

Underground and Public Infrastructure – Goals and Objectives

Gas Measures

- Basic Statistics
 - o 913 Miles of Pipe Maintained
 - o 30,638 Service Points
 - o 27,050,931 ccf of Natural Gas Sold
- 8 Consecutive years of PSC Audits with no adverse findings
- Utility Affordability Ratio - .01% (average annual residential gas bill divided by real median household monthly income) *Figure 1*
- Displaced Gasoline Gallon Equivalent due Compressed Natural Gas is over 1 million per year *Figure 2*

Water Measures

- Basic Statistics
 - o 1,207 Miles of Pipe Maintained
 - o 84,783 Service Points
 - o 9,145,000,000 billion gallons of Water sold
- Drinking Water Compliance Rate at 100% every year *Figure 3*
- Water System Integrity Rate - the number of leaks and breaks per 100 miles of pipe. Our goal is 25 leaks or breaks per 100 miles of pipe and we are currently at 76 (down from 109) and decreasing.
- Utility Affordability Index - .37% (average annual residential water bill divided by real median household monthly income) *Figure 1*

Sewer Measures

- Basic Statistics
 - o 1,046 Miles of Pipe Maintained
 - o 72,614 Service Points
- More than 6 billion gallons of wastewater treated annually
- Wastewater Treatment Effectiveness Ratio – 97%
- Wastewater System Integrity Rate - the number of leaks and breaks per 100 miles of pipe. Our goal is zero leaks or breaks per 100 miles of pipe. We are currently at around 20 (down from 65.69) and going lower.
- Utility Affordability Ratio - .79% (average annual residential sewer bill divided by real median household monthly income) *Figure 1*

Stormwater Measures

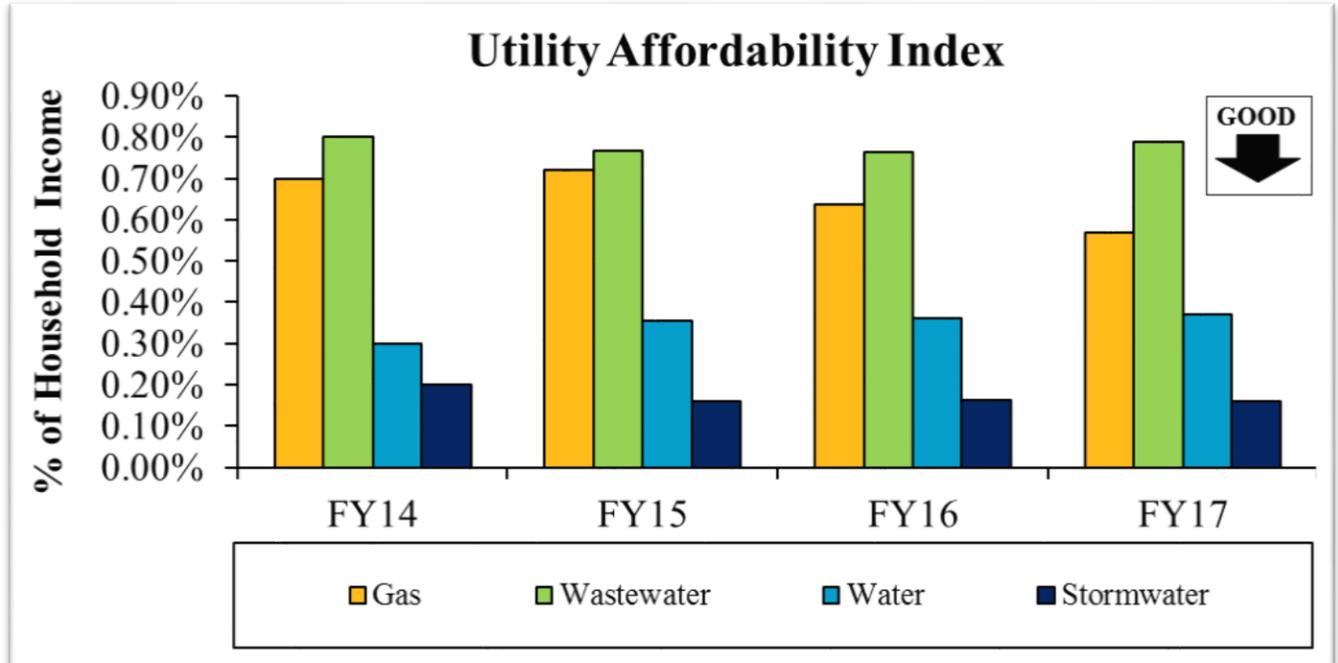
- Basic Statistics
 - o Facilities, Structures, and Outfalls Maintained
 - Stormwater Facilities – 484 (932 acres)
 - Enclosed structures 24,874 and 390 miles of pipe maintained
 - 64 major outfalls maintained

- 26 miles of major ditches maintained
- 52 miles of minor ditches maintained
- 222 miles of roadside ditches maintained
- 79,907 Customers
- Utility Affordability Ratio - .16% (average annual residential stormwater bill divided by real median household monthly income) *Figure 1*
- Capital Expenditures per Square Mile - Capital Projects Expenditures exceed \$125,000 per square mile for Renewal, Replacements, and Upgrades *Figure 4*
- # Facility Inspections – Exceed 6,000 in FY17
- Linear miles of Drainage Inspections – Approx. 360 miles in FY17

Public Infrastructure Measures

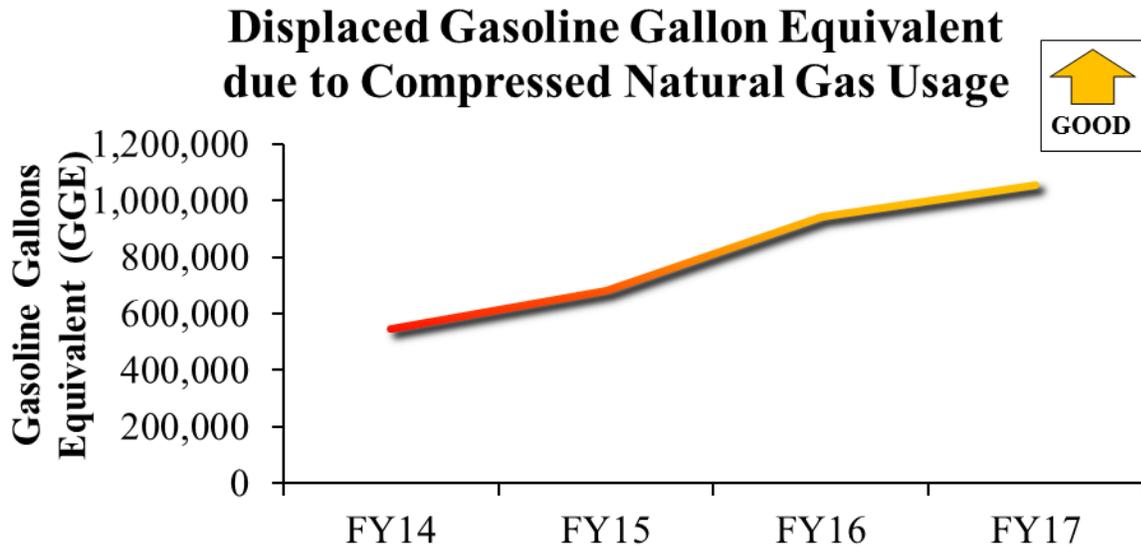
- Basic Statistics
 - 675 Miles of Roads Maintained
 - 435 Miles of Sidewalks Maintained
- Lane Miles Rehabilitated (Roads) Approx. 40 miles in FY17
- Signage Tasks Completed – more than 19,000 in FY17
- Sidewalk Trip/Fall Hazards Repaired – more than 7,000 in FY17

Figure 1



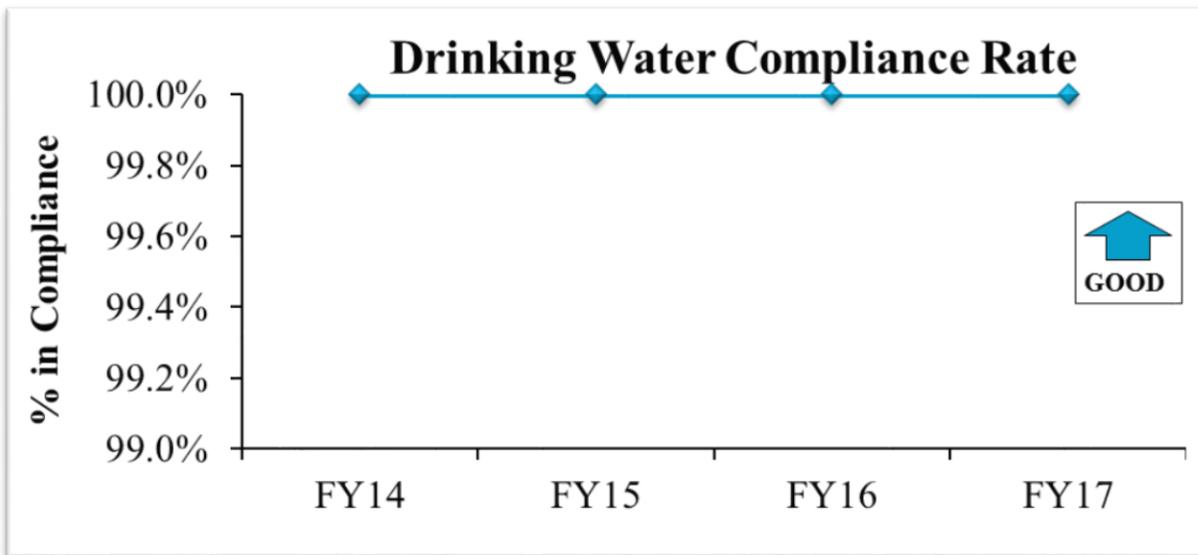
This indicator provides a measure of the affordability of utility services to customers, as a percentage of household income. Average annual residential bill is based on all residential customer accounts that were billed for some or all of the reporting period, averaged over the most recent fiscal year reporting period.

Figure 2



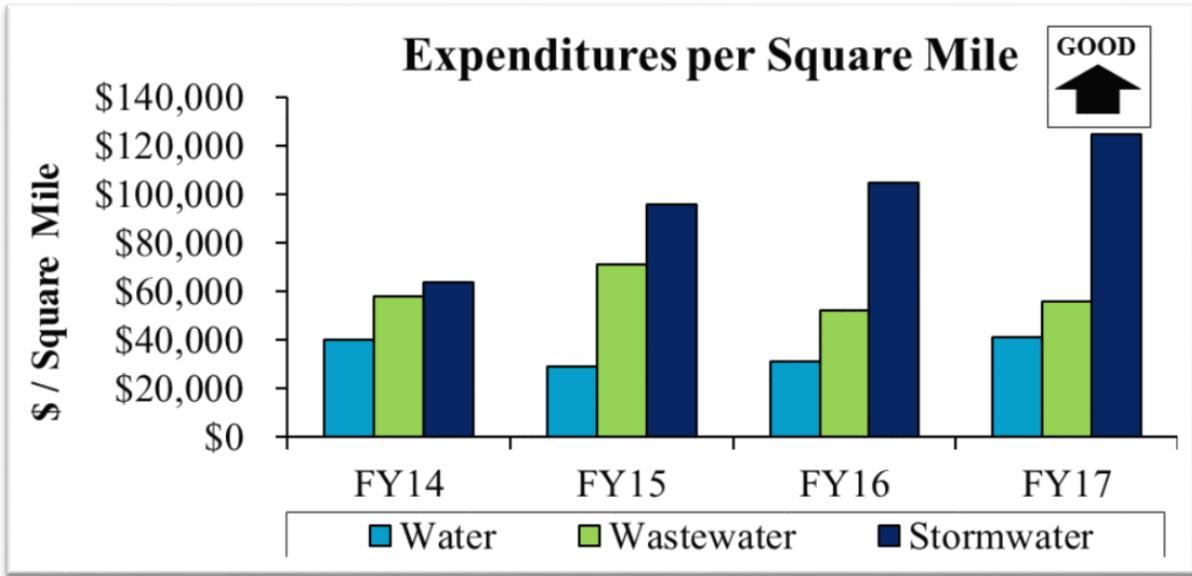
Displaced Gasoline Gallon Equivalent due to Compressed Natural Gas Usage. This chart depicts the amount of gasoline gallons equivalent (GGE) displaced through the use of compressed natural gas (CNG). CNG is a more economical fuel than gasoline or diesel and is the cleanest burning fossil fuel available.

Figure 3



This indicator quantifies the percentage of time each year UU meets all federally mandated, health-related drinking water quality parameters.

Figure 4



This indicator provides a measure of the total expenditures for master plan development and utility infrastructure upgrades per square mile of the service area for the gas, water and sewer systems. UU has designated Infrastructure investment as a strategic goal.