JERSEY WATER WORKS MEASUREMENT SYSTEM

ARE WE MAKING PROGRESS?
The purpose of Jersey Water works is to transform New Jersey’s inadequate water infrastructure by investing in sustainable cost-effective solutions that provide communities with clean water and waterways; healthier, safer neighborhoods; local jobs; flood and climate resilience; and economic growth.

**EFFECTIVE GREEN AND GRAY INFRASTRUCTURE**
Increase use of green infrastructure, reduce flooding, and deliver quality water services

**INDICATORS:**
- Number of GI projects and area served by GI projects
- Amount of stormwater treated by GI

**BY 2020:**
- The ability to track the number and stormwater management capacity of GI projects
- A significant increase in GI projects

**SMART COMBINED SEWER OVERFLOW (CSO) PLANS**
Include cost-effective solutions that provide community benefits and meet or exceed permit requirements

**INDICATORS:**
- The planned reduction of CSOs (both the number and size of events) that are due to green infrastructure
- CSO plans include a significant use of green infrastructure projects to achieve overflow reductions

**BY 2020:**
- CSO plans are clear and measurable actions to reduce overflow by managing water use and inflow and infiltration

**Balancing Pipes and Parks**

**INDICATORS:**
- Property values, air temperature and green space
- Water-borne illness rates and other health risks
- Local jobs related to GI

**BY 2020:**
- CSO plans invest in:
  - Green projects that also improve neighborhoods
  - Reducing or eliminating sewer backups
  - Use of local labor

**Reducing Combined Sewer Flows**

**INDICATORS:**
- The planned reduction in sewer flows that need to be managed

**BY 2020:**
- CSO plans have clear and measurable actions to reduce sewer flows by managing water use and inflow and infiltration

**Serving Host Communities**

**DECODING THE SYSTEM:**
**GOALS AND SUBGOAL:** What we are working to achieve
**INDICATOR:** What we will measure to track progress
**BY 2020:** What we want to see by 2020
In 2015 Jersey Water Works established four goals and twelve sub-goals to focus its activities through 2020. In 2016 the collaborative proposed an aspirational measurement system to track its progress in accomplishing those goals. The system is designed to provide feedback to Jersey Water Works members and committees about where its strategies are succeeding and where they need refinement. Next, the collaborative will set up tracking systems, modify the system as needed, establish a baseline and share data.

Wise Management and Spending

Establish a common purpose and shared goals

Affordable Combined Sewer Overflow (CSO) Solutions

Measure results and use insights to shape our work

Adequate and Fair Revenue

Align member activities to drive results

STRATEGY

MEASUREMENT

1. Establish a common purpose and shared goals
2. Measure results and use insights to shape our work
3. Track progress
4. Align member activities to drive results

Credit: FSG, INC

FINANCIALLY SUSTAINABLE & AFFORDABLE SYSTEMS

That operate efficiently and remain in a state of good repair

INDICATORS:
• Asset management plans
• Capital budgets and spending for the plan
BY 2020:
• Asset management plans exist and reported on
• Yearly investments match planned upgrades

INDICATORS:
• Water and sewer bills relative to household incomes
• Annual cost per volume of CSO programs
BY 2020: Utilities will:
• Keep household rates affordable for all
• Focus on cost-effective and long-term CSO solutions

INDICATORS:
• Utility rates and reserves relative to costs
• Multi-year rate planning
BY 2020:
• Utility rates represent full-cost pricing
• Rate changes are preplanned and avoid major shocks

EMPOWERED STAKEHOLDERS

Participate actively and influence the planning and management of their water infrastructure

INDICATORS:
• Documented increase of knowledge by decision makers and community stakeholders
BY 2020:
• Decision makers, influencers and community stakeholders understand key concepts and issues.

INDICATORS:
• Increase in quality and quantity of stakeholder engagement in planning and implementing sound water systems
• CSO Supplemental Teams membership and activity
BY 2020:
• Community stakeholders’ voices are heard and considered in decision-making
• Community members practice water conservation

INDICATORS:
• Provisions in municipal plans, programs and ordinances for water-related issues
• Capital projects’ provisions for water issues
BY 2020:
• Water is a core consideration in local plans, ordinances, and programs

EDUCATED STAKEHOLDERS

ENGAGED COMMUNITIES

HOLISTIC WATER SYSTEMS

WATER BILL

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