

Water and Sewer

Administration Line of Business

The purpose of the Administration Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide business policy and decision products to this department so it can deliver results for customers.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|--------------------|---------------------|--------------------|--------------------|-----------------------------|---------------------------|
| Budget: | Operations Fund | 9,084,800 | 5,426,432 | 8,983,900 | 9,245,800 | 261,900 | 2.9% |
| | Total | \$9,084,800 | \$5,426,432 | \$8,983,900 | \$9,245,800 | \$261,900 | 2.9% |
| FTEs: | Operations Fund | 10.00 | 10.00 | 8.00 | 8.00 | 0.00 | 0.0% |
| | Total | 10.00 | 10.00 | 8.00 | 8.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Finance Program

The purpose of the Finance Program is to provide financial management to this Metro Department so it can effectively manage its financial resources.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|--------------------|---------------------|--------------------|--------------------|-----------------------------|---------------------------|
| Budget: | Operations Fund | 2,554,396 | 1,758,115 | 2,102,400 | 2,102,400 | 0 | 0.0% |
| | Total | \$2,554,396 | \$1,758,115 | \$2,102,400 | \$2,102,400 | \$0 | 0.0% |
| FTEs: | Operations Fund | 12.00 | 12.00 | 8.00 | 8.00 | 0.00 | 0.0% |
| | Total | 12.00 | 12.00 | 8.00 | 8.00 | 0.00 | 0.0% |

Performance

Operations & Maintenance Costs per million gallons of water treated

na \$714.93 nr na

Human Resources Program

The purpose of the Human Resources Program is to provide employment products to department employees so they can receive adequate training, equitable benefits, accurate compensation, safety enhancement and appropriate safety training products that are designed to prevent accidents and injuries more effectively and respond to accidents and injuries that occur.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 413,600 | 411,474 | 596,200 | 596,200 | 0 | 0.0% |
| | Total | \$413,600 | \$411,474 | \$596,200 | \$596,200 | \$0 | 0.0% |
| FTEs: | Operations Fund | 7.00 | 7.00 | 8.00 | 8.00 | 0.00 | 0.0% |
| | Total | 7.00 | 7.00 | 8.00 | 8.00 | 0.00 | 0.0% |

Performance

| | | | | |
|---------------------------------|----|------------|----|----|
| Average cost of repairs - Water | na | \$195.88 | nr | na |
| Average cost of repairs - Sewer | na | \$1,995.13 | nr | na |

IT Applications Support Program

The purpose of the IT Applications Support Program is to provide business recommendations, applications, and project reporting products to MWS Divisions so they can use technologies and technology applications to improve their business processes.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 3,407,700 | 2,677,437 | 3,698,500 | 3,698,500 | 0 | 0.0% |
| | Total | \$3,407,700 | \$2,677,437 | \$3,698,500 | \$3,698,500 | \$0 | 0.0% |
| FTEs: | Operations Fund | 11.00 | 11.00 | 10.00 | 10.00 | 0.00 | 0.0% |
| | Total | 11.00 | 11.00 | 10.00 | 10.00 | 0.00 | 0.0% |

Performance

| | | | | |
|--|----|----|----|----|
| No performance measure currently established | na | na | na | na |
|--|----|----|----|----|

Non-allocated Financial Transactions

Central adjustments related to internal service fees, pay adjustments, fringe benefits, non-programmatic changes and departmental "to be determined" budget reductions are reported here. These adjustments will be allocated to individual programs by the department in the upcoming fiscal year.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 752,800 | 640,601 | 341,500 | 79,600 | -261,900 | -76.7% |
| Budget: | Stormwater Fund | 112,300 | 169,952 | 112,300 | 58,600 | -53,700 | -47.8% |
| | Total | \$865,100 | \$810,553 | \$453,800 | \$138,200 | -\$315,600 | -69.5% |
| FTEs: | ALOB Nonallocated Tra | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |
| | Total | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |

Performance

| | | | | |
|-----------------------------------|----|----|----|----|
| No applicable performance measure | na | na | na | na |
|-----------------------------------|----|----|----|----|

Operations Administration Program

The purpose of the Operations Administration Program is to provide management information products to Metro Water Services employees so they can produce quality water and wastewater products.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 1,858,500 | 1,559,212 | 1,809,800 | 1,809,800 | 0 | 0.0% |
| | Total | \$1,858,500 | \$1,559,212 | \$1,809,800 | \$1,809,800 | \$0 | 0.0% |
| FTEs: | Operations Fund | 20.50 | 20.50 | 18.50 | 18.50 | 0.00 | 0.0% |
| | Total | 20.50 | 20.50 | 18.50 | 18.50 | 0.00 | 0.0% |

Performance

No performance measure currently established

| | | | | |
|--|----|----|----|----|
| | na | na | na | na |
|--|----|----|----|----|

Procurement Program

The purpose of the Procurement Program is to provide purchasing transaction support products to this Metro department so it can obtain needed goods and services in a timely and efficient manner.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 371,100 | 348,207 | 361,500 | 361,500 | 0 | 0.0% |
| | Total | \$371,100 | \$348,207 | \$361,500 | \$361,500 | \$0 | 0.0% |
| FTEs: | Operations Fund | 7.00 | 7.00 | 3.00 | 3.00 | 0.00 | 0.0% |
| | Total | 7.00 | 7.00 | 3.00 | 3.00 | 0.00 | 0.0% |

Performance

Operations & Maintenance Costs per million gallons of wastewater treated

| | | | | |
|--|----|----------|----|----|
| | na | \$653.60 | nr | na |
|--|----|----------|----|----|

Customer Service Line of Business

The purpose of the Customer Service Line of Business is to provide billing and collections, meter reading, lobby and cash operations, field activities, phone services, and permits/customer connection products to rate payers so they can conduct business with the utility.

Billing and Collections Program

The purpose of the Billing and Collections Program is to provide billing and collections products to the utility so it can receive proper and timely payments for delivered products, reduce bad debt, and continue efficient operations for ratepayers.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 2,073,000 | 1,783,191 | 1,837,900 | 1,837,900 | 0 | 0.0% |
| | Total | \$2,073,000 | \$1,783,191 | \$1,837,900 | \$1,837,900 | \$0 | 0.0% |
| FTEs: | Operations Fund | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na na na na

Field Activities Program

The purpose of the Field Activities Program is to provide meter information and maintenance products to the utility so it can issue accurate bills in a timely manner, respond to customer requests and provide uninterrupted water service.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 3,613,700 | 3,195,288 | 4,038,800 | 4,038,800 | 0 | 0.0% |
| | Total | \$3,613,700 | \$3,195,288 | \$4,038,800 | \$4,038,800 | \$0 | 0.0% |
| FTEs: | Operations Fund | 27.00 | 27.00 | 17.50 | 17.50 | 0.00 | 0.0% |
| | Total | 27.00 | 27.00 | 17.50 | 17.50 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na na na na

Lobby and Cash Program

The purpose of the Lobby and Cash Program is to provide customer assistance products to water and wastewater users so they can receive services and make payments using convenient customer assistance venues.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 907,600 | 708,543 | 876,200 | 876,200 | 0 | 0.0% |
| | Total | \$907,600 | \$708,543 | \$876,200 | \$876,200 | \$0 | 0.0% |
| FTEs: | Operations Fund | 13.00 | 13.00 | 36.00 | 36.00 | 0.00 | 0.0% |
| | Total | 13.00 | 13.00 | 36.00 | 36.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na na na na

Meter Reading Program

The purpose of the Meter Reading Program is to provide meter readings to the Billing and Collections Program so they can provide utility customers with accurate and timely bills.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 627,200 | 723,460 | 764,800 | 764,800 | 0 | 0.0% |
| | Total | \$627,200 | \$723,460 | \$764,800 | \$764,800 | \$0 | 0.0% |
| FTEs: | Operations Fund | 10.00 | 10.00 | 10.00 | 10.00 | 0.00 | 0.0% |
| | Total | 10.00 | 10.00 | 10.00 | 10.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Permits and Customer Connections Program

The purpose of the Permits and Customer Connections Program is to provide infrastructure and connection assistance products to utility contractors and developers so they can connect to our water and wastewater systems in a timely manner and proceed with their desired projects.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 0 | 48,397 | 0 | 0 | 0 | 0.0% |
| | Total | \$0 | \$48,397 | \$0 | \$0 | \$0 | 0.0% |
| FTEs: | Operations Fund | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |
| | Total | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Phone Center Program

The purpose of the Phone Center Program is to provide customer assistance products to water and wastewater users so they can receive services and make payments using convenient telephone customer service methods.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 1,553,400 | 1,719,911 | 1,466,500 | 1,466,500 | 0 | 0.0% |
| | Total | \$1,553,400 | \$1,719,911 | \$1,466,500 | \$1,466,500 | \$0 | 0.0% |
| FTEs: | Operations Fund | 28.00 | 28.00 | 40.00 | 40.00 | 0.00 | 0.0% |
| | Total | 28.00 | 28.00 | 40.00 | 40.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Distribution and Collection Line of Business

The purpose of the Distribution and Collection Line of Business is to provide planning, and sewer and water maintenance products to the utility in order to deliver water and collect and transport wastewater.

Planning Program

The purpose of the Distribution and Collection Planning Program is to provide field investigation and maintenance scheduling products to MWS, other utility personnel and contractors so they can provide scheduled maintenance and timely repairs to the distribution and collection systems.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 3,746,900 | 4,168,798 | 12,057,400 | 12,057,400 | 0 | 0.0% |
| | Total | \$3,746,900 | \$4,168,798 | \$12,057,400 | \$12,057,400 | \$0 | 0.0% |
| FTEs: | Operations Fund | 13.50 | 13.50 | 10.50 | 10.50 | 0.00 | 0.0% |
| | Total | 13.50 | 13.50 | 10.50 | 10.50 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Sewer Maintenance Program

The purpose of the Sewer Maintenance Program is to provide sewer system repair and maintenance products to MWS (Metro Water Services) so it can provide maintenance at a competitive cost.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 5,804,900 | 5,901,799 | 2,938,300 | 2,938,300 | 0 | 0.0% |
| | Total | \$5,804,900 | \$5,901,799 | \$2,938,300 | \$2,938,300 | \$0 | 0.0% |
| FTEs: | Operations Fund | 52.00 | 52.00 | 52.00 | 52.00 | 0.00 | 0.0% |
| | Total | 52.00 | 52.00 | 52.00 | 52.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Water Maintenance Program

The purpose of the Water Maintenance Program is to provide water system repair and maintenance products to MWS so it can minimize emergency repairs.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 12,369,200 | 12,466,436 | 6,010,600 | 6,010,600 | 0 | 0.0% |
| | Total | \$12,369,200 | \$12,466,436 | \$6,010,600 | \$6,010,600 | \$0 | 0.0% |
| FTEs: | Operations Fund | 109.00 | 109.00 | 109.50 | 109.50 | 0.00 | 0.0% |
| | Total | 109.00 | 109.00 | 109.50 | 109.50 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Engineering Line of Business

The purpose of the Engineering Line of Business is to provide new development review and approval, master planning, design, contract and construction administration, and customer advocacy products to customers requesting connection to our systems and to MWS so that they can connect to our systems and/or receive timely and accurate technical support.

Contract Administration Program

The purpose of the Contract Administration Program is to provide contract administration, property rights, acquisitions, customer advocacy, and technical/legislative support products to citizens, elected officials, government agencies and the development community so they can have cost-effective, environmentally safe and reliable water and wastewater systems.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 839,910 | 683,635 | 2,201,600 | 2,201,600 | 0 | 0.0% |
| | Total | \$839,910 | \$683,635 | \$2,201,600 | \$2,201,600 | \$0 | 0.0% |
| FTEs: | Operations Fund | 59.00 | 59.00 | 36.00 | 36.00 | 0.00 | 0.0% |
| | Total | 59.00 | 59.00 | 36.00 | 36.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

| | | | | |
|--|----|----|----|----|
| | na | na | na | na |
|--|----|----|----|----|

Design and Development Review Program

The purpose of the Design and Development Review Program is to provide engineering design and technical guidance products to MWS' Engineering Inspections Program and developers so they can build projects within established timelines and according to specified plans.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 793,000 | 871,474 | 549,200 | 549,200 | 0 | 0.0% |
| | Total | \$793,000 | \$871,474 | \$549,200 | \$549,200 | \$0 | 0.0% |
| FTEs: | Operations Fund | 19.00 | 19.00 | 18.00 | 18.00 | 0.00 | 0.0% |
| | Total | 19.00 | 19.00 | 18.00 | 18.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

| | | | | |
|--|----|----|----|----|
| | na | na | na | na |
|--|----|----|----|----|

Inspection Program

The purpose of the Inspection Program is to provide construction management products to MWS infrastructure and maintenance so they can have properly functioning new collection and distribution facilities delivered within the time and contract budget.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 255,500 | 467,896 | 0 | 0 | 0 | 0.0% |
| | Total | \$255,500 | \$467,896 | \$0 | \$0 | \$0 | 0.0% |
| FTEs: | Operations Fund | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |
| | Total | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

System Improvements and Planning Program

The purpose of the System Improvements and Planning Program is to provide system improvements, analysis, and mapping products to other MWS divisions and to current and future utility customers so they can have safe and reliable quantity of water and safe and reliable capacity of wastewater services.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 269,694 | 532,969 | 0 | 0 | 0 | 0.0% |
| | Total | \$269,694 | \$532,969 | \$0 | \$0 | \$0 | 0.0% |
| FTEs: | Operations Fund | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |
| | Total | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Stormwater Line of Business

The purpose of the Stormwater Line of Business is to provide development review and permitting, master planning, routine and remedial maintenance, and improved watershed water quality products to residents of Davidson County (excluding incorporated cities inside Metro) so that they can have a reduced potential for property damage, safe roadways and improved stream water quality.

Development Review and Permitting Program

The purpose of the Development Review and Permitting Program is to provide information, technical guidance/feedback, and regulatory oversight products to the development community so they can obtain approvals and permits in a timely manner to pursue development according to Metro Stormwater guidelines.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Stormwater Fund | 1,533,200 | 1,387,251 | 1,533,200 | 1,533,200 | 0 | 0.0% |
| | Total | \$1,533,200 | \$1,387,251 | \$1,533,200 | \$1,533,200 | \$0 | 0.0% |
| FTEs: | Stormwater Fund | 18.00 | 18.00 | 17.00 | 17.00 | 0.00 | 0.0% |
| | Total | 18.00 | 18.00 | 17.00 | 17.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Master Planning Program

The purpose of the Master Planning Program is to provide non-structural and structural flood mitigation products to the community so they can enjoy safe roadways and reduced property damage through improved capacity of the major stormwater system.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Stormwater Fund | 174,500 | 156,215 | 174,500 | 174,500 | 0 | 0.0% |
| | Total | \$174,500 | \$156,215 | \$174,500 | \$174,500 | \$0 | 0.0% |
| FTEs: | Stormwater Fund | 3.00 | 3.00 | 3.00 | 3.00 | 0.00 | 0.0% |
| | Total | 3.00 | 3.00 | 3.00 | 3.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Remedial Maintenance Program

The purpose of the Remedial Maintenance Program is to provide system repair and additional products to the community so they can enjoy safe roadways and reliable performance of the stormwater system.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Stormwater Fund | 5,457,900 | 5,665,940 | 5,457,800 | 9,511,500 | 4,053,700 | 74.3% |
| | Total | \$5,457,900 | \$5,665,940 | \$5,457,800 | \$9,511,500 | \$4,053,700 | 74.3% |
| FTEs: | Stormwater Fund | 15.00 | 15.00 | 14.00 | 14.00 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 14.00 | 14.00 | 0.00 | 0.0% |

Performance

No performance measure
currently established

na

na

na

na

Routine Maintenance Program

The purpose of the Routine Maintenance Program is to provide existing stormwater system cleaning and repair products to the community so they can enjoy safe roadways and reduced property damage through proactive mitigation of stormwater system impairments.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Stormwater Fund | 5,608,000 | 3,745,976 | 5,608,100 | 5,608,100 | 0 | 0.0% |
| | Total | \$5,608,000 | \$3,745,976 | \$5,608,100 | \$5,608,100 | \$0 | 0.0% |
| FTEs: | Stormwater Fund | 42.00 | 42.00 | 40.00 | 40.00 | 0.00 | 0.0% |
| | Total | 42.00 | 42.00 | 40.00 | 40.00 | 0.00 | 0.0% |

Performance

No performance measure currently established na na na na

Water Quality Program

The purpose of the Water Quality Program is to provide compliance with the Phase I Metro NPDES (National Pollution Discharge Elimination System) and MS4 (Municipal Separated Storm Sewer System) permit to the Tennessee Department of Environment and Conservation (TDEC) so they can be assured that Metro is in compliance with the NPDES (National Pollution Discharge Elimination System) permit.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Stormwater Fund | 1,557,300 | 1,286,937 | 1,557,300 | 1,557,300 | 0 | 0.0% |
| | Total | \$1,557,300 | \$1,286,937 | \$1,557,300 | \$1,557,300 | \$0 | 0.0% |
| FTEs: | Stormwater Fund | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |

Performance

No performance measure currently established na na na na

Wastewater Operations Line of Business

The purpose of the Wastewater Operations Line of Business is to provide treatment, maintenance, security and laboratory services to MWS and its customers so that they can have safe water resources.

Collection Facilities Operations and Maintenance Program

The purpose of the Collection Facilities Operations and Maintenance Program is to provide operations and technical maintenance products to MWS Operations, Engineering and System Services Divisions so they can provide wastewater collection and treatment services for MWS customers.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|--------------------|---------------------|--------------------|--------------------|-----------------------------|---------------------------|
| Budget: | Operations Fund | 8,562,800 | 8,660,825 | 8,643,500 | 8,643,500 | 0 | 0.0% |
| | Total | \$8,562,800 | \$8,660,825 | \$8,643,500 | \$8,643,500 | \$0 | 0.0% |
| FTEs: | Operations Fund | 29.00 | 29.00 | 37.50 | 37.50 | 0.00 | 0.0% |
| | Total | 29.00 | 29.00 | 37.50 | 37.50 | 0.00 | 0.0% |

Performance

No performance measure currently established na na na na

Laboratory Compliance Program

The purpose of the Laboratory Compliance Program is to provide water quality and compliance reports, analytical data and support products to MWS (Metro Water Services) so they can have timely and accurate data that enables them to operate efficiently and in compliance with regulations.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|--------------------|---------------------|--------------------|--------------------|-----------------------------|---------------------------|
| Budget: | Operations Fund | 2,604,400 | 2,320,901 | 2,622,100 | 2,622,100 | 0 | 0.0% |
| | Total | \$2,604,400 | \$2,320,901 | \$2,622,100 | \$2,622,100 | \$0 | 0.0% |
| FTEs: | Operations Fund | 15.00 | 15.00 | 38.50 | 38.50 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 38.50 | 38.50 | 0.00 | 0.0% |

Performance

No performance measure currently established na na na na

Plant Maintenance Program

The purpose of the Plant Maintenance Program is to provide preventive and corrective maintenance products to MWS Operations so they can have plants that operate at optimum required capacity.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|--------------------|---------------------|--------------------|--------------------|-----------------------------|---------------------------|
| Budget: | Operations Fund | 7,222,200 | 6,507,119 | 6,887,400 | 6,887,400 | 0 | 0.0% |
| | Total | \$7,222,200 | \$6,507,119 | \$6,887,400 | \$6,887,400 | \$0 | 0.0% |
| FTEs: | Operations Fund | 101.00 | 101.00 | 99.00 | 99.00 | 0.00 | 0.0% |
| | Total | 101.00 | 101.00 | 99.00 | 99.00 | 0.00 | 0.0% |

Performance

No performance measure currently established na na na na

Security Program

The purpose of the Security Program is to provide security and protection products to MWS so they can continue operations to provide safe drinking water and wastewater treatment free of security breaches.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 293,900 | 1,093,304 | 1,132,000 | 1,132,000 | 0 | 0.0% |
| | Total | \$293,900 | \$1,093,304 | \$1,132,000 | \$1,132,000 | \$0 | 0.0% |
| FTEs: | Operations Fund | 2.00 | 2.00 | 2.00 | 2.00 | 0.00 | 0.0% |
| | Total | 2.00 | 2.00 | 2.00 | 2.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Wastewater Treatment Plant Operation Program

The purpose of the Wastewater Treatment Plant Operation Program is to provide wastewater treatment products for the community so they can be assured of fishable and swimmable water resources.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 24,148,400 | 22,591,848 | 24,305,100 | 24,305,100 | 0 | 0.0% |
| | Total | \$24,148,400 | \$22,591,848 | \$24,305,100 | \$24,305,100 | \$0 | 0.0% |
| FTEs: | Operations Fund | 49.00 | 49.00 | 49.00 | 49.00 | 0.00 | 0.0% |
| | Total | 49.00 | 49.00 | 49.00 | 49.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na na na na

Water Operations Line of Business

The purpose of the Water Operations Line of Business is to provide treatment, maintenance, security and laboratory services to MWS and its customers so that they can have a safe drinking water supply of reliable quantity with sufficient water pressure.

Distribution Facilities Operations and Maintenance Program

The purpose of the Distribution Facilities Operations and Maintenance Program is to provide operations, technical maintenance services and monitoring of the distribution system to MWS Operations, Engineering and System Services Divisions so they can provide safe drinking water of reliable quantity for Metro Water Services' customers.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 5,311,600 | 4,617,989 | 5,283,000 | 5,283,000 | 0 | 0.0% |
| | Total | \$5,311,600 | \$4,617,989 | \$5,283,000 | \$5,283,000 | \$0 | 0.0% |
| FTEs: | Operations Fund | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na

na

na

na

Laboratory Compliance Program

The purpose of the Laboratory Compliance Program is to provide water quality and compliance reports, analytical data and support products to MWS (Metro Water Services) so they can have timely and accurate data that enables them to operate efficiently and in compliance with regulations.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 354,800 | 288,848 | 354,900 | 354,900 | 0 | 0.0% |
| | Total | \$354,800 | \$288,848 | \$354,900 | \$354,900 | \$0 | 0.0% |
| FTEs: | Operations Fund | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |
| | Total | 15.00 | 15.00 | 15.00 | 15.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na

na

na

na

Plant Maintenance Program

The purpose of the Plant Maintenance Program is to provide preventive and corrective maintenance products to MWS Operations so they can have plants that operate at optimum required capacity.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 2,557,400 | 2,377,673 | 2,624,300 | 2,624,300 | 0 | 0.0% |
| | Total | \$2,557,400 | \$2,377,673 | \$2,624,300 | \$2,624,300 | \$0 | 0.0% |
| FTEs: | Operations Fund | 45.00 | 45.00 | 42.00 | 42.00 | 0.00 | 0.0% |
| | Total | 45.00 | 45.00 | 42.00 | 42.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na

na

na

na

Security Program

The purpose of the Security Program is to provide protection of critical assets and employees for MWS (Metro Water Services) in order to continue to provide safe drinking water and wastewater treatment.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 1,581,700 | 933,480 | 930,700 | 930,700 | 0 | 0.0% |
| | Total | \$1,581,700 | \$933,480 | \$930,700 | \$930,700 | \$0 | 0.0% |
| FTEs: | Operations Fund | 1.00 | 1.00 | 0.00 | 0.00 | 0.00 | 0.0% |
| | Total | 1.00 | 1.00 | 0.00 | 0.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na

na

na

na

Water Treatment Plant Operation Program

The purpose of the Water Treatment Plant Operation Program is to provide a safe supply of drinking water for community use and fire protection to all MWS customers so they can have potable and aesthetically pleasing water of reliable quantity and pressure.

| Budget | Performance Summary | 2015 Budget | 2015 Actuals | 2016 Budget | 2017 Budget | FY16-FY17 Difference | FY16-FY17 % Change |
|----------------|----------------------------|------------------------|-------------------------|------------------------|------------------------|---------------------------------|-------------------------------|
| Budget: | Operations Fund | 15,242,800 | 13,500,626 | 15,758,800 | 15,758,800 | 0 | 0.0% |
| | Total | \$15,242,800 | \$13,500,626 | \$15,758,800 | \$15,758,800 | \$0 | 0.0% |
| FTEs: | Operations Fund | 28.00 | 28.00 | 30.00 | 30.00 | 0.00 | 0.0% |
| | Total | 28.00 | 28.00 | 30.00 | 30.00 | 0.00 | 0.0% |

Performance

No performance measure currently established

na

na

na

na