

Discussion Items for Strategic Plan 2021/2022

Review SP 2020/2021 and include open items to proposed 2021/2022 plan

1. **Electric Infrastructure**

Conduct follow-on, cost benefit analysis of projects recommended by Sargent & Lundy (battery storage, solar & smart meters) to determine whether they are in the customers best interest to implement and consistent with BPW environmental goals.

2. **Water/Sewer Systems**

Test major water & sewer lines to determine whether lines can be repaired (lined) and retained or must be replaced. Revise construction schedule and construction budget in light of test results.

Complete main, lateral and road restoration work on Pilottown Road project.

Work with WWTP operator to analyze individual pumping station data to identify areas of potential infiltration and inflow and develop a cost effective plan to reduce or eliminate same.

Develop an ongoing program to increase public awareness as to damage flushing “disposable wipes” poses to the WWTP.

3. **Sea Level Rise**

Consider the need to conduct a Vulnerability Study of BPW assets to guide long term Capital Budgeting.

4. **Engagement/Transparency**

Plan for semi-annual customer appreciation/education events. Offer tours of the WWTP, demonstrate BPW customer portal, review any customer issues/complaints, ensure customers are registered to vote in BPW elections, solicit customer feedback on how we are doing/what should we do differently, provide “give aways”, have representative from Efficiency Smart present to explain customer assistance program.

Continue to conduct semi-annual (or regular) meetings with Large Customers to determine satisfaction with BPW services.

Begin to meet on a regular basis with HOA boards to determine satisfaction with BPW services.

5. **Administrative Operations**

Upgrade website to make more user friendly and transparent.

6. **Environmental Stewardship**

Enter into GIS all stormwater outfalls