



# **Progress Report**

## **Erie County Legislature**

### **Energy and Environment**

#### **Committee**

**October 11, 2018**



# Board Accomplishments

Since receiving the Authorities Budget Office (“ABO”) Report on the Operational Review of the Erie County Water Authority (ECWA), the current Board of Commissioners has taken numerous and important actions consistent with the recommendations set forth in the ABO report as well as additional actions deemed necessary to improve the ECWA’s operations and transparency. These proactive measures have been implemented to further the best interests of the ECWA and our more than 170,000 customers in 36 municipalities located within Erie County and parts of Chautauqua, Cattaraugus, western Wyoming, and western Genesee counties.



# Board Accomplishments

- ABO Governance training completed by all ECWA Commissioners and Senior Staff (August 15, 2018)
- Approved Corrective Action Plan for NYS Office of State Comptroller Technology Audit (August 2, 2018)
- Authorized the Solicitation of RFPs for Audio/Video Equipment to record and livestream board and committee meetings (August 2, 2018)
- Authorized professional services contract with e3communications for public relations services (August 16, 2018)
- Reviewed and adopted amended minutes for various meetings (to conform with ABO Guidelines) (August 16, 2018)



# Board Accomplishments

- Conducted nationwide search for new Executive Director posting job notice and required specifications on the following websites: American Public Works Association (APWA), American Water Works Association (AWWA), Government Finance Officers Association (GFOA), NYS Society for Professional Engineers, and ECWA (August 24, 2018)
- Adopted new policy requiring all notices of claims, summons, complaints, FOIL requests, and all communications from ratepayers be posted on Board Meeting Agendas under Communications and Bills (August 30, 2018)
- Approved a professional services contract with Drescher & Malecki LLP to perform agreed upon procedures to review specific internal controls for the period January 1<sup>st</sup> through July 26<sup>th</sup>
- Soliciting nominations to the ECWA's Board of Ethics (September 20, 2018, October 4, 2018)



# Board Accomplishments

- Adopted a Comprehensive FOIL Policy and Procedures (September 20, 2018)
- Approved a professional service contract with Ingenious, Inc. for the redesign of ECWA's website (October 4, 2018)
- Established and posted schedule for upcoming Board and Committee meetings through the end of the year (October 4, 2018)
- Revised and adopted a new Sexual Harassment Policy (October 4, 2018)
- Tabled numerous resolutions seeking the approval of contracts, change orders, and emergency repairs until additional information could be obtained by ECWA staff



# Board Accomplishments

## **Freedom of Information Law Update:**

- Legal Department completed FOIL audit of all FOIL requests made in 2016 and 2017; report given to Commissioners identifying the reasons why certain FOIL responses failed the audit and summarizing appeals taken to the Board during the same period
- Provided media outlets with information previously withheld from FOIL disclosure as privileged information; Board waived the privilege to allow access to the requested information
- Since January 2018, ECWA has received and responded to 33 FOIL requests



# Additional Impending Board Actions

- Adoption of Open Meetings Law Policy and Procedures (October 18, 2018)
- Public Budget Hearings (October 16 and 18, 2018)
- Adoption of 2018 Budget (November 1, 2018)
- Final interviews for a new Executive Director (November 1, 2018)
- Revising and adoption of new Procurement Guidelines
- Amending By-Laws to define the roles of the Audit, Finance, Ethics, and Government Committees
- Livestreaming of all Board and Committee meetings (early 2019)
- Launch of new redesigned website (early 2019)
- Prepare, review, and file Annual PARIS report with ABO (April 2019)



# Service Area

## **Bulk Sale**

ECWA sells bulk volumes of safe, clean water to an individual municipality. The municipality is then responsible for their own water system operations, including customer service, system maintenance, as well as any capital improvements.

## **Lease Managed**

ECWA supplies and delivers quality, treated water to contracted municipalities. The ECWA is responsible for customer service, billing, meter reading and maintenance, while the municipality is responsible for any and all capital improvements.

## **Direct Service**

Direct Service customers are comprised of individual municipalities that are completely excluded from the water business. ECWA owns and operates the system and is responsible for all customer service, billing, maintenance and capital improvements.





# Key Statistics

		<u>12/31/1998</u>	<u>12/31/2017</u>
Miles of Pipe			
	Lease Managed	984	1,175
	Direct Service	<u>1,636</u>	<u>2,453</u>
		2,620	3,628
Hydrants			
	Lease Managed	8,092	9,158
	Direct Service	<u>4,137</u>	<u>9,811</u>
		12,229	18,969
Customers			
	Lease Managed	63,394	65,904
	Direct Service	<u>61,212</u>	<u>104,138</u>
		124,606	170,042
Employees*		293 FTE's	250 FTE's

\* FTE's represent the number of full time equivalents  
based on 2,080 hours



# Consolidations/Expansions

Municipality	Year
Village of Depew	1999
Town of Newstead	1999
Town of Clarence	2000
Village of Lancaster	2002
Town of Concord	2004
Parts of Town of Orchard Park	2004
City of Tonawanda	2004
Town of Hamburg	2011
Village of Blasdell	2011
Town of Evans (Bulk to Lease Managed)	2013
Town of Alden	2013
Village of Williamsville	2014
Town of Marilla	2016



# Leak Data

		<u>1998</u>	<u>2017</u>
Base Service Territory			
	Lease Managed	500	394
	Direct Service	<u>422</u>	<u>431</u>
		922	825
Overall Territory (Base Service Territory plus Consolidations/Expansions)			
	Lease Managed	500	449
	Direct Service	<u>422</u>	<u>571</u>
		922	1,020
Miles of Pipe			
	Lease Managed	984	1,175
	Direct Service	<u>1,636</u>	<u>2,453</u>
		2,620	3,628