

Focus Area #1 – Safe, Reliable and Sustainable Water System

Focus Area #1	Safe, Reliable and Sustainable Water System
Maintaining quality water services by supporting and funding operating and capital components while pursuing partnerships and other regional opportunities when available.	

Focus Area #1: Key Strategic Objectives & Initiatives

- Focus Area #1-Objective #1: Ensure excellent water is provided to all Authority customers and is regularly validated by a quality review program.**

Initiative(s)	Priority
1.1. Identify areas where water quality does not meet State standards, and develop appropriate resolution plans, inclusive of both operational and capital requirements.	Highest: Start/Finish within 1 year
1.2. Develop a Master Technology Plan to enhance water system operations.	Higher: Start/Finish within 2 years

- Focus Area #1-Objective #2: Provide for upgrades and ongoing maintenance of the water system infrastructure through regular assessments of capital assets and inclusion of needed projects in the Authority's Capital Improvement Plan (CIP).**

Initiative(s)	Priority
2.1. Initiate, and then perform at regular intervals, an Asset Condition Assessment on the water system infrastructure.	Highest: Start/Finish within 1 year
2.2. Develop a short-term (0-10 years) Capital Improvement Plan (CIP), including the funding scenarios, and a long-term (10-30 years) CIP for the water system.	Higher: Start/Finish within 2 years
2.3. Research and make decisions on emergency back-up water resources and explore other regional partnerships for water usage or emergency situations.	Higher: Start/Finish within 2 years

3. Focus Area #1-Objective #3: Seek appropriate growth and expansion of the water system to meet customer and stakeholder needs and support economic development.

Initiative(s)	Priority
3.1. Analyze revenues and expense impacts related to proposed system expansion opportunities.	Higher: Start/Finish within 2 years

4. Focus Area #1-Objective #4: Enhance financial and operational components of the water system to support capital investments and efficient operations.

Initiative(s)	Priority
4.1. Initiate, and then perform at regular intervals, a rate study that supports all system expenses and considers other changes to improve rate equity.	Higher: Start/Finish within 2 years
4.2. Research and pursue available funding options through Federal, State of NC and other sources to minimize the financial impacts to customers from additional investments to the system.	Highest: Start/Finish within 1 year