



## LEVELS OF SERVICE

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Establishing and Supporting Realistic Goals for the Utility



# INTRODUCTIONS



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# PURPOSE OF THE PRESENTATION

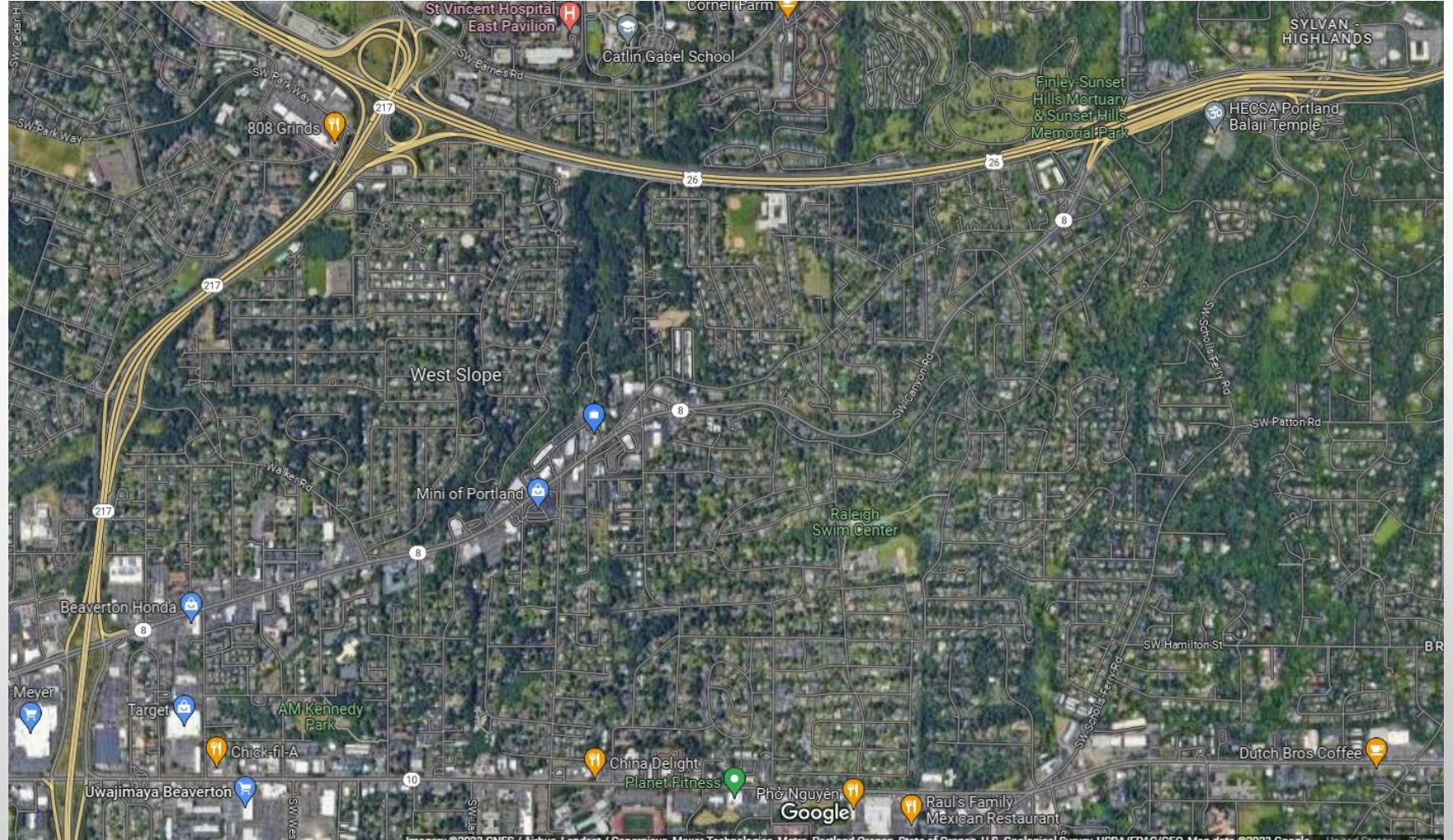
- Goals
- Objectives

# WEST SLOPE WATER DISTRICT

- ABOUT THE DISTRICT
- MISSION STATEMENT
- WHAT ARE OUR LEVELS OF SERVICE?
- WHO DETERMINED THE LEVELS AND FROM WHAT?

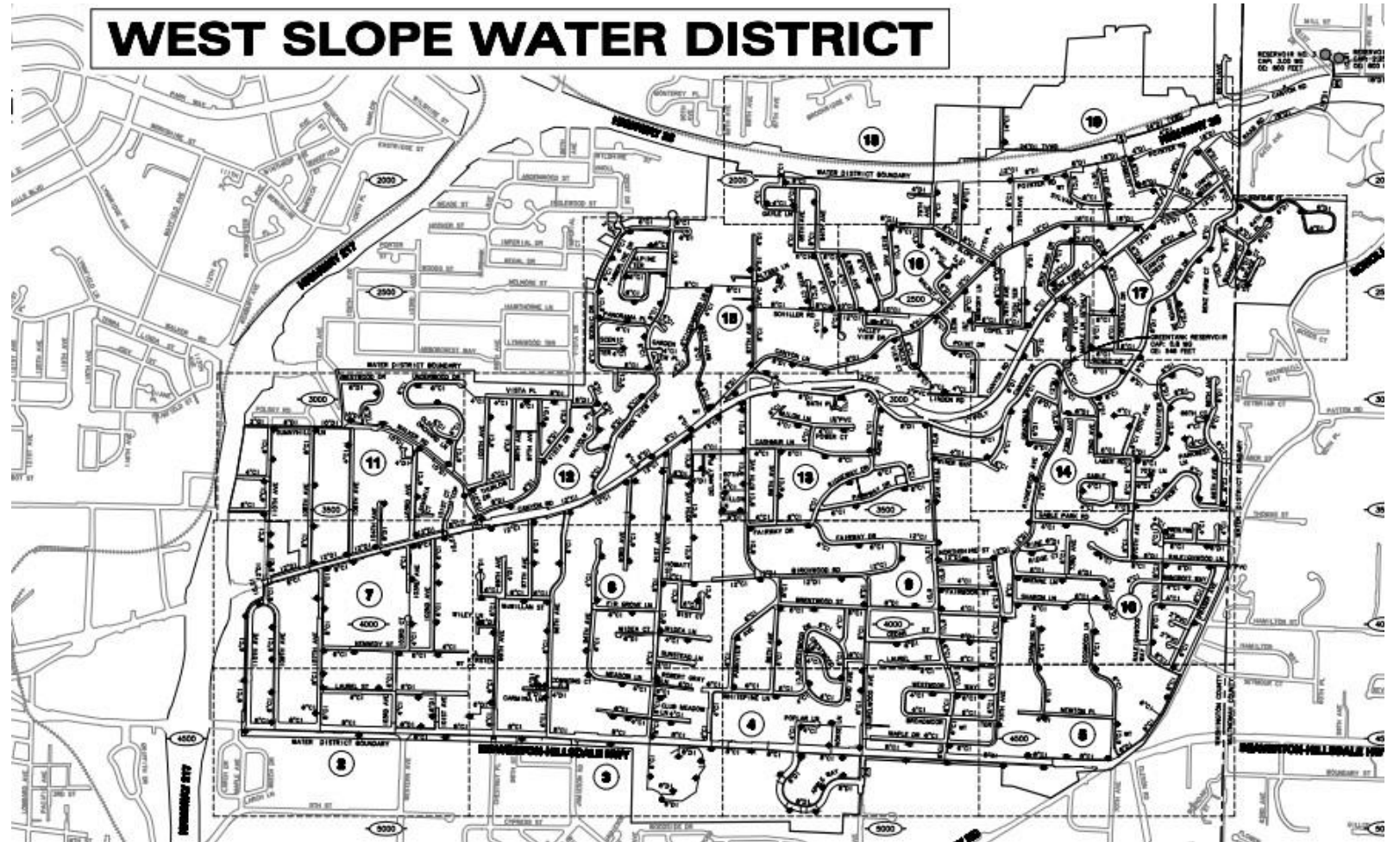
# WEST SLOPE WATER DISTRICT

- 11,000 customers
- 3,250 accounts
- 91% single family
- Some commercial
- 100% Wholesale customer of Portland Water Bureau
- Established by State Law in 1922



# WEST SLOPE WATER DISTRICT

Origins of the System



# WEST SLOPE WATER DISTRICT



## Resources: (In \$Million)

- Beginning Working Capital - \$7.2
- Revenue - \$5.2
- Transfers In - \$1.4
- Total = \$13.8

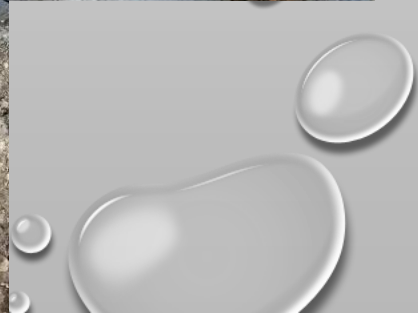
## Requirements: (In \$Million)

- Operating Expenses - \$3.1
- Non-Operating Expenses - \$5.7
- Reserved & Unappropriated - \$5.0
- Total = \$13.8

## **2023-2024 ADOPTED BUDGET**

# WEST SLOPE WATER DISTRICT

Main Break Data





# WEST SLOPE WATER DISTRICT

HOW DO WE TIE ALL OF THESE METRICS TOGETHER TO GET SOMETHING USEFUL IN A LEVEL OF SERVICE FORM?

STRATEGIC PLAN?

BENCHMARK SURVEY – PERFORMANCE INDICATORS?

EFFECTIVE UTILITY MANAGEMENT?



# WEST SLOPE WATER DISTRICT



## EFFECTIVE UTILITY MANAGEMENT

Assessment Approach

Participants

Results

Continued Improvements



# WEST SLOPE WATER DISTRICT



## EFFECTIVE UTILITY MANAGEMENT TOP 4 ATTRIBUTES FOR WEST SLOPE

- Product Quality
- Customer Satisfaction
- Financial Viability
- Infrastructure Strategy & Performance

# WEST SLOPE WATER DISTRICT

INFRASTRUCTURE  
STRATEGY &  
PERFORMANCE

Asset Management  
Program Development

GIS Mapping and  
Data Base



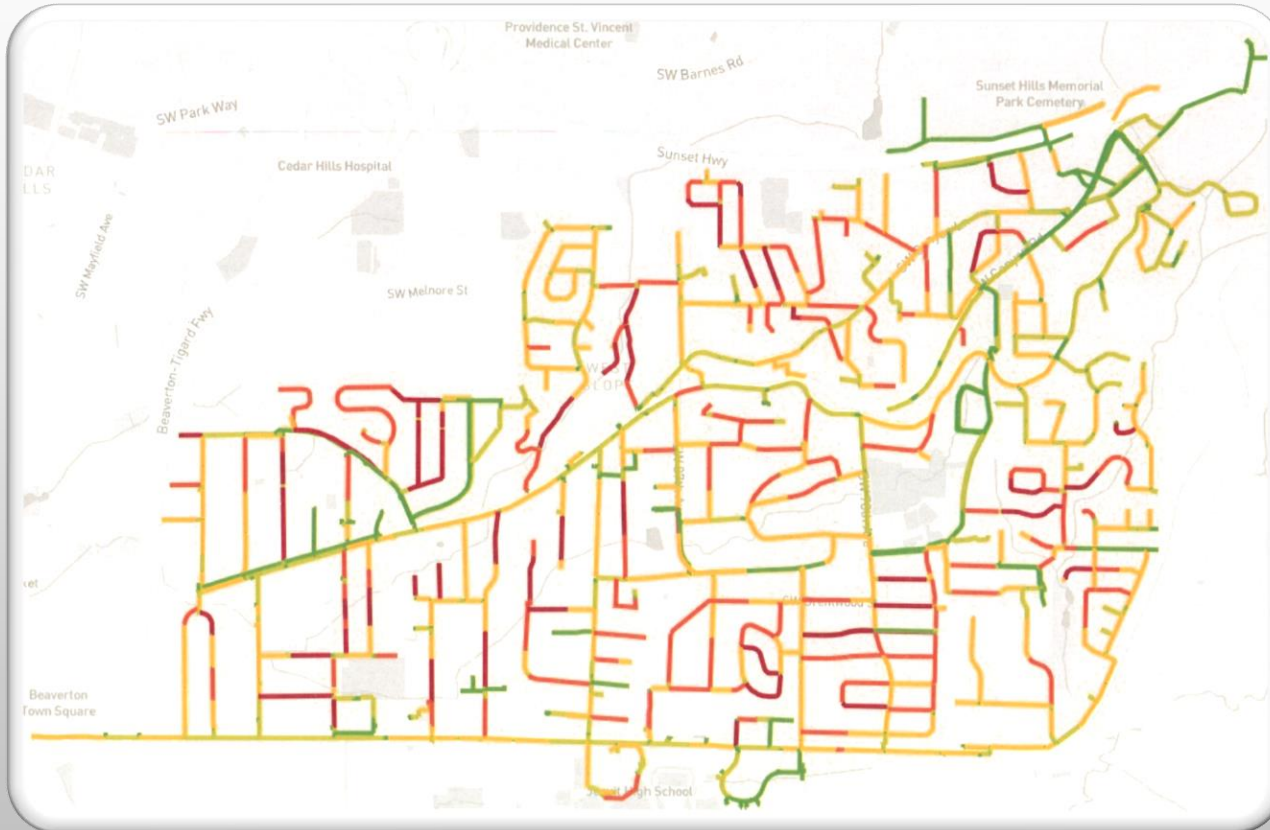


# WEST SLOPE WATER DISTRICT

## INFRASTRUCTURE STRATEGY & PERFORMANCE

CIP Program Development

Condition Assessment &  
Business Risk Exposure  
Determination





# WEST SLOPE WATER DISTRICT

LOS DEVELOPMENT

WHERE DO YOU WANT TO BE?

# WEST SLOPE WATER DISTRICT



Our Awesome Staff!



# LEVELS OF SERVICE OVERVIEW



What is it?



Why does it  
matter?



Where do I start?



# ASSET MANAGEMENT AND ORGANIZATIONAL OBJECTIVES

- ISO 55001 AND ISO 14224
- EFFECTIVE UTILITY MANAGEMENT
- RELIABILITY CENTERED MAINTENANCE
- LEVELS OF SERVICE
- PERFORMANCE INDICATORS





# LEVELS OF SERVICE

## WHERE DO WE START?

# COMPONENTS OF LOS



Water Quality



Reliability



Emergency  
Management/Supply  
Restoration



Environmental  
Compliance



Cost Effectiveness



Continuous  
improvements



HOW DO WE  
GET THERE?



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Determine current level of objectives

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Define attributes

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Prioritize those attributes

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Lay it out

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Choose what matters

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Continuous improvements

# LOS BENEFITS

- Awareness
- **Risk Recognition**
- ISO 55001 and 14224 Compliance
- Preemptive Planning
- Effective Communication
- **Long Term Cost Effectiveness**

# MEASURING EFFECTIVENESS



FUNDING



PERFORMANCE



RELIABILITY



CONTINGENCY



# SUMMARY

AND

# QUESTIONS

# NEXT STEPS

