG, 8 water pumping stations, 360 miles of water distribution piping including valves, 2,600 fire hydrants, and 20,837 meters. Department activities are regulated by the Texas Commission on Environmental Quality (TCEQ) and the Environmental Protection Agency (EPA). Department activities include: periodic operational checks and preventive maintenance at pumping facilities, inspection and acceptance of new facilities constructed by developers, repair and preventive maintenance of piping and valves, testing and maintenance of system metering, and routine sampling of water for proper process controls. The operation and maintenance of treatment facilities is performed under a five-year contract that will end in October 2013.



### MAJOR DEPARTMENT GOALS

- Maintain or exceed EPA and TCEQ standards for water service (pressure, flow, and water quality).
- Operate and maintain the system in a cost efficient manner to provide for the lowest possible service rates for our customers.

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11

- Completed the Lake Water Treatment Plant (LWTP) expansion with the addition of 3 MG storage and filter 10.
- Commenced construction of phase III LWTP expansion.
- Completed the Sun City pump station expansion.
- Incorporated water main upgrades with street projects to improve service and minimize damage to new streets.
- Updated the Water Services Qualifications manual to refine training requirements for staff advancement.
- Continued implementation of standardized procedure format and created procedures for essential activities.
- Continued organizational changes to make field operations more efficient.
- Upgraded license requirements for department personnel.

### MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Implement fire hydrant testing program.
- Implement Distribution and collection system control via Supervisory Control and Data Acquisition (SCADA) with licensed technician in control center.
- Implement Operations Specialist to assist in planning for preventative maintenance and asset management data collection.

<b>WATER SERVICES - WATER</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 PROPOSED</b>	<b>12/13 PROPOSED</b>
Water Services Operations Manager	0	0	0	1	1
Water Services Supervisor	2	2	2	2	2
Water Services Operations Specialist	0	1	1	1	1
Water Services Technician	12	13	13	13	13
<b>TOTAL</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>17</b>	<b>17</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Water service customers	20,196	20,643	21,100	21,600	22,300
2. Annual production (MG)	5269	4,316	5670	5670	5670
3. Work orders completed	1459	1,620	1800	1800	1950

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 10/11</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Maintenance work order backlog	9	9	20	25	50
2. Annual water loss (%)	14.7%	14.6%	15%	12%	12%

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**DEPARTMENTAL BUDGET: WATER SERVICES FUND**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
831,108	983,751	983,674	Personnel	<b>1,123,231</b>	1,123,146
716,206	697,768	696,698	Operations	<b>694,367</b>	694,367
219,033	125,000	125,000	Capital	<b>125,000</b>	125,000
<u>1,766,347</u>	<u>1,806,519</u>	<u>1,805,372</u>	Subtotal - Operations	<u><b>1,942,598</b></u>	<u>1,942,513</u>
<u>2,243,160</u>	<u>2,558,400</u>	<u>2,558,400</u>	Plant	<u><b>2,587,900</b></u>	<u>2,587,900</u>
<u><u>4,009,507</u></u>	<u><u>4,364,919</u></u>	<u><u>4,363,772</u></u>		<u><u><b>4,530,498</b></u></u>	<u><u>4,530,413</u></u>

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## ***Georgetown Utility Systems Water Services – Reuse Irrigation***

### **DEPARTMENT DESCRIPTION**

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The Reuse/Irrigation Department is responsible for the operation and maintenance of infrastructure that treats and distributes reuse irrigation water to five major irrigation customers. Reuse Irrigation infrastructure includes 3 storage tanks with a total capacity of 2.3 MG, 19.5 miles of piping and valves, and 4 major pumping stations. Department activities are regulated by the Texas Commission on Environmental Quality (TCEQ) and the Environmental Protection Agency (EPA). Department activities include: periodic operational checks and preventive maintenance at pumping facilities, inspection and acceptance of new facilities, repair and preventive maintenance of piping and valves, testing and maintenance of metering, and routine sampling of water for proper process controls.

### **MAJOR DEPARTMENT GOALS**

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- Maintain or exceed TCEQ standards for reuse irrigation service (water quality).
- Operate and maintain the system in a cost efficient manner to provide for the lowest possible service rates for our customers.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11**

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- Completed leak detection of the reuse distribution line and repaired pressure sustaining valve to reduce unnecessary pumping.
- Replaced pressure sustaining pump to increase efficiency of the pump station.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12**

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- Review equipment operating history and make upgrades to lower costs and improve performance.
- Continue to work with reuse customers towards the utilization of reuse water in the common areas which are currently being served with potable water.
- Investigate bulk water delivery stations to utilize reuse water for construction.



<b>WATER SERVICES - IRRIGATION</b>	<b>09/10 ACTUAL</b>	<b>10/11 ORIGINAL BUDGET</b>	<b>10/11 FINAL / ACTUAL</b>	<b>11/12 ADOPTED</b>	<b>12/13 PROPOSED</b>
Water Services Technician	1	1	1	1	1
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 09/10</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Annual Production (MG)	120	279	600	600	600

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 08/09</b>	<b>ACTUAL FY 09/10</b>	<b>BUDGETED FY 09/10</b>	<b>PROJECTED FY 10/11</b>	<b>PROJECTED FY 11/12</b>
1. Water Supply Conserved (acre-ft)	338	432	700	700	700

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**DEPARTMENTAL BUDGET: WATER SERVICES FUND**

<b>09/10 ACTUAL</b>	<b>10/11 BUDGET</b>	<b>10/11 PROJECTED ACTUAL</b>		<b>11/12 ADOPTED</b>	<b>12/13 ESTIMATED BASE</b>
56110	59,596	59,528	Personnel	59,134	59,130
141,322	184,475	184,475	Operating	199,575	199,575
<b>197,432</b>	<b>244,071</b>	<b>244,003</b>		<b>258,709</b>	<b>258,705</b>

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