

Appendix B

Part 1: Buffalo, New York Water Operations Monthly Report (Work Example)



**BUFFALO
WATER**
managed by **VEOLIA**

Buffalo Water Board Report – February 2022 - CY12

Buffalo Water Board

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Summary of System Operations

- As of December 1, 2021 The State Office of Temporary and Disability Assistance now provides direct payments to Buffalo Water and Buffalo Sewer Authority to pay water and sewer charges for customers that the State determines to be eligible, based on the State's criteria. This is a New York State program administered by the Office of Temporary and Disability Assistance office. All customer personal information is collected and processed by the State, not Buffalo Water. If the customer is determined to be eligible, the reimbursement from the State to Buffalo Water/Buffalo Sewer Authority can reach a maximum benefit of \$5,000. As of February, 2022 a total of 118 customers have received assistance for a total of \$150,979.28. A program to make all Buffalo Water customers aware of this New York State program is currently under development.
- The Customer Service Center Agents continue to process applications for the Pathways to Affordable Water programs that guide customers to options that may lower their water bill. At the end of February, 2022 a total of 1,470 customers have received reduced bills from the Residential Affordable Water Programs (RAWPP).
- Buffalo Water at the end of February, 2022 have 1,372 customers enrolled in a monthly payment plan.
- For the current fiscal year, there are 4,004 customer accounts that have taken advantage of our 65+ Senior Discount rate program. Another affordability program offered by Buffalo Water that has been available for many years.
- The Buffalo Water Remove Old Lead Lines (ROLL) program is ongoing effort to replace leaking service lines. As of February, 2022 over 736 customers have had their leaking lead service lines replaced.
- The Buffalo Water Amnesty Program provides assistance to vulnerable customers during the COVID pandemic. The program was implemented on July 1, 2020 and currently extends through June 30, 2022. A total of 2,025 customers have signed up for this program that allows for the removal of interest and penalties and provides customers with a more affordable monthly payment plan that better aligns with household income levels.

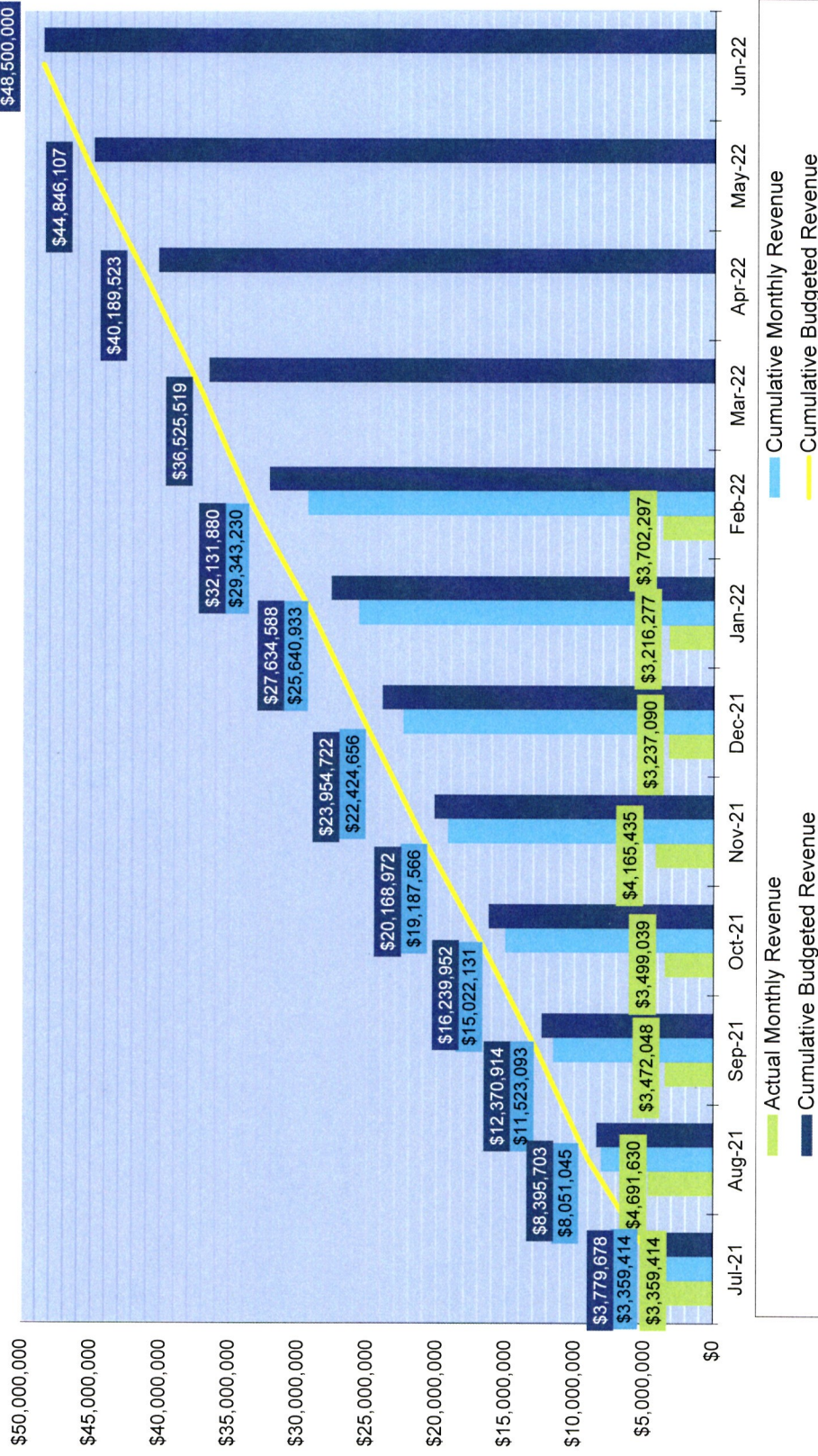
Summary of Service Revenues & Charges

- February, 2022 is the eighth month of the new fiscal year, Contract Year 12. Actual revenues were reported at \$3,702,297 in comparison with the budgeted expectations of \$4,497,292. Year over year revenues for February came in at \$3.702 million vs \$4.107 million; this represents a -9.86% decrease for the same reporting period last year. The fiscal year to date revenues are \$29.343 million vs \$29.345 million for the same eight month reporting period resulting in revenues \$1,515 less than they were last year resulting in a -0.01% decrease.
- Charges for the month were \$4.349 million versus \$4.209 million from last fiscal year, charges have totaled \$32.789 million vs \$32.049 million for the comparable time period last year, charges are \$739,861 ahead from last year resulting in a 2.31% increase.

Monthly	February 2022	February 2021	Variance	% Change
Charges - Current Month	\$4,361,798	\$4,299,928	\$61,869	1.44%
Adjustments - Current Month	(\$13,086)	(\$91,266)	\$78,180	85.66%
Net Charges - Current Month	\$4,348,711	\$4,208,662	\$140,049	3.33%
Revenues	\$3,702,297	\$4,107,194	(\$404,898)	-9.86%
Percent of Collections	85.14%	97.59%	-12.45%	

Cumulative	Current Year	Previous Year	Variance	% Change
Charges	\$33,394,625	\$33,144,636	\$249,989	0.75%
Adjustments	(\$605,780)	(\$1,095,652)	\$489,872	44.71%
Net Charges	\$32,788,845	\$32,048,984	\$739,861	2.31%
Revenues	\$29,343,230	\$29,344,746	(\$1,515)	-0.01%
Percent of Collections	89.49%	91.56%	-2.07%	

Actual Service Revenue vs Budgeted Revenue Contract Year 12



*Service revenues reported are from cash receipts from monthly metered, quarterly metered, flat capacity, and fire

Group/Income Center	February AR Balance	January AR Balance	Difference
Service / WATER FLAT	\$4,356,527	\$4,158,020	\$198,507
Service / WATER FLAT CAPACITY	\$282,071	\$215,243	\$66,829
Service / WATER MONTHLY METER	\$1,796,127	\$1,482,086	\$314,040
Service / WATER QUARTERLY METER	\$14,188,562	\$14,121,445	\$67,117
Totals:	\$20,623,287	\$19,976,794	\$646,493
Service / COLLECTION FEE	\$5,349	\$5,359	(\$10)
Service / COMMISSION WATER	\$828,764	\$829,755	(\$991)
Service / WATER PENALTY	\$9,247,875	\$9,109,045	\$138,830
Totals:	\$10,081,988	\$9,944,158	\$137,829
Grand Total	\$30,705,275	\$29,920,953	\$784,322

CURRENT AGING IN WATER SERVICE ACCOUNTS RECEIVABLES

Accounts Receivable	Unbilled	< 90	90-179	180-269	270-359	360+	Totals:
Service / WATER FLAT	\$323,550	\$531,788	\$252,692	\$274,141	\$222,872	\$2,751,482	\$4,356,527
Service / WATER FLAT CAPACITY	\$1,314	\$75,944	\$35,582	\$28,642	\$24,120	\$116,470	\$282,071
Service / WATER MONTHLY METER	\$222,762	\$509,798	\$178,811	\$76,189	\$47,300	\$761,267	\$1,796,127
Service / WATER QUARTERLY METER	\$428,374	\$3,453,709	\$1,427,056	\$1,166,363	\$912,912	\$6,800,148	\$14,188,562
TOTAL ALL WATER SERVICE ACCOUNTS	\$976,000	\$4,571,239	\$1,894,141	\$1,545,336	\$1,207,205	\$10,429,367	\$20,623,287
Service / COMMISSION WATER						\$828,764	\$828,764

Customer Service

- 2021 Customer Satisfaction Survey mailing campaign, has commenced. Veolia partnered with Amplitude Research to administer this program as in previous years. The survey will remain in circulation for ninety consecutive days starting from January 31, 2022. This timeframe allows Buffalo Water to obtain a 10 - 12% return from the 4,000 surveys distributed. Survey results will be available upon request in mid-March.

Production Operations & Capital Program Support, Shutdowns

- Veolia is continuing to assess and determine the extent of damage resulting from the storm event that occurred on December 11, 2021. As previously noted, it appears that the majority of the storm damage is localized to the filter plant roofing system. RE Kelly performed an emergency assessment to determine the extent of the damage and it appears that the work is better suited for a roofing contractor. Veolia is working with Wendel Engineering to develop an emergency repair scope of work.
- Veolia issued a Request for Proposals (RFP) associated with Lead and Copper Compliance Program Support Services, with proposals due on March 16, 2022.
- Residuals dewatering operations utilizing the centrifuge continued intermittently through February, as processing is only occurring from the gravity thickeners as needed. The lagoon project is currently on hold until weather conditions improve.
- RE Kelly performed an additional masonry & roof assessment of the westerly wall of the filtered water conduit in the vicinity of the South canal, and is currently developing not-to-exceed pricing for associated repairs.
- Veolia supported Nussbaumer and Clarke to develop and issue a RFP for concrete cutting services, in order to provide improved access into the Massachusetts Avenue Pumping Station dry well. This work will facilitate inspection of the pumping station forebay, for a condition assessment of the submerged portions of the asset. Of the three contractor solicited, RE Kelly's proposal was selected to perform this work.

Distribution & ROLL Programs

- Distribution activity included 27 hydrant repairs with 3 new hydrants being installed. There were 57 main breaks in February with 61 repaired during the month.
- The Remove Old Lead Lines (ROLL) program is ongoing. Since the inception, approximately 736 customers have had their leaking lead service lines replaced.

Meter Reading & Billing

- Quarterly billing cycle 3000 group was read during the month of February. A total of 21,828 quarterly meters are in the billing cycle of which 13,220 obtained an actual reading. Estimated readings were performed on 8,608 meters. For the 1,170 monthly metered accounts we received actual reads on 1,118 meters and 52 were estimated.
- Within the Buffalo Water service territory, the current number of accounts being billed on a flat rate stands at 7,828. Out of a total of 65,609 metered accounts, 18,855 have a register with a radio device attached or approximately 28.74% of meters have a radio attached. There is also 1,368 fire supply accounts billed each quarter based on their respective connection size. We will continue to convert flat billed accounts to metered accounts and we will continue to increase the radio population to ensure continued improvement in billing accuracy and revenue generation. The existing maintenance program to repair inoperable meters effectively maintains current levels consistently around 5% of meter population within the service territory.

Staffing, Training, Safety and Union relations information

- Staffing level for Buffalo Water is 95. (Headcount summary is provided in Appendix B)
- Buffalo Water recorded 2 vehicle accidents this month. (Claim Summary is provided in Appendix C)

Regulatory Interaction, Utility Outages, Major Service Disruption

- Buffalo Water was in compliance with all Regulatory and Permit requirements for the month. (Please refer to Appendix D, E, F, and G for summary reports that were submitted to Department of Health for the month)
- Water Quality Calls for the month. (Please see Appendix H for summary)
- No utility outages or major service Disruptions were reported during the month.

Limit Accounts - CY12 - July - February

LIMIT ACCOUNTS CY12

LIMIT ACCOUNTS		Allocation	Invoices	% Allocation Used
Vehicles		\$528,752.13	\$114,241.50	21.61%
High Priority Repairs & Lead Services		\$2,978,752.13	\$2,883,505.26	96.80%
Specialty Preventive Maintenance		\$755,750.43	\$505,947.89	66.95%
Spoils		\$50,000.00	\$43,121.81	86.24%

YTD

Board Approved Additional Amounts

High Priority Repairs & Lead Services		Allocation	Invoices	% Allocation Used
Contract amount		\$528,752.13	\$528,352.66	99.92%
Board approved 9/22/2021 (.10)		\$1,500,000.00	\$1,511,958.44	100.80%
Board approved 1/5/2022 (-)		\$950,000.00	\$843,194.17	88.76%

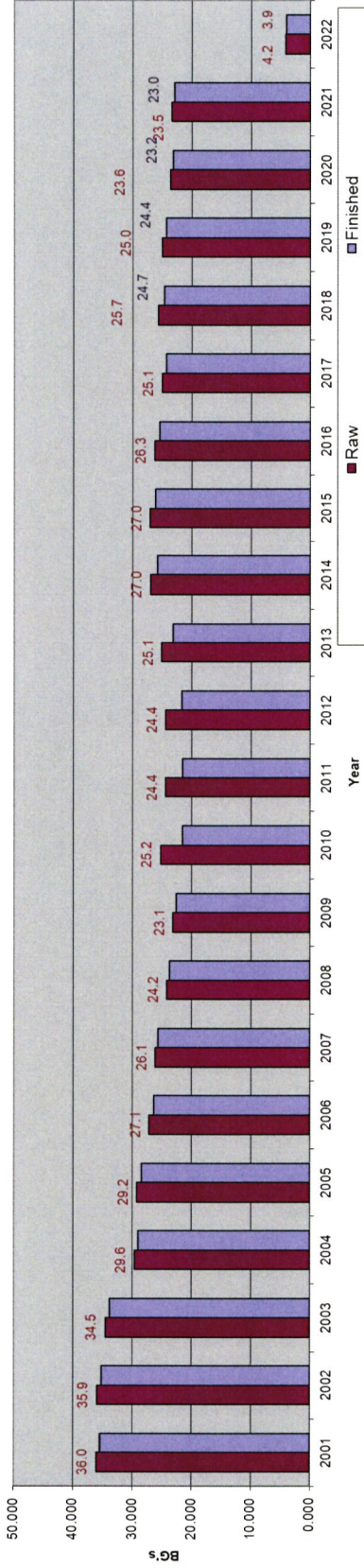
Specialty Preventive Maintenance		Allocation	Invoices	% Allocation Used
Contract amount		\$105,750.43	\$104,502.15	98.82%
Board approved 10/13/2021 (.6)		\$350,000.00	\$349,008.76	99.72%
Board approved 2/16/2022 (-)		\$300,000.00	\$52,436.98	17.48%

**Financial Forecast		O&M Spend Q1	\$	349,161.00
		O&M Spend Q2	\$	476,754.76

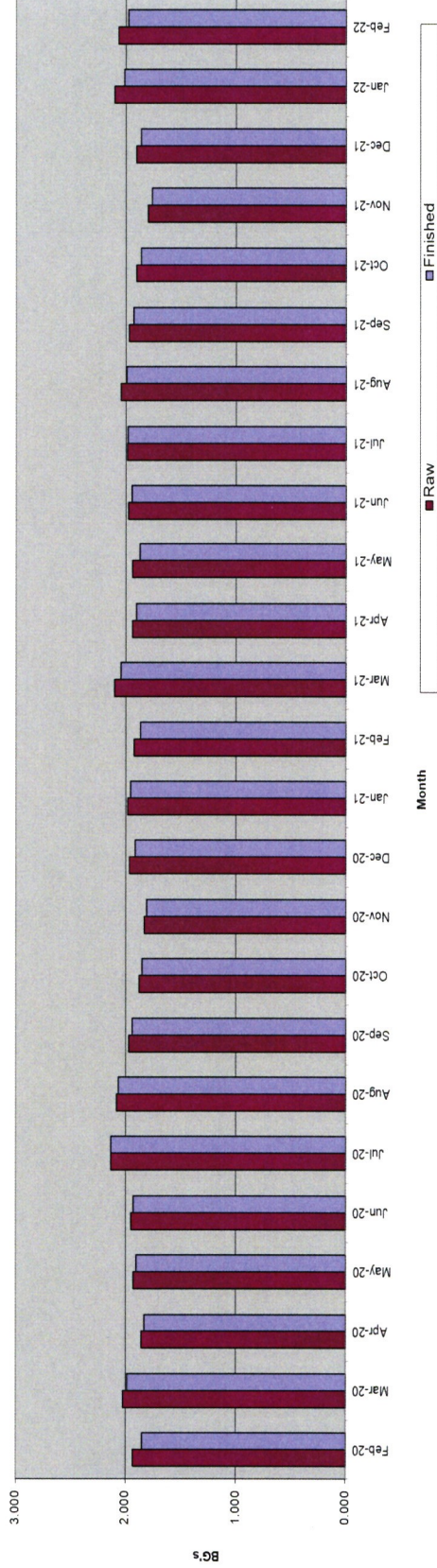


Appendix A – Water Pumpage – Historical Summary

Annual Pumpage Summary
Calendar Year February



Monthly Pumpage Summary January 2020 - February 2022



Appendix B – Staffing Update

Department	Title	Budgeted	Position Filled (Permanent, Acting or Provisional)	On Leave of Absence (Medical or Other)	Actual Position Vacancies (including # on leave)	Actual Filled Positions (Staffing Capacity as %)	Union	Notes
Administrative	Account Clerk Typist	12	8	1	5	58%	650	1 employee on medical LOA
	Water Service Adjuster	1	1		0	100%	650	
	Senior Data Processing Equipment Operator	2	2		0	100%	650	
	Teller	2	2		0	100%	650	
Inspection and Meter Reading	Meter Reader	5	5	1	1	80%	264	1 employee on workers compensation LOA
	Water Meter Mechanic Supervisor I	1	0		1	0%	264	
Repair and Installation of Meters	Water Meter Mechanic	7	5	1	3	57%	264	1 employee using time off until retirement date 4/29/22
	Water Treatment Supervisor	1	1		0	100%	650	
Filtration Plant	Filtration Plant Maintenance Supervisor I	1	1		0	100%	264	
	Filtration Plant Operator	4	4		0	100%	264	1 anticipated retirement Q2/Q3 2022
	Assistant Filtration Plant Operator	4	2		2	50%	264	1 candidate processing Q1 2022
	Chemist	2	2		0	100%	650	
	Associate Chemist	1	0		1	0%	650	Job specification requires approval

Department	Title	Budgeted	Position Filled (Permanent, Acting or Provisional)	On Leave of Absence (Medical or Other)	Actual Position Vacancies (including # on leave)	Actual Filled Positions (Staffing Capacity as %)	Union	Notes	
Pumping Plant and Maintenance	Pumping Plant Superintendent	1	1		0	100%	17		
	Chief Pumping Plant Engineer (Ward)	4	3		1	75%	17	1 anticipated Retirement Q2/Q3 2022	
	Pumping Plant Operator (Mass)	4	3		1	75%	17		
	Senior 1st Class Stationary Eng	1	1		0	100%	17		
	Maintenance Assistant Water	8	2	1	7	13%	17	1 employee on workers compensation LOA	
	Laborer II	1	0		1	0%	264		
	Seasonal Laborer II	3	2		1	67%	264		
	Electrician (Water)	1	1	1	1	0%	264	1 employee on workers compensation LOA	
	General Mechanic (Water)	3	3		0	100%	264		
	Distribution	Water Distribution Superintendent	1	1		0	100%	650	
		Assistant Water Distribution Superintendent	3	3		0	100%	650	
		Caulker Supervisor	6	5		1	83%	264T	
		Caulker*	31	22	1	10	68%	264T	1 employee on medical LOA
Heavy Equipment Operator W		4	3		1	75%	264		
Senior Engineer Aide		1	1		0	100%	650		
Chief Dispatcher		1	0		1	0%	264		
Dispatcher W		5	5		0	100%	264		
Water Service Worker		5	4		1	80%	264		
Account Clerk Typist		2	1		1	50%	650		
Chief Water Pollution Inspector	1	0		1	0%	264			
GIS Specialist	0	0		0	---	-	Not currently budgeted		
Water Service Inspector	2	0		2	0%	264			
Stock Clerk	2	1		1	50%	650			
TOTALS		133	95	6	44	67%			
Current as of 2/25/22									

Appendix C – Motor Vehicle Claim Summary

MEASURE: MOTOR VEHICLE INCIDENTS

DEFINITION: Monthly and Year to Date Motor Vehicle Incident Counts

TARGET: Zero

MONTH: FEB

YEAR: CY12

THIS MONTH'S SUMMARY

MVA's - # This Month 2
 Y-T-D Total 10

ANNUAL ACTIVITY

Incident / Injury Category	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
MVA Non-injury	0	0	0	1	3	2	2	2	0	0	0	0	10
MVA Injury	0	0	0	0	0	0	0	0	0	0	0	0	0
MVA TOTAL	0	0	0	1	3	2	2	2	0	0	0	0	10

Appendix D – Raw Water Data (February 2022)

Date	Temp F°	Pumpage MGD	Turbidity NTU	pH	Pre Cl ₂ Lbs/Day	Coagulant A gals/day	Coagulant A PPM
1	32	73.41	2.13	8.2	1090	364	5.97
2	32	74.67	2.48	8.0	1241	394	6.36
3	32	71.45	2.52	8.0	1247	405	6.83
4	32	74.26	2.04	8.1	1203	406	6.59
5	32	73.43	1.50	8.1	1160	357	5.86
6	32	74.92	1.47	8.0	1216	352	5.66
7	32	77.77	1.58	8.0	1236	367	5.69
8	32	73.92	1.59	8.0	1207	346	5.64
9	32	74.25	1.51	8.0	1165	335	5.44
10	32	73.73	1.54	8.0	1052	332	5.43
11	32	72.61	1.53	7.9	1200	328	5.44
12	32	74.06	1.64	8.0	1180	336	5.47
13	32	73.78	1.52	8.0	1135	343	5.60
14	32	73.80	1.37	8.0	1065	341	5.57
15	32	74.53	1.34	8.0	1150	327	5.29
16	32	74.63	1.38	8.0	1056	306	4.94
17	32	73.04	1.36	8.0	1160	294	4.85
18	32	74.05	1.41	8.0	1181	298	4.85
19	32	76.48	1.17	7.9	1170	319	5.03
20	32	75.79	1.20	7.9	1545	317	5.04
21	32	75.05	1.07	8.1	1205	309	4.96
22	32	69.15	1.19	8.1	1013	300	5.23
23	32	71.15	1.29	8.1	1195	292	4.95
24	32	79.38	1.38	8.1	1295	352	5.34
25	32	68.17	1.64	8.1	1100	301	5.32
26	32	73.15	1.24	8.0	1150	337	5.55
27	32	70.69	2.36	8.1	1185	308	5.25
28	32	71.31	5.01	8.0	1195	401	6.78
Tot:		2063			32997	9467	
Avg:	32	74	1.69		1178	338	5.53
Hi:	32	79.38	5.01	8.2	1545	406	6.83
Lo:	32	68.17	1.07	7.9	1013	292	4.85

Appendix E – Finished Water Data (February 2022)

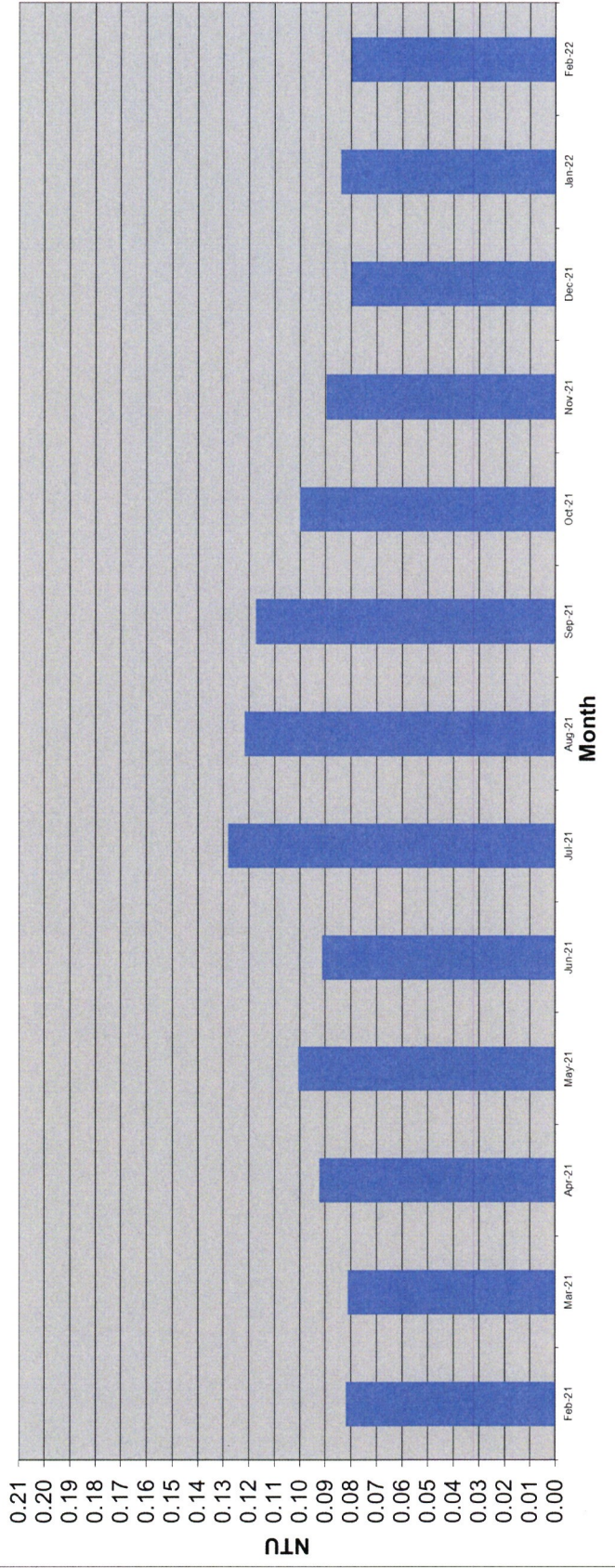
Date	Pumpage MGD	Delivered MGD	Turb NTU	pH	FL Cmpd lbs/day	Fluoride ppm	Chlorine ppm	Corrosion Control gals/day	Ortho/Phos ppm	Contact Time (CT) (min-Cl ppm)	Inactivation Ratio
1	69.52	69.52	0.07	7.81	0	0.00	1.20	60		239	2.47
2	70.69	70.69	0.08	7.80	0	0.00	1.22	55		239	2.46
3	69.83	69.83	0.07	7.80	0	0.00	1.21	64		241	2.58
4	70.18	70.18	0.08	7.89	0	0.00	1.22	65		241	2.47
5	69.76	69.76	0.07	7.88	0	0.00	1.19	50		237	2.45
6	72.57	72.57	0.08	7.84	0	0.00	1.20	60		230	2.37
7	73.91	73.91	0.08	7.77	0	0.00	1.22	67		230	2.46
8	70.32	70.32	0.08	7.80	0	0.00	1.16	60		228	2.37
9	70.05	70.05	0.08	7.78	0	0.00	1.16	67	0.26	228	2.46
10	69.84	69.84	0.08	7.81	0	0.00	1.16	60	0.17	231	2.40
11	70.23	70.23	0.08	7.75	0	0.00	1.13	62	0.21	222	2.40
12	69.48	69.48	0.09	7.82	0	0.00	1.14	61	0.16	227	2.36
13	70.74	70.74	0.07	7.86	0	0.00	1.20	60	0.14	236	2.43
14	70.10	70.10	0.07	7.82	0	0.00	1.15	53	0.18	227	2.35
15	71.23	71.23	0.06	7.86	0	0.00	1.20	75	0.16	233	2.40
16	70.31	70.31	0.08	7.86	0	0.00	1.18	60	0.21	232	2.40
17	70.72	70.72	0.08	7.86	0	0.00	1.11	58	0.22	218	2.27
18	70.64	70.64	0.08	7.82	0	0.00	1.14	70	0.19	225	2.34
19	72.34	72.34	0.08	7.73	0	0.00	1.17	45	0.20	225	2.42
20	72.94	72.94	0.08	7.78	0	0.00	1.17	50	0.24	224	2.41
21	72.94	72.94	0.07	7.88	0	0.00	1.11	45	0.15	213	2.23
22	69.31	69.31	0.09	7.78	0	0.00	1.13	45	0.18	225	2.43
23	71.58	71.58	0.08	7.85	0	0.00	1.17	45	0.18	228	2.36
24	71.33	71.33	0.08	7.72	0	0.00	1.21	45	0.18	235	2.51
25	69.24	69.24	0.07	7.77	0	0.00	1.21	45	0.21	242	2.59
26	68.20	68.20	0.08	7.79	0	0.00	1.22	53	0.16	246	2.63
27	69.06	69.06	0.08	7.79	0	0.00	1.24	60	0.15	248	2.64
28	69.50	69.50	0.10	7.78	0	0.00	1.18	65	0.21	235	2.53
Tot:	1977	1977			0			1605			
Avg:	70.59	70.59	0.08	7.81	0	0.00	1.18	57	0.19	232	2.44
Hi:	73.91	73.91	0.10	7.89	0	0.00	1.24	75	0.26	248	2.64
Lo:	68.20	68.20	0.06	7.72	0	0.00	1.11	45	0.14	213	2.23

Appendix F – Water Quality

Parameter	MCL	2021												2022		
		Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22		
Average Monthly Production, MGD		66.68	65.84	63.42	60.34	64.88	63.89	64.28	64.22	60.09	58.70	60.02	64.94	70.59		
Bacti Report																
# Performed	150	165	202	176	168	201	184	185	195	168	178	211	173	162		
# Positive Total Coliform		0	2	2	0	1	4	0	0	2	2	0	0	0		
# Positive Fecal Coliform		0	0	0	0	0	0	0	0	0	0	0	0	0		
Average Free Cl ₂ in Distribution, mg/l	0.2	0.89	0.86	0.85	0.89	0.89	0.80	0.71	0.78	0.75	0.92	0.89	0.86	0.88		
Average Total Cl ₂ Leaving Plant, mg/l		1.33	1.28	1.31	1.37	1.48	1.47	1.46	1.50	1.44	1.44	1.52	1.45	1.42		
Average Raw Water pH, s.u.		8.03	8.12	8.08	8.15	8.27	8.19	8.24	8.11	7.94	7.92	7.97	8.06	8.04		
Average Finished Water pH, s.u.		7.70	7.75	7.77	7.76	7.75	7.75	7.76	7.72	7.71	7.72	7.71	7.78	7.80		
Average Fluoride, mg/l		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Average e.coli col/100ml raw water		0.00	0.47	0.44	0.22	0.32	0.83	0.50	3.10	2.03	1.50	3.00	0.78	0.07		
Average crypto oocysts/L raw water		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Average Turbidity, n.t.u., Raw Water		5.03	3.68	2.31	1.32	1.00	0.80	0.56	1.34	1.01	3.27	9.79	9.07	1.70		
Average Turbidity, n.t.u., Finished Water		0.08	0.08	0.09	0.10	0.09	0.13	0.12	0.12	0.10	0.09	0.08	0.08	0.08		
Average Turbidity, n.t.u., Distribution System		0.10	0.11	0.12	0.00		0.17	0.14	0.17	0.14	0.21	0.15	0.19	0.18		
Average Free Cl ₂ Leaving Plant, mg/l		1.15	1.12	1.12	1.16	1.27	1.25	1.22	1.27	1.21	1.23	1.24	1.21	1.18		
Quarterly Samples Collected	LIMITS	FEB	MAR	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB		
Parameter	MCL															
THMs/HAA5 ppb (Stage 2 starts 4/1/12)	80/40	X	X	X	X	X	X	X	X	X	X	X	X	X		
TOCS, DOCS, UV254																
Annual Samples Collected	LIMITS	FEB	MAR	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB		
Parameter	MCL															
Inorganic Chemicals				X												
Radiologicals				X												
Nitrates				X						X						
Arsenic				X												
Selenium																
Lead & Copper (50 required)						X	X	X	X							
Principal Organic Contaminants										X						
Specific Organic Contaminants																
Principal Inorganic Contaminate				X						X						

Appendix G – Finished Water Turbidity Summary

Finished Water Turbidity Summary (NTU)
NYSDOH Limit = 0.30 NTU
BWA Range = 0.10 to .15 NTU



Appendix H – Water Quality Calls – N/A



Appendix I – Street Cuts and Street Repair Work Order Summary – January 2022

Work Order Number	Date Completed	Location	Nearest Cross Street	Cut Location Description
1640613084	2/7/2022	NEC REPUBLIC ST	TENNESSEE ST	5' S 2' E OF NEC TENNESSEE/REPUBLIC
1640613085	2/15/2022	SWC ALBION PL	SOUTHSIDE PKWY	6'N 4'E SWC ALBION & SOUTHSIDE
1644152340	2/8/2022	SWC MELBOURNE PL	LANCASTER AVE	4'N 8'E NWC LANCASTER
1643551271	2/1/2022	14 MELBOURNE PL	LANCASTER AVE	123'N - 5'E NWC AUBURN
1643633184	2/2/2022	50FT EAST OF HAGEN LANG AVE	HAGEN ST	5'N - 75'E SEC HAGEN/LANG
1643675371	2/1/2022	59 - 63 CAMBRIA ST	BISMARK ST	611'N 5'W NEC DINGENS
1643669405	2/1/2022	OPP 91 WOLTZ AVE	SYCAMORE ST	254' S 9' E SWC STANISLAUS & MILLS
1643680187	2/1/2022	51 EUCLID PL	ELK ST	240'S 51'W SEC ELK
1643686454	2/1/2022	858 ABBOTT RD	MINNETONKA RD	39'N - 2'W NWE ABBOTT & MINNETONKA
1643720315	2/1/2022	343 HOWARD AVE	MONTGOMERY ST	3'N - 490'W SWC HOWARD & FILLMORE
1643722268	2/2/2022	49 PAGE ST	HOLMES AVE	35'S 21'E SWC PAGE AND HOLMES
1643776226	2/2/2022	191 LEMON ST	HIGH ST	286'S 13'E OF SW HIGH
1643805825	2/2/2022	190 LEMON ST	HIGH ST	309'S - 13'E OF SW HIGH
1643886126	2/3/2022	INTERSECTION KIMMEL AVE	MCKINLEY PKWY	12' S 12' E OF SW MCKINLEY
1643911489	2/4/2022	595 TONAWANDA ST	ARTHUR ST	125' S 43' E OF SEC ARTHUR & TONAWANDA
1643963591	2/4/2022	122 ROBERTS AVE	CLINTON ST	430' S 3' E SWC CLINTON
1644098608	2/6/2022	VIC GROVE ST	HERTEL AVE	50'N - 3'E NWC HERTEL
1644223011	2/7/2022	IN N LEGION DR	PAUL PL	2'5- 62' W NWC NORTH LEGION & PAUL
1644231468	2/7/2022	230 WALLACE AVE	TACOMA AVE	165' S 5' E SWC TACOMA
1644320137	2/9/2022	42 CARL ST	E FERRY ST	
16443331807	2/10/2022	20' S OF NORTH ST ELMWOOD AVE	NORTH ST	12' S 16' E SWC NORTH
1644485779	2/10/2022	INT PORTER AVE	LAKEVIEW AVE	70'S - 6' W SEC PORTER
1644536558	2/11/2022	POLE 95 HUNT AVE	MAYER AVE	8' N 106' W SWC HUNT & MAYER
1644570021	2/11/2022	678 PARKSIDE AVE	Lyndhurst Ave	25' SOUTH 7' E SWC LYNDHURST
1644834152	2/14/2022	244 DEWITT ST	POTIOMAC	91' S 11' 6" E OF SWC DEWITT AND POTOMAC
1644866688	2/15/2022	934 PARKSIDE AVE		5'N 68'E SEC STARIN
1644931948	2/23/2022	INT BROADWAY	TOWNSEND AVE	21' S 10' W OF SEC BROADWAY & STRAUSS
1644952671	2/16/2022	& OREGON PL	CHADDUCK AVE	10'S - 6'E NWC OREGON & CHADDUCK

1645260191	2/19/2022	290 ASHLAND AVE	ANDERSON PL	124' S 6' E SWC LEXINGTON
1645274552	2/22/2022	60 HODGE AVE	Delaware Ave	11' N - 626' W OF SE DELAWARE
1645278817	2/19/2022	292 ASHLAND AVE	ANDERSON PL	114' S 6' E SWC LUDINGTON
1645310551	2/19/2022	620 SAINT LAWRENCE	NEWPORT AVE	4' S 30' W OF NWC OF NEWPORT
1645286883	2/19/2022	321 RAMSDELL AVE	ELMWOOD AVE	6' S 592' E OF NEC OF GROVE
1645347730	2/20/2022	OPP. POLE #558 WOODLAWN AVE	HUMBOLDT PKWY	7' N 83 1/2' W SWC HUMBOLDT
1645362752	2/20/2022	523 WOODLAWN AVE	HUMBOLDT PKWY	7' N 458' W OF SWC OF HUMBOLDT
1645518616	2/23/2022	60' W OF POLE 107 HUNT AVE	GALLATIN AVE	9' N 94' W OF SW MAYER
1645622711	2/23/2022	96 Farmer St	GUERNSEY ST	5' N 126' W SWC OF FARMER & GUERNSEY
1645653899	2/24/2022	95 SHIRLEY AVE	COMSTOCK AVE	6' N - 577' W OF SW BAILEY
1645697952	2/24/2022	101 WELLINGTON RD	HERTEL AVE	165' S 6' E SWC HERTEL
1645735932	2/25/2022	166 AVERY AVE		3' N 348' E SEC AVERY & CAMDEN

Appendix J – Spoils Summary – N/A

Appendix K – Buffalo Finished Work Order Report



Buffalo Finished WO Report

3/4/2022
4:20:05AM

ACTUAL_FINISH_DATE	WO_NO	WORK_CLASS	WORK_TYPE	WO_TASK_NO	ASSET_ID	ASSET_DESC	WORK_DESC	COMMENTS
2/28/2022 2:00:00PM	2200071	PLANNED	P	01	0000001015	BWA-PRD-Massachusetts - General Facility Asset	Monthly Massachusetts Ave. Pumping Station Operator PM	COMPLETE BY BROWN
2/28/2022 8:00:00AM	2200114	PLANNED	P	07	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEIF
2/28/2022 2:45:00AM	2200069	PLANNED	P	01	ASSET_LIST		MONTHLY - RECORD DIGITAL AMP READINGS FOR HIGH SERVICE PUMPS	COMPLETE BY KUMRO
2/25/2022 9:15:00AM	2200137	PLANNED	P	06	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/25/2022 9:00:00AM	2200065	PLANNED	P	02	ASSET_LIST	Asset List	Monthly Portable Gas Detector Calibrations	COMPLETE BY STEGURA
2/25/2022 8:45:00AM	2200154	PLANNED	P	02	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY SULLIVAN
2/25/2022 8:45:00AM	2200137	PLANNED	P	05	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/25/2022 8:30:00AM	2200154	PLANNED	P	01	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY SULLIVAN
2/25/2022 8:30:00AM	2200065	PLANNED	P	01	ASSET_LIST	Asset List	Monthly Portable Gas Detector Calibrations	COMPLETE BY STEGURA
2/25/2022 8:15:00AM	2200137	PLANNED	P	04	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/25/2022 8:00:00AM	2200154	PLANNED	P	05	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY SULLIVAN
2/25/2022 7:45:00AM	2200154	PLANNED	P	03	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY SULLIVAN
2/25/2022 7:45:00AM	2200137	PLANNED	P	03	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/25/2022 7:30:00AM	2200154	PLANNED	P	04	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY SULLIVAN
2/25/2022 7:30:00AM	2200137	PLANNED	P	02	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/25/2022 7:15:00AM	2200137	PLANNED	P	01	0000000992	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY STEGURA
2/24/2022 2:00:00PM	2200152	PLANNED	P	01	0000001062	BWA-PRD-MASS-Electrical MCC/MCC	WEEKLY INSPECTION OF MASS AVE ELECTRICAL EQUIPMENT	COMPLETE BY STEGURA
2/24/2022 11:00:00AM	2200160	PLANNED	P	02	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/24/2022 10:00:00AM	2200160	PLANNED	P	01	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/24/2022 10:00:00AM	2200135	PLANNED	P	08	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEIF
2/24/2022 8:45:00AM	2200161	PLANNED	P	01	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/23/2022 1:00:00PM	2200135	PLANNED	P	07	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEGURA
2/23/2022 10:00:00AM	2200166	PLANNED	P	01	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY STEGURA
2/23/2022 10:00:00AM	2200135	PLANNED	P	12	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEIF
2/22/2022 8:00:00AM	2200135	PLANNED	P	13	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEIF
2/21/2022 1:30:00PM	2200154	PLANNED	P	06	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY MURPHY
2/21/2022 9:00:00AM	2200132	PLANNED	P	03	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY THORNTON
2/21/2022 7:30:00AM	2200159	PLANNED	P	01	0000000002	BWA-DST-Service Center - General Facility Asset	WEEKLY HVAC INSPECTION SERVICE CENTER LOCKER ROOM	COMPLETE BY NICHOLAS
2/20/2022 11:45:00AM	2200121	PLANNED	P	06	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/20/2022 11:15:00AM	2200121	PLANNED	P	02	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/18/2022 2:00:00PM	2200131	PLANNED	P	05	ASSET_LIST	Asset List	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN



Buffalo Finished WO Report

3/4/2022
4:20:05AM

ACTUAL_FINISH_DATE	WO_NO	WORK_CLASS	WORK_TYPE	WO_TASK_NO	ASSET_ID	ASSET_DESC	WORK_DESC	COMMENTS
2/18/2022 10:00:00AM	2200132	PLANNED	P	01	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY STEGURA
2/17/2022 4:30:00PM	2200121	PLANNED	P	05	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/17/2022 2:00:00PM	2200131	PLANNED	P	04	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/17/2022 2:00:00PM	2200120	PLANNED	P	01	0000000012	BWA-WT-Low Lift - General Facility Asset	WEEKLY LOW LIFT BUILDING INSPECTIONS	COMPLETE BY STEGURA
2/17/2022 1:00:00PM	2200119	PLANNED	P	01	0000001062	BWA-PRD-MASS-Electrical MCC/MCC	WEEKLY INSPECTION OF MASS AVE ELECTRICAL EQUIPMENT	COMPLETE BY STEGURA
2/17/2022 1:00:00PM	2200046	PLANNED	P	01	0000000954	Production - Eye-Wash Stations	WEEKLY INSPECTION OF EYEWASH STATIONS	COMPLETE BY KHAN
2/17/2022 10:45:00AM	2200127	PLANNED	P	02	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/17/2022 9:45:00AM	2200127	PLANNED	P	01	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/17/2022 9:00:00AM	2200124	PLANNED	P	03	ASSET_LIST Asset List		WEEKLY TRASH DUTIES	COMPLETE BY DEAN
2/17/2022 8:45:00AM	2200128	PLANNED	P	01	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/17/2022 8:30:00AM	2200128	PLANNED	P	03	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/17/2022 7:30:00AM	2200128	PLANNED	P	02	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/17/2022 7:30:00AM	2200107	PLANNED	P	04	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE - HIGH SERVICE PUMP PM	COMPLETE BY CLARK
2/16/2022 4:45:00PM	2200121	PLANNED	P	03	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/16/2022 4:30:00PM	2200121	PLANNED	P	01	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/16/2022 4:15:00PM	2200121	PLANNED	P	04	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/16/2022 3:00:00PM	2200133	PLANNED	P	02	0000000001	BWA-WT-Plant - General Facility Asset	CLEAN DEBRIS AND PAPER ALONG FENCE LINES	COMPLETE BY KHAN
2/16/2022 2:00:00PM	2200131	PLANNED	P	03	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY KHAN
2/15/2022 2:00:00PM	2200131	PLANNED	P	02	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY KHAN
2/15/2022 11:00:00AM	2200124	PLANNED	P	01	ASSET_LIST Asset List		WEEKLY TRASH DUTIES	COMPLETE BY KHAN
2/14/2022 2:00:00PM	2200131	PLANNED	P	01	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/14/2022 9:30:00AM	2200129	PLANNED	P	03	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE - HIGH SERVICE PUMP PM	COMPLETE BY CLARK
2/14/2022 8:30:00AM	2200134	PLANNED	P	02	0000000710	BWA-WT-Head House - General Facility Asset	BI-WEEKLY HVAC INSPECTION (air conditioners)	COMPLETE BY NICHOLAS
2/14/2022 8:00:00AM	2200134	PLANNED	P	03	0000000710	BWA-WT-Head House - General Facility Asset	BI-WEEKLY HVAC INSPECTION (air conditioners)	COMPLETE BY NICHOLAS
2/14/2022 7:30:00AM	2200126	PLANNED	P	01	0000000002	BWA-DST-Service Center - General Facility Asset	WEEKLY HVAC INSPECTION SERVICE CENTER LOCKER ROOM	COMPLETE BY NICHOLAS
2/12/2022 5:15:00AM	2200099	PLANNED	P	03	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/12/2022 5:00:00AM	2200099	PLANNED	P	02	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/12/2022 4:45:00AM	2200099	PLANNED	P	01	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/12/2022 4:30:00AM	2200099	PLANNED	P	06	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/12/2022 4:15:00AM	2200099	PLANNED	P	04	ASSET_LIST Asset List		WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/11/2022 2:00:00PM	2200109	PLANNED	P	05	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY KHAN
2/11/2022 11:00:00AM	2200102	PLANNED	P	02	ASSET_LIST Asset List		WEEKLY TRASH DUTIES	COMPLETE BY KHAN
2/11/2022 9:45:00AM	2200087	PLANNED	P	04	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE - HIGH SERVICE PUMP PM	COMPLETE BY CLARK
2/10/2022 2:00:00PM	2200109	PLANNED	P	04	ASSET_LIST Asset List		DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/10/2022 2:00:00PM	2200106	PLANNED	P	02	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/10/2022 1:30:00PM	2200098	PLANNED	P	01	0000000012	BWA-WT-Low Lift - General Facility Asset	WEEKLY LOW LIFT BUILDING INSPECTIONS	COMPLETE BY STEGURA



Buffalo Finished WO Report

3/4/2022
4:20 05AM

ACTUAL_FINISH_DATE	WO_NO	WORK_CLASS	WORK_TYPE	WO_TASK_NO	ASSET_ID	ASSET_DESC	WORK_DESC	COMMENTS
2/10/2022 11:30:00AM	2200097	PLANNED	P	01	0000001062	BWA-PRD-MASS-Electrical MCC/MCC	WEEKLY INSPECTION OF MASS AVE ELECTRICAL EQUIPMENT	COMPLETE BY STEGURA
2/10/2022 10:15:00AM	2200106	PLANNED	P	03	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/10/2022 10:00:00AM	2200114	PLANNED	P	12	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEGURA
2/10/2022 9:45:00AM	2200106	PLANNED	P	01	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/10/2022 9:30:00AM	2200105	PLANNED	P	02	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/10/2022 9:30:00AM	2200045	PLANNED	P	06	0000000001	BWA-WT-Plant - General Facility Asset	QUARTERLY EMERGENCY LIGHT TESTING	COMPLETE BY STEGURA
2/10/2022 9:00:00AM	2200102	PLANNED	P	03	ASSET_LIST	BWA-PRD-Manhattan - General Facility Asset	WEEKLY TRASH DUTIES	COMPLETE BY DEAN
2/10/2022 8:30:00AM	2200105	PLANNED	P	01	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/10/2022 8:30:00AM	2200045	PLANNED	P	05	0000000001	BWA-WT-Plant - General Facility Asset	QUARTERLY EMERGENCY LIGHT TESTING	COMPLETE BY STEGURA
2/9/2022 3:30:00PM	2200111	PLANNED	P	03	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY CLARK
2/9/2022 2:00:00PM	2200109	PLANNED	P	03	ASSET_LIST	BWA-PRD-Manhattan - General Facility Asset	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/9/2022 2:00:00PM	2200107	PLANNED	P	01	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE - HIGH SERVICE PUMP PM	COMPLETE BY BROWN
2/9/2022 1:30:00PM	2200099	PLANNED	P	05	ASSET_LIST	BWA-WT-Plant - General Facility Asset	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/9/2022 11:00:00AM	2200074	PLANNED	P	01	ASSET_LIST	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY STEGURA
2/9/2022 11:00:00AM	2200070	PLANNED	P	01	ASSET_LIST	BWA-PRD-Massachusetts - General Facility Asset	Monthly Generator Inspection and Manual Test - New Generators MONTHLY BAR SCREEN INSPECTION	COMPLETE BY STEGURA
2/8/2022 7:30:00PM	2200071	PLANNED	P	04	0000001015	BWA-PRD-Massachusetts - General Facility Asset	Monthly Massachusetts Ave. Pumping Station Operator PM	COMPLETE BY CLARK
2/8/2022 4:00:00PM	2200107	PLANNED	P	03	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE - HIGH SERVICE PUMP PM	COMPLETE BY CLARK
2/8/2022 2:00:00PM	2200109	PLANNED	P	02	ASSET_LIST	BWA-PRD-Ferry Tower - General Facility Asset	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/8/2022 11:00:00AM	2200102	PLANNED	P	01	ASSET_LIST	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY TRASH DUTIES	COMPLETE BY KHAN
2/7/2022 2:00:00PM	2200113	PLANNED	P	06	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 2:00:00PM	2200109	PLANNED	P	01	ASSET_LIST	BWA-PRD-Ferry Tower - General Facility Asset	DAILY HOUSEKEEPING TASKS	COMPLETE BY KHAN
2/7/2022 1:30:00PM	2200113	PLANNED	P	05	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 1:00:00PM	2200113	PLANNED	P	04	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 1:00:00PM	2200023	PLANNED	P	01	0000000954	Production - Eye-Wash Stations	WEEKLY INSPECTION OF EYEWASH STATIONS	COMPLETE BY KHAN
2/7/2022 11:00:00AM	2200113	PLANNED	P	03	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 10:00:00AM	2200114	PLANNED	P	14	0000000003	BWA-WT-Intake - General Facility Asset	BI-WEEKLY BUILDING INSPECTION	COMPLETE BY STEIF
2/7/2022 10:00:00AM	2200113	PLANNED	P	02	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 9:00:00AM	2200113	PLANNED	P	01	0000000982	BWA-PRD-Ferry Tower - General Facility Asset	WEEKLY GROUNDS MAINTENANCE DUTIES REMOTE SITES	COMPLETE BY JACKSON SNOW REMOVAL
2/7/2022 7:30:00AM	2200104	PLANNED	P	01	0000000002	BWA-DST-Service Center - General Facility Asset	WEEKLY HVAC INSPECTION SERVICE CENTER LOCKER ROOM	COMPLETE BY NICHOLAS
2/6/2022 1:30:00PM	2200078	PLANNED	P	05	ASSET_LIST	BWA-WT-Intake - General Facility Asset	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/6/2022 10:45:00AM	2200078	PLANNED	P	02	ASSET_LIST	BWA-WT-Intake - General Facility Asset	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO



Buffalo Finished WO Report

3/4/2022
4:20:05AM

ACTUAL_FINISH_DATE	WO_NO.	WORK_CLASS	WORK_TYPE	WO_TASK_NO	ASSET_ID	ASSET_DESC	WORK_DESC	COMMENTS
2/6/2022 10:30:00AM	2200078	PLANNED	P	01	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/6/2022 10:15:00AM	2200078	PLANNED	P	04	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/5/2022 1:00:00PM	2200092	PLANNED	P	03	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY BROWN
2/4/2022 2:00:00PM	2200089	PLANNED	P	05	ASSET_LIST	Asset List	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/4/2022 9:00:00AM	2200086	PLANNED	P	05	0000000956	Filter Plant Fire Extinguishers	Monthly Visual Inspection of Fire Extinguishers	COMPLETE BY STEGURA
2/3/2022 2:00:00PM	2200089	PLANNED	P	04	ASSET_LIST	Asset List	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/3/2022 12:15:00PM	2200077	PLANNED	P	01	0000000012	BWA-WT-Low Lift - General Facility Asset	WEEKLY LOW LIFT BUILDING INSPECTIONS	COMPLETE BY STEGURA
2/3/2022 11:15:00AM	2200076	PLANNED	P	01	0000001062	BWA-PRD-MASS-Electrical MCC/MCC	WEEKLY INSPECTION OF MASS AVE ELECTRICAL EQUIPMENT	COMPLETE BY STEGURA
2/3/2022 11:00:00AM	2200084	PLANNED	P	02	0000000001	BWA-WT-Plant - General Facility Asset	CLEAN DEBRIS AND PAPER ALONG FENCE LINES	COMPLETE BY KHAN
2/3/2022 10:30:00AM	2200086	PLANNED	P	08	0000000956	Filter Plant Fire Extinguishers	Monthly Visual Inspection of Fire Extinguishers	COMPLETE BY STEGURA
2/3/2022 10:15:00AM	2200085	PLANNED	P	02	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/3/2022 10:00:00AM	2200082	PLANNED	P	01	0000000001	BWA-WT-Plant - General Facility Asset	WEEKLY PM - CHECK SUMP PUMPS FOR CORRECT OPERATION	COMPLETE BY STEGURA
2/3/2022 9:15:00AM	2200085	PLANNED	P	01	0000001005	BWA-PRD-Manhattan - General Facility Asset	WEEKLY INSPECTION OF MANHATTAN & GROVER TOWERS	COMPLETE BY STEGURA
2/3/2022 8:30:00AM	2200066	PLANNED	P	06	0000000956	Filter Plant Fire Extinguishers	Monthly Visual Inspection of Fire Extinguishers	COMPLETE BY STEGURA
2/3/2022 8:15:00AM	2200086	PLANNED	P	01	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/3/2022 8:00:00AM	2200086	PLANNED	P	03	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/3/2022 7:30:00AM	2200086	PLANNED	P	02	0000001003	BWA-PRD-Kensington - General Facility Asset	WEEKLY INSPECTION OF KENSINGTON, HANCOCK & FERRY TOWERS	COMPLETE BY STEGURA
2/3/2022 5:00:00AM	2200087	PLANNED	P	01	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE. HIGH SERVICE PUMP PM	COMPLETE BY BROWN
2/2/2022 5:00:00PM	2200078	PLANNED	P	06	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO
2/2/2022 2:00:00PM	2200089	PLANNED	P	03	ASSET_LIST	Asset List	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/2/2022 1:30:00PM	2200071	PLANNED	P	03	0000001015	BWA-PRD-Massachusetts - General Facility Asset	Monthly Massachusetts Ave. Pumping Station Operator PM	COMPLETE BY CLARK
2/2/2022 11:00:00AM	2200071	PLANNED	P	06	0000001015	BWA-PRD-Massachusetts - General Facility Asset	Monthly Massachusetts Ave. Pumping Station Operator PM	COMPLETE BY CLARK
2/2/2022 8:00:00AM	2200087	PLANNED	P	03	0000001016	MASS-High Service-P1-Pumps/Pump	WEEKLY MASS AVE. HIGH SERVICE PUMP PM	COMPLETE BY CLARK
2/2/2022 7:30:00AM	2200064	PLANNED	P	01	0000000001	BWA-WT-Plant - General Facility Asset	MONTHLY EMERGENCY LIGHT TESTING	COMPLETE BY CLARK
2/1/2022 2:00:00PM	2200089	PLANNED	P	02	ASSET_LIST	Asset List	DAILY HOUSEKEEPING TASKS	COMPLETE BY DEAN
2/1/2022 11:00:00AM	2200082	PLANNED	P	01	ASSET_LIST	Asset List	WEEKLY TRASH DUTIES	COMPLETE BY KUMRO
2/1/2022 11:00:00AM	2200073	PLANNED	P	01	ASSET_LIST	Asset List	MONTHLY HVAC INSPECTION (heaters)	COMPLETE BY NICHOLAS
2/1/2022 9:00:00AM	2200067	PLANNED	P	01	ASSET_LIST	Asset List	MONTHLY DEHUMIDIFIER MECHANICAL INSPECTION	COMPLETE BY NICHOLAS
2/1/2022 7:15:00AM	2200078	PLANNED	P	03	ASSET_LIST	Asset List	WEEKLY HIGH SERVICE PUMP INSPECTION	COMPLETE BY KUMRO

Performance Standard Update

Performance Standard	Status
1. Distribution - Hydrant Painting. Veolia shall paint at least twenty percent (20%) of the System hydrants every Contract Year, such that all hydrants are painted at least once every five Contract Years. Low service hydrants will be painted solid red and high service hydrants will be painted red with a white cap.	Deliverable is on track. Initiative to be reviewed on annual basis.

CONTRACT YEAR 12

Performance Standards	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total:
Hydrant Painting	15	5	8	1	0	0	0	0					29

Performance Standard

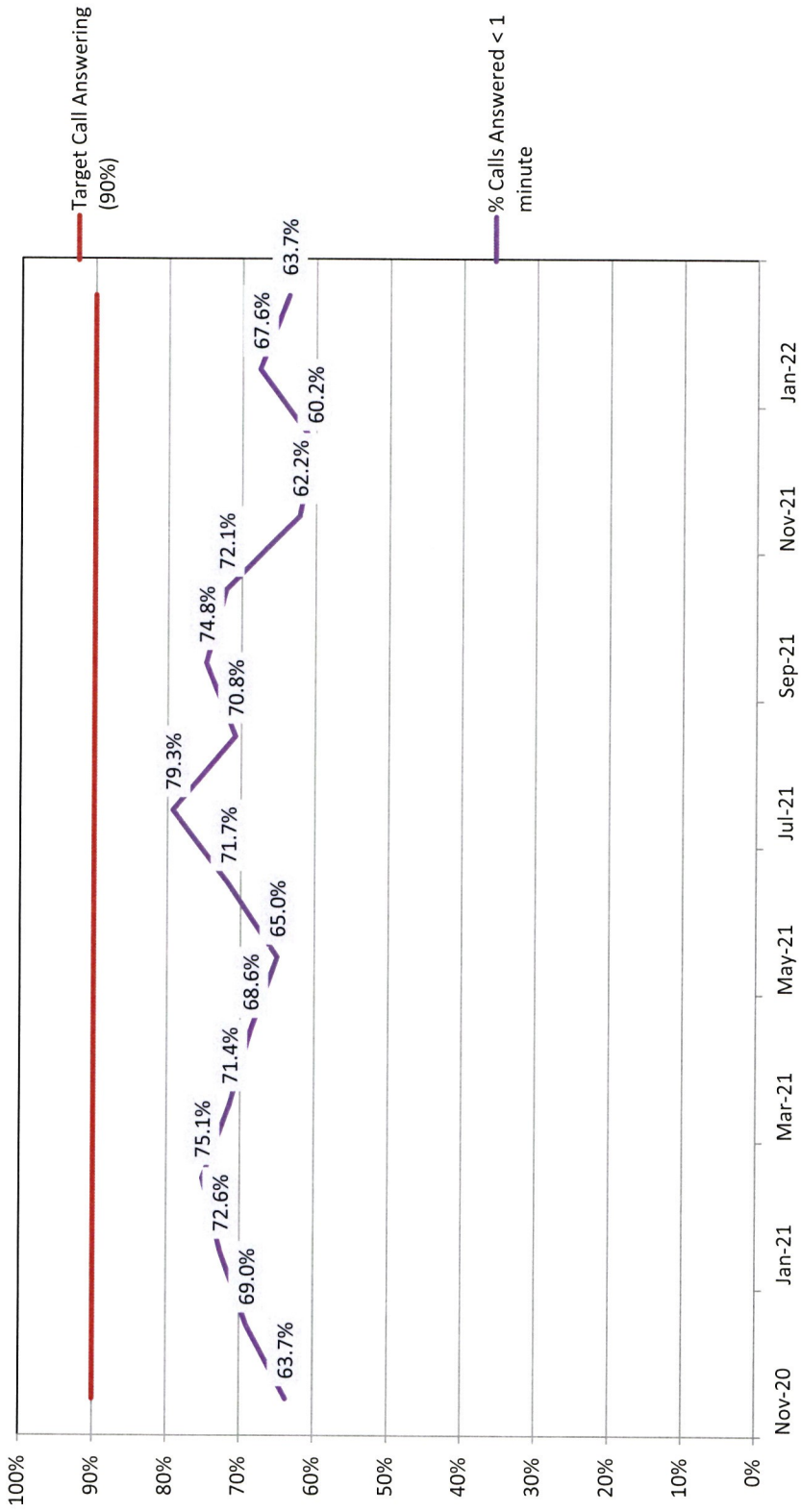
Performance Standard	Status
2. Distribution - Annual Water Audit. Veolia shall conduct an annual water audit analysis to identify, quantify and verify lost water and revenue losses in accordance with AWWA best management practices for water loss control. Veolia shall submit a report detailing the audit findings to the Water Board as part of the annual performance report each Contract Year. Veolia will propose and implement improvements to the water audit where appropriate. Any changes to the water audit must be approved by the Water Board prior to implementation.	

Performance Standard	Status
<p>3. Comprehensive Maintenance Program. Veolia shall continue to maintain and update as necessary a comprehensive maintenance program for all major assets, facilities and Equipment. The maintenance program will be an industry accepted CMMS fully loaded with equipment manufacturers' recommended maintenance schedule, and normal and reasonable preventive Maintenance schedule.</p> <p>Performance Standard</p>	<p>Deliverable is ongoing and on track. Currently Developing and Implementing Predictive Maintenance Schedules for major assets. Current focus has been on conduction Thermal Imaging and installing Predictive Maintenance Ports on major pumping units.</p>
<p>4. Maintenance Reporting. Veolia shall provide to the Water Board, on a monthly and annual basis, full documentation evidencing that all Maintenance and preventive Maintenance is being performed on all Water Board owned or leased Equipment. The CMMS system, in accordance with the Comprehensive Maintenance Program, will generate monthly reports documenting the corrective and preventive Maintenance. The Maintenance report will include documentation of backlogged work. An additional report identifying critical spare parts inventory will also be made available. The Maintenance report will be submitted to the Water Board as part of the Monthly Operations Reports and the Annual Performance Report.</p> <p>Performance Standard</p>	<p>Deliverable is ongoing and on track. Currently Developing and Implementing Predictive Maintenance Schedules for major assets. Current focus has been on conduction Thermal Imaging and installing Predictive Maintenance Ports on major pumping units.</p>

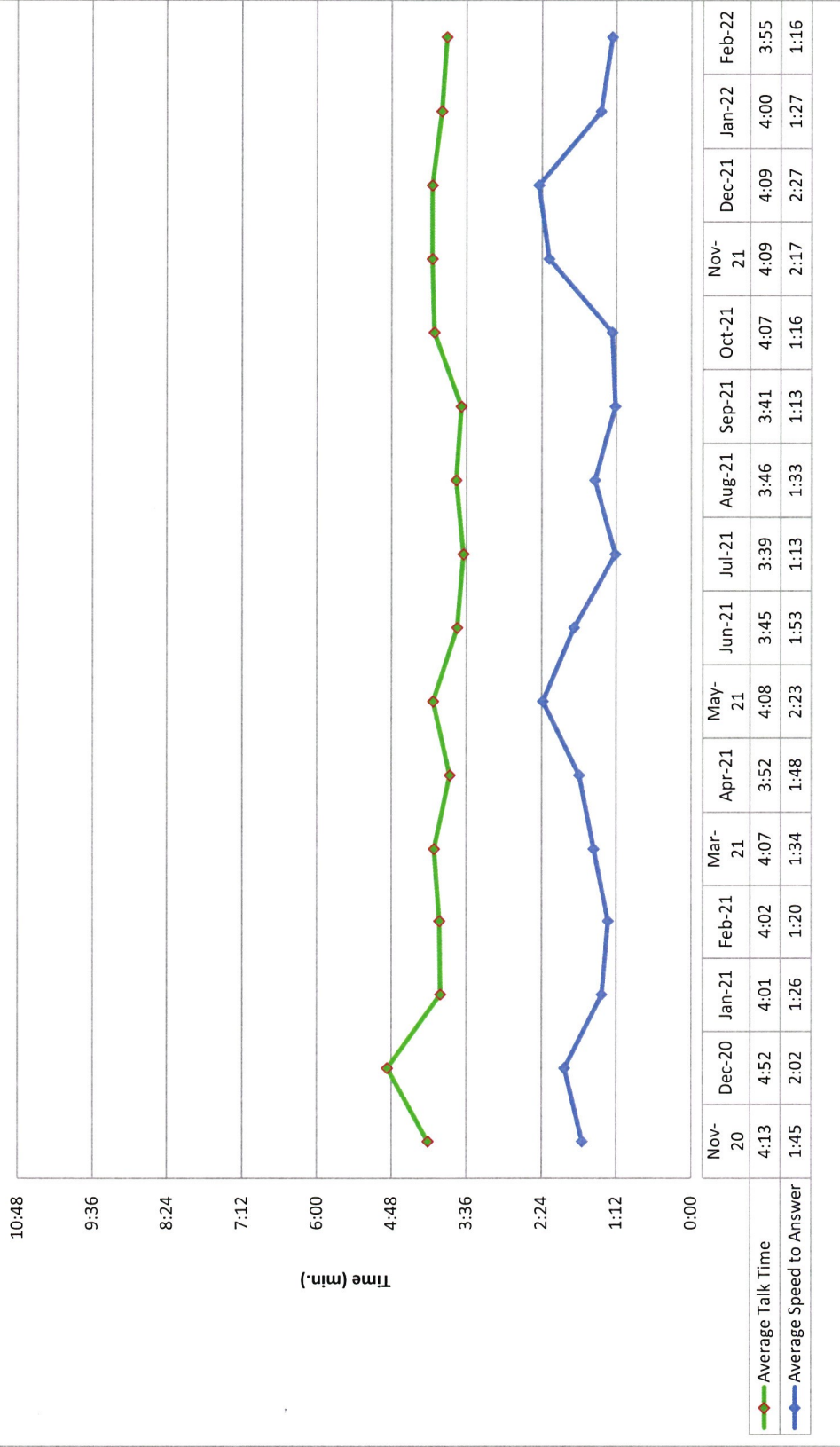
Distribution Department Reports	2021												2022	
	February	March	April	May	June	July	August	September	October	November	December	January	February	
Fire Hydrants Repaired	29	20	18	30	20	28	16	24	38	32	27	28	27	
Fire Hydrants Installed	3	8	15	17	20	13	17	11	12	8	5	2	3	
Fire Hydrants Out of Service	3	1	1	2	7	5	2	2	4	9	6	5	3	
Water Main Leaks	81	39	17	16	26	23	38	31	14	16	11	14	57	
Water Main Leaks Repaired	82	43	21	18	24	23	36	26	17	18	11	22	61	
Water Service Leaks	3	5	8	1	1	2	2	1	3	1	1	2	3	
Water Service Leaks Repaired	4	5	7	2	1	1	3	1	3	1	1	2	4	
Delinquency Turn offs	0	0	0	0	0	0	0	0	0	0	0	0	0	
Unables	0	0	0	0	0	0	0	0	0	0	0	0	0	
Postings	0	0	0	0	0	0	0	0	0	0	0	0	0	
Winter Fire Hydrant Program														
Hydrants Checked	1,908	2,600								980	686	825	1,024	
Hydrants Pumped	172	202								82	20	42	65	
Summer Fire Hydrant Program														
Hydrants Greased			603	933	215	0	0	0	0					
Hydrants Flushed			605	927	214	0	0	0	0					
Fire Hydrants Painted by Buffalo Water	0	0	10	14	14	15	5	8	0	0	0	0	0	
Fire Hydrants Painted by contracted labor	0	0	0	0	0	0	0	0	0	0	0	0	0	

Performance Standard		Status											
5. Responding to Written Correspondence. Beginning on the Commencement Date, Veolia shall respond substantively in writing or by documented phone contact to one-hundred percent (100%) of all written correspondence, including requests for information, customer queries, and complaints, within a maximum of ten (10) business days from date of receipt of such correspondence.		Deliverable is on track. Initiative is reviewed on monthly basis.											
Performance Standards	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Ju1-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
CUSTOMER SERVICE													
Written Correspondence	81	59	69	74	67	72	91	102	82	63	49	66	52
Response Within 10 Business Days	81	59	69	74	67	72	91	102	82	63	49	66	52
Response Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Performance Standard		Status											
6. Customer Service Call Answering. Beginning on the Commencement Date, Veolia shall answer at least fifty percent (50%) of all customer service calls within one (1) minute or less and at least ninety percent (90%) of all customer calls within two (2) minutes or less. The answering time will be measured from the time the customer exits the greeting menu.		Deliverable is on track. Initiative is reviewed on monthly basis.											

90% Calls Answered < 1 Minute (November 2020 - February 2022)



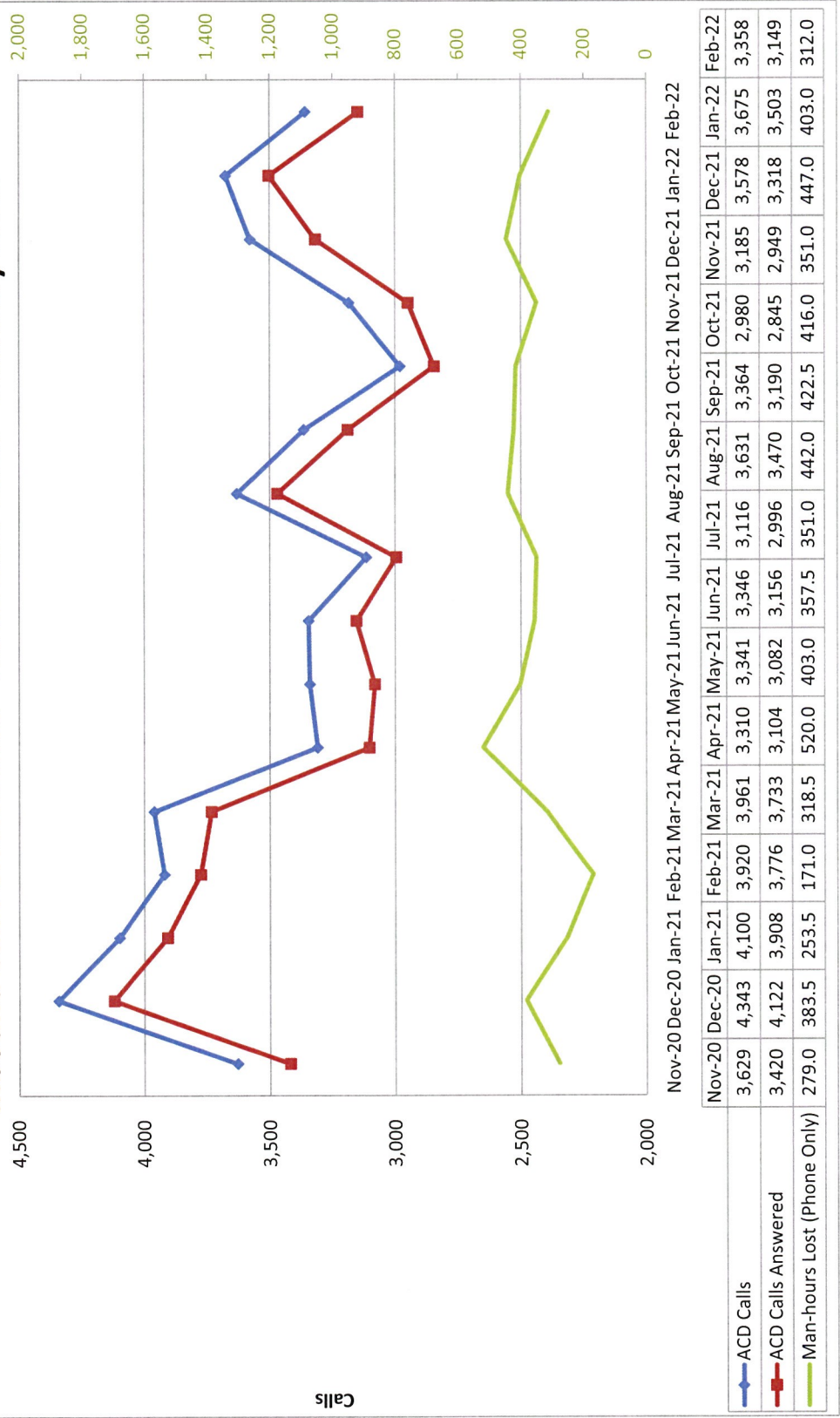
Call Duration and Response Time November 2020 - February 2022



% Calls Answered (November 2020 - February 2022)



Inbound Call Performance - November 2020 - February 2022



Performance Standard		Status												
7. Responding to Customer Voice Messages. Beginning on the Commencement Date, all customer service callers remaining on hold for more than two (2) minutes will have the option of leaving a voice message. Veolia shall contact all customers that leave a voice message within eight (8) business hours of the message and shall note the time and substance of the contact in the customer billing record.		Deliverable is on track. Initiative is reviewed on monthly basis.												
Performance Standards		Feb-21	Mar-21	Apr-21	May-21	Jun-21	Ju1-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Customer Service Voice Messages														
Number of Voice Messages		144	129	133	151	138	120	138	124	93	111	141	127	98
Number of Voice Messages Responded to Within 8 business hours		51	47	43	54	42	38	46	41	39	58	63	48	36
Number of Voice Message Hang Ups		93	82	90	97	96	82	92	83	54	53	78	79	62
311 Inquires		69	117	103	113	99	136	117	89	91	78	86	83	113
Email Inquiries		262	218	221	246	227	254	241	89	91	207	153	177	106

Performance Standard	Status												
<p>8. Customer Appointments. Beginning on the Commencement Date, customer appointments shall be scheduled within a maximum window of two (2) hours. Veolia shall ensure that ninety percent (90%) of all customer appointments are fulfilled within the scheduled window and no more than ten percent (10%) of customer appointments fulfilled within one (1) hour after the scheduled window. Exceptions to this performance standard may be permitted where weather conditions make transportation hazardous or Veolia contacts the customer to reschedule the appointment and provides at least one (1) day's business notice. Customer appointments include meter installations, meter inspections, meter repairs, meter re-reads, water service shutoffs and water service reconnections, and meetings at the customer service office.</p>	Standard not in effect until Field WO Management System Implemented												
Performance Standards	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Customer Appointments													
# of Appointments Scheduled	150	205	154	170	229	142	184	175	188	164	190	162	197

Performance Standard	Status
<p>9. Restoring Service. Beginning on the Commencement Date, Veolia shall assess unplanned interruptions of service within one (1) hour of notice of the interruption and ensure a work crew shall arrive on site within four (4) hours of notice of interruption. Veolia shall repair and restore service measured from the time that the work crew arrives on site within twenty fours (24) hours for ninety nine percent 99% of interruptions.</p>	Deliverable is on track. Initiative is reviewed on monthly basis.



Performance Standards	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Ju1-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Service Interruptions													
Total Interruptions	0	0	0	0	0	0	0	0	0	0	0	0	4
Total Restored Within 3- hours	0	0	0	0	0	0	0	0	0	0	0	0	3
Percent Restored Within 3 - hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Total Restored Within 8- hours	0	0	0	0	0	0	0	0	0	0	0	0	4
Percent Restored Within 8 - hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Total Restored Within 24- hours	0	0	0	0	0	0	0	0	0	0	0	0	4
Percent Restored Within 24 - hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%

Performance Standard	Status
10. Service Issues. Veolia shall respond to reported service issues, including low pressure and poor water quality, within a maximum of four (4) business hours.	Deliverable is on track. Initiative is reviewed on monthly basis.
Performance Standard	Status
11. Customer Contact Reporting. Veolia shall maintain a customer inquiry monitoring system that tracks the categories of and reasons for verbal and written contacts and inquiries from customers. Veolia shall provide a report to the Water Board identifying and quantifying customer contacts by category and identifying opportunities to reduce the number and frequency of contacts. Complaint contacts will be identified and included in the report. Written contacts will be reported based on actual written communication received and verbal contacts will be analyzed based on the use of the telephone and billing systems. A summary of customer contacts shall be reported in the monthly operations report and annual performance report.	Deliverable is on track. Initiative is reviewed on monthly basis.

Performance Standard	Status
12. Obtaining True Reads. Beginning on the Commencement Date, Veolia shall ensure that least ninety percent (90%) of all monthly and quarterly metered bills are based on a true read.	Deliverable is not being met. Two Meter Reader Vacancies. Initiative is reviewed on monthly basis.

Performance Standards	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Meter Reads												
Quarterly Actual Reads	10,129	13,583	10,675	10,498	16,615	18,679	13,723	15,721	11,827	11,096	11,673	13,220
Quarterly Estimates	7,943	10,877	11,085	7,574	7,854	3,094	4,365	8,664	9,971	7,031	12,829	8,608
Quarterly Percent of Actuals	56.0%	55.5%	49.1%	58.1%	67.9%	85.8%	75.9%	64.5%	54.3%	61.2%	47.6%	60.6%
Monthly Actual Reads	1,039	1,043	1,048	1,059	1,044	1,081	1,082	1,105	1,110	1,070	1,132	1,118
Monthly Estimates	44	44	38	30	46	36	38	42	38	47	37	52
Monthly Percent of Actuals	95.9%	96.0%	96.5%	97.2%	95.8%	96.8%	96.6%	96.3%	96.7%	95.8%	96.8%	95.6%
Total Reads	19,155	25,547	22,846	19,161	25,559	22,890	19,208	25,532	22,946	19,244	25,671	22,998

Performance Standard	Status
13. Meter Repair. Veolia shall repair, replace or document its effort to repair or replace all non-functional meters in the System, with the exception of meters measuring three (3) or more inches. Veolia shall repair non-functional meters within the earlier of eight (8) weeks or forty (40) business days. Veolia shall document in the customer billing record efforts to make timely.	

Performance Standards	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Metering												
Meters Replaced or Installed	76	58	68	83	46	52	46	33	30	41	66	58
Radio Readers Installed	3	2	1	2	1	1	1	0	2	0	1	1
Meter Installed (Flat to New)	10	3	11	11	6	17	14	8	12	6	7	9
Meter Touchpad/Radio Repairs	44	71	40	58	47	42	13	0	67	85	77	47
Monthly Totals	133	134	120	154	100	112	74	41	111	132	151	115

Performance Standard	Status
14. Emergency Preparedness Plan. Veolia shall maintain the Emergency Preparedness Plan (EPP) in accordance with State and Federal regulations. The EPP shall cover all areas of System operation to provide effective planning for all emergencies, including minimizing the detrimental effects of any structural or mechanical failures, natural disasters, IT systems, and communication systems. Veolia shall review the EPP annually and update on an ongoing and when required basis. Any updates will be clearly dated and noted to reflect that is was subject to at least an annual review.	Deliverable is on track. Reviewed and Updated annually.

Affordability, Amnesty & Roll Programs

Affordability, Amnesty & Roll Programs											
	Affordability		Amnesty		Roll		Temporary & Disability Assistance		65+ Discount Rate		
	Customers Enrolled Per Month	YTD	Customers Enrolled Per month	YTD	Customers Enrolled Per Month	YTD	Per Month	YTD	Per Month	YTD	
				2022							
February	24	1470	1	2025	27	736	118	118			
January	21	1446	358	2024	17	709				4004	
				2021							
December	51	1425	0	1666	26	692					
November	26	1374	155	1666	21	666					
October	53	1348	27	1511	45	645					
September	44	1295	1	1484	45	600					
August	53	1251	55	1483	1	555					
July	97	1198	73	1428	18	554					
June	23	1101	0	1355	28	536					
May	3	1078	282	1355	22	508					
April	67	1075	86	1073	21	486					
March	24	1008	164	987	28	465					
February	128	984	50	823	33	437					
January	149	856	50	773	21	404					
				2020							
December	111	707	177	723	14	383					
November	10	596	140	546	19	369					
October	77	586	86	406	7	350					
September	8	509	309	320	16	343					
August	3	501	11	11	11	327					
July	8	498	0	0	36	316					
June	7	490			20	280					
May	0	483			24	260					
April	0	483			22	236					
March	0	483			19	214					
February	13	483			20	195					
January	470	470			175	175					
			Amnesty effective 7/1/2020								

Monthly Water Tank Drone Inspection

Grover Cleveland Tank

North Face



East Face



West Face



South Face



Note:

Correction:

Kensington Tank

North Face



East Face



West Face



South Face



Note:

Correction:

Hancock Tank

North Face



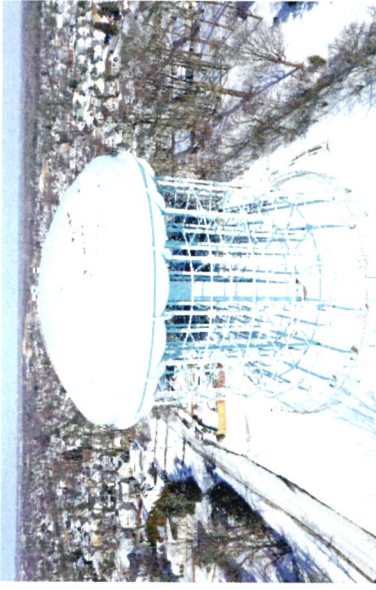
East Face



West Face



South Face



Note: Rust on top of tank.

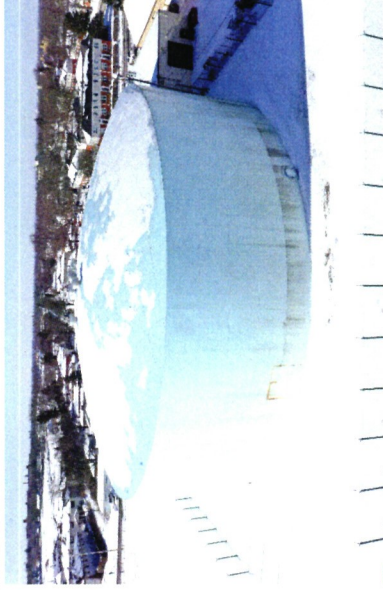
Correction:

Manhattan Tank

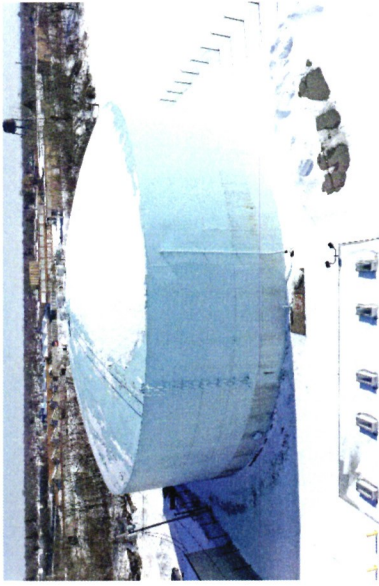
North Face



East Face



West Face



South Face



Note:

Correction:

Ferry Tank

Cannot gain aerial/drone images of Ferry Tank due to the proximity of the Erie County Juvenile Detention Center No-Fly Zone. Image(s) will be captured from ground-level.

