

Table S2 2015-2020 Goals, Objectives and Strategies

<p>Goal 1. Adequate supplies of water are available for the Olympia community while protecting in-stream flows and sustaining long-term capacity of aquifers. (Chapter 4)</p>
<p>Objective 1A. Maintain water rights that ensure adequate supply for at least 50 years, so sources can be protected from contamination or commitment to lower priority uses.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Evaluate existing water rights and forecasted demand every six years. 2. Continue implementing required mitigation actions associated with McAllister Wellfield water rights.
<p>Objective 1B. Encourage multi-jurisdictional approaches to water rights and source development.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Through agreements and in consultation with neighboring tribes and cities, take a cooperative, regional approach to mitigating aquifer pumping impacts on water bodies in the Deschutes and Nisqually WRIAs (11 and 13, respectively). 2. Continue to evaluate future operational strategies for development of the former Olympia Brewery water rights.
<p>Objective 1C. Monitor water levels in all pumped aquifers and maintain numerical groundwater models to better understand aquifer characteristics and evaluate the impacts of the City's withdrawals.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Continue to monitor water level data and update numerical models as needed for all water sources. 2. Continue to expand the long-term water level monitoring protocol for implementation in all water supply areas to better understand impacts of the City's withdrawal on the aquifers used for water supply. 3. Evaluate whether aquifer pumping tests are needed in certain water supply aquifers and conduct tests as needed. 4. Maintain numerical models for all water sources. Use these models to predict future water supply impacts from climate, development, and additional withdrawals.
<p>Goal 2. Water is delivered at useful pressures and meets Safe Drinking Water Act standards – and it looks and tastes great. (Chapter 11)</p>
<p>Objective 2A. Maintain 100 percent compliance with all state and federal monitoring requirements.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Continue compliance monitoring for source, distribution and tap locations according to required timelines, with analysis performed by accredited laboratories. 2. Continue groundwater protection monitoring to alert staff about contamination that may be migrating toward drinking water sources. 3. Continue tracking developments associated with future state and federal monitoring requirements. 4. Continue close monitoring of nitrate levels in Shana Park Well 11 (S10). If levels begin to increase, evaluate treatment or development of a new source.
<p>Objective 2B. Maintain 100 percent compliance with all state and federal treatment requirements.</p>

Strategies

1. Maintain a minimum free chlorine residual of 1.07 mg/L at Shana Park Well 11 (S10) in order to maintain compliance with CT6.
2. Maintain a minimum pH of 7.0 at Shana Park Well 11 (S10), Allison Springs Well 13 (S09) and Allison Springs Well 19 (S11); and a minimum 7.5 at McAllister Wellfield (S16) and Indian Summer Well 20 (S12).
3. Verify minimum chlorine residual of 0.2 mg/L in the distribution system through measurement of residual chlorine levels, as part of monthly system coliform sampling.

Objective 2C. Respond to customer water quality concerns promptly and maintain accurate reporting.

Strategies

1. Investigate, validate and respond to water quality complaints by way of phone calls, emails and/or site visits.
2. Meet all reporting and record retention deadlines.

Objective 2D. Support the groundwater protection network with monitoring and data collection.

Strategies

1. Continue sampling groundwater protection monitoring wells in all Drinking Water Protection Areas.
2. Continue maintaining data loggers in all Drinking Water Protection Areas.

Goal 3. Olympia's water supplies are used efficiently to meet the present and future needs of the community and natural environment. (Chapters 5 & 6)

Objective 3A. Reduce indoor use by an additional 100,000 gallons per day (gpd) over past program savings.(Chapter 5)

Strategies

1. Continue to implement flow reduction programs through partnership with the LOTT Clean Water Alliance and Cities of Lacey and Tumwater for single-family, multi-family and industrial/commercial/institutional (ICI) customers who receive LOTT sewer service.
2. Continue to implement water-saving programs for residential City water customers who are on septic systems and therefore cannot participate in the LOTT programs.
3. Continue outreach to raise awareness of the importance of water use efficiency.

Objective 3B. Reduce outdoor use by an additional 5 percent over past program savings. (Chapter 5)

Strategies

1. Continue to implement outdoor water use reduction programs for residential customers.
2. Continue to implement the Efficient Irrigation Hardware Rebate Program for ICI customers.
3. Continue outreach to raise awareness of the importance of water use efficiency.

Objective 3C. Maintain water loss below 10 percent of production. (Chapter 5)

Strategies

1. Continue to monitor water loss in the system annually, as required by the DOH, by evaluating production, authorized consumption (both metered and unmetered) and resulting Distribution System Leakage (DSL).
2. Continue to work closely with the Olympia Fire Department and surrounding fire districts to get accurate estimates of water used for fire suppression, fire flow testing, sprinkler flushing and training conducted off-site.
3. Continue to work closely with the Utility's Operations & Maintenance section to monitor water loss due to field use, main breaks and leaks, as well as expanding leak detection efforts.
4. If the water system exceeds the DSL standard, develop and implement a Water Loss Control Action Plan as required by DOH.

Objective 3D. Meet the needs of current and future City reclaimed water customers. (Chapter 6)

Strategies

1. Continue to respond to inquiries about reclaimed water use, regulations, availability, capacity, opportunities, and requests for assistance with existing infrastructure.
2. Continue to support development-driven advancement of reclaimed water for direct beneficial use, using the *Reclaimed Water System Expansion Plan* to guide placement of infrastructure.
3. Continue to implement and enforce the City's reclaimed water ordinance, engineering design and development standards and End User Agreements to ensure compliance.

Objective 3E. Direct reclaimed water towards meeting the regional wastewater management goal of reducing the amount of treated wastewater discharged into Puget Sound. (Chapter 6)

Strategies

1. Seek opportunities to increase infiltration of reclaimed water to recharge groundwater and enhance in-stream flows.
2. Participate as a LOTT partner in state and local reclaimed water regulation development activities, including presence on technical and advisory groups.
3. Support efforts to expand infrastructure for partnered or regional uses.

Objective 3F. Enhance Reclaimed Water Program efficiency and effectiveness (Chapter 6)

Strategies

1. Engage in a reclaimed water project or effort involving direct beneficial reuse when it:
 - Benefits implementation of the City's Reclaimed Water Program
 - Results in the use of significant volumes of reclaimed water
 - Involves a high-profile or model use or user
 - Aligns with implementing the *Reclaimed Water System Expansion Plan*
2. Pursue grants and other funding sources that support the Reclaimed Water Program's objectives and strategies.

Goal 4. Customers have access to the information they need, have a role in accomplishing Utility goals, and participate in Utility decision making. (Chapter 1)

Objective 4A. Engage with drinking water customers regularly.

Strategies

1. Work with Olympia's Utility Advisory Committee to develop and review drinking water policies, projects, programs and rates.
2. Provide useful information to customers through the Utility bill insert that accompanies each water bill.
3. Maintain the Utility's web pages with current information that is easy to find and understand.

Objective 4B. Coordinate customer service and education with the City's other water resource utilities and LOTT.

Strategies

1. Cooperate with the Wastewater Management Utility, Storm and Surface Water Utility and LOTT in educational/promotional activities.

Goal 5. Groundwater quality is protected to ensure clean drinking water for present and future generations and to avoid the need for expensive replacement or treatment facilities. (Chapter 7)

Objective 5A. Prevent contamination of groundwater through surveillance and response.

Strategies

1. Continue to monitor groundwater quality to understand risks to groundwater, detect contamination and evaluate pollution reduction efforts.
2. Continue to improve spill prevention actions and implement spill response procedures.

Objective 5B. Strengthen and exercise partnerships with citizens and state/local agencies.

Strategies

1. Raise awareness about the need to protect groundwater and change human behaviors that place groundwater at risk.
2. Collaborate on groundwater protection efforts with state, county and neighboring city agencies.

Objective 5C. Improve program policies, procedures and tools.

Strategies

1. Continue to clarify the City's groundwater protection policies and simplify the development review process.
2. Streamline program processes and procedures.
3. Ensure that groundwater protection-related capital projects and major equipment are included in the Utility's Asset Management Program.

Goal 6. Infrastructure is prudently financed, and sustainably constructed, maintained and operated to ensure reliable delivery of high quality water to a growing community. (Chapters 8-13)

Objective 6A. Design and construct infrastructure to ensure reliable delivery of water. (Chapters 8, 9, 10)

Strategies

1. Develop and maintain multiple, geographically dispersed sources of water supply to enhance the reliability of the system. (Chapter 8)
2. Develop and maintain storage and transmission/distribution infrastructure to ensure delivery of water at adequate pressure throughout the system and maintain required fire flow (Chapters 9 & 10)

<p>Objective 6B. Continue to improve maintenance management, including preventive maintenance, repairs and replacements. (Chapter 12)</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Document and report on equipment efficiency and capacity annually. 2. Maintain, clean and exercise equipment per manufacturer recommendations. 3. Maintain buildings and grounds in a park-like manner.
<p>Objective 6C. Continue to improve the Utility’s emergency response program and maintain facility security. (Chapter 12)</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Plan for the anticipated impacts of sea level rise. 2. Continue to maintain and be prepared to implement the water system emergency response plan. 3. Store emergency supplies at several strategic locations and replenish before expiration dates 4. Conduct tabletop and/or field exercises periodically. 5. Maintain existing security equipment at critical facilities. 6. Update or replace pump station telemetry system hardware and software as needed.
<p>Objective 6D. Continue to improve O&M program management, including safety and asset management. (Chapter 12)</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Continue scheduling and documenting all water system maintenance in VueWorks. 2. Continue employee safety program, including safety committee review of accidents, review of new regulations and available training, and monthly staff training sessions. 3. Ensure that all Utility infrastructure is accurately depicted on maps and related databases. 4. Develop and implement an asset management program, in coordination with Public Works and City-wide efforts, to prioritize future capital improvement projects.
<p>Goal 7. Drinking Water Utility finances are managed responsibly, and costs are recovered equitably based on customer use. (Chapter 13)</p>
<p>Objective 7A. Set rates that reflect financial policies and recover the cost of providing services to each customer class.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Increase annual depreciation funding to 75 percent of depreciation by 2020 in order to equitably charge current customers for the use and decline in value of the system. 2. Analyze how the tiered and seasonal rate structure is affecting consumption patterns/ revenue, and propose changes to the rate structure as appropriate. 3. Conduct a cost-of-service study for wholesale and retail customers on a six-year cycle or more often as needed. 4. Coordinate regular rate studies with the City’s other water resources utilities, so that the full impact of utility rate increases on customers is considered.
<p>Objective 7B. Manage Utility rates and connection fees consistent with the City’s guiding principle of growth paying for growth.</p>
<p>Strategies</p> <ol style="list-style-type: none"> 1. Increase the General Facility Charges to reflect the current pro rata share of system costs. 2. Review General Facilities Charges regularly to ensure that they accurately and equitably distribute system costs to new development and are adjusted for inflation.
<p>Objective 7C. Use debt financing responsibly to support needed capital facility investments and “smooth” rate impacts.</p>

Strategies

1. Continue the capital funding strategy that utilizes existing resources from reserves and general facility charges first before relying upon debt financing.
2. Maintain the required debt coverage ratio and a solid bond rating
3. Pursue grants and state low-interest loans when available.