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## DEPARTMENT OF WATER AND POWER

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# "Protecting Public Health"

### **MISSION:**

The Department of Water and Power's mission is to protect public health by providing the highest quality water, reclaimed water, electric service, and efficient disposal of water reclamation.

### **DEPARTMENT GOALS AND OBJECTIVES:**

1. Provide the highest possible quality of domestic and reclaimed water, the most efficient water reclamation disposal process, and the most efficient electric service available at the least cost to the rate payers.
2. Integrate and demonstrate the department's core values into everyday activities.
3. Utilize fiscal resources prudently.
4. Conduct activities with the highest integrity and intentions.
5. Optimize all resources for the betterment of the rate payers.
6. Provide the best customer service possible.

# SCHEDULE OF POSITIONS BY DEPARTMENT

*For historical and salary information, please reference the Citywide  
Schedule of Positions located under the "Personnel" Section*

<u>DEPARTMENT OF WATER &amp; POWER</u>	<u>Authorized FY 2011-12</u>	<u>Adopted FY 2012-13</u>
DWP General Manager	1	1
Assistant General Manager, Department of Water and Power	1	1
District Engineer	1	1
Customer Service Manager	1	1
Finance and Administration Manager	1	1
Infrastructure Manager	1	1
Operations Manager	1	1
Senior Utilities Engineer	1	1
Safety Division Manager (Note 1)	1	0
Chief Reclamations Operator	1	1
Chief Water Operator	1	1
DWP Customer Service Supervisor	1	1
Regulatory Compliance Supervisor	1	1
SCADA Supervisor	1	1
Utilities Facilities Maintenance Supervisor	1	1
Utility Construction Superintendent	1	1
Utility Maintenance Superintendent	1	1
Water Resources Supervisor	1	1
Lead SCADA Maintenance Technician	1	1
Associate Utility Engineer	2	2
Business Supervisor	1	1
Regulatory Compliance Analyst	2	2
Lead Water Maintenance Technician	2	2
SCADA Maintenance Technician III	1	1
Senior Water Operator	3	3
Senior Water Reclamations Facility Operator	2	2
Systems Analyst	1	1
Utility System Modeler	1	1
Utilities Planner / Asset Coordinator	1	1
Water Facility Operator III	7	7
Water Maintenance Technician I / II	9	9
Water Reclamations Facility Operator III	8	8
Senior Water Resources Analyst	1	1
Property and Contract Administrator	1	1
Regulatory Services Coordinator	1	1
Water Resources Inspector	1	1
Executive Assistant	1	1
Dryer Facility Operator	3	3
DWP Administrative Secretary	1	1
DWP Technician I / II	8	8
Senior Utilities Service Worker	6	6
Senior Water Resources Technician	1	1
Senior Field Customer Service Representative	1	1

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## SCHEDULE OF POSITIONS BY DEPARTMENT

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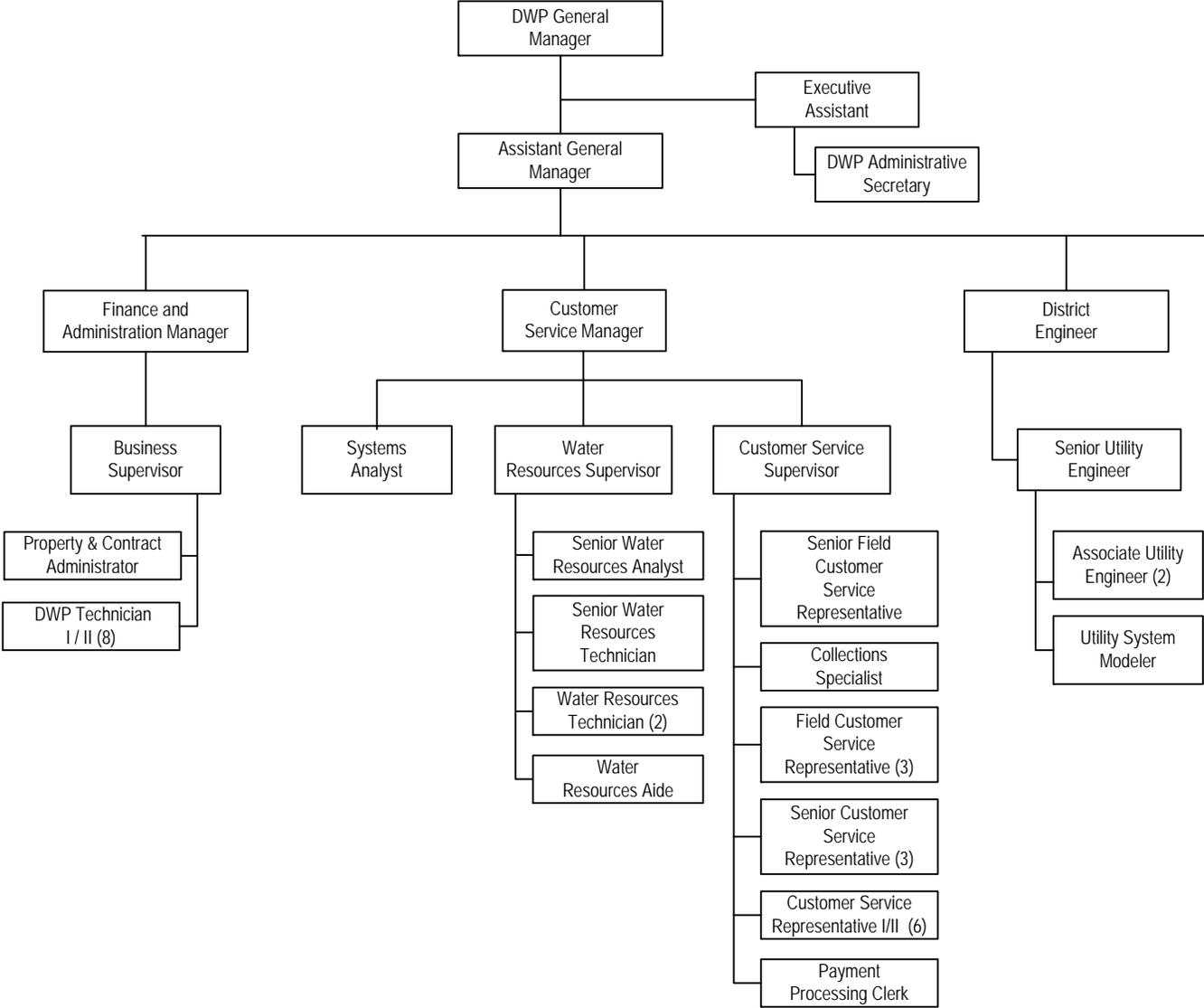
*For historical and salary information, please reference the Citywide  
Schedule of Positions located under the "Personnel" Section*

	<b><u>Authorized FY 2011-12</u></b>	<b><u>Adopted FY 2012-13</u></b>
<b><u>DEPARTMENT OF WATER &amp; POWER, Continued</u></b>		
Collections Specialist	1	1
Utilities Service Worker I / II	5	5
Water Distribution Operator I / II	6	6
Water Resources Technician I / II	2	2
Senior Customer Service Representative	3	3
Field Customer Service Representative	3	3
Customer Service Representative I / II	6	6
Payment Processing Clerk	1	1
Water Resources Aide	<u>1</u>	<u>1</u>
<b><u>Total Department of Water &amp; Power</u></b>	<b>112</b>	<b>111</b>

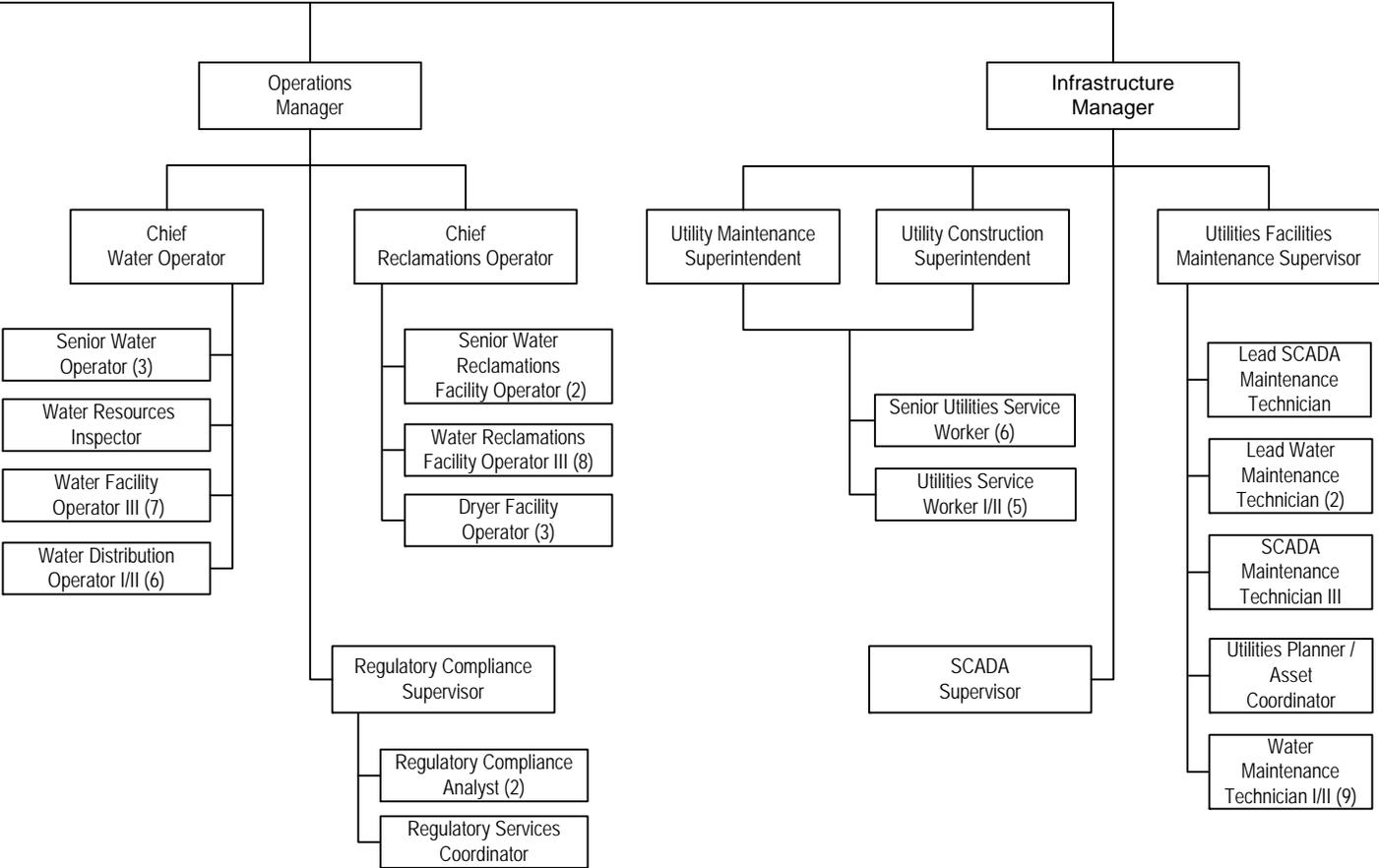
**Notes:**

1 Position transferring from the Department of Water and Power to Human Resources effective FY 2012-13.

# Department of Water & Power



# Department of Water & Power



# FINANCIAL SUMMARY OPERATIONAL

## DEPARTMENT OF WATER & POWER

<u>Account/Description</u>	Actual Expenditures FY 2009-10	Actual Expenditures FY 2010-11	Adopted Budget FY 2011-12	Cumulative Budget FY 2011-12	Estimated Expenditures FY 2011-12	Adopted Budget FY 2012-13
<b>BUDGET SUMMARY</b>						
1000 Salaries - Benefits	\$ 14,064,172	\$ 13,949,240	\$ 15,511,210	\$ 15,563,304	\$ 13,129,392	\$ 15,772,484
2000 Services - Supplies	83,536,094	77,278,694	87,495,473	88,225,691	70,435,283	88,537,474
5000 Capital Outlay	575,300	58,800	-	148,012	151,548	50,000
Total Department	<u>\$ 98,175,566</u>	<u>\$ 91,286,734</u>	<u>\$ 103,006,683</u>	<u>\$ 103,937,007</u>	<u>\$ 83,716,223</u>	<u>\$ 104,359,958</u>

## PROGRAMS

5011 Water General Services	\$ 19,686,728	\$ 22,164,076	\$ 20,307,239	\$ 20,506,154	\$ 18,380,202	\$ 19,213,416
5012 Water Debt Service and Depreciation	60,376	60,376	-	-	-	-
5015 Water Regulatory Compliance	424,275	338,292	313,141	313,518	246,180	614,371
5020 Water Operations	20,664,710	17,165,441	28,065,975	28,070,099	17,711,701	28,705,171
5023 Imported Water and Treatment	-	(105)	-	-	-	-
5030 Water Infrastructure Maint.	3,220,523	3,172,189	3,628,637	3,663,776	3,586,453	4,463,569
5031 Water System Maint.	192	-	-	-	-	-
5033 Water Facilities Maint.	2,821,302	2,250,018	3,386,116	3,443,618	1,832,521	5,042,336
5111 WR General Services	12,857,374	14,047,827	11,113,911	11,095,671	10,728,793	10,539,280
5115 WR Regulatory Compliance	983,071	867,604	927,236	927,766	778,746	1,021,087
5120 WR Operations	8,412,412	6,591,411	9,325,923	9,345,031	6,515,772	9,229,952
5123 WR Plant Operations	768	-	-	-	-	-
5130 WR Infrastructure Maint.	1,635,144	1,411,947	2,995,168	2,997,828	2,076,218	3,044,408
5131 WR Collection Systems Maintenance	(1,422)	-	-	-	-	-
5133 WR Facilities Maint.	2,886,696	2,817,353	3,354,332	3,691,266	3,220,363	4,223,473
5211 Electric General Services	8,385,773	6,805,408	6,794,990	6,911,820	6,638,045	6,470,652
5215 Electric Regulatory Compliance	21,820	70,452	76,408	76,482	30,782	101,848
5220 Electric Operations	12,636,436	9,983,735	9,733,015	9,732,770	9,324,001	8,166,547

# FINANCIAL SUMMARY OPERATIONAL

## DEPARTMENT OF WATER & POWER

<u>Account/Description</u>	Actual Expenditures FY 2009-10	Actual Expenditures FY 2010-11	Adopted Budget FY 2011-12	Cumulative Budget FY 2011-12	Estimated Expenditures FY 2011-12	Adopted Budget FY 2012-13
<b>PROGRAMS, CONTINUED</b>						
5230 Electric Infrastructure Maintenance	199,653	94,359	6,519	6,519	3,578	3,335
5233 Electric Facilities Maint.	692,729	684,450	848,943	849,792	521,782	923,915
5311 Reclaimed Water General Services	2,042,196	2,075,708	1,329,510	1,505,153	1,225,922	1,310,760
5315 Reclaimed Water Regulatory Compliance	5,197	6,432	23,500	23,500	9,080	43,500
5320 Reclaimed Water Operations	350,112	470,094	475,600	475,600	613,212	701,600
5330 Reclaimed Water Infrastructure Maintenance	99,528	58,792	139,500	139,500	153,834	379,724
5333 Reclaimed Water Facilities Maint.	89,973	150,875	161,020	161,144	119,038	161,014
Total Programs	<u>\$ 98,175,566</u>	<u>\$ 91,286,734</u>	<u>\$ 103,006,683</u>	<u>\$ 103,937,007</u>	<u>\$ 83,716,223</u>	<u>\$ 104,359,958</u>

## FUNDING SOURCES

440 Water Reclamation Capacity Fund	\$ 959,067	\$ 917,080	\$ 471,499	\$ 471,809	\$ 471,809	\$ 394,043
474 Water Reclamation Capital Replacement Fund	176,972	183,618	40,900	40,900	40,900	-
487 98 Revenue Bonds/ Desalter Fund	60,376	60,376	-	-	-	-
507 Water Capacity Fund	1,074,206	1,173,625	581,580	581,890	581,890	522,825
517 Water Capital Replacement Fund	1,224,636	1,202,537	781,676	781,986	781,986	-
567 Reclaimed Water System Fund	2,587,006	2,761,901	2,129,130	2,304,897	2,121,086	2,596,598
570 Water Utility Fund	44,518,888	42,713,749	54,337,852	54,633,289	40,393,181	57,516,038
572 Water Reclamation Utility Fund	25,638,004	24,635,444	27,204,171	27,544,853	22,807,183	27,664,157
578 Electric Utility Fund	21,936,411	17,638,404	17,459,875	17,577,383	16,518,188	15,666,297
Total Funding	<u>\$ 98,175,566</u>	<u>\$ 91,286,734</u>	<u>\$ 103,006,683</u>	<u>\$ 103,937,007</u>	<u>\$ 83,716,223</u>	<u>\$ 104,359,958</u>

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER GENERAL SERVICES:**

The Water General Services Program provides leadership, policy, support, and direction for the effective and efficient operation of the Water Utility.

### **PROGRAM ONGOING OBJECTIVES:**

1. Provide administrative support for the department by efficiently and effectively processing invoices, agreements and purchase orders.
2. Attend meetings with local agencies and provide representation for the department.
3. Submit grant applications and administer grant activities for grant awards received.
4. Provide support for and facilitate effective communication in planning capital improvement projects to reduce change orders and ensure projects are completed on time and within budget.
5. Maintain, track, and schedule all training and safety classes one month prior to having a “not current” status.
6. Efficiently process utility bills and collections for approximately 42,000 utility accounts.
7. Provide exceptional customer service by responding to and resolving water service and refuse billing inquiries.
8. Manage the routine water meter maintenance program to ensure accurate accounting of water in the distribution system and billing to customers.
9. Achieve 20% reduction in overall potable water use and also achieve a 10% reduction in water use from business and institutional customers by 2020.
10. Educate the public on efficient water use and proper irrigation techniques and technology through direct contact, quarterly newsletters, and bill inserts.
11. Ensure all City facilities are water efficient.
12. Safeguard the City’s water supply and long-term sustainability and reliability through regional and local planning efforts.
13. Provide engineering and technical support for the department’s programs to develop and manage major capital projects in support of the water distribution and treatment systems.

### **PROGRAM GOALS:**

1. Construct a demonstration garden at City Hall to showcase water-efficient landscaping and irrigation technologies by December 2012.
2. Oversee preparation of the Water Use Efficiency Master Plan through June 2013.
3. Maintain a “current” status on all required safety classes and have no safety issues through June 2013.
4. Receive no complaint calls by continuing to provide customer service training to staff through June 2013.
5. Reduce water use by implementing turf removal and direct device installation programs through June 2013.
6. Commence the reimplementation of the utility billing software system by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER REGULATORY COMPLIANCE:**

The Water Regulatory Compliance Program oversees, maintains, records, and ensures that the Department operates in compliance with state, federal and the California Department of Public Health, or CDPH, regulations for drinking water, environmental programs, and reclaimed water and air programs. This program monitors water and air programs, takes the necessary steps to stay current with permit processing and changing regulations, reviews analysis reports to ensure that proper methods of analysis are used on all samples, and evaluates and submits reports to regulatory agencies as required.

### **PROGRAM ONGOING OBJECTIVES:**

1. Maintain and test emergency generators in compliance with air quality regulations.
2. Perform inspections, shut-down tests and take necessary measures to prevent cross-connections between reclaimed and potable water lines to maintain zero inter-connections.
3. Prepare and submit accurate reports to regulatory agencies on time to ensure compliance.
4. Plan, coordinate, schedule, and report on all sampling and testing activities for various chemical and bacterial analysis as required by state, federal and local agencies for all department facilities within the City.
5. Ensure that all samples collected have proper chain of command custody and are analyzed using proper analytical methods as provided at 40 Code of Federal Regulations 136.
6. Maintain inventory of all portable generators, permits, and current emissions test results as required by the Air Quality Management District.
7. Perform proper inspection at all reclaimed water use sites to ensure no cross connections exist with potable water supply lines.
8. Assist with the compilation of the City's potable water annual consumer confidence report and respond to consumer inquiries on water quality.
9. Ensure all backflow devices within the City are installed correctly, continuously maintained, and annually tested to protect the City's potable water supply.

### **PROGRAM GOALS:**

1. Update the Field Water Sampling Standard Operating Procedures to ensure that sampling areas are aseptic and conducive to optimum groundwater rules sampling requirements by June 2013.
2. Assist in conducting and reporting on the concentration of lead and copper through the residential tap water survey as required by CDPH through June 2013.
3. Conduct inspections for 54 dual use sites to ensure no cross-contamination between potable and reclaimed water exists through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER OPERATIONS:**

The Water Operations Program provides for the purchase of raw and treated water from Western Municipal Water District, or WMWD. The program provides for the transfer of water between six pressure zones in the City, provides reservoir storage of water necessary to meet fluctuating flow requirements, ensures consistent water quality, and provides for the safe, efficient operation of 20 deep wells, the Sierra del Oro and Lester Water Treatment Plants, and the Temescal Desalter.

### **PROGRAM ONGOING OBJECTIVES:**

1. Manage and operate the water treatment plants to deliver water that meets or exceeds federal and state regulations, and exceeds required standards with a minimum 30% safety margin all of the time.
2. Operate and manage water plants to optimize the use of imported water to meet Tier 2 objectives set forth by Metropolitan Water District while maintaining Basin Management objectives, and efficiently using chemicals to reduce costs and prevent disinfection byproducts.
3. Operate the City's blending program to lower the Total Dissolved Solids content of the water going to the customers that better complies with Basin Management objectives.
4. Maintain security at all facilities to prevent unauthorized access.
5. Ensure that all customers have a fresh supply of safe and aesthetically pleasing water available at their meter connection, which meets or exceeds all state and federal regulations, all of the time.
6. Maintain sufficient water pressure to satisfy both customer needs and system demands.
7. Respond to alarms and emergency call-outs within 30 minutes.

### **PROGRAM GOALS:**

1. Strive to have no service disruptions to customers through June 2013.
2. Identify all reliability and redundancy issues by June 2013.
3. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
4. Implement a system wide energy management system by June 2013.
5. Schedule and execute all required preventative maintenance shut-downs through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER INFRASTRUCTURE MAINTENANCE:**

The Water Infrastructure Maintenance Program is responsible for the rehabilitation of the City's water distribution system, the maintenance of the infrastructure in the City's water distribution system, and the construction of major capital projects.

### **PROGRAM ONGOING OBJECTIVES:**

1. Reduce water loss by scheduling tests and repairs on water meters as required or requested.
2. Assess all hydrants and system valves for operability.
3. Repair ruptured water mains and water services in the water distribution system with minimal interruption of service to the customers.
4. Provide a prompt response to customer service issues.
5. Coordinate and participate in the Standby and Hazardous Materials Programs to assure 24-hour a day emergency coverage to the water system.
6. Perform capital improvement projects for water distribution, treatment systems, and facility pipeline upgrades.
7. Perform construction upgrades to the water distribution system to ensure system reliability and redundancy.
8. Ensure maximum life capacity of pipe assets by implementing corrosion control methods as needed.

### **PROGRAM GOALS:**

1. Strive to have no water loss due to system leaks through June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Ensure all valves and hydrants are always operable through preventative and corrective maintenance programs through June 2013.
4. Perform a complete system leak detection survey for potential water loss by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER FACILITIES MAINTENANCE:**

The Water Facilities Maintenance Program is responsible for preventative, predictive, and corrective maintenance on all mechanical, electro-mechanical, instrumentation and control assets related to our potable facilities to ensure compliance with all regulatory requirements and to maximize the utilization and serviceable life of all assets in order to provide reliable safe potable water to our customers.

### **PROGRAM ONGOING OBJECTIVES:**

1. Develop and implement ongoing preventative and predictive maintenance programs and activities to increase serviceable life and improve reliability throughout the water system.
2. Utilize predictive maintenance tools to reduce unscheduled and emergency corrective maintenance repairs.
3. Provide 24-hour emergency response to provide for the operation of a reliable and redundant water system.
4. Develop and implement control system calibration and scheduled instrumentation calibration.
5. Perform all corrective maintenance in a timely and cost effective manner.
6. Implement and maintain computerized maintenance management and asset management systems to improve effectiveness of all maintenance activities, extend equipment life, and reduce the cost overall of ownership.

### **PROGRAM GOALS:**

1. Strive to have no water loss due to inoperable equipment through June 2013.
2. Complete all scheduled preventative maintenance on time through June 2013.
3. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
4. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER RECLAMATION GENERAL SERVICES:**

The Water Reclamation General Services Program provides leadership, policy, and direction for the effective and efficient operation of the Water Reclamation Utility.

### **PROGRAM ONGOING OBJECTIVES:**

1. Provide administrative support for the department by efficiently and effectively processing invoices, agreements, and purchase orders.
2. Attend meetings with local agencies and provide representation for the department.
3. Submit grant applications and administer grant activities for grant awards received.
4. Provide support for and facilitate effective communication in planning capital improvement projects to reduce change orders and ensure projects are completed on time and within budget.
5. Maintain, track, and schedule all training and safety classes one month prior to having a “not current” status.
6. Efficiently process utility bills and collections for approximately 42,000 utility accounts.
7. Provide exceptional customer service by responding to and resolving sewer service and billing inquiries.

### **PROGRAM GOALS:**

1. Maintain a “current” status on all required safety classes and have no safety issues through June 2013.
2. Receive no complaint calls by continuing to provide customer service training to staff through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER RECLAMATION REGULATORY COMPLIANCE:**

The Water Reclamation Regulatory Compliance Program oversees, maintains records, and ensures the department operates within compliance with federal, state and local environmental regulations. The program ensures Corona's water reclamation facilities maintain compliance with National Pollutant Discharge Elimination System, or NPDES, permits. The program goal is to prevent toxic and other pollutants from entering the plant and potentially damaging the City's water reclamation facilities. The program evaluates and submits reports to regulatory agencies as required.

### **PROGRAM ONGOING OBJECTIVES:**

1. Meet with regulatory agencies regarding regulatory issues and discuss changes in regulations.
2. Ensure the department is meeting requirements and regulations outlined by the Department of Public Health for water reclamation.
3. Assist in administering the City's pretreatment program by ensuring proper sludge discharge management plans are on file as well as the timely preparation and submittal of regulatory reports.
4. Review all data from self-monitoring industrial users to make sure they comply with their permits and that the analytical methods they use are in compliance with 40 Code of Federal Regulations 136 as required by the United States Environmental Protection Agency, or U.S. EPA, and the Regional Water Quality Control Board, or RWQCB.
5. Make sure that all emergency generators are inspected, tested and permitted to comply with applicable air quality regulations, including submitting reports to appropriate regulatory agencies in a timely manner.
6. Reduce Sanitary Sewer Overflows, or SSOs, by ensuring that all facilities that operate under the Fats, Oils, and Grease, or FOG, program are in compliance with the City's FOG Ordinance and that staff responding to SSOs are properly trained.
7. Make sure that all industrial users have inline automated functional pH meters that record and store effluent pH data for review.
8. Collect weekly effluent samples and test to ensure compliance with the pretreatment permit requirements, and provide technical assistance to facility operators by analyzing and interpreting test results.

### **PROGRAM GOALS:**

1. Prevent violations of state issued NPDES permits, and California Department of Public Health water quality programs by performing site inspections and reviewing test results through June 2013.
2. Finalize implementation of the Pollution Minimization Plan, or PMP, per the latest plan adopted by the RWQCB through June 2013.
3. Ensure that Water Reclamation Facility #2 adheres to the operational mandates by CDPH, RWQCB and U.S. EPA through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER RECLAMATION OPERATIONS:**

The Water Reclamation Operations Program facilitates and ensures the efficient operation of our water reclamation facilities in order to treat the sewage from the City of Corona and unincorporated areas within the City's Sphere of Influence. The program includes the operation of the City's biosolids dryer to process the waste solids in a more efficient manner and arranges for the offsite disposal of the product. This program also implements the City's pretreatment program by monitoring industrial discharges into the City's sewer system. All facilities operate 24-hours a day, year round, with the goal of improving processing to better serve the citizens of Corona.

### **PROGRAM ONGOING OBJECTIVES:**

1. Protect public health and improve the environment and ecological system.
2. Provide water reclamation that meets all Environmental Protection Agency, or EPA, requirements all of the time.
3. Discharge a high quality effluent and constantly strive to improve our discharges.
4. Utilize a state certified contract laboratory to perform all required laboratory analysis.
5. Provide a reliable and high quality source of reclaimed water to the distribution system.
6. Maintain pump stations for optimal operational conditions.
7. Provide assistance to industrial users complying with Corona's pretreatment program and oversee compliance with City, state and federal pretreatment regulations.
8. Prevent pass-through discharges from entering water reclamation facilities.
9. Provide treatment at a reasonable cost without sacrifice of health or safety concerns.
10. Ensure redundancy and reliability in the system through routine process and facility analysis.

### **PROGRAM GOALS:**

1. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
2. Develop benchmarks for all unit processes and compare to industry Best Management Practices by June 2013.
3. Develop and implement a system wide energy management system by June 2013.
4. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION - WATER RECLAMATION INFRASTRUCTURE**

#### **MAINTENANCE:**

The Water Reclamation Infrastructure Maintenance Program is responsible for the rehabilitation and replacement of the City's water reclamation collection system including 388 miles of pipeline, 8,647 manholes, and 14 lift station wet wells. In addition, staff participates in the development of major capital projects and is responsible for calculating appropriate fees.

#### **PROGRAM ONGOING OBJECTIVES:**

1. Develop benchmarks for all processes.
2. Provide support for system maintenance operations during emergencies.
3. Perform immediate repairs to all identified deficiencies.
4. Respond to all emergency service calls within 15 minutes.
5. Inspect the collection system pipelines with a video camera to identify potential problems.
6. Provide engineering and technical support for the department's programs to develop and manage major capital projects in support of the water reclamation collection and treatment systems.
7. Administer and calculate appropriate fees pertaining to land development and tenant improvements.
8. Administer and maintain the Sewer Master Plan.
9. Forecast water reclamation generation for the City's service areas.
10. Implement a dry weather flow monitoring program to determine volume of flows.

#### **PROGRAM GOALS:**

1. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
2. Strive to have no sanitary sewer overflows by performing routine inspections through June 2013.
3. Ensure the sanitary sewer system is operable continuously through preventative and corrective maintenance programs through June 2013.
4. Implement a study to determine system cleaning frequency needs to maximize effectiveness by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – WATER RECLAMATION FACILITIES MAINTENANCE:**

The Water Reclamation Facilities Maintenance Program is responsible for preventative, predictive, and corrective maintenance on all mechanical, electro-mechanical, instrumentation and control assets related to our water reclamation facilities to ensure compliance with all regulatory requirements and to maximize the utilization, reliability and serviceable life of all assets within the water reclamation system in order to protect public health.

### **PROGRAM ONGOING OBJECTIVES:**

1. Develop and implement ongoing preventative and predictive maintenance programs and activities to increase serviceable life and improve reliability throughout the water reclamation system.
2. Utilize predictive maintenance tools to reduce unscheduled and emergency corrective maintenance repairs.
3. Provide 24-hour emergency response to provide operations a reliable and redundant water reclamation system.
4. Develop and implement control system calibration and scheduled instrumentation calibration.
5. Perform all corrective maintenance in a timely and cost effective manner.
6. Ensure the effectiveness and efficiency of all maintenance activities to extend equipment life and reduce the overall cost of ownership.

### **PROGRAM GOALS:**

1. Strive for no equipment failures through June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – ELECTRIC GENERAL SERVICES:**

The Electric General Services Program provides leadership, policy, support, and direction for the effective and efficient operation of the Electric Utility.

### **PROGRAM ONGOING OBJECTIVES:**

1. Provide administrative support for the department by efficiently and effectively processing invoices, agreements, and purchase orders.
2. Attend meetings with local agencies and provide representation for the department.
3. Submit grant applications and administer grant activities for grant awards received.
4. Provide support for and facilitate effective communication in planning capital improvement projects to reduce change orders and ensure projects are completed on time and within budget.
5. Direct and manage the department's local, regional and long-range planning activities.
6. Support the field operations of the Electric Utility, including customer service, maintenance, engineering, operations, construction, energy use efficiency, and regulatory compliance.
7. Maintain, track, and schedule all training and safety classes one month prior to having a "not current" status.
8. Efficiently process utility bills and collections for electric utility accounts.
9. Provide exceptional customer service by responding to and resolving all service and billing inquiries.

### **PROGRAM GOALS:**

1. Commence the reimplementation of CIS Infinity utility billing software by June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Provide staff with updated training on electric utility rate structures by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – ELECTRIC REGULATORY COMPLIANCE:**

The Electric Regulatory Compliance Program oversees, keeps records, and ensures that the department operates within and maintains compliance with state and federal regulations for air and power programs. This program monitors air programs and takes the necessary steps to stay current with permit processing and changing regulations, reviews reports to ensure compliance as outlined in state and federal regulations for power programs, and evaluates and submits reports to regulatory agencies as required.

### **PROGRAM ONGOING OBJECTIVES:**

1. Meet with regulatory agencies and other regional bodies to acquire updates on environmental regulatory changes and emerging issues.
2. Schedule and test portable generator emissions upon relocation as required to ensure compliance with air quality programs.
3. Submit regularly scheduled reports to regulatory agencies in a timely manner.
4. Monitor and report all portable power generating engines emissions in compliance with environmental regulations.
5. Enforce federal, state, and local statutes, ordinances, regulations, and other requirements on all regulated facilities.
6. Ensure that all City owned and operated electricity generating facilities are properly identified and all warning signs are visible and legible.
7. Ensure that all stationary engines comply with requirements outlined by the California Air Resources Board Greenhouse Gas Inventory Reporting Program.
8. Protect the health and safety of the public, City employees, and the environment.

### **PROGRAM GOALS:**

1. Strive to perform inspections on all City owned and operated electricity generating facilities by June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – ELECTRIC OPERATIONS:**

Through the Electric Operations Program, the City of Corona purchases electricity and thermal energy for sale or use. The Electric Operation and Maintenance Program uses City owned substations to distribute energy to a commercial and residential customer base. The energy produced from our solar facilities located at 2205 Railroad Street is used to offset the quantity of energy purchased through the Wholesale Energy Program or sold to the wholesale market, as well as to supply some energy to Water Reclamation Facility #1.

### **PROGRAM ONGOING OBJECTIVES:**

1. Produce cost effective solar energy to supply the City's customer needs or sell to the wholesale market at the highest achievable margin.
2. Manage the operations and maintenance of the facilities to maintain reliability within the distribution system.
3. Monitor the wholesale energy market to remain informed on trends, regulations, and market prices.
4. Schedule and execute all required preventive maintenance shut downs.
5. Maximize the utilization of production assets and plant capacity.

### **PROGRAM GOALS:**

1. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
2. Develop a sustainability plan by June 2013.
3. Identify and implement a system-wide energy management system by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – ELECTRIC INFRASTRUCTURE MAINTENANCE:**

The Electric Infrastructure Maintenance Program is an ongoing effort to protect public health and further customer satisfaction. This program is responsible for customer service for all electric service accounts. This program works in conjunction with utility billing for customer notifications and connections and disconnections for opening and closing accounts. In addition, the program develops and implements the major capital improvement projects for the Electric Utility, resource management, and procurement of alternative energy sources.

### **PROGRAM ONGOING OBJECTIVES:**

1. Set up new services and new customers on existing services.
2. Respond to customer service calls and inquiries within 30 minutes.
3. Provide engineering and technical support for the department's programs to administer, manage, operate, and develop the electric utility supply, delivery systems, generation projects, and customer service.
4. Implement, design, and manage the planning and construction of major electric facilities.
5. Forecast and manage the wholesale settlement process for customer energy consumption, local energy production, and market energy purchases.
6. Monitor, manage, and comply with all applicable regulatory and reporting requirements.

### **PROGRAM GOALS:**

1. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
2. Strive to have no disruptions in electrical service by performing all necessary preventative maintenance through June 2013.
3. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – ELECTRIC FACILITIES MAINTENANCE:**

The Electric Facilities Maintenance Program is responsible for preventative, predictive, and corrective maintenance on all mechanical, electro-mechanical, instrumentation and control assets related to our electric distribution and transmission facilities to ensure compliance with all regulatory requirements and to maximize the utilization and serviceable life of all assets in order to provide reliable safe electric service to our customers.

### **PROGRAM ONGOING OBJECTIVES:**

1. Perform preventative and predictive maintenance programs and activities to increase serviceable life and improve reliability throughout the electric distribution system.
2. Utilize predictive maintenance tools to reduce unscheduled and emergency corrective maintenance repairs.
3. Provide 24-hour emergency response to provide for the operation of a reliable and redundant electrical distribution system.
4. Perform all corrective maintenance in a timely and cost effective manner.
5. Oversee the management of assets to improve effectiveness of all maintenance activities, extend equipment life, and reduce the cost overall of ownership.

### **PROGRAM GOALS:**

1. Strive for no equipment failures through June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Develop and implement an ongoing preventative and predictive maintenance schedule by June 2013.
4. Develop and implement control system calibration and scheduled instrumentation calibration by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – RECLAIMED WATER GENERAL SERVICES:**

The Reclaimed Water General Services Program provides leadership, policy, support, and direction for the effective and efficient operation of the Reclaimed Water Utility.

### **PROGRAM ONGOING OBJECTIVES:**

1. Submit grant applications and administer grant activities for grant awards received.
2. Provide support for and facilitate effective communication in planning capital improvement projects to reduce change orders and ensure projects are completed on time and within budget.
3. Maintain, track and schedule all training and safety classes one month prior to having a “not current” status.
4. Efficiently process utility bills and collections for Reclaimed Water accounts.
5. Provide exceptional customer service by responding to and resolving water service and billing inquiries.
6. Provide information to the public about the importance and safety of reclaimed water.
7. Promote the use of reclaimed water to potential customers in order to convert new customers to reclaimed water.
8. Provide engineering and technical support for the department’s programs to develop and manage major capital projects in support of the reclaimed water program.

### **PROGRAM GOALS:**

1. Facilitate the conversion of potable water connections to reclaimed water connections for the Masters Drive and City Park reclaimed water extensions through June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Process all billings to ensure zero incorrect bills are processed through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – RECLAIMED WATER REGULATORY COMPLIANCE:**

The Reclaimed Water Regulatory Compliance Program oversees, keeps records, and ensures that the Department operates within and maintains compliance with state, federal and the California Department of Public Health, or CDPH, regulations for reclaimed water. The program monitors reclaimed water programs, and applicable sites for compliance. The program stays current with permit processing, changing regulations, and reviews permit applications and final permits. The program also evaluates and submits reports to regulatory agencies as required.

### **PROGRAM ONGOING OBJECTIVES:**

1. Compile and submit a site reclaimed water use protocol and complete tie-in report to CDPH in compliance with reclaimed water use programs permit issuance and inspections.
2. Meet with regulatory agencies regarding enforcement issues and be updated on upcoming changes in regulations.
3. Protect the health and safety of the public, City employees, and the environment through enforcement of federal, state, and local statutes, ordinances, regulations, and other requirements.
4. Maintain compliance with Regional Water Quality Control Board, or RWQCB, permits in the production and conveyance of reclaimed water.
5. Meet requirements and regulations outlined by the CDPH for the use of reclaimed water in public places.
6. Inspect all reclaimed water use sites to ensure zero interconnection with potable water lines.
7. Ensure that all reclaimed water use facilities and equipment are properly identified, marked, and maintained as required.
8. Promptly compile and distribute daily, weekly, monthly, quarterly, semiannual, and annual reports.
9. Ensure that the National Pollutant Discharge Elimination System, or NPDES, permits are reviewed by personnel annually as required.
10. Ensure that the Discharge Monitoring Report, or DMR, and other self-monitoring reports are compiled and sent out on schedule.

### **PROGRAM GOALS:**

1. Inspect 54 dual use sites to ensure permit compliance through June 2013.
2. Submit all required reports to appropriate regulatory agencies on time through June 2013.
3. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
4. Perform four site supervisor classes to ensure reclaimed water customers have appropriate training by June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – RECLAIMED WATER OPERATIONS:**

The Reclaimed Water Operations Program provides for the distribution of treated tertiary water meeting Title 22 standards to customers while maintaining pressure and quantity under varying demands. This program addresses a future water supply and better preserves the natural resource. It provides for reclaimed water storage necessary to meet the fluctuating flow requirements. It also reviews reclaimed water customer applications and issues permits.

### **PROGRAM ONGOING OBJECTIVES:**

1. Maintain water pressure and supply demand.
2. Ensure the operational readiness of the City's reclaimed water booster stations.
3. Provide reclaimed water testing in accordance with the City's Reclaimed Water Plan.
4. Operate the distribution system proactively to ensure reclaimed water quality.
5. Maintain water in the reclaimed water reservoirs at established levels.
6. Maintain 24-hour level recording for all reclaimed water reservoirs.
7. Maintain security at all reclaimed water facilities to prevent unauthorized access.
8. Keep reclaimed water sites in an aesthetically clean and sanitary condition.
9. Schedule and execute all required preventive maintenance shut downs.
10. Provide staff with proper training and promote a sense of ownership for all employees.
11. Protect treatment facilities through enhanced pretreatment monitoring.
12. Ensure the efficient use of energy.
13. Schedule and execute all required preventive maintenance shut-downs.

### **PROGRAM GOALS:**

1. Develop and implement a system-wide energy management system by June 2013.
2. Develop benchmarks for all unit processes and compare to industry Best Management Practices, or BMPs, by June 2013.
3. Develop a utilization and production efficiency plan by June 2013.
4. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
5. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – RECLAIMED WATER INFRASTRUCTURE MAINTENANCE:**

The Reclaimed Water Infrastructure Maintenance Program maintains all infrastructure in the City's reclaimed water distribution system and pipelines. Repairs are made 24-hours a day, seven days a week, including holidays, to provide minimal interruption of reclaimed water service to customers. The reclaimed water distribution system is operated in compliance with the State of California Department of Health Services to ensure safe, quality irrigation water to the community.

### **PROGRAM ONGOING OBJECTIVES:**

1. Maintain the reclaimed water distribution system to ensure reclaimed water customers receive the best level of service and receive reliable reclaimed water.
2. Repair ruptured water mains and water services in the reclaimed water system with minimal interruptions.
3. Respond within 15 minutes to emergency customer concerns relative to the reclaimed water system.
4. Proactively seek out additional service opportunities.
5. Coordinate and participate in the Standby and Hazardous Materials Programs to ensure 24-hour a day emergency coverage to the reclaimed water customers.

### **PROGRAM GOALS:**

1. Strive to perform an annual leak detection survey by June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Strive to have no service disruptions or leaks by performing preventative maintenance and inspections through June 2013.
4. Participate in the development of a new computerized asset management program through June 2013.

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## DEPARTMENT OF WATER AND POWER

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### **PROGRAM DESCRIPTION – RECLAIMED WATER FACILITIES MAINTENANCE:**

The Reclaimed Water Facilities Maintenance Program is responsible for preventative, predictive, and corrective maintenance on all mechanical, electro-mechanical, instrumentation and control assets related to our reclaimed water facilities to ensure compliance with all regulatory requirements and to maximize the utilization and serviceable life of all assets in order to provide reliable and safe reclaimed water to our customers.

### **PROGRAM ONGOING OBJECTIVES:**

1. Perform preventative and predictive maintenance and activities to increase serviceable life and improve reliability throughout the reclaimed water system.
2. Utilize predictive maintenance tools to reduce unscheduled and emergency corrective maintenance repairs.
3. Provide 24-hour emergency response to provide a reliable and redundant reclaimed water system.
4. Ensure all control systems and instrumentation receive routine calibration.
5. Perform all corrective maintenance in a timely and cost effective manner.
6. Utilize computerized maintenance management and asset management systems to improve effectiveness of all maintenance activities, extend equipment life, and reduce the overall cost of ownership.

### **PROGRAM GOALS:**

1. Participate in the development of a new computerized asset management program through June 2013.
2. Operate safely to ensure no accidents or injuries occur by staying current on safety training through June 2013.
3. Develop a calibration schedule for all control systems and instrumentation by June 2013.
4. Strive for zero equipment failures through June 2013.

