

2021 Budget Departmental Overview

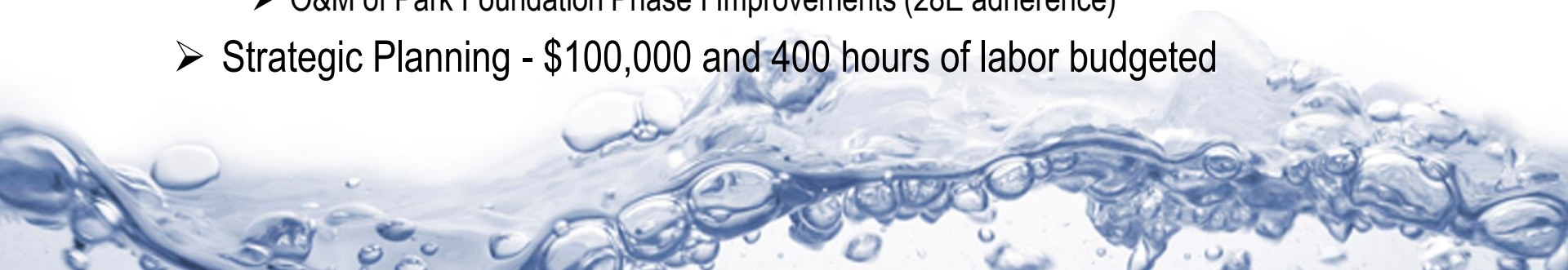
Des Moines
Water Works

Water You Can Trust for Life

CEO/COO Grounds-Safety-Security

□ Operational budget – up 11% (\$311K)

- PILOT - \$124,000 Increase
 - 2021 Budget = 1,359,000
 - 2020 = \$1,231,117
 - 2017 = \$800,000
 - 1998 = \$234,000
- Risk & Incident Management
 - Liability claims – no increase in budget for 2021
 - 7% (\$35k) increase assumed for contracted security services
- Grounds Maintenance
 - Includes \$68k for contract maintenance of Fleur Drive medians (\$8,000 increase)
 - O&M of Park Foundation Phase I Improvements (28E adherence)
- Strategic Planning - \$100,000 and 400 hours of labor budgeted



Water Production

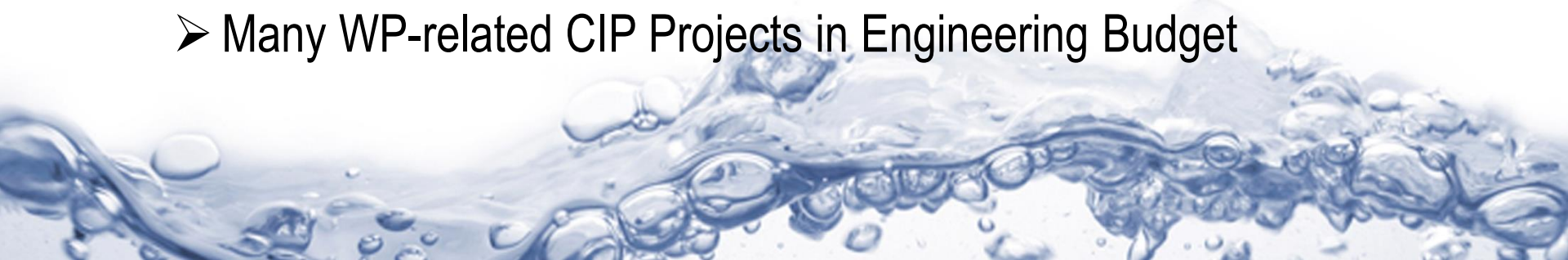
❑ Operational Budget – up 0.9% (\$155k)

- Pumpage - 17,100 million gallons
- Fleur Drive WTP Chemicals/Energy/Residuals \$159k Increase
- McMullen WTP Chemicals/Energy/Residuals \$60k Increase
- Saylorville WTP Chemicals/Energy \$157K Decrease
- Maintenance @ 3 Plants down \$89k



❑ Capital Budget – up 7% (\$116k)

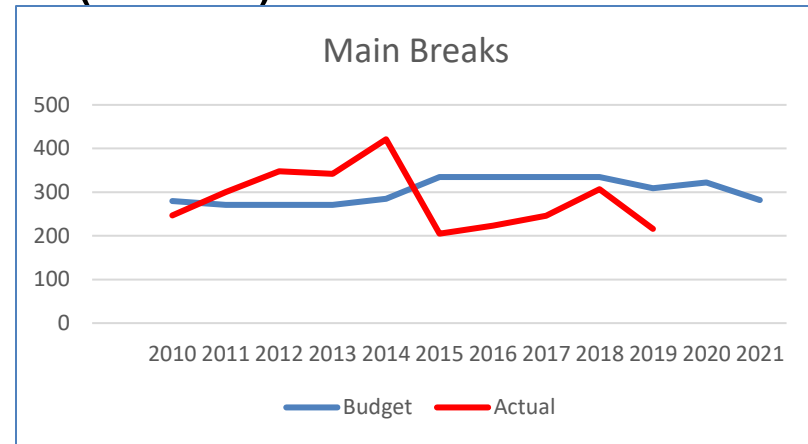
- Fleet Reinvestment increased by \$15k
- Plant Reinvestment Projects w/in WP Budget up \$102k
- Many WP-related CIP Projects in Engineering Budget



Water Distribution

❑ Operational budget – up 0.4% (\$19K)

- Water Main Breaks
 - 2020 Budget = 322 2021 Budget = 282
 - 5 Year Average is below 300 breaks/year
 - Reduction of \$188K
- Added a Lead Service Line Project
- Added an Equipment Operator



❑ Capital budget – up approx. \$174K

- Increased the Number of Hydrant Replacements from 70 in 2020 to 78 in 2021
- Increased the Number of Valve Replacements from 60 in 2020 to 83 in 2021
- Purchasing a Large Guillotine Saw, Trav-L-Cutter, and Shoring Equipment



Engineering

2021 Influencers

- 2040 LRP & CIP
- Newly Identified Needs



Operational Budget 2021

- Engineering Support
- Engineering Studies
 - Hydraulic Modeling; Tank Inspections; Wetlands Mitigation (MWTP)
 - MWTP Expansion vs SWTP Expansion (\$275k)
 - Groundwater Study :: DSM River Alluvial (\$275k)



Engineering

Capital Budget Components (\$20M Total/\$2.7M CO)

- Saylorville Treatment Plant (SWTP)
 - RO Elements – Planned Replacement :: 1 train
 - UF Membrane Replacement :: 1 train
- Fleur Drive Treatment Plant (FDWTP)
 - Filter Media Replacement; Backwash Tank; Basin Re-Chaining
 - SCADA, LSD + Acid Wash, Filter Drain Gates, Clearwell-Gallery Isolation
 - Roofs & Ramps
- McMullen Water Treatment Plant (MWTP)
 - Well Rehabilitation (Aiming for 2 wells)
 - Small Riverbank Protection Project
- Water Main Replacement (WMR)
 - Des Moines @ \$5.6M
 - Polk County @ \$3.3M (\$2.2M of carryover)
 - Windsor Heights \$15k :: Pleasant Hill \$1M+ (water main and others)
- Remote Areas
 - Tank Painting (Wilchinski & Pleasant Hill as carryover), Grounds Shop Relocation, LP Moon Additional Pump, Joint Eastside Hypo Addition, Hazen and Nollen VFD, Standpipe Foundations
- Pipe Extensions/Large Taps: Plan Review & Inspection, **Innovyze Software (Hydraulic Modeling)**
- No Bonding - - No ASR, No Crystal Lake, No Radial Collector Wells



Finance

Increase of \$190k or 5.5%

Focus items for 2021

- Finalization of auditing and reporting related to new Customer Information System (CIS)
- Support Regionalization analysis
- Wholesale water rate structure
- Initial steps toward new financial software



Customer Service



CIS & Mobile Field

- Going live November 30
- 2021 will be spent focused on:
 - post-implementation stabilization
 - continued user training
 - continued customer communication
 - process re-engineering



Customer Service

- Operational budget = \$2.9 million (up 5% from \$2.76 million; mostly labor related)
- Capital budget = \$1.36 million (up 4.65%)

Use	Why important?
 <p data-bbox="498 575 838 732">Meters (a.k.a. utility cash registers)</p>	<p data-bbox="975 561 1721 661">To replace stopped or slowing meters. Direct impact to revenue.</p>
 <p data-bbox="498 875 877 975">Meter Transmitting Units (MTUs)</p>	<p data-bbox="975 868 1705 911">Estimated bills = unhappy customers.</p> <p data-bbox="975 925 1765 1139">In March 2020, 7% of DMWW bills were based on estimates. We have been able to reduce this to 2.2% by July. < 1% estimates is our goal.</p>

Information Technology

❑ Operational budget = Up 5.24%

- Continual emphasis on Information Security and CyberSecurity
- Higher maintenance contracts costs

❑ Capital budget = \$280k

- Miscellaneous IT Capital Projects
 - Cyber security enhancements
 - Routine replacement of PC's, laptops, Mobile devices
 - Continue replacement of server infrastructure
- PeopleSoft Financials Replacement RFP



HR

Focus for 2021 – Collective Bargaining

- Employee training and development to prepare employees for future positions
- Relaunch of onboarding process
- Continued emphasis on diversity initiatives
- Employee Culture



Budgeted FTEs

	CEO	Cust Svc	Eng	Finance	HR	IT	OCOO*	Water Dist	Water Prod	Total
2014	2.0	38.9	19.0	10.6	4.3	10.0		69.5	62.3	216.6
2015	3.0	37.5	19.8	10.6	3.8	9.0		69.5	63.2	216.4
2016	5.0	35.8	20.8	10.6	3.5	8.0		68.6	63.2	215.5
2017	4.5	35.8	21.1	10.6	3.5	9.0		67.6	63.2	215.3
2018	3.0	35.8	21.1	10.6	3.5	10.0		66.6	63.2	213.9
2019	2.0	35.8	21.2	10.6	3.5	9.0	13.6	53.0	62.9	211.7
2020	2.0	35.8	21.2	10.6	3.5	9.0	13.6	54.0	62.2	212.0
2021	2.5	35.8	20.8	10.6	3.5	9.0	13.6	55.0	62.9	213.7

*A new department was created in 2018 called Office of the Chief Operating Officer (OCOO).

This department includes Risk & Incident Management, Grounds, and Safety which were formerly in Water Dist.



Des Moines Water Works

Water You Can Trust for Life

www.dmww.com |   | dsmh2o.com

Customer Service: 283-8700 | 24/7 Emergency: 283-8772

