

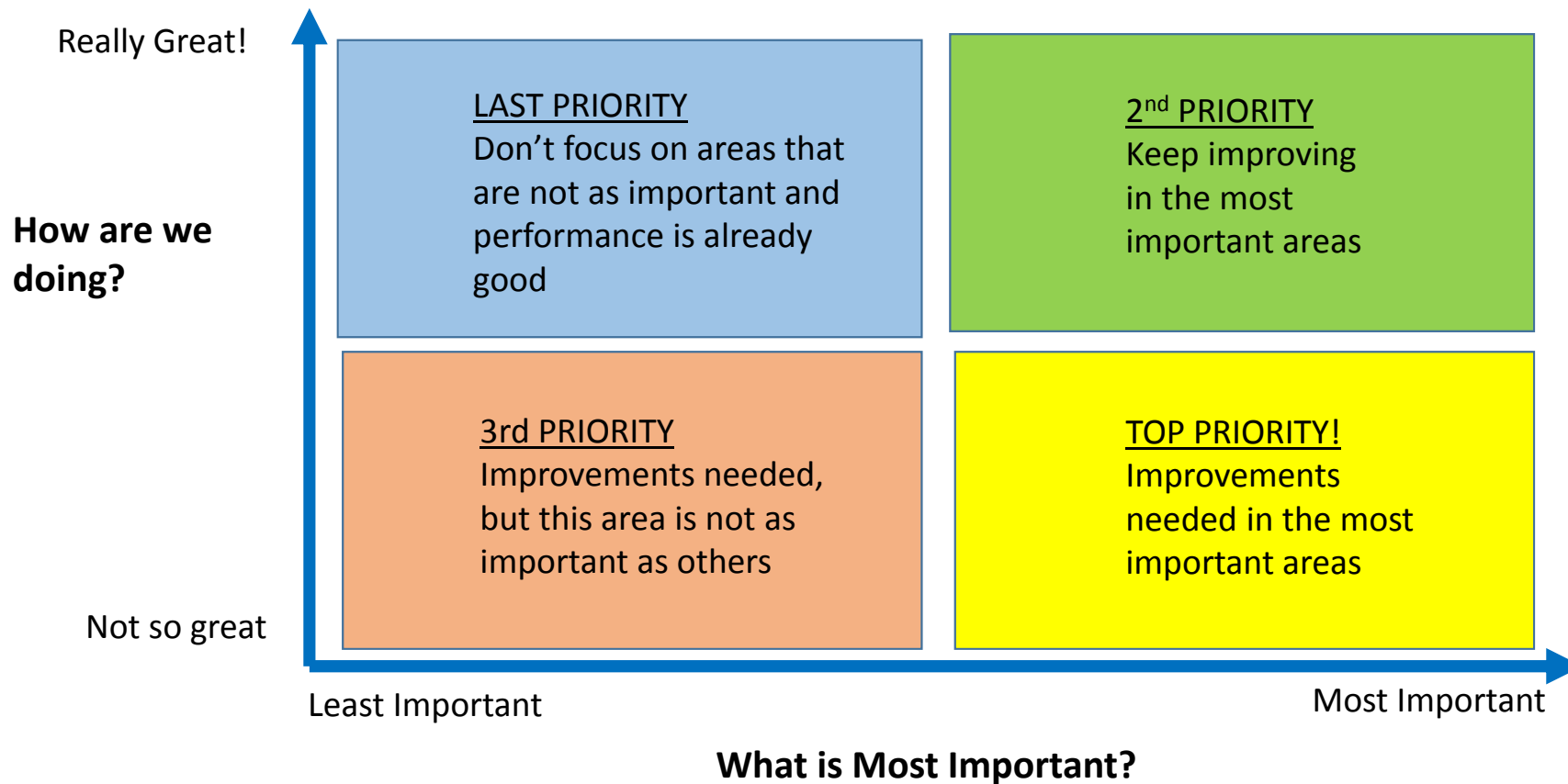
LCA Goals – 2017 & Beyond

Effective Utility Management (EUM) framework

- Developed by USEPA, AWWA & 7 other industry-leading associations
- Descriptions of 10 attributes of an effectively managed utility
- Outline of 5 keys to success
- Toolkit w/ 80+ industry-accepted measures
- Overall framework for goal-setting & continual improvement



Effective Utility Management (EUM) assessment



2017 Goal Areas – Lehigh County Authority

- **Product Quality** – Focus on elimination of SSOs & Administrative Order compliance
- **Financial Viability** – Focus on developing capital financing & rate-making strategies
- **Infrastructure Stability** – Focus on Suburban Division asset management & CityWorks implementation
- **Employee & Leadership Development** – Focus on workforce / succession planning & knowledge creation

Plus one more...



- **The longer-term view:**

- Establish measures for each attribute area
- Develop ways to leverage technology within all goal areas
- Look out through 2020 to develop longer-term plans in these (and other) areas
- Board input on these and other community focused EUM attributes?

- **Build a culture of Continual Improvement!**

Discussion / Board Input

- Feedback on any of the goals?
- Feedback / ideas on any of the measures suggested?
- How often does the Board want to receive goal updates?
- In addition to the 4 attributes the staff will focus on, would the Board like to do a “deeper dive” discussion on other areas?

Discussion