

2021 - 2026 CITY OF OLYMPIA WATER SYSTEM PLAN – GOALS, OBJECTIVES AND STRATEGIES

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)
Objective 1A. Identify water rights that ensure adequate supply for at least 50 years, so sources can be protected from contamination or commitment to lower priority uses.
Strategies <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.
Objective 1B. Encourage multi-jurisdictional approaches to water rights and source development.
Strategies <ol style="list-style-type: none"> 1. Through agreements and in consultation with neighboring tribes, counties 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.
Objective 1C. Monitor water levels in all pumped aquifers and maintain numerical groundwater models to better define aquifer characteristics and accurately evaluate the impacts of the City's withdrawals.
Strategies <ol style="list-style-type: none"> 1. Continue to record consistent and timely measurements of groundwater levels in all pumping supply wells and all drinking water protection area (DWPA) monitoring wells. 2. Evaluate groundwater level data to ensure optimal pump operation and to update DWPA numerical models as needed. 3. Continue to expand the long-term water level monitoring effort in all water supply areas to better understand impacts of the City's withdrawal on the aquifers used for water supply. 4. Evaluate whether aquifer pumping tests are needed in certain water supply aquifers and conduct tests as needed. 5. Maintain numerical models for all water sources. Use these models to predict future water supply impacts from climate change, development, and additional withdrawals.
Goal 2. Water is delivered at pressures required by the Washington State Department of Health and meets Safe Drinking Water Act standards. (Chapter 11)
Objective 2A. Maintain 100 percent compliance with all state and federal monitoring requirements.
Strategies <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 detect contamination that may be migrating toward drinking water sources. 3. Continue to track revisions to state and federal monitoring requirements. 4. Continue monitoring nitrate levels in Shana Park Well 11 (S10). If levels begin to increase, evaluate treatment or development of a new source.

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Objective 2B. Maintain 100 percent compliance with all state and federal treatment requirements.	
Strategies	<ol style="list-style-type: none"> 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 7.2 at Shana Park Well 11 (S10), Allison Springs Well 13 (S09) and Allison Springs Well 19 (S11); a minimum 7.3 for McAllister Wellfield (S16) at Meridian Tanks; and a minimum pH of 6.8 in the Distribution System. Appropriate pH levels for Indian Summer Well 20, Kaiser RD Well and Hoffman Well are to-be-determined. 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 records.	
Strategies	<ol style="list-style-type: none"> 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 requirements.
Objective 2D. Support the groundwater protection network for the collection and evaluation of monitoring groundwater quality data .	
Strategies	<ol style="list-style-type: none"> 3. Continue sampling groundwater protection monitoring wells in all drinking water protection areas (DWPA) to evaluate groundwater quality. 4. Compare groundwater protection water quality sample results to source water quality results to ensure necessary response time in case of contamination detected in DWPA's.
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. PLACEHOLDER – WATER CONSERVATION OBJECTIVE	
Strategies	<ol style="list-style-type: none"> 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. PLACEHOLDER FOR NEW CONSERVATION GOAL	
Strategies	<ol style="list-style-type: none"> 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.

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Objective 3C. Maintain water loss below 10 percent of production. (Chapter 5)
<p>Strategies</p> <ol style="list-style-type: none"> 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)
<p>Strategies</p> <ol style="list-style-type: none"> 1. Continue to respond to inquiries about reclaimed water use, regulations, availability, capacity, opportunities, and requests for assistance with existing infrastructure. 2. 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. Prioritize use of reclaimed water to meet the regional wastewater management goal of reducing the amount of treated wastewater discharged into Puget Sound. (Chapter 6)
<p>Strategies</p> <ol style="list-style-type: none"> 1. Pursue 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 and implementation activities, including presence on technical and advisory groups. 3. Support efforts to expand infrastructure for partnered or regional uses. 4. Pursue grants and other funding sources that support the reclaimed water program's regional 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.
<p>Strategies</p> <ol style="list-style-type: none"> 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. 4. Continue to produce the annual consumer confidence report, include information about its availability on the City website in an annual utility bill insert article and make copies available to the public as requested. 5. Consider postcard mailings to our customers as a way to communicate information about our drinking water system.

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Objective 4B. Coordinate customer service and education with the City's other water resource utilities and LOTT.
Strategies <ol style="list-style-type: none"> 1. Cooperate with the Wastewater Management Utility, Storm and Surface Water Utility and LOTT on 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 <u>to evidence of existing, imminent or suspected contamination.</u>
Strategies <ol style="list-style-type: none"> 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 <u>tribal governments, citizens, and</u> and state/local agencies, <u>and citizen groups to protect groundwater.</u>
Strategies <ol style="list-style-type: none"> 1. Raise awareness about the need to protect groundwater and positively influence human behaviors that place groundwater at risk. 2. Collaborate on groundwater protection efforts with tribal, state, county and neighboring city agencies.
Objective 5C. Improve program policies, procedures and tools to enhance the effectiveness of groundwater protection efforts.
Strategies <ol style="list-style-type: none"> 1. Continue to clarify the City's groundwater protection policies and streamline program procedures, including field methods and interactions with other City departments. 2. 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 <ol style="list-style-type: none"> 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 state-required pressures throughout the system and maintain required fire flow (Chapters 9 & 10)
Objective 6B. Continue to improve maintenance management, including preventive maintenance, repairs and replacements. (Chapter 12)
Strategies <ol style="list-style-type: none"> 1. Document and report on equipment efficiency and capacity. 2. Maintain, clean and exercise equipment per manufacturer recommendations. 3. Maintain buildings and grounds for function, safety and neighbor aesthetics.

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Objective 6C. Continue to improve the Utility's emergency response program and maintain facility security. (Chapter 12)

Strategies

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.
7. Following emergencies, conduct a briefing and prepare an after-hour report.

Objective 6D. Continue to improve O&M program management, including safety and asset management. (Chapter 12)

Strategies

1. Continue and expand scheduling and documenting all water system maintenance in the Utility's work order and asset management software.
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. Continue to refine the Utility's asset management program, in coordination with Public Works and City-wide efforts, to prioritize future capital improvement projects.
5. Continue to maintain and upgrade standard operating procedures.

Goal 7. Drinking Water Utility finances are managed responsibly, and costs are recovered equitably based on customer use. (Chapter 14)

Objective 7A. Set rates that reflect financial policies and recover the cost of providing services to each customer class.

Strategies

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.

Objective 7B. Manage Utility rates and connection fees consistent with the City's guiding principle of growth paying for growth.

Strategies

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.

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Objective 7C: Use debt financing responsibly to support needed capital facility investments and “smooth” rate impacts.

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.

GOAL 8: The Utility implements all applicable City and region-wide climate change mitigation and adaptation measures.

Objective 8A: Reduce the Drinking Water Utility's greenhouse gas emissions.

Strategies

1. TBD
- 2.
- 3.

Objective 8B: Adapt drinking water infrastructure to accommodate predicted sea level rise projections.

Strategies

1. TBD
- 2.
- 3.

Note: Financial strategies will be reviewed as a component of the WSP financial analysis.