

Performance Metrics that Matter



Commissioner Trudy Rolla spent 11 years of her career with King County Public Health evaluating program performance. She has served as a NUD Board member since 1994.

How is NUD really doing? It depends on what you are interested in.

You may ask if NUD is managing its resources effectively. Do we meet all of the water quality requirements? How is NUD managing its

money? What are we doing to protect the environment?

These questions can be answered through performance measurement. This is a systematic way to collect, analyze and report on how well an organization achieves its intended outcomes. NUD's organizational goals are directly tied to our mission (*at right*). We also set goals and track results for each department.

To analyze our performance, NUD uses the American Water Works Association (AWWA) Utility Benchmarking Program. AWWA has established performance standards and collects information from similar utilities throughout the U.S.

Comparing NUD to other similar-class utilities helps us identify areas to target to improve the District's performance. Although we track our data in about 50 areas, we focus on the key areas outlined below.

- **Organizational Development** includes staffing levels, training and certification, and health and safety measures.
- **Business Operations** looks at the utility bond rating, system renewal or replacement, sustainability, and energy usage.
- **Customer Relations** measures complaints, service charges, billing accuracy, and water or wastewater service disruption.

- **Water and Wastewater Operations** tracks compliance, leaks or breaks per mile of pipe, planned and unplanned maintenance completed, and energy consumption.

HOW DOES NUD RANK? The following metrics are taken from the 2019 Preliminary Benchmarking Report (final full report will be published over the next several months). According to data from reports over the past several years, NUD performs well in relation to other utility survey participants.

PERFORMANCE BENCHMARK COMPARISON RESULTS

In the **Organizational Development** category, NUD earned an **Organizational Best Practice Index score of 83.6%**.

What does this mean? This benchmark assigns a percentage based on scores in 13 utility management areas. NUD's score ranks us in the top 25th percentile of all utilities surveyed.

In the **Business Operations** category, NUD reported **90.2 average training hours per employee**, where 17 hours was the median of utilities surveyed.

What does this mean? This benchmark measures employee skill investment, and shows NUD places high value on helping employees excel, part of our commitment to delivering high levels of service.

In **Customer Relations** performance metrics, NUD's **water service affordability rating** ranked in the top 25th percentile of all utilities surveyed.

What does this mean? NUD's rating reflects that median income households pay less than one-half of 1% of their annual income for water.

OUR MISSION

The mission of Northshore Utility District is to provide the necessary services to the community in a **safe, reliable, economical, and ecologically responsible manner**.

To accomplish this goal, the District will:



Manage available resources for the best long-term interest of our ratepayers;



Provide employees with a safe and fair work environment that promotes teamwork, professional growth and excellence in performance;



Protect the environment through responsible operating practices and public education;



Work cooperatively with the community and other municipal service providers.

Finally, in the **Water and Wastewater Operations** category, NUD reported a very low number of water distribution system leaks and breaks per 100 miles of water distribution pipeline.

What does this mean? A low score means a stronger, well-maintained system that causes fewer service interruptions to customers. NUD's score put us in the top 25th percentile.

NUD has participated in the AWWA Benchmarking since 2004. Developing and using a performance management system takes time, and NUD continues to increase its ability to do so. NUD is pleased to be able to report that it ranks among the best in Utility Management.

The current report is available for viewing on our website at www.nud.net.

**Northshore
Utility District
Board of
Commissioners**

Don Ellis,
President

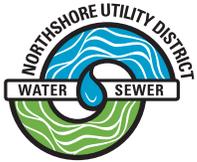
Tom Mortimer,
Board Secretary

Matt Breysse,
Commissioner

Bruce Gardiner,
Commissioner

Trudy Rolla,
Commissioner

Board of
Commissioner
Meetings
are held at the
District Office
on the first and
third Monday
of each month
at 5:30 p.m.
(except holidays)



District Office

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Sat, June 22, 9am-12pm.
Northshore Fire FREE
Family-Friendly Safety
Fair/Pancake Breakfast.
7220 NE 181st St, Kenmore

**Thurs, July 11—Aug 15,
6-8pm.** Kenmore Summer
Concert Series at St.
Edwards Park.

Celebrating the Difference Safe Drinking Water Makes

In honor of national Drinking Water Week, let's take a moment to recognize the life-changing innovation of safe drinking water.

What if we had no controlled system to protect, collect, treat, and deliver our drinking water? We're lucky to live near abundant fresh water, but would we want to drink directly from a lake? Any water source surrounded by human and animal activity can carry harmful bacteria and disease.

In fact, before current water treatment practices, even big U.S. cities faced deadly water-related disease outbreaks like cholera and typhoid.

Boiling water to avoid disease would complicate basic life tasks—cooking meals, keeping clean, washing dishes and clothes. Without enough ready supply, we couldn't easily fight fires, or flush waste.

Fortunately, we don't face these critical "what ifs" with our drinking water.

Every day a ready supply of safe water flows from our faucets; every day we don't have to boil water to meet basic needs; every day we don't gamble our health to take a sip—these are all days we celebrate the many people and systems that make safe water possible.

People like the water treatment staff at our protected Tolt Reservoir, who make sure the



water meets safe standards long before it reaches your home.

Water operators who keep our pipes in good repair, not leaching precious water supply away.

And water quality crews who watch your water conditions hour-by-hour and address issues immediately if they come up.

In fact, we ALL play a part in keeping our water source safe and clean.

We all help protect our water system by keeping trash and pollutants out of lakes, streams, and storm drains. At PugetSoundStartsHere.org, you can find a list of simple steps to take to support the water quality we all enjoy.

Thank you for joining us in celebrating and standing up for our safe water. 💧

Don't Want a Sewer Backup? Do This.



Watch what you flush. This picture shows what happens when a normal home's grease combines with tree roots to make a costly mess.

On a recent sewer backup call, NUD crews scoped the line and found the picture above: a destructive blob of grease and roots that cost the homeowners thousands of dollars to repair.

How to prevent this from happening to you? Be very careful what you flush.

All of your "used" water, from toilets, sinks, and dishwashers, goes into your sewer line. It's only meant to handle a few key things: water, human waste and toilet paper.

For EVERYTHING else: trash, don't flush. And especially cooking grease and wet wipes.

See nud.net/prevent-backups for more sewer care info and grease disposal best practices. Please contact us any time with sewer care questions, and every time you have a sewer backup emergency. 💧

NUD in the Community



Notice some yellow-vested trash grabbers prowling Big Finn Hill Park a few weeks ago?

It might have been NUD's Adopt-a-Road volunteer crew, who gave a sunny Saturday morning to clean up our adopted stretch of road. It's called "Nancy's Mile" after a beloved employee and community champion who passed away years ago. We've kept the tradition alive in her honor, and to care for our community.

We hope you'll see more of us this summer!

Watch for NUD's booth, and sometimes a big truck with a loud horn kids love to blast (you're welcome) at a few fun upcoming events—all listed on our event calendar at www.nud.net.

Please stop by and talk with us—and grab some great water-saving info and safety giveaways! 💧