

ROCKDALE WATER RESOURCES

HISTORICAL PERFORMANCE

HIGHLIGHTS

2008-2011

Presented July 10, 2012

Dwight S. Wicks, Director

Change in RWR Performance Parameters

A. Financial Performance (2008-2011):

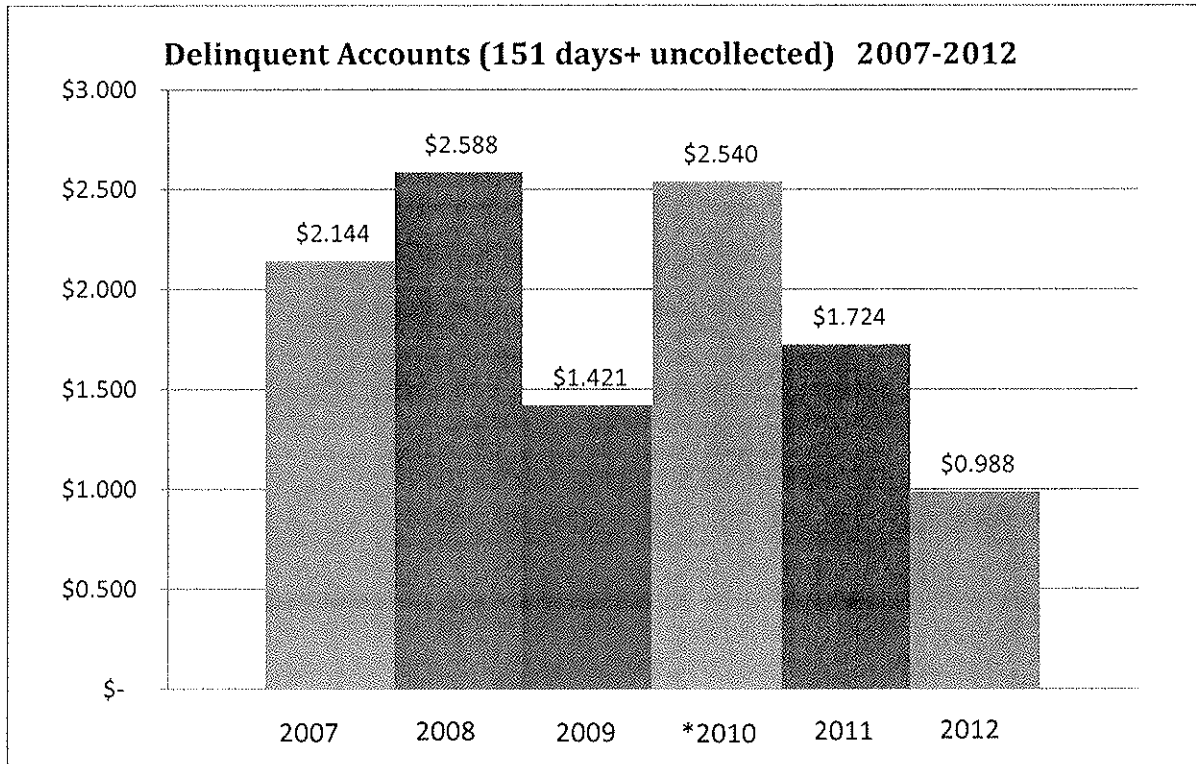
1. Change in Total Operating Revenue	+\$5.75 million
2. Change in Total Operating Income	+\$5.725 million
3. Change in Net Income	+\$5.408 million

B. Utility Assets (2008-2010):

1. Change in Total Assets	(5.6%)
2. Change in Net Assets	(3.9%)

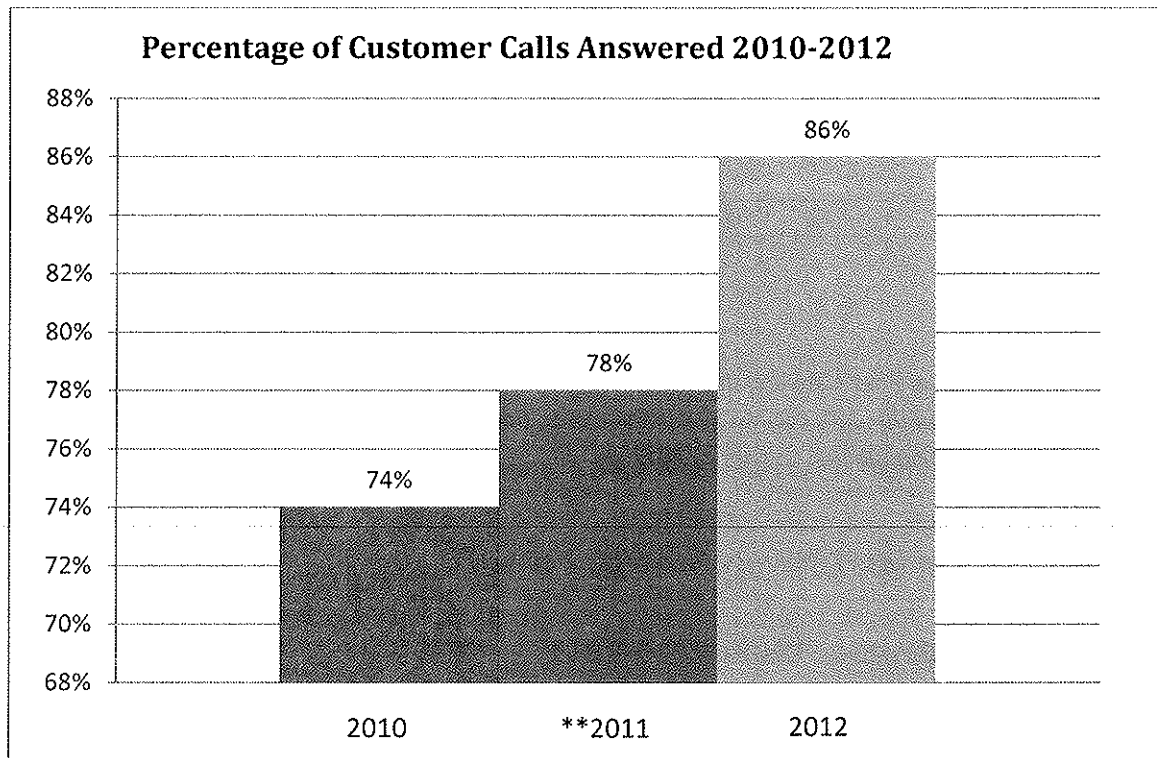
C. Customer Services & Business Management (2007-2010):

1. Change in Sales Revenue	28.5%
2. Change in Operating Expenses	3.7%
3. Change in Rates	25%
4. Change in staffing	6% (from 2009-2011)
5. Change in complaints	(47%) (2010-2011-not tracked previously)
6. Change in Delinquent Accounts (2007-2012-see table below):	



**Year 2010 – unable to process disconnects or penalties due to billing software implementation. Processing disconnects & penalties began again in August 2010.*

7. Change in response to customer calls (2010-2012- see table below):



**Call center Temp started 6/11/2012 to assist with increasing calls answered %

D. Water Quality and Recognitions

1. Awards in 2008
 - Water Treatment Plant: GAWP Gold Award, CDC Fluoride Compliance Award
2. Awards in 2009
 - Water Treatment Plant: GAWP Best Tasting Water (District 3), GAWP Gold Award, GAWP Plant of the Year Award, EPD Sanitary Survey Highest Score 97.35 out of 100
 - GAWP Gold Awards at 3 Wastewater Treatment Facilities
 - Scott Creek WWTP: GAWP Plant of the Year Award
3. Awards in 2010
 - Water Treatment Plant: 2010 GAWP Gold Award
 - 2010 GAWP Gold Award at 4 Wastewater Treatment Facilities
 - Honey Creek WWTP: 2010 GAWP Plant of the Year Award
4. Awards in 2011
 - Water Treatment Plant: 2011 GAWP Platinum Award
 - 2011 GAWP Gold Award at 5 Wastewater Treatment Facilities

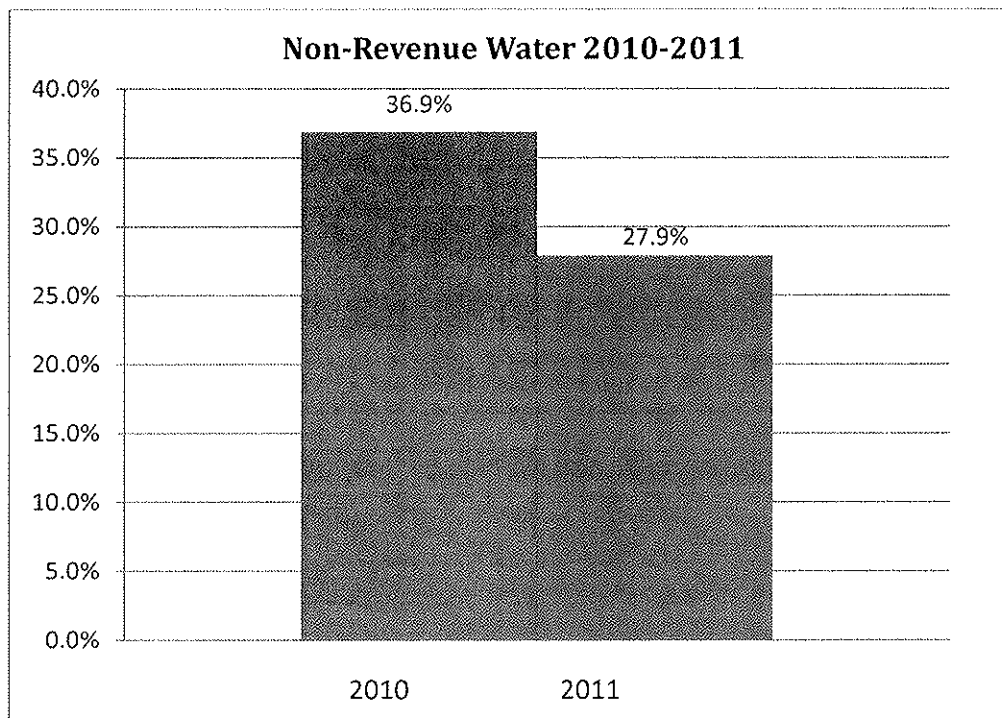
E. Regulatory Compliance

Compliance Items	2008	2009	2010	2011
No. of Events	10	16	*52	11
Fines	\$8,000	\$14,739	* \$55,512	** \$ 7,000
No. of Consent Orders	1	1	2	1

Notes-Regulatory Compliance:

1. **Events & Fines in 2010 are associated with a major upset at the UASB*
2. ***Fines are now assessed annually but not by calendar year; fines for events in 2011 will be paid in 2012 and combined with fines during the first quarter of 2012.*

F. Water Distribution Water Loss Efficiency (see table below)



G. Documentation & Reporting

1. Publication of RWR Annual Report - Internal & External Distribution
2. Publication of Monthly O&M Report – Internal Distribution

H. *Audited Financial Performance-(In Millions)*

1. *Operating Income – Net Income and Assets Summary:*

FY	Operating Income+	Net Income++	*Total Assets	Net Assets	CCR fees	Developer/SPLOST Contributions #
2001*	(\$1.445)	(\$3.402)	n/a	n/a	n/a	n/a
2002*	(\$1.218)	(\$2.605)	n/a	n/a	n/a	n/a
2003*	\$2.617	(\$3.180)	\$224	\$100	\$2.826	\$2.367
2004*	\$4.857	(\$0.866)	\$227	\$113	\$3.032	\$4.5
2005*	\$3.667	(\$2.033)	\$245	\$116	\$2.896	\$5.108
2006*	\$8.014	\$3.393	\$256	\$126	\$6.203	\$6.55
2007*	\$4.211	\$0.161	\$257	\$131	\$2.817	\$6.067
2008*	(\$0.344)	(\$5.348)	\$248	\$128	\$1.204	\$2.384
2009*	\$3.152	(\$2.424)	\$241	\$125	\$1.197	\$0.183
2010*	\$4.107	(\$1.355)	\$238	\$124	\$0.597	\$1.416
2011**	\$5.381	\$0.0605	\$234	\$123	\$0.389	\$0

Financial Notes:

1. (####) = denotes deficit
2. *Includes CCR fees
3. **Unaudited Results
4. + Income before capital/SPLOST contributions/and adjustments for non-operating expenses that include debt.
5. ++Net income is income remaining after payment of all expenses
6. # Increase in net assets due to developer/SPLOST contributions
7. Blue highlight represents years Mr. Wicks was not Director

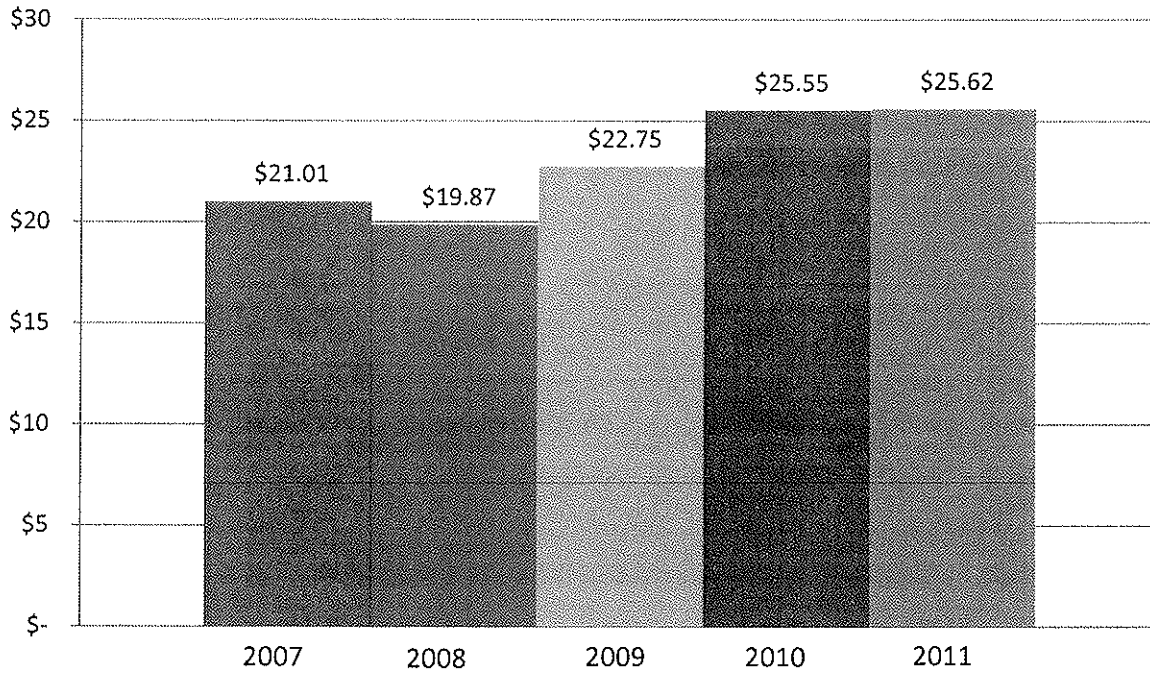
2. Sales – Expenses and Operating Revenue Summary:

FY	Sales	Total Operating Expenses	CCR Revenue	Total Operating Revenue	Adjusted Total Operating Revenue+
2001	17.046	15.498	n/a	n/a	n/a
2002	17.118	14.333	n/a	n/a	n/a
2003	16.995	17.729	3.032	20.347	17.315
2004	19.289	17.976	3.033	22.833	19.8
2005	19.399	19.102	2.896	22.768	19.872
2006	20.438	19.138	6.203	27.152	20.949
2007	20.369	19.619	2.817	23.830	21.013
2008	19.092	21.413	1.204	21.069	19.865
2009	21.643*	20.792	1.197	23.943	22.746
2010	24.774	22.036	0.597	26.142	25.545
2011	24.544	20.624	0.389	26.006	25.617

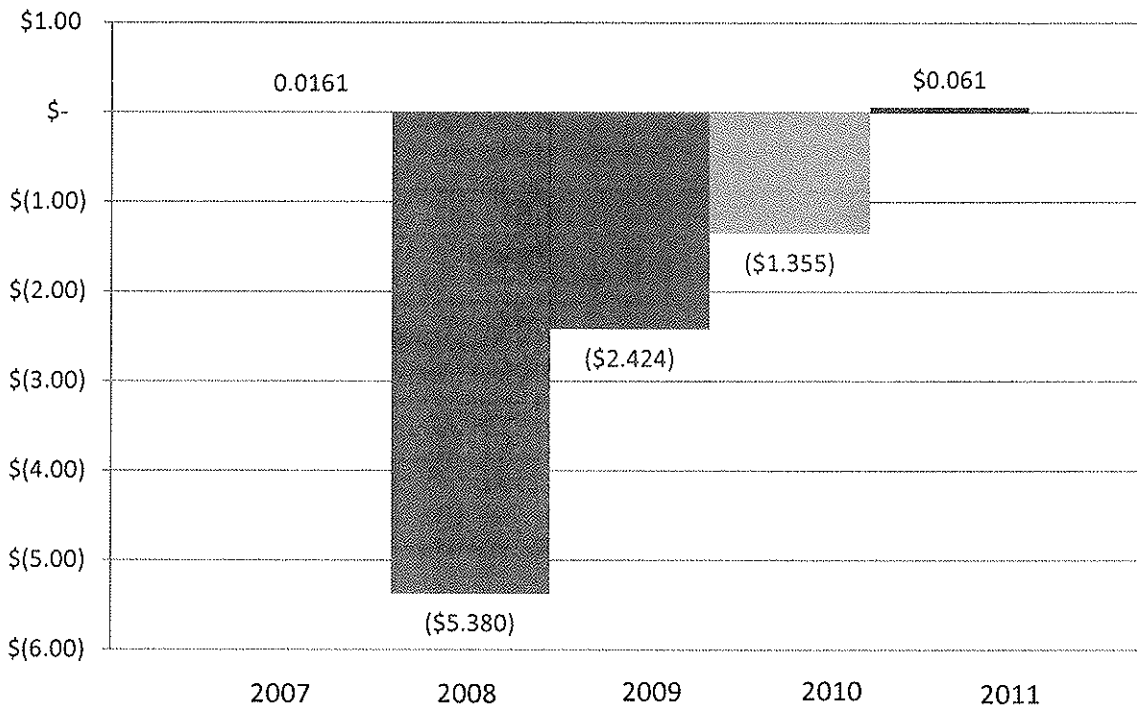
Financial Notes:

1. *Rate increase implemented in September of 2009
2. + CCR revenue was subtracted

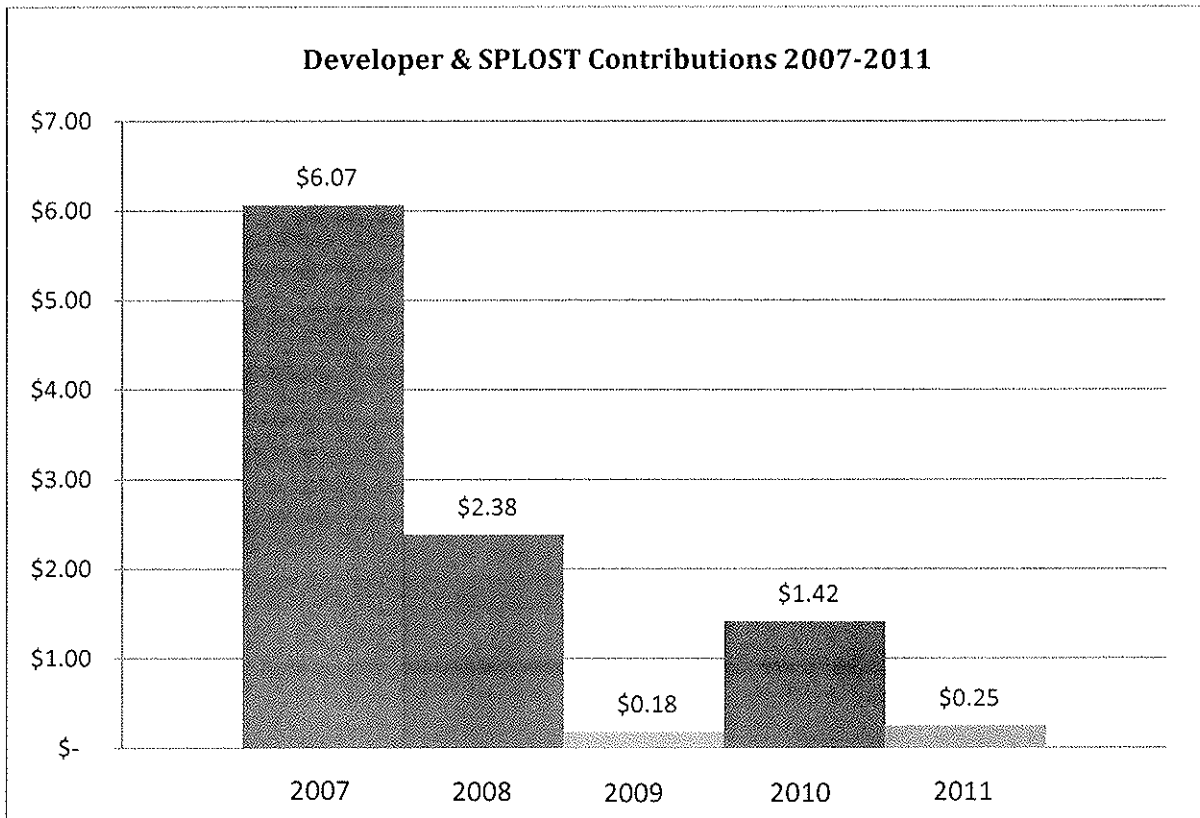
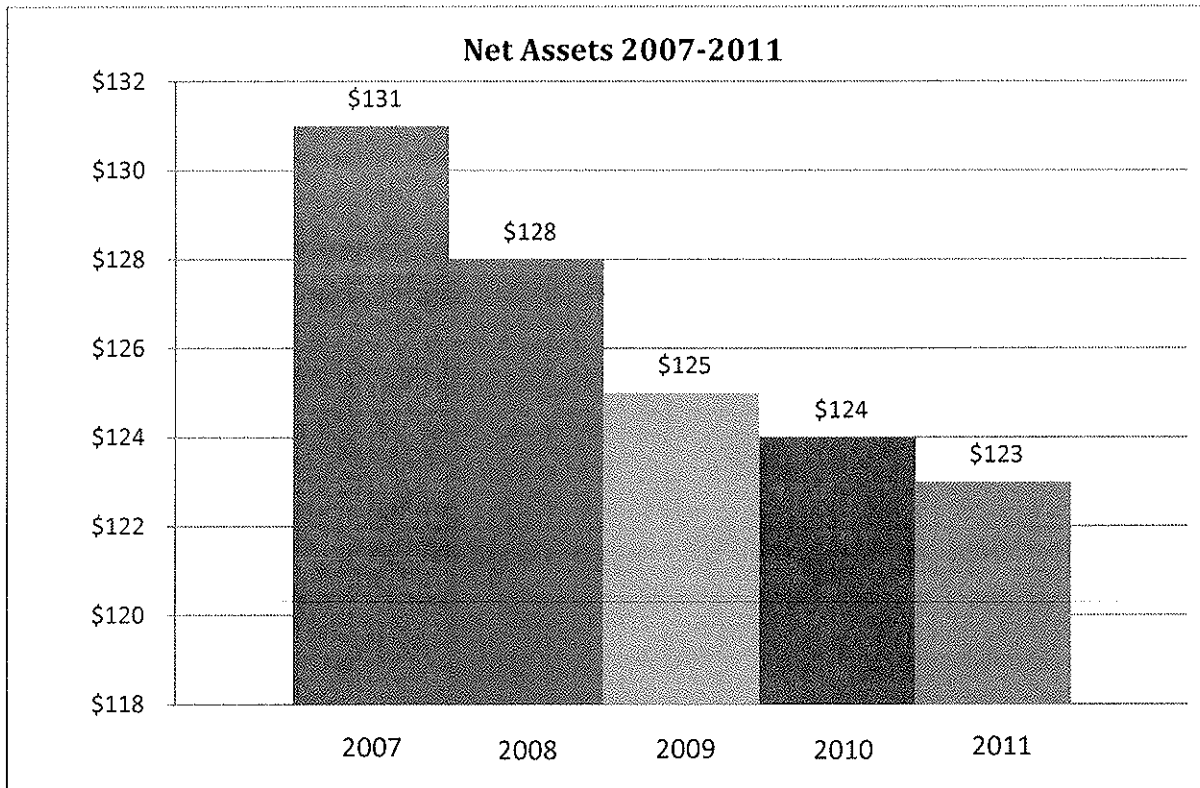
Total Operating Revenue (less CCR) 2007-2011



Net Income 2007-2011



Note: All amounts are expressed in millions



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Prepared: 6-9-2012 by: DSW
 Revised: 7-10-12 by: MEP

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