

Strategic Plan 2020/2021

1. Electric Study with Timeline - **Infrastructure 1**
 - a. Year 1: Study - Completed, report to be distributed May 2020
 - b. **Year 2: Engineering - 2020/2021**
 - c. Year 3: Big ticket assets
 - d. Year 4: Transmission assets
 - e. Year 5: Tertiary assets

 2. Billing System with Timeline - **Administrative Operations 2**
 - a. Waiting to finalize the statement of work - Completed, new system implemented
 - b. **Identify internal roles that need to be expanded or additional staff hired - 2020/2021 (need to hire & train 5 new employees for current and projected vacancies) 2.2.1 & 2.2.2**

 3. Iron and Lead Line Replacement with Timeline - **Infrastructure 1**
 - a. Year 1: Pilottown Road - Partial completed 2019/20 (sewer relining)
 - b. **Year 2: Cedar YC - CBH - + Water line on Pilottown Road**
 - c. Year 3: Cedar YC - CBH and CBH Savannah
 - d. Year 4: CBH - Savannah, Kings HWY and Johnson Street
 - e. Year 5: Kings Hwy and Johnson Street

 4. Policy for Customer Data Security - **Engagement 2**
 - a. Year 1: Utilizing NISC protocols for customer data protection
 - b. **Year 2: Update website to be interactive tool for use by customers 2.7**

 5. Policy for Competitive Wages and Workforce Development - **Administrative Operations 3**
 - a. Year 1: Yearly review of wages and comparison to AWWA, APPA WEF and other local municipalities - Conducted and implemented 2020

Year 2: Continuing and recurring
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