



BERLIN WATER WORKS

OFFICE OF THE WATER COMMISSION
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BERLIN WATER WORKS - MISSION STATEMENT

Original 2000, Revised: October 2016

OBJECTIVE:

1. To improve Berlin Water Works processes to meet and exceed all State and Federal Requirements.
2. Maintain or reduce water rates. (Have not increased water rates since 1997)
3. BWW will provide a safe working environment through extensive employee training, providing safe equipment, enforce safe work practices, and comply with all Federal, State, and City safety regulations.
4. BWW cost control will be a result of organizational development and reduced staffing through retirement attrition.
5. Capital Improvements will be focused on reducing unplanned and repetitive work. BWW will strive to perform high level of planned work.
6. BWW will select, train, and develop a highly competent staff.
7. BWW will continuously review water system security issues and work towards improving to safeguard public health and safety.
8. BWW will actively support the acquiring new water customers and improving system fire protection capabilities.
9. BWW will pay-down its' debt to a manageable level by 2016, so that the BWW operating budget will be in balance with revenues without increasing water/assessment rates.
10. BWW will make extra debt payments to pay down the existing debt.

Berlin Water Works Planning Goals are:

1. Continue to comply with all State and Federal Safe Drinking Water Regulations and Standards. Berlin Water Works has passed Lead & Copper testing since June 2006 (6 times). Now required to test 30 samples every 3 years.
2. Provide all customers with a minimum of 20 psi water pressure. (This goal completed in 2014)
3. Eliminate all small diameter water mains It is mostly 2-inch galvanized (250 fat remaining-2016) to improve pressure, flow, fire protection capabilities and water quality to customers.
4. Eliminate winter running water. Due to mains and services in shallow trenches, in 2001, Berlin Water Works had 1003 of 3500 customers on the winter running water program (0 actual in 2016).
5. Improve the dependability of the distribution system. Replace water mains that have a high frequency of failures. Nearly all of the remaining water mains that fail are cast iron unlined pipe – vintage 1890 thru 1930's. These mains frequently have lead joints and lead service line connections (5.14-miles remaining – 2016).
6. When planning projects, try to consolidate work into one area or adjacent areas of the city to improve construction logistics.
7. Reduce/change nature of work load so that department staffing and cost can be reduced while providing improving customer service.
8. Hydrant upgrading program – test, label, review all locations for long term improvements.
9. Improve water quality uniformity throughout the distribution system – control residual chlorine, PH alkalinity, corrositivity, THM, HAA5.
10. Reduce unaccounted water usage.
11. BWW will pursue Federal and State funding to continue water system capital improvements and pay-down debt through "force account" work process as needed.
12. Provide backflow protection on all service lines.

13. BWW to continue with self-funded Capital Improvement Projects.
14. Map BWW's infrastructure to People GIS System and to continue creating work orders through the system.
15. Replace outdated water meters with higher accuracy iperl poly water meters.
16. Reduce Construction equipment down to the equipment needed for a main line crew and one service line crew.
17. Continue to Install Radio Read Remotes (1386 installed and 2000 remaining) until 100% of customers have Radio Read Remotes.