

Water Conservation

Through Capital Improvement Projects Berlin Water Works has eliminated the high flows of processed water sent to the City Distribution System. The projects have also eliminated a large number of water customers that had to run the water in the winter to prevent the main lines and service lines from freezing. The running Water Customer list continues to decrease with planned work. The above chart shows the decrease in flow to the City over the past thirty eight years. The recent flow increases in 2013 through today are attributed to the Burgess Biopower biomass and Federal Bureau of Prisons becoming BWW water customers.

Asset Management Plan

Berlin Water Works will continue to use the People GIS program to track all work orders that will allow us to track unplanned work and determine what water mains are in need of repair to further prevent unplanned repair work.

Berlin Water Works will continue to review the Asset Management Plan to continue to provide the best Level of Service to all of our water customers.



Long Term Funding Plan for Berlin Water Works –because of Berlin Water Works’ aggressive progress on capital improvement work, the Board of Water Commissioners expects to continue reducing unplanned maintenance work such as water main breaks, service line breaks and frozen water lines that require thawing. This will support resource availability to continue “force account” work providing funding is available. In the event that there is a need for more funding Berlin Water Works will consider NH State Revolving Loans or Rural Development Loan and Grants.

BERLIN WATER WORKS

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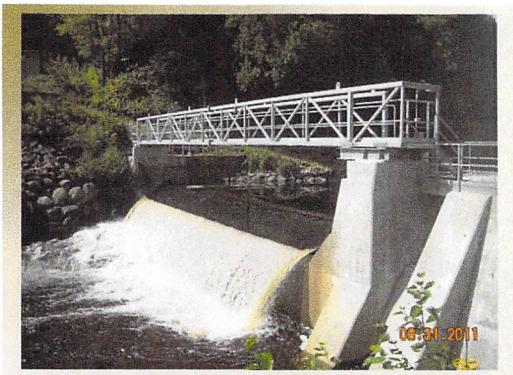
February 2017



BERLIN WATER WORKS

Berlin Water Works

Asset Management



Asset Management

Asset Management is maintaining a desired level of service for what you want your assets to provide at the lowest life cycle cost. Lowest life cycle cost refers to the best appropriate cost for rehabilitating, repairing or replacing an asset. Asset management is implemented through an asset management program and typically includes a written asset management plan.

Berlin Water Works Distribution System

Like any responsible public water system, our mission is to deliver the best-quality drinking water.

Aging infrastructure presents challenges to drinking water safety, and continuous improvement is needed to maintain the quality of life we desire for today and for the future. In the past year, we have installed 29,330 feet of new water mains over the last five years.

These investments along with on-going operation and maintenance costs are supported by our current water rates. When considering the high value we place on water, it is truly a bargain to have water service that protects public health, fights fires, supports businesses and the economy, and provides us with the high-quality of life we enjoy.

LEVELS OF SERVICE			
	Level of Service	Guidelines	Goal
Water Quality	Compliance with Safe Drinking Water Act	Number of Violations per year	0 violations
	Bacteria Testing	10 sites throughout the City	Monthly testing
	Water Quality Report	NH Dept. Of Environmental Services	Monthly
	Hydrant Flushing	Flushing to improve quality	Annually
Customer Service	Education	Water Quality Report	Annually
	Communication	Notification of Planned Shut Downs	24 hours in advance
	Customer Requests	Scheduled turn on, turn off, or meter repair/replacement	24 hr. notice
	Emergency Request	Broken water line in basement, need shut down of curb stop	ASAP
	Customer Complaints	Water billing, meter complaints, water service	Follow up within 24 hrs.
Financial	Water Rates	Revise and review as needed No increase in 19 years-17 th in the State for Water Rates	Annual review
	Charge out Rates	Miscellaneous Services (labor, equipment and materials.)	Annual review
	Service Charges	Miscellaneous Charges for On, Off, etc.	Annual review

Asset Management Data Collection

Berlin Water Works has started mapping all assets through People GIS. The program allows us to GPS locate all valves, shut offs, hydrant valves as well as meters tied to each individual property. All information is automatically available once it is entered into the system.

Condition of each of the assets located are assessed a number from 1 thru 5, with 1 being excellent and 5 being worse condition.

The goal of the data collection is to consolidate all asset information to have it readily available to employees in the field and especially for employees covering emergency calls outside of regular work hours.

People GIS uses a work order system that is tied to each asset as work is requested or completed.

Capital Improvement

Berlin Water Works capital improvement is focused on reducing unplanned and repetitive Work. Staff reviews the water mains that have a high rate of failure based on leaks, age of water mains and condition of water mains.

The chart below shows how breaks have been declining in the past few years based on the Berlin Water Works capital improvement plan. Mains are replaced based on funding available and failure rate.

The recent flow increases in 2012 through today are attributed to the Burgess Biopower biomass and the Federal Bureau of Prisons becoming BWW water customers.

