Gmail

BENJAMIN CRUZ <speaker@senatorbjcruz.com>

MC Fwd: GWA Citizen Centric Report - FY 2017

1 message

BENJAMIN CRUZ <speaker@senatorbjcruz.com>
To: 34th Guam Legislature Clerks <clerks@guamlegislature.org>
Cc: Rennae Meno <rennae@guamlegislature.org>

Thu, Jun 28, 2018 at 8:41 AM

06/28/18	06/28/18	Guam Waterworks Authority	Pursuant to Public Law 30-127, transmitted herewith is Guam Waterworks Authority's Citizen Centric Report for the fiscal year ending September 30, 2017.*	34-18-2028

---------- Forwarded message ----------
From: **Sandra Santos** <ssantos@guamwaterworks.org>
Date: Wed, Jun 27, 2018 at 6:13 PM
Subject: GWA Citizen Centric Report - FY 2017
To: speaker@senatorbjcruz.com
Cc: croque@guamopa.com

GU#34-18-2028
Speaker Benjamin J.F. Cruz

JUN 28 2018
Time: 9:11 [ ] AM [ ] PM File No.
Received By:

Honorable Benjamin J.F. Cruz

Hafa adai Speaker Cruz,

Pursuant to Public Law 30-127, transmitted herewith is Guam Waterworks Authority's Citizen Centric Report for the fiscal year ending September 30, 2017.

Sensaramente,

Sandra J. Santos

Controller | Finance Division
Guam Waterworks Authority

P.O. Box 3010, Hagatna, Guam 96932
Direct: +1 671 300 6866 | Fax: +1 671 646-2594
ssantos@guamwaterworks.org | www.guamwaterworks.org

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OFFICE OF SPEAKER BENJAMIN J.F. CRUZ

Committee on Appropriations and Adjudication

I Mina'trentai Kuattro na Liheslaturan Guahan

Guam Congress Building | 163 Chalan Santo Papa | Hagatna, GU 96910

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GUAM **WATERWORKS** AUTHORITY
Aturidat Kinalamten Hanom Guahan

CITIZEN-CENTRIC REPORT
FISCAL YEAR 2017



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About the Guam Waterworks Authority (GWA)

Guam Waterworks Authority (GWA) is a public authority governed by the Consolidated Commission on Utilities (CCU). We are subject to the regulations of the Guam Public Utilities Commission (PUC). GWA provides water to all of the civilian population of Guam. We also provide wastewater service to a large percentage of the civilian population, Andersen Air Force Base and several smaller United States Navy facilities. During FY2017, GWA served an average of 42,205 water customers and 29,065 wastewater customers.

GWA's water supply consists of 120 wells, one active production spring, one "Maui" well, 28 booster pump stations, 25 reservoirs/tanks in service, 586 miles of water distribution lines, and approximately 3,814 fire hydrants, all in the agency's effort to provide more efficient and reliable service to its customers while meeting regulatory requirements.

GWA has undergone significant transformation over the last several years by working to improve the management and operations, including decreasing expenditures, decreasing leak repair times, implementing a meter replacement program and launching a computerized maintenance management system, which have all contributed to significantly improved operating results since FY2011.

LEADERSHIP

Miguel C. Bordallo, P.E.
General Manager

Kelly O. Clark
Staff Attorney

Greg P. Cruz, C.P.A.
Chief Financial Officer

Consolidated Commission on Utilities

Joseph (Joey) T. Dueñas
Chairman

Francis E. Santos
Vice Chairman

J. George Bamba
Chairman of IT and Cyber Security Committee; Secretary

Judith Guthertz
Treasurer

Simon A. Sanchez II
Commissioner

GUAM CCU

Full-Time Employees

	FY2015	FY2016	FY2017	% Change
- Administration	140	162	162	**0%**
- Water Division	106	104	106	**2%**
- Wastewater Division	63	67	62	**-8%**
	309	333	330	

Doc. No. 34GL-18-2028.*

VISION

To be a world class provider of water and wastewater services.

MISSION

We will provide outstanding customer service in delivering excellent water and wastewater services in a safe, reliable, responsible, and cost-effective manner.

LOCATIONS

Gloria B. Nelson Public Service Bldg.
688 Route 15 Fadian
Mangilao, Guam 96913
Hours: Mon-Fri | 7:00 a.m. to 5:00 p.m.

Upper Tumon
578 North Marine Corps Drive
Upper Tumon, Guam 96913
Hours: Mon-Fri | 7:30 a.m. to 6:00 p.m.;
Sat | 9:00 a.m. to 1:00 p.m.

Julale Shopping Center
Agana, Guam 96932
Hours: Mon-Fri | 8:00 a.m. to 5:00 p.m.

CONTACT

Customer Service
647-7800/3
Hours: Mon to Fri | 7:30 a.m. to 6:00 p.m.;
Sat | 9:00 a.m. to 1:00 p.m.

FOR EMERGENCY WATER ISSUES
646-4211
Hours: 24/7

ISSUED JUNE 2018

GUAM **WATERWORKS** AUTHORITY
Aturidat Kinalamten Hanom Guahan

CITIZEN-CENTRIC REPORT
PERFORMANCE

What would you like to see reported on this page? Please let us know by calling us at **(671) 647-7800** or visit our website at **http://guamwaterworks.org/**.

Capital Improvement Projects

The Authority is working hard to complete its five-year Capital Improvement Plan (CIP), which cover water system projects, wastewater system projects, and electrical and control improvements throughout the GWA systems. The Authority is also updating its Water Resource Master Plan in 2018 to reflect long-term planning needs.

	In Design	In Progress	Completed
Islandwide	- Systemwide District Meter Project	- Wastewater, Water and Source Water System Master Plan Update - Fire Hydrant Replacement - System Control and Data Acquisition (SCADA)	- Sewer Pump Station High Water Alarms
Southern Villages	- Santa Rita Water Tank (1MG) - Mannenggon Water Tank (2MG) - Ugum Water Tank (2MG) - Talofofo Sewer Pump Stations - Sinifa Water Tank (1MG) - Inarajan Booster Pump Station	- Rt. 2 Sewer Improvements - Sanitary Sewer Evaluation Survey - Southern Water Line Replacement - Umatac-Merizo WWTP - Agat-Santa Rita Wastewater Treatment Plant	- Windward Hills Booster Station - Malojloj Elevated Booster Pump Upgrade - Malojloj Elevated Booster Pump Station
Northern Villages	- Astumbo No. 2 Water Tank (2MG) - Tumon No. 1 Water Tank (1MG) - Bayside Sewer Pump Station Improvements	- Deep Water Well Drilling and Well Rehabilitation - Northern Water Line Replacement - Critical Sewer Pump Station Repair - Santa Rosa Water Tank (1MG) - Astumbo No. 1 Water Tank (2MG) - Tumon No. 2 Water Tank (1MG) - Tumon Sewer Hot Spots - Yigo No. 1 Water Tank (2MG) - Yigo No. 3 Water Tank (2MG) - Yigo Booster Pump Station - Macheche Hill Sewer Line	- Chlorination System (Water Wells)
Central Villages	- Rt. 4 Sewer Line Improvement - Asan Springs Rehabilitation - Piti Water Tank (1MG) - Chalan Pago Pump Station	- Rt. 1 Sewer Line Improvements - Laboratory Water Testing Facility - Tamuning Sewer Hot Spots Repair/Rehabilitation - Hyundai Water Tank (1MG) - Central Water Line Replacement - Water Wells Rehabilitation - Chaot No. 2 Water Tank (0.5MG)	- Agana Heights Water Tank (0.5MG) - Agana Heights Booster Pump Station - Barrigada No. 1 Water Tank (2MG) - Barrigada No. 2 Water Tank (2MG) - Mangilao No. 2 Water Tank (2MG) - Pago Bay Booster Pump Station - Chaot No. 1 Water Tank (0.5MG)

Major water production, treatment and distribution projects in the CIP include:

- construction of additional reservoirs to increase water storage capacity
- completion of the meter replacement program
- replacement of failing, leaking and aging pipelines
- possible adjustment of pressure zones
- development of new water production wells
- electrical control and monitoring upgrades
- construction of new wastewater treatment facilities that will incorporate provisions for redundancy to improve reliability
- meet existing and future flow capacity and/or reliably achieve regulatory compliance

Doc. No. 34GL-18-2028.*

GUAM **WATERWORKS** AUTHORITY
Aturidat Kinalamten Hanom Guahan

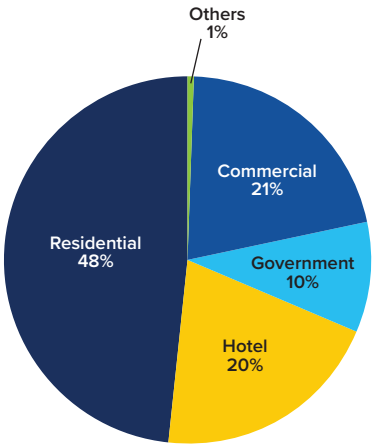
CITIZEN-CENTRIC REPORT
FINANCES

An independent audit was conducted by Deloitte & Touche LLP, resulting in a clean audit opinion. The Office of Public Accountability released GWA's audited financial statements on April 25, 2018. More information can be found at our website at **http://guamwaterworks.org.**

Operating Revenues

Water Revenues

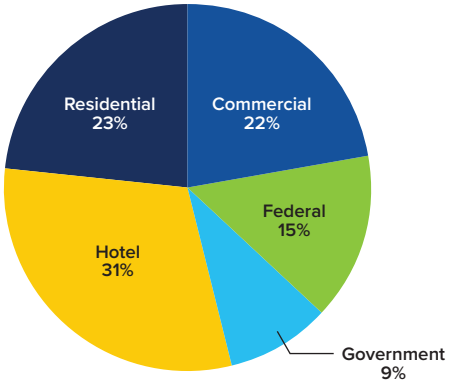
	FY2015	FY2016	FY2017	% Trend
- Agricultural	$375,120	$431,606	$395,449	**-9%**
- Golf Course	84,844	97,990	80,243	**-22%**
- Commercial	12,529,070	13,736,890	13,962,171	**2%**
- Federal	18,449	38,497	39,532	**3%**
- Government	6,083,130	6,360,728	6,297,642	**-1%**
- Hotel	11,132,531	13,116,414	13,499,695	**3%**
- Irrigation	18,425	59,481	60,821	**2%**
- Residential	28,705,488	32,457,312	31,807,345	**-2%**
Total Water Revenue	$58,947,057	$66,298,918	$66,142,898	



FY2017 Water Revenues by Rate Class

Wastewater Revenues

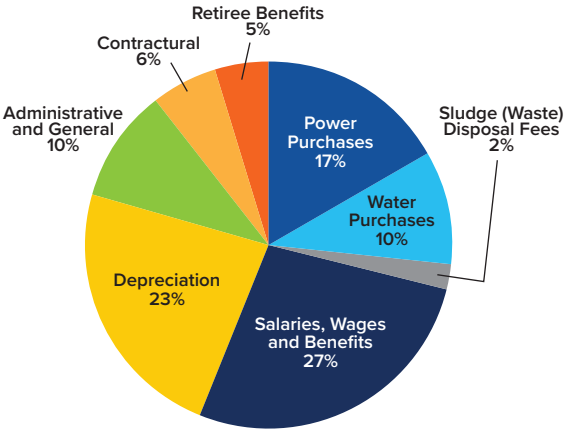
	FY2015	FY2016	FY2017	% Trend
- Commercial	$6,988,489	$8,046,990	$8,588,060	**6%**
- Federal	4,926,563	6,580,018	5,610,218	**-17%**
- Government	3,325,856	3,375,762	3,533,788	**4%**
- Hotel	9,266,983	11,698,441	11,684,107	**-0%**
- Residential	8,768,445	8,466,690	8,819,329	**4%**
Total Wastewater Revenues	$33,276,336	$38,167,901	$38,235,502	



FY2017 Wastewater Revenues by Rate Class

Operating Expenses

	FY2015	FY2016	FY2017	% Trend
- Power Purchases	$14,026,448	$11,225,884	$12,076,262	**7%**
- Water Purchases	5,098,872	6,374,035	7,309,125	**13%**
- Sludge (Waste) Disposal Fees	1,343,767	1,565,080	1,685,842	**7%**
- Salaries, Wages and Benefits	16,168,167	19,856,213	19,697,917	**-1%**
- Depreciation	14,543,396	15,348,101	16,824,455	**9%**
- Administrative and General	6,503,317	7,008,883	7,300,127	**4%**
- Contractual	2,793,267	4,117,122	4,087,429	**-1%**
- Retiree Benefits	3,491,101	3,348,262	3,376,745	**1%**
Total Operating Expenses	$63,968,335	$68,843,580	$72,357,902	



FY2017 Breakdown of Operating Expenses

Challenges and Outlook

For FY2018, GWA remains focused on completing the 2011 Court Order projects for water and wastewater system improvements. New reinforced concrete reservoirs will be commissioned in Yigo and Astumbo, while we start construction on new reservoirs in Upper Tumon, and other areas in Central and Southern Guam. We will complete construction on a brand new, state-of-the-art wastewater secondary treatment plant in Agat, and will have started rehabilitation and upgrades to our Umatac-Merizo wastewater treatment plant. In addition, we will have completed new sewerlines and pump stations along Route 17 (Cross Island Road) connecting this service area to the new Santa Rita treatment plant, eliminating the old Baza Gardens treatment plant and associated discharges to the Togcha River.

GWA will also focus on additional water production facilities and improved operations in 2018, with several rehabilitated production wells coming back on-line to provide additional capacity and reliability. We will also initiate a formal Water Loss Control Program, which aims to improve our water production/loss accountability through improved data collection and auditing, production and demand metering improvements, intense focus on leak repair activities, and improved use of technology for leak detection. In addition, 2018 should see Phase IV of our Line Replacement Project well underway, with upgrades to aging and undersized water lines in critical locations within our distribution network.

Following on the initial work in 2017 of establishing our Asset Management program, and the deployment of a Computerized Maintenance Management System (CMMS), GWA will continue to build on this program to enhance our maintenance planning and improve preventive maintenance performance. More accurate parts and materials inventory information is being developed as we expand our use of the CMMS and add new assets to our system. In 2018, we also intend to initiate the mobile workforce platform for the CMMS, adding tablets with real-time access to maintenance database as a tool for our field crews.

As the military buildup proceeds on Guam, in 2018 GWA will begin an extensive rehabilitation of the main sewer interceptor serving Andersen AFB, Navy facilities at Finegayan, and the new Marine Cantonment in the near future. This project, along with the upgrade of the Northern District Wastewater Treatment Plant to secondary treatment, which will be designed in 2018, are funded by a grant to GWA from the Department of Defense, Office of Economic Adjustment (OEA), of over $173 million. These improvements should be well underway in 2018 and completed within 3 years.

Finally, GWA will be finalizing and releasing its 20-year Water Resource Master Plan update, providing a long-term plan for system improvements, operational programs, and financing needed to maintain and upgrade Guam's water and wastewater system for the future.



CITIZEN-CENTRIC REPORTING
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AGA

WE WANT TO HEAR FROM YOU!

Do you like this report? Do you believe it should include different or additional information? Please let us know by contacting our General Manager at mcbordallo@guamwaterworks.org. More information is available on GWA's website, **www.guamwaterworks.org**, or CCU's website, **www.guamccu.org.**

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