

*****DRAFT - NOT FOR FILING*****

3745-87-05 Long-term implementation.

(A) The water system shall annually review and update the asset management program.

(B) All public water systems shall establish and measure at least three levels of service goals. Levels of service shall be kept onsite and available for review at the discretion of the director. Levels of service shall be reviewed annually, unless otherwise directed by the director.

(1) Levels of service for community public water systems may include the following:

- (a) Cost per million gallons (MG).
- (b) Actual operating expenses.
- (c) Actual operating revenue.
- (d) Million gallons per connection.
- (e) Million gallons per person.
- (f) Distribution length (miles of pipe).
- (g) Testing and maintenance tasks per year.
- (h) Testing and maintenance tasks per million gallons.
- (i) Gallons per person or connection.
- (j) Compliance or violations per year.
- (k) Compliance or violations per million gallons.
- (l) Customer complaints per million gallons.
- (m) Staff per million gallons.
- (n) Staff per mile of pipe.
- (o) Rate as a percentage of median household income.
- (p) Energy audit and efficiency.
- (q) Reserve funds.

(2) Levels of service for transient noncommunity and nontransient noncommunity public water systems may include the following:

- (a) Operating budget (operating ratio).
- (b) Testing or maintenance tasks per year.
- (c) Compliance or violations per year.
- (d) Energy audit and efficiency.

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(e) Reserve funds.

(C) Metrics shall be kept onsite and available for review at the discretion of the director. Metrics shall be reviewed and documented annually by the public water system, unless otherwise directed by the director. The following metrics will be required for the specified system type:

(1) Community public water systems.

(a) Operating budget (operating ratio).

(b) Cost per customer, connection or person.

(c) Breaks per mile of distribution or breaks per MG or breaks per customer or connection.

(d) Non-revenue water (water loss).

(e) Summary of events where system pressure drops below minimum pressure specified in paragraph (E) of rule 3745-83-01 of the Administrative Code.

(f) Repair, rehabilitation or replacement tasks per year (emergency versus planned).

(g) Customer complaints per year, customer or connection.

(h) Summary of completed projects from CIP.

(i) Rate structure.

(j) Reliability.

(k) Plant utilization.

(2) Transient noncommunity and nontransient noncommunity public water systems.

(a) System pressure.

(b) Repair, rehabilitation or replacement tasks per year (emergency versus planned).

(c) Reserve funds.

(d) Number of days unable to serve water.