LCA Goals – 2017 & Beyond
Effective Utility Management (EUM) framework

- Developed by USEPA, AWWA & 7 other industry-leading associations
- Descriptions of 10 attributes of an effectively managed utility
- Outline of 5 keys to success
- Toolkit w/ 80+ industry-accepted measures
- Overall framework for goal-setting & continual improvement
Effective Utility Management (EUM) assessment

How are we doing?

Really Great!

Not so great

What is Most Important?

Least Important

Most Important

LAST PRIORITY
Don’t focus on areas that are not as important and performance is already good

2nd PRIORITY
Keep improving in the most important areas

3rd PRIORITY
Improvements needed, but this area is not as important as others

TOP PRIORITY!
Improvements needed in the most important areas

Don’t focus on areas that are not as important and performance is already good
2017 Goal Areas – Lehigh County Authority

• **Product Quality** – Focus on elimination of SSOs & Administrative Order compliance

• **Financial Viability** – Focus on developing capital financing & rate-making strategies

• **Infrastructure Stability** – Focus on Suburban Division asset management & CityWorks implementation

• **Employee & Leadership Development** – Focus on workforce / succession planning & knowledge creation
Plus one more...

• The longer-term view:
  • Establish measures for each attribute area
  • Develop ways to leverage technology within all goal areas
  • Look out through 2020 to develop longer-term plans in these (and other) areas
  • Board input on these and other community focused EUM attributes?

• Build a culture of Continual Improvement!
Discussion / Board Input

• Feedback on any of the goals?
• Feedback / ideas on any of the measures suggested?
• How often does the Board want to receive goal updates?
• In addition to the 4 attributes the staff will focus on, would the Board like to do a “deeper dive” discussion on other areas?
Discussion