The following is a 12-month summary of TWW accomplishments.

**Operations**

1. Developed a $405-million, six-year capital plan, which is our blueprint for innovation and excellence in drinking-water production, water storage, and water distribution. It involves removing all lead services from the TWW system.

2. Developed a Compliance Team, a 12-member group comprised of TWW senior management that focuses primarily on achievement and maintenance of water quality and regulatory compliance for the water utility.

3. Launched Phase 1 of our Lead Service Line Replacement Program that includes the replacement of 2,600 lead services by the end of 2020.

4. Entered into a contract to remove an additional 1,200 lead services, bringing the total count of lead service line replacements to 4,300 by mid-2021.

5. Launched a corrosion control project (zinc orthophosphate) for TWW’s high service area to prevent lead particles originating in lead services and household plumbing from leaching into our drinking water.

6. Finalized inventory of lead services in the TWW system, in partnership with the New Jersey Department of Environmental Protection.

7. Successfully completed our Disinfection Byproducts Reduction Strategy to comply with federal and state water-quality regulations; TWW had no water quality violations related to DBPs since the fourth quarter of 2018.

8. Launched a $2-million project to replace all 24 filters at the water-filtration plant to improve treatment efficiency; 12 of the 24 are complete.

9. Improved the performance of the water-filtration plant’s four superpulsators (SPs) to enhance overall plant performance; SPs remove particles that form during chemical coagulation.

10. Successfully rehabilitated the water-filtration plant’s two chlorine contact basins to improve disinfection and reduce disinfection byproducts.

11. Completed rehabilitation of the Ewing Booster Station.

12. Completed the Radnor Avenue water-main extension in Ewing Township, a $600,000 project that restored fire suppression to a 400-home community.

13. Completed inspection of all 3,547 fire hydrants and reduced the number of out-of-service fire hydrants from 75 to 9, utilizing internal construction and maintenance personnel.

14. Launched a hydrant-painting program to recoat existing hydrants in our water-distribution system; the initial phase of the program targets hydrants in Trenton.

15. Exercised, assessed and repaired all critical 16-inch and larger valves in our water-distribution system in accordance with the Water Accountability Act; developed a bid for a small-diameter, valve-assessment program, scheduled to begin in June 2020.
16. Replaced 2,400 non-compliant water meters in our system.

17. Commenced operation of a new state-of-the-art test bench to streamline meter testing at our Trenton Cortland Street operations center.

18. Deployed modern meter-reading equipment manufactured by Sensus.

19. Increased meter-reading staff from 10 to 14.

20. Launched a robust asset-management program, including the development of a comprehensive system to track assets and preventative maintenance; TWW is on track to be fully compliant with regulatory expectations for water-asset-management guidelines by the end of 2020.

21. Reduced reliance on outside contractors for emergency repairs; TWW’s construction and maintenance personnel now repair 80% of all water-main breaks, a number that is expected to increase with enhanced training and equipment.

22. Secured $9 million in principal forgiveness from the New Jersey Department of Environmental Protection for TWW’s Lead Service Line Replacement Program.

23. Improved computer network and broadband infrastructure, deployed a new Customer Information System, expanded training of customer service representatives, including FEMA 100, 200 and 300 module coursework.

24. Improved our call-center telephone system to reduce hold times, and enhanced tools for more effective management and oversight.

25. Hired five customer-service representatives, including three bilingual representatives.

26. Rolled out Invoice Cloud, a payment portal that offers customers more ways to manage and pay their TWW bills.

27. Established Office of Communications and Community Relations to handle external outreach through print publications, Facebook and traditional media, photography, special events, and emergency response.

28. Launched H2Open for community outreach.

29. Held more than 10 H2Open community forums for residents to learn about their water and our operations.

30. Launched an advertising strategy spotlighting improvements to our operations.

31. Launched TWW-Connects, a Reverse 911 system.

32. Established a Lead Service Line Replacement Program hotline and unveiled home delivery of lead testing kits.

33. Improved communications with service-area mayors, health officers and community influencers.

34. Hired an HR Administrator with civil-service expertise to help revamp personnel management and implement workforce development and training goals.

35. Hired a Budget Officer to help manage TWW financials, and an in-house attorney to address TWW legal matters.

36. Reduced position vacancy rate from 45% to 5%.

37. Achieved hiring targets, increasing the number of employees from 147 to 165.

38. Partnered with Mercer County Community College to implement an onsite Water Operator training program for all eligible employees.

Any Questions? Call (609) 989-3033