

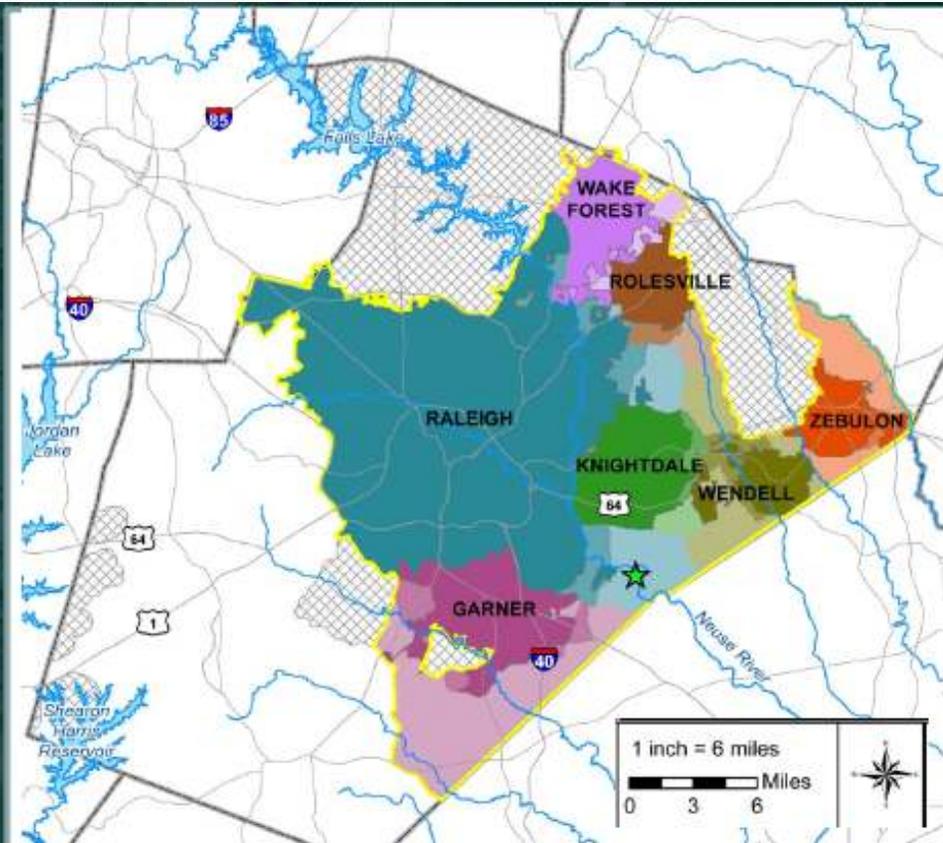
City of Raleigh Public Utilities Department

Who are we and what are we doing?

Who are we?

Service Area

- City of Raleigh
- Rolesville
- Knightdale
- Wendell
- Zebulon
- Garner
- Wake Forest*



Legend

Extra-Territorial Jurisdiction	Short Range Urban Service Area	Long Range Urban Service Area	★ Neuse River WWTP
GARNER	GARNER	GARNER	Major Road
KNIGHTDALE	KNIGHTDALE	KNIGHTDALE	Stream
RALEIGH	RALEIGH	RALEIGH	Lake
ROLESVILLE	ROLESVILLE	ROLESVILLE	★ NRWTP Service Area
WAKE FOREST	WAKE FOREST	WAKE FOREST	County Boundary
WENDELL	WENDELL	WENDELL	
ZEBULON	ZEBULON	ZEBULON	
		Non-Urban Area	



Who are we?

Serve 465,000 people w/

- 587 Authorized Positions/7 Divisions
 - carrying roughly 70 vacant positions
- 3 Advanced Activated Sludge WWTPs
 - 2300 miles of sanitary sewer collection pipe
 - 117 remote pump stations
- 2 WTPs
 - 2500 miles of drinking water distribution piping
 - 26 elevated storage tanks



Strategic Plan

Vision Statement – “We are a world-class leader in sustainable water and wastewater service delivery.”

Mission Statement – “To provide safe, sustainable water services for our customers while protecting public health and contributing to the economic, environmental and social vitality of our communities.”



City of Raleigh - PUD

- Strategic Plan – 3 to 5 years
 - Staff chose 8 goal areas for focus
 - Customer Service*
 - Employee Leadership and Development*
 - Environmental Stewardship*
 - Financial Viability
 - Operational Optimization
 - Reliability
 - Resource Management
 - Stakeholder Outreach*



Strategic Plan

Customer Service

- Establish acceptable levels of customer service
- Provide staff the necessary resources to meet/exceed customer needs and expectations
- Align staff performance goals to customer satisfaction goals



Strategic Plan

Employee Leadership and Development

- Align employee development with organizational needs
- Retain skilled and motivated workforce
- Recruit a highly skilled workforce
- Capture and retain institutional knowledge



Strategic Plan

Environmental Stewardship

- Ensure future regulatory compliance
- Minimize gaps between acceptable levels of stewardship, as defined by our community, and performance
- Evaluate Sustainable Practices

Environmental Stewardship



Anaerobic Digestion

- Reduce CO₂ by **6000-9000** tons
- - City will become an energy producer rather than a consumer



Environmental Stewardship

Expansion to 75 MGD includes:

- **Primary Clarifiers**
 - Four new 140-ft diameter circular primary clarifiers
- **Biological Nutrient Removal Basin Improvements**
 - Dissolved Oxygen Control
- **Screenings Handling Equipment Replacement**
 - Wash, dewater and compact screenings removed from wastewater
- **Additional Influent Pumps**
 - 3 pumps not included in Phase 2 – Influent Pump Station Project
- **Odor Control**
 - Biofilters
 - Influent Pump Stations and new Primary Clarifiers

Environmental Stewardship

- 1989 – EPA Excellence Award for Operations and Maintenance
- 1995 – EPA Excellence Award for Beneficial Use of Biosolids
- 1988, 1991, 1995, 1997, 1998, 2003, 2004, 2005, 2006 – National Association of Clean Water Agencies Gold Award for 100% Regulatory Compliance
- 2007 – Platinum Award
- 2008 – Platinum 6 Award
- 2009 – Regional Environmental Award for Nitrogen Removal in the Neuse River Basin
 - Green Hero Award for saving the Neuse River from 6,000 gallon spill of #6 fuel oil
 - Platinum 7 Award
- 2010 – Platinum 8 Award
- 2011 – Platinum 9 Award
- 2012 – Platinum 10 Award





Strategic Plan

Stakeholder Outreach

- Establish on-going partnership with the City Council
- Effectively increase key stakeholder partnerships with CORPUD on Public Utility issues and initiatives
- Improve internal communication with employees



City of Raleigh - PUD

- Summary
- Questions