Who are we and what are we doing?

City of Raleigh Public Utilities Department
Who are we?

Service Area

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