

# SYSTEM MANAGEMENT IMPROVEMENT PLAN WORKSHEET

## Instructions:

- ✓ List your top three priority management areas – these should be drawn from the self assessment activity.
- ✓ List the improvement actions that you will undertake to address the priority management areas – you should have at least one action for each priority management area (actions may address multiple management areas).
- ✓ Fill out the details in the table below for each improvement action separately (i.e., one table per action).

## Priority Management Areas:

1. Product Quality
2. Financial Viability
3. Infrastructure Stability

## Improvement Action: Financial Viability

### Description:

#### ✓ Action:

1. Develop an asset management plan
2. Begin implementation of the asset management plan
3. Identify outside funding sources to assist in funding the asset management plan
4. Conduct an energy audit to identify possible cost savings in system operation
5. Explore staffing alternatives to minimize consultant fees for O&M activities

#### ✓ Management Area addressed: Financial Viability

#### ✓ Objective(s):

1. (Actions 1 & 2) a: Satisfy the requirements of the NYSDEC consent order  
b: Assure proper operation and maintenance of the system at the lowest possible cost to the property owners
3. Minimize the financial impact that implementing an asset management plan will have on the property owners
4. a: Reduce energy costs associated with system operation by identifying ways to improve energy efficiency  
b: Explore opportunities for generating renewable energy (solar, wind, etc.)
5. Reduce or eliminate costs associated with consultants performing routine O&M activities

### Timeline:

#### ✓ Start date:

Action 1: October 1, 2014

Action 2: December 1, 2015 (subject to NYSDEC's approval of submitted asset management plan) – **Still waiting for approval of assessment management plan**

Action 3: September 1, 2015 – **Started**

Action 4: September 1, 2015 – **On schedule with audit**

Action 5: September 1, 2015 – **Terminated contract operations; hired Joe as Chief Operator**

#### ✓ Milestones:

Action 1: Monthly until asset management plan is submitted to and approved by NYSDEC – **Submitted asset management plan to NYSDEC on-time (Sept. 30, 2015)**

Action 2: Review asset management plan annually and revise/update as needed – **Awaiting NYSDEC approval of plan**

Action 3: Ongoing review of funding assistance applications – **Met with EFC and Rural Development representatives**

Action 4: December 2015 - Present energy audit proposals to Town Board – **NY Rural Water offered to do a free energy audit, which was conducted in November 2015 and delivered in December 2015; it is currently being amended to include data that was missing (reimbursement for energy costs from Ambit)**

Action 5: December 2015 – Present staffing proposals/options to Town Board periodically as needed – **New Chief Operator started work in August 2015; mentoring and supervising Operator Trainee  
Town Board to review staffing needs annually**

#### ✓ Target completion date:

Action 1: December 1, 2015 (subject to NYSDEC's approval of submitted asset management plan) – **Still awaiting approval**

Action 2 : Continuous (**awaiting approval**)

Action 3: Continuous – **Met with EFC and Rural Development**

Action 4: 2016 – **Completed December 2015**

Action 5: Continuous

### Responsible Party (or Parties):

- ✓ Town Board
- ✓ Asset management committee
- ✓ WWTP chief operator
- ✓ Engineers
- ✓ Technical assistance providers (NYRWA)
- ✓ Energy audit contractor
- ✓ Funding agencies (USDA Rural Development, NYSEFC, others)

### **Relevant Resources (on-hand or needed):**

#### ✓ On Hand:

1. Engineers
2. Technical assistance providers (NYRWA)
3. Rural and Small Systems Guidebook to Sustainable Utility Management Appendix III “Resources for Rural and Small Systems”

#### ✓ Needed:

1. Funding assistance
2. Energy audit contractor
3. Information about operations in other small rural systems

### **Challenges to Address:**

- ✓ The public response to the asset management plan
- ✓ Making the asset management plan affordable
- ✓ Finding sources of affordable funding
- ✓ Developing a staffing strategy that is affordable and adequately addresses the needs of the Town

### **Review Process:**

#### Performance indicators or measures:

1. Milestone and completion dates met and/or revised
2. List of supplemental funding sources explored/applications submitted
3. A budget that moves towards sustainable operations and maintenance with a minimum financial impact on property owners

#### Status reports and updates frequency/cycle:

1. Review/update asset management plan – annually
2. Review/revise rates – annually
3. Review status of supplemental funding opportunities
4. Develop budget based on review of the asset management plan, rate review and status of supplemental funding opportunities – annually

### **Other Notes:**

1. This is an ongoing improvement plan.
2. Ongoing communications with stakeholders, including sewer users. This includes annual status report (can be mailed to sewer users as well).