

STRATEGIC PLANNING AND PERFORMANCE

Strategy	Progress to Date	Status
<p>1 Launch H₂OStat to ensure the efficient and cost-effective operation of the water system and the entire agency.</p>	<p>In 2012, DEP expanded the quarterly H₂OStat meetings to include additional operations, energy, and other cost measurements as well as the Bureau of Environmental Compliance. DEP continues to identify and refine key performance indicators to better understand progress and make certain the agency is achieving its goals.</p>	<p>Achieved and Ongoing </p>
<p>2 Innovate and implement best practices through active engagement with our partner water utilities and stakeholder organizations around the country and the world.</p>	<p>In June 2012, DEP completed the first phase of Operational Excellence, or OpX. In the first six months of the program DEP and our partner Veolia Water North America identified opportunities to reduce operating expenses through optimizing asset maintenance, changing contract specifications, and better managing the wastewater treatment process. In addition, strategic replacement of select large meters could improve revenue collection by \$43 million per year. DEP is already implementing many of the changes identified through OpX, leading to a sustained annual reduction in operational expenditures of more than \$9 million. In October 2012, DEP was awarded the Association of Metropolitan Water Agencies' Platinum Award for Utility Excellence in recognition of its innovative and cost-effective operations. DEP maintains an active presence on the Water Research Foundation, Association of Metropolitan Water Agencies, the American Water Works Association, and the National Association of Clean Water Agencies. At the annual New York Water Environment Association conferences DEP staff presented a variety of technical and policy papers—43 in 2012.</p>	<p>Achieved and Ongoing </p>