Raleigh, North Carolina, is seeking candidates to serve as the Director of the Public Utilities Department, also known as Raleigh Water. The new director will provide vision and leadership in the management of the state's second largest water and sewer utility.

DIRECTOR OF THE PUBLIC UTILITIES DEPARTMENT
During the past 30 years, growth in Raleigh and the surrounding Research Triangle Region has consistently and significantly outpaced the nation. Fueled by an impressive mix of education, ingenuity and collaboration, North Carolina’s capital city has become an internationally recognized leader in life science and technology innovation. It also happens to be a really nice place to live.

(source: Raleigh Office of Economic Development)
The Raleigh Community

The City of Raleigh, founded in 1792, is the second largest city in North Carolina. It’s situated in the heart of North Carolina’s Piedmont region, which is centered between the sandy Atlantic beaches and the Great Smoky Mountains. The City is both the county seat of Wake County and the capital of North Carolina. Raleigh covers an area of more than 148 square miles, has a planning jurisdiction of 181 square miles and is home to a growing and diverse population. Together with Chapel Hill and Durham Raleigh forms the Research Triangle Park, which was founded in 1959. The Raleigh-Cary metropolitan area includes Wake, Franklin and Johnston counties with a population of almost 1.4 million.

The City of Raleigh has been listed as one of the fastest growing cities for many years — the City’s current population is about 476,000 people, up from 291,141 in the 2000 Census. Raleigh is known for its high quality of life for its residents. In the 2020 Citywide Community Satisfaction Survey, 89 percent of respondents were satisfied with Raleigh as a place to live. That was 38 percent higher than the national average.
Below are some recent national recognitions for the City:

- The Raleigh and Durham area ranks the second best place to live in 2021-2022 - U.S. News, July 2021
- Raleigh makes list of best cities to start a career - WalletHub - May 2021
- Raleigh earned the “Leading the Way Award” for being ranked in the top 10% of local governments in the U.S. with regard to resident satisfaction with government services and customer service - ETC Institute - April 2021
- Raleigh's economy is the fifth best-performing in the United States - Milken Institute, February 2021
- Raleigh ranks third in Best State Capitals - WalletHub, January 2021
- Raleigh ranks third in Happiest Cities in America poll - Men's Health, January 2021
- Raleigh is named one of the Safest Cities in America - WalletHub 2020
- Raleigh ranks among Best Places to Retire - Forbes 2020
Vision Statement

We are a world-class leader in sustainable water and wastewater service delivery.

Mission Statement

Our mission is to provide inclusive, safe, and sustainable water services to our diverse community while equitably protecting public health and contributing to our service area’s economic, environmental, and social vitality.

Department Description

- Raleigh Water provides water and sanitary sewer services to more than 196,000 metered customers and a service population of about 600,000 people in Raleigh. The department also provides services to the neighboring towns of Garner, Wake Forest, Rolesville, Knightdale, Wendell, and Zebulon.

- Raleigh Water operates as an Enterprise Fund recovering costs through customers’ user charges. Customer rates are based on infrastructure replacement costs, which are dependent on meter size as well as watershed and consumption charges. The FY22 adopted operating budget is $262 million. A robust five-year Capital Improvement Program (CIP) is projected at $1.1 billion. Funding for the CIP is recovered through user charges and revenue bonds, which are borrowed at the best rate as a triple AAA rated utility by Moody’s, Fitch, and S&P.

- Raleigh Water operates two water treatment plants:
  - E. M. Johnson Water Plant (Johnson Water Plant), which began service in 1967
  - Dempsey E. Benton (Benton Water Plant), which began service in 2010
The main source of supply for drinking water is Falls Lake, a surface water supply, multipurpose reservoir owned and operated by the U.S. Army Corps of Engineers (the Corps), which provides water to the Johnson Water Plant. The City retains the sole contract right with the Corps for this source as a water supply. The City also owns two other surface water supplies: Lakes Benson and Wheeler, which provide water supply to the Benton Water Plant. The combined safe yield of all current water supplies is about 97.9 million gallons per day (MGD), which is expected to meet the water supply needs of the consolidated utility system through 2047.

The water plants meet a strict set of quality standards established by the North Carolina Public Water Supply Section and the U.S. Environmental Protection Agency. The Johnson Water Plant is permitted for a peak treatment capacity of 86 MGD, and the Benton Water Plant is permitted for 20 MGD. Annual average demand is currently 51 MGD.

The water system’s 29 potable, elevated water tanks and three ground clearwells provide the service area with a treated water storage capacity of 58.65 million gallons. The City’s water distribution network contains about 2,400 miles of public water mains and transmission lines.

The department operates three wastewater treatment plants:

- Neuse River Resource Recovery Facility (NRRRF), with a 75 MGD average day treatment capacity
- Smith Creek Resource Recovery Facility (SCRRF), with a 3 MGD average day treatment capacity
- Little Creek Resource Recovery Facility (LCRRF), with a 2.2 MGD average day treatment capacity

In fiscal year 2021, the average daily use of the sanitary sewer system was 52.7 MGD. All three wastewater treatment facilities are designed and operated for compliance with nutrient removal requirements, exceeding National Pollutant Discharge Elimination System permit standards.

The NRRRF is currently in a state of construction for a new biosolids handling campus. The Bioenergy Recovery project includes solids screening, thermal hydrolysis preconditioning equipment, two new anaerobic digesters, gas cleaning equipment to clean the methane to compressed natural gas (CNG) standards, and equipment to inject the gas into a Dominion Pipeline gas transmission main. The project is scheduled to be completed in 2023, with the gas being used to fuel up to 50 City CNG buses per day.

The City’s sanitary sewer pipeline system ranges in size from 6” to 72” diameter mains and is made up of four primary service drainage areas (Walnut Creek, Crabtree Creek, Swift Creek and Neuse River). There are no combined sewers in the City. The total length of the City’s sanitary sewer collection system mains, operated and maintained by the department, is about 2,600 miles. Retail sewer accounts are billed by the department’s Customer Care and Billing Division on basis of water meter readings of consumption. Meters are read monthly using automated equipment.
Below are select awards that Raleigh Water has earned:

• **2021 NRRRF – NACWA Platinum Peak Performance Award**
  (18 years of consistent 100-percent permit compliance)

• **2021 SCRRF – NACWA Platinum Peak Performance Award**
  (16 years of consistent 100-percent permit compliance)

• **2021 LCRRF – NACWA Platinum Peak Performance Award**
  (six years of consistent 100-percent permit compliance)

• **2019 – EPA Pisces Recognition**
  Performance and Innovation in the SRF Creating Environmental Success
  (specifically for the Bioenergy Recovery Project)

• **AMWA Utility Management Awards**
  2013 - Gold, 2016 - Platinum, and 2019 - Sustainable

• **WEF/NACWA/WERF 2017 Water Resources Utility of the Future Today**
Department Goal Setting and Performance Management

Raleigh Water relies on the Raleigh Utility Management System (RUMS) to promote, support, and implement activities that help improve overall performance. RUMS uses a “Plan, Do, Check, Act” (PDCA) approach to guide Raleigh Water in achieving quality results by implementing repeatable processes and creating a culture that engages in a continuous cycle to make improvements through the lens of its mission and vision.

An integral component of the PDCA cycle is the planning piece. At the departmental level, the planning step results in a Departmental Business Plan, a formal document that translates mission and vision into actionable items and aligns us with the Citywide Strategic Plan. To ensure the department is making progress in achieving its goals, Raleigh Water continuously monitors and manages initiative progress and resource allocation through departmental and divisional management review meetings. Operational and management decisions are informed by performance measures tracked using PowerBI dashboards.

As part of Raleigh Water’s continuous improvement efforts, staff have tracked energy intensity and evaluated energy reduction strategies. These efforts have led to increased efficiency at the Neuse River Resource Recovery Facility. Since 2017, the average energy intensity (measured in kilowatt-hours per million gallons) and average methanol usage (measured in gallons per day) have decreased while the average effluent total nitrogen (measured in milligrams per liter) has improved.
For the FY22–FY24 Departmental Business Plan, Raleigh Water updated its intended outcomes to include:

- **Customer satisfaction:** Provide reliable, responsive, and professional services and products that meet or exceed regulatory compliance and customer needs.

- **Employee leadership and development:** Recruit, develop, and retain a diverse, competent, safety-focused workforce and invest in opportunities for professional and leadership development, considering the differing needs and expectations of our workforce.

- **Enterprise resiliency:** Actively anticipate and respond to the risks affecting resources, systems, and operations as well as seek ongoing performance improvements to deliver quality services, ensure business continuity, and reduce environmental impacts.

- **Infrastructure strategy and performance:** Maintain and enhance assets over the long-term by planning for equitable and inclusive infrastructure improvements and investments consistent with community needs, anticipated growth, and system reliability.

- **Stakeholder understanding and support:** Actively inform and involve stakeholders to promote an appreciation of the value and life cycle of water and the services provided by the Utility, and foster welfare and sustainability within the community.

For each of these intended outcomes, Raleigh Water develops a mix of divisional, cross-divisional, and departmental initiatives.

Each of these outcomes incorporates and promotes specific initiatives that support City Council’s priority to advance diversity, equity, and inclusion in policies, programs, and service delivery. The intended outcomes also serve to emphasize Raleigh Water’s commitment to building a diverse, inclusive workforce and to becoming a world-class utility that provides fair, transparent and, equitable services. These goals are also reflected in the department’s updated mission statement.
Raleigh Water has 663 Full Time Employees (FTEs) serving across eight divisions:

**Divisions:**
- **Administration** (52 FTEs)
- **Water Distribution** (102 FTEs)
- **Sewer Maintenance** (126 FTEs)
- **Water Treatment** (91 FTEs)
- **Resource Recovery** (107 FTEs)
- **Customer Care & Billing** (69 FTEs)
- **Meters** (72 FTEs)
- **Capital Improvements** (44 FTEs)
Candidate Profile

Reporting directly to the Assistant City Manager, the Director of the Public Utilities Department (also known as Raleigh Water) will provide vision and leadership in the management of North Carolina’s second largest water and sewer utility.

The City of Raleigh is looking for an exceptional leader with at least 10 years of progressively responsible experience in utility leadership. This person should be a highly motivated, results-oriented individual to maintain and continuously improve the department’s high financial and operational performance. The successful candidate will have a working knowledge in all areas of department services and operations; experience with funding and leading the implementation of a substantial capital improvement plan; and demonstrated success in collaborating and communicating with employees to grow the department’s current high-performing organizational culture. The successful candidate should also have a good understanding and knowledge of state and federal utility and environmental regulations.

Qualified candidates will clearly exemplify the City’s organizational values of responsiveness, integrity, respect, collaboration, honesty, diversity, stewardship, and initiative. To position the department to pursue opportunities and meet challenges, the City is looking for advance skills in project management, planning and formulating strategies and policies. Effective and supportive customer service remains a priority and the director is expected to lead the department in engaging and communicating with residents and businesses, merger towns, and stakeholders. The successful candidate should also have a proven record of embracing innovation and encouraging cross-functional/department partnerships to achieve results as well as supporting and developing equitable policies and services.

Preference will be given to candidates who have served as a utilities director/CEO/assistant director in a municipal or private sector water/sewer enterprise with diverse operations. Additionally, the City prefers a candidate who currently holds a professional engineering license and a master’s degree in engineering, public administration or a related field.
Compensation and Benefits

The City of Raleigh plans to offer a competitive salary commensurate with the successful candidate’s qualifications and experience. When you join the City of Raleigh’s work family, your benefits are an important part of your “total rewards.” The City provides a comprehensive benefits package as part of the total rewards program to support employees through important events in their life, to enhance their life outside work, and to help them plan and prepare for the future. The City also participates in the North Carolina Local Governmental Employees’ Retirement System (NCLGERS).

Application and Selection Process

Qualified candidates should submit their cover letter and resume online by visiting our website at www.governmentjobs.com/careers/raleighnc. This position will remain open until Oct. 5, 2021. Following this date, applications will be screened against criteria outlined in this brochure. Interviews with the City of Raleigh will be offered to those candidates named as finalists, with reference checks, background checks and academic verifications conducted after receiving candidates’ consent. A pre-employment screening to include controlled substance tests will be conducted by the City. To work for the City of Raleigh you must be fully vaccinated against COVID-19. If there is a medical or religious reason preventing you from receiving an available COVID-19 vaccination, and you are selected as a candidate for consideration, we have an accommodations process in place for those requests.