



2011 Annual Report



Matthew W. Jordan, PE
Chief Executive Officer
November 9, 2011



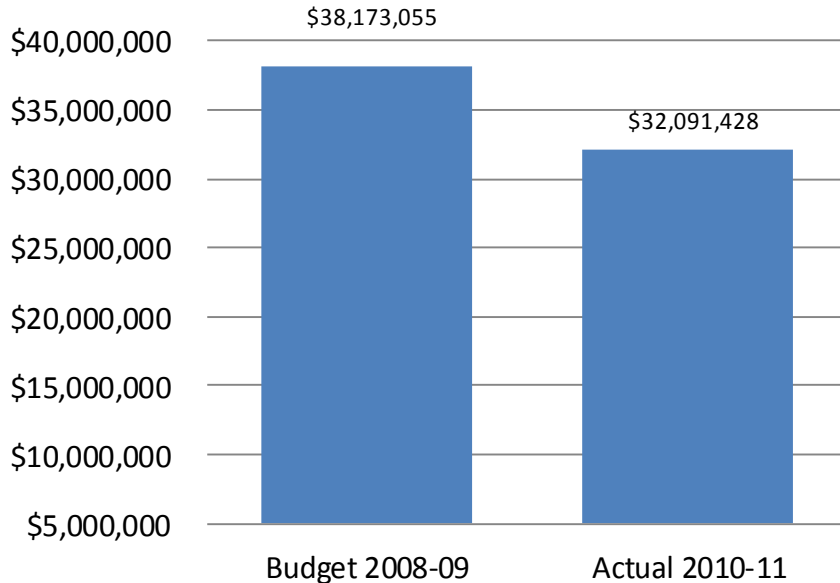


Fiscal Year 2011 Accomplishments Stewardship, Sustainability, and Service

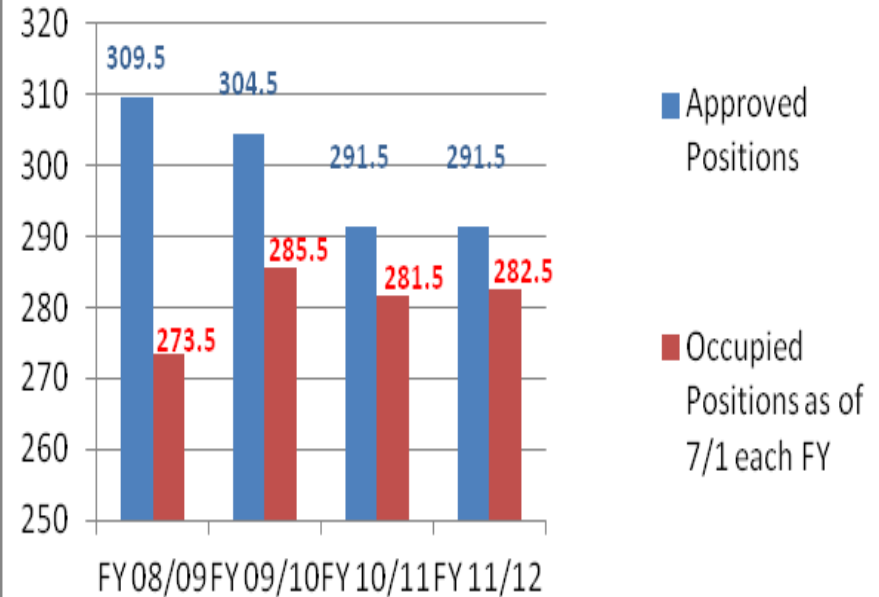


Managing Operating Costs

**Operating Fund
FY 2008-09 Budget vs
FY 2010-11 Actuals**

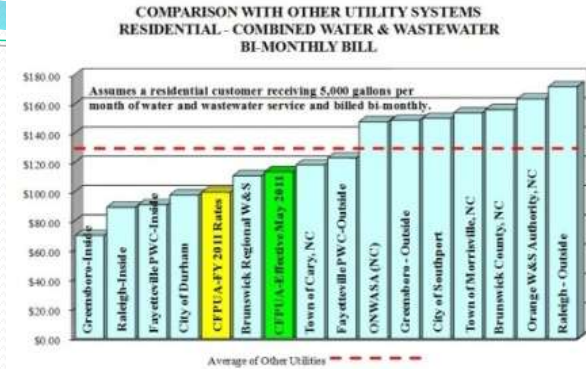


CFPUA Position History



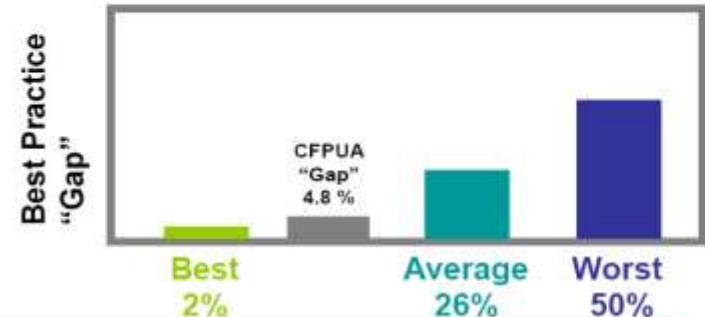
Managing Costs to the Customer

- Capital projects prioritization efforts
- Efficiency study
 - Third party independent study
 - 5th best of 80 agencies evaluated
 - 4.8% efficiency gap
- Proactive maintenance



CFPUA rates compared to FY 2011 rates of other service providers.

CFPUA Is The 5th Best of 80 Agencies Evaluated! This is a very good organization that has overcome some real challenges in its first 3 years of existence...



Prioritizing Projects

- Strategic plan
- Guiding principles of Stewardship, Sustainability, and Service
- Series of interactive workshops
 - Board reviewed existing and future needs
- Ten-year plan



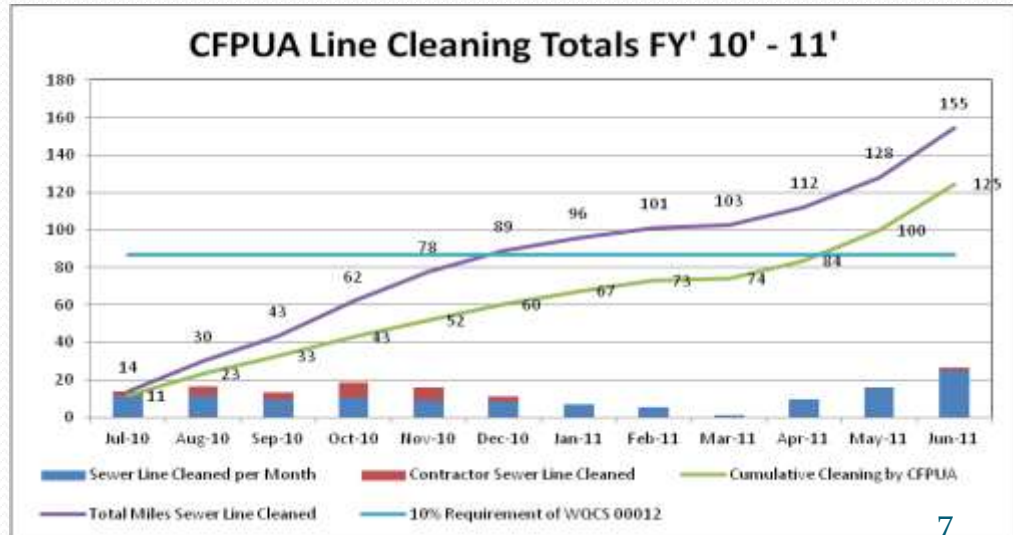
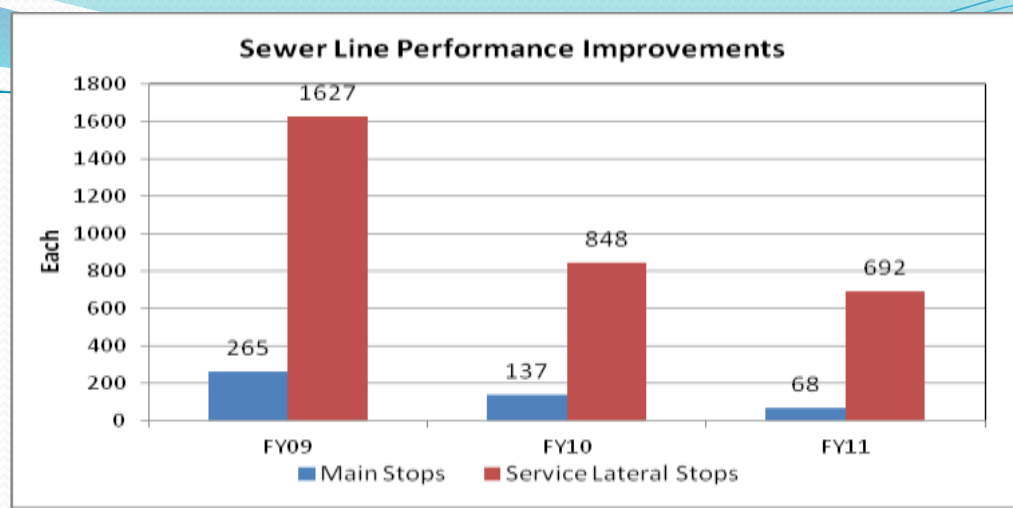
FY2011 Project Highlights

- Northeast Interceptor-Pump Stations 34/35
- Ogden Interceptor
- Raw Water Transmission Main Rehabilitation
- Sweeney Water Treatment Plant
- U.S. 421 Wastewater Treatment Plant Design
- Systemwide Odor and Corrosion Control
- Third Street Streetscape – Water and Sewer Line Replacement



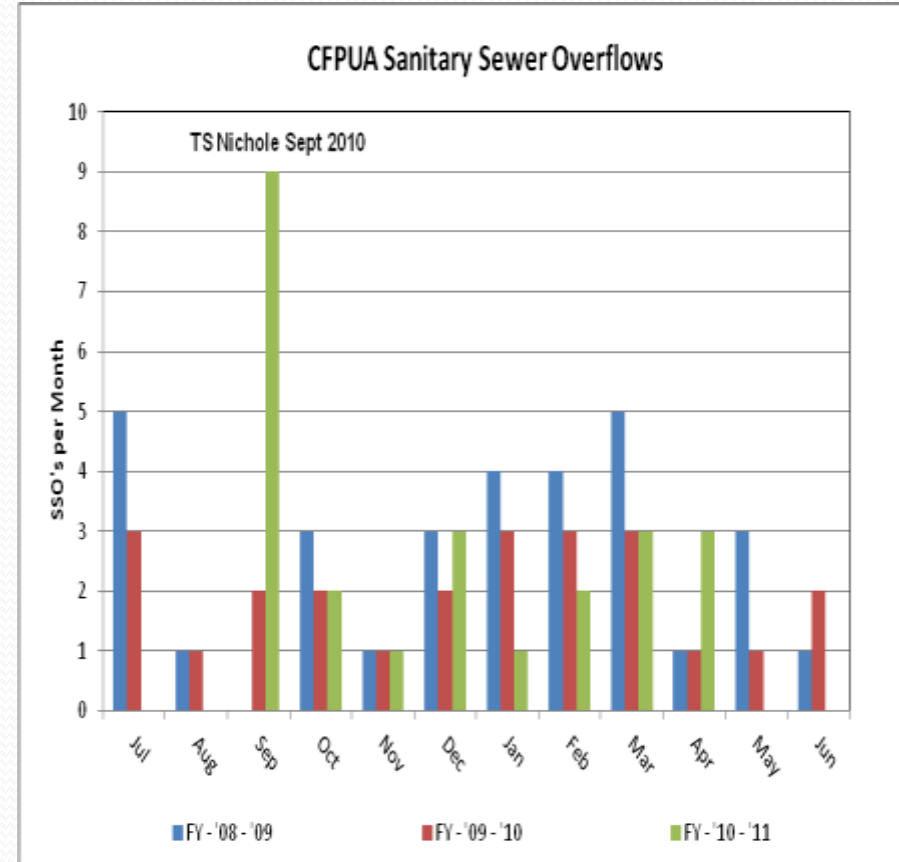
Managing Costs through Proactive Maintenance Activities

- Decreased Main stops and Lateral service stops by ~70% and 57%, respectively
- Cleaned 155 miles of sewer lines
- Videod ~23 miles of sewer lines
- ~11,600 collection system and pump station work orders
- >16 miles of water and sewer easements cleared and inspected



Managing Costs through Improved Environmental Compliance

- No sanitary sewer overflows for 4 months during FY 2011
- All 3 Wastewater Treatment Plants achieved 99.82% permit compliance
- Both Water Treatment Plants achieved 100% compliance with water quality standards
- Sweeney Water Treatment Plant recognition
 - Area Wide Optimization Program
- Successfully performed 79,286 water and wastewater tests
- Obtained ISO 14001 third party certification for the Environmental Management System



Managing Costs through Proactive Maintenance on the Water System

- Flushing the system maintains water quality
 - Routine flushing throughout the system
 - Flushed over 8.5 million gallons of water
- Construction Services and Water Quality
 - ~480 work orders
 - Resolved 624 customer concerns
 - Collected over 107 water samples
 - Activated 15,318 feet of new water mains
- Meter Services
 - Set ~483 new meters
 - Replaced 1433 meters, tested 21 large meters,
 - Completed 307 water service repairs
 - Flow tested 276 meters



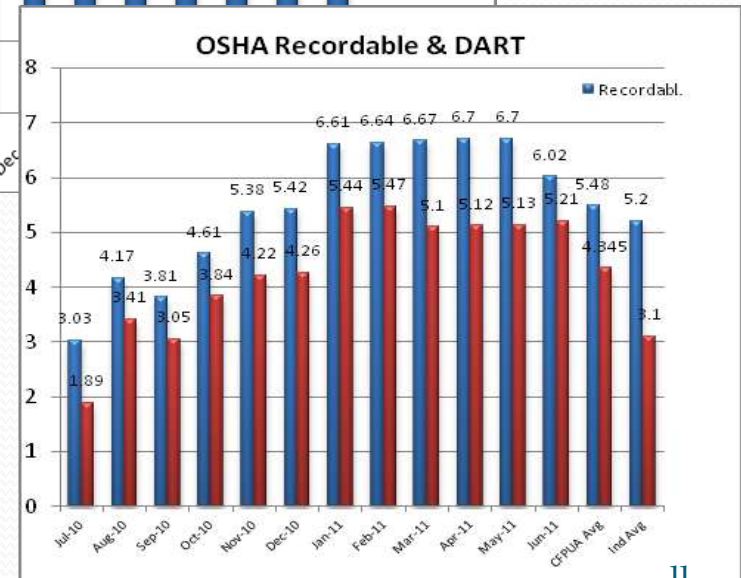
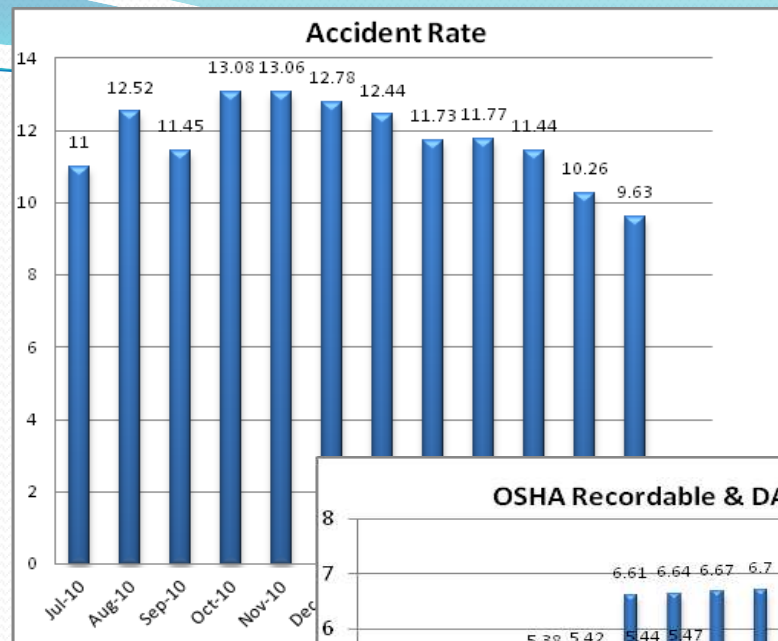
Managing Costs through Proactive System Inspections and Education

- Conducted 1,576 system inspections
 - 718 food service establishments
 - Backflow inspections
 - Miscellaneous inspections
- Performed 94 Fats, Oils and Grease (FOG) educational inspections
- Mailed ~500 educational pamphlets
- Pretreatment program was audited by NC Department of Environment and Natural Resources and found compliant with all EPA and State regulatory requirements



Managing Costs through Improved Safety Programs

- Received 11 safety awards from the NC Department of Labor
- Reviewed and updated 18 sections of the safety and health policy manual
- Performed safety training audits for each area of the Authority



Managing Assets

- Established Balanced Scorecard with benchmarks and defined Level of Service
- Implementation of a computerized maintenance management system in the Pump Station and Collection System to improve tracking, planning & scheduling of maintenance and repairs
- Risk Assessment of all 141 pump stations
- Currently expanding to other areas of the Authority



Commitment to Customer Service

- Answered 121,648 calls
 - 95.3% within 5 minutes
 - Average wait time 1.5 minutes
- Doubled number of customers taking advantage of our online payment options
- Implemented an in-house training program for Customer Service Representatives
 - Ensures fair, professional, and consistent interaction with customers
- Read 381,753 meters on time for prompt billing



Communications and Public Outreach

- Strengthened relationships and improved internal and external communication
 - Authority Services pamphlet for customers
 - Employee Newsletter
- Conducted a series of public workshops to review and establish appropriate rate structure
- Explained rate studies and changes to stakeholders



Managing Future Costs while Exploring Business Partnerships

- US 421 regional partnership
- Lower Cape Fear Water and Sewer Authority
- Potential new customers
 - Figure 8 Island
 - Carolina Beach
- Developer reimbursement agreements





In summary, the Authority maintains a stable financial position and keeps rates as low as possible while appropriately investing in infrastructure. The Authority continues to efficiently and effectively operate, focusing on Stewardship, Sustainability, and Service.