

# Performance Merit Pay Program

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October 1, 2021 to  
September 30, 2022

# Purpose

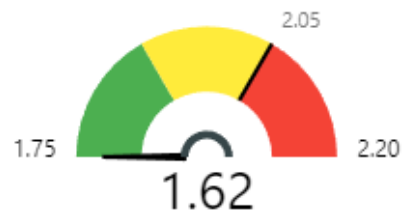
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The Performance Merit Pay program (PMP) is meant as an award for meeting or exceeding performance goals. The goals are not for “normal” performance. They are to recognize extraordinary performance. The annual goals are not static from one year to another. The goals can be expected to be adjusted each year.





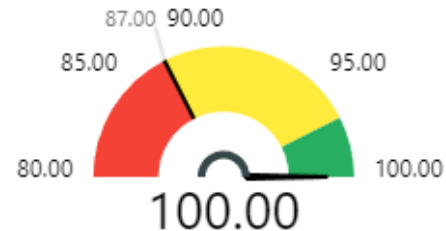
Lost Work Accidents



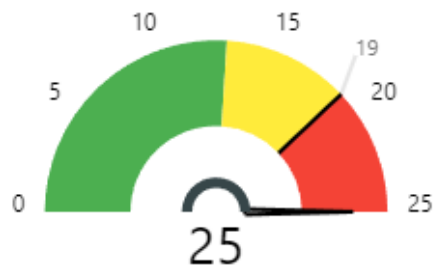
Hours / CCTV Segment



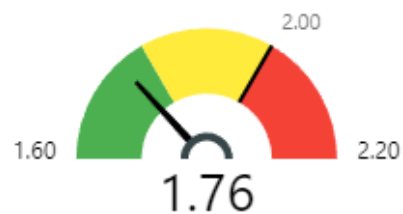
Hours / Pipe Repair



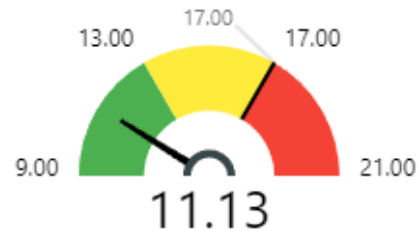
Customer Satisfaction



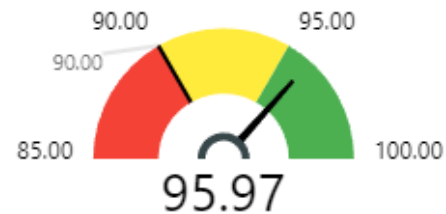
SSOs (Laterals, PLCOs)



Hours / Hydro Segment



Hours / PLCO Install



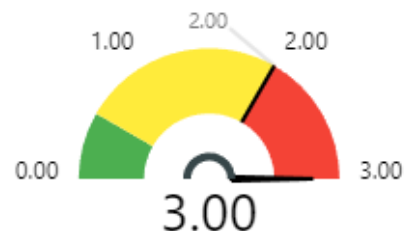
Response Time Success



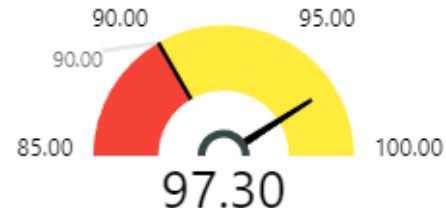
SSOs (Mainline, MH, LS)



Hours / Lateral Assessment



Repeat Callouts



Timely Map Updates

## 21/22 Results

	Base	Goal	Actual	% of Goal	Weight	Value
Safety	2	0	0	100%	0.08	8.0%
Customer Satisfaction	87%	97%	100%	100%	0.07	7.0%
Hours / CCTV	2.00	1.85	1.62	100%	0.07	7.0%
Hours / Hydro	2.10	1.80	1.76	100%	0.07	7.0%
Hours / Lateral Assessment	0.65	0.50	0.48	100%	0.07	7.0%
Hours / Pipe Repair	27	22	24.51	50%	0.07	3.5%
Hours / PLCO Install	20	13	11.13	100%	0.07	7.0%
SSO Lateral	19	13	25	0%	0.10	0.0%
SSO Other	3	0	5	0%	0.10	0.0%
Repeat Callouts	2	0	3	0%	0.05	0.0%
Map Updates	90%	100%	97.3%	73%	0.05	3.6%
Response Time	90%	95%	96.0%	100%	0.05	5.0%
Grease Interceptor Inspections	60	80	83	100%	0.05	5.0%
Plan Check Success Rate	95%	100%	96%	27%	0.05	1.3%
Digital Documents Uploaded	600	720	1099	100%	0.05	5.0%

Percent of Total: 66.5%

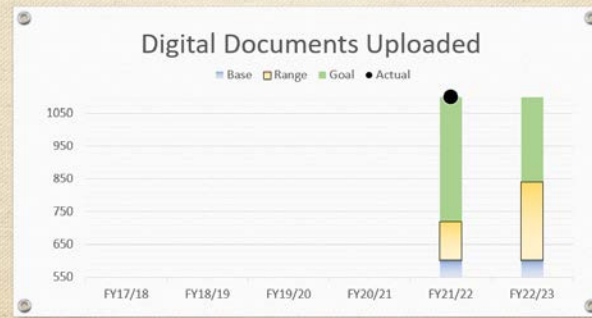
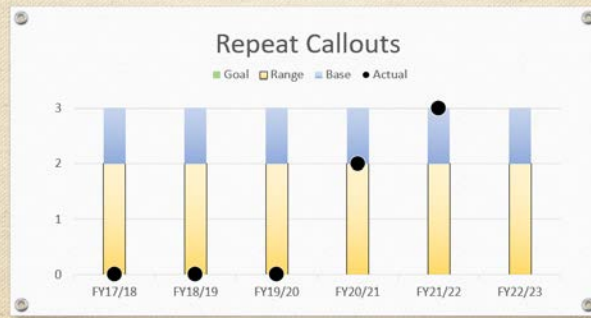
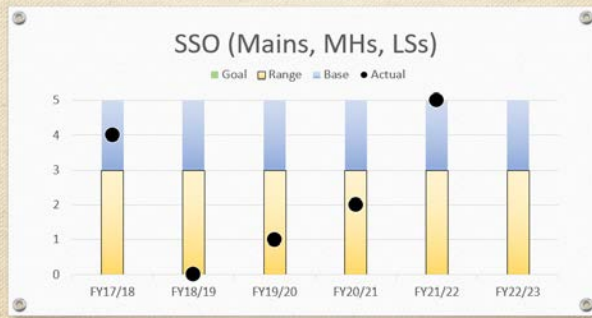
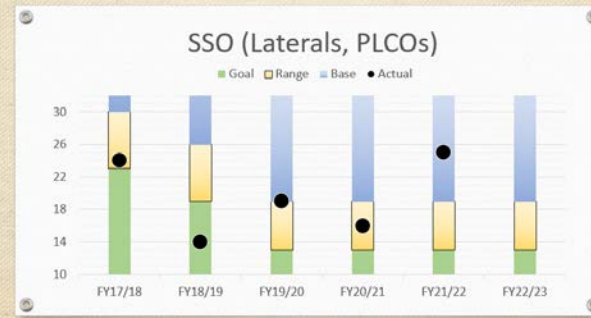
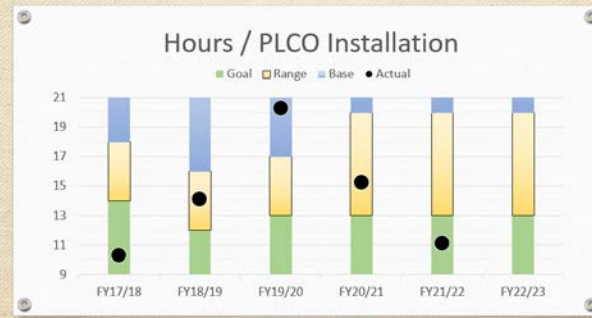
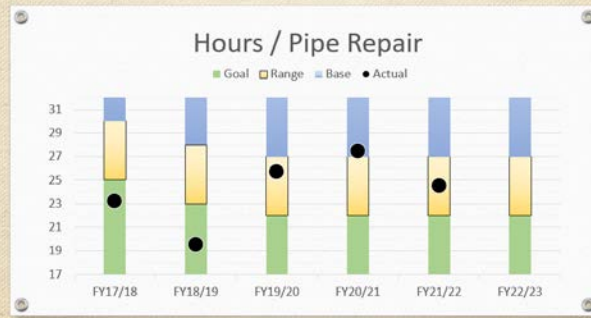
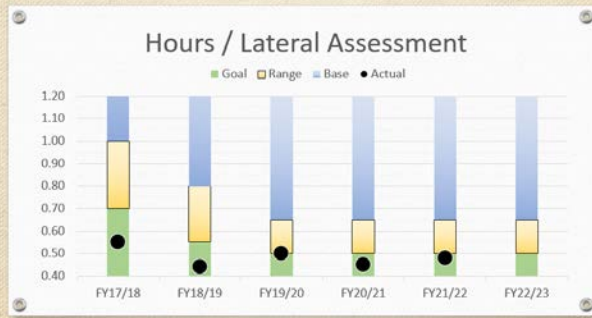
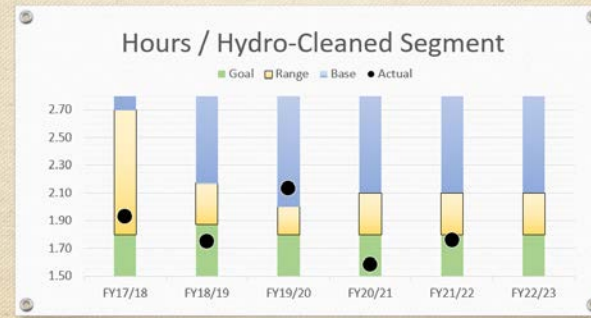
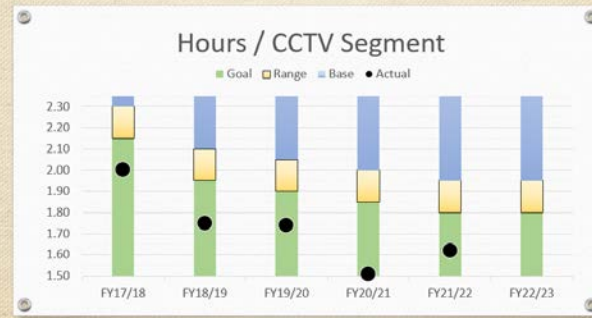
# Performance Merit Program (PMP)

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66.5% of overall Goal was achieved

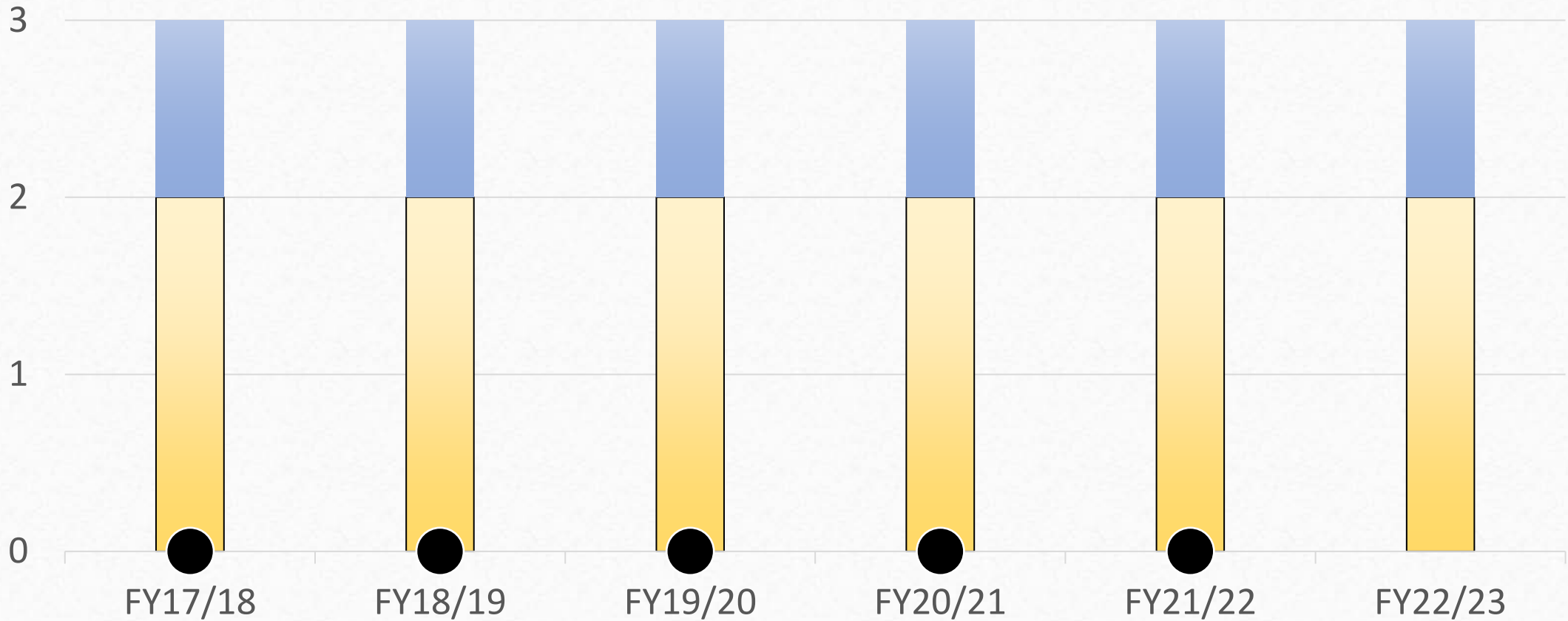
\$42,681 Total Payout

$\$3,000 \times 66.5\% = \$1,994/\text{Employee}$

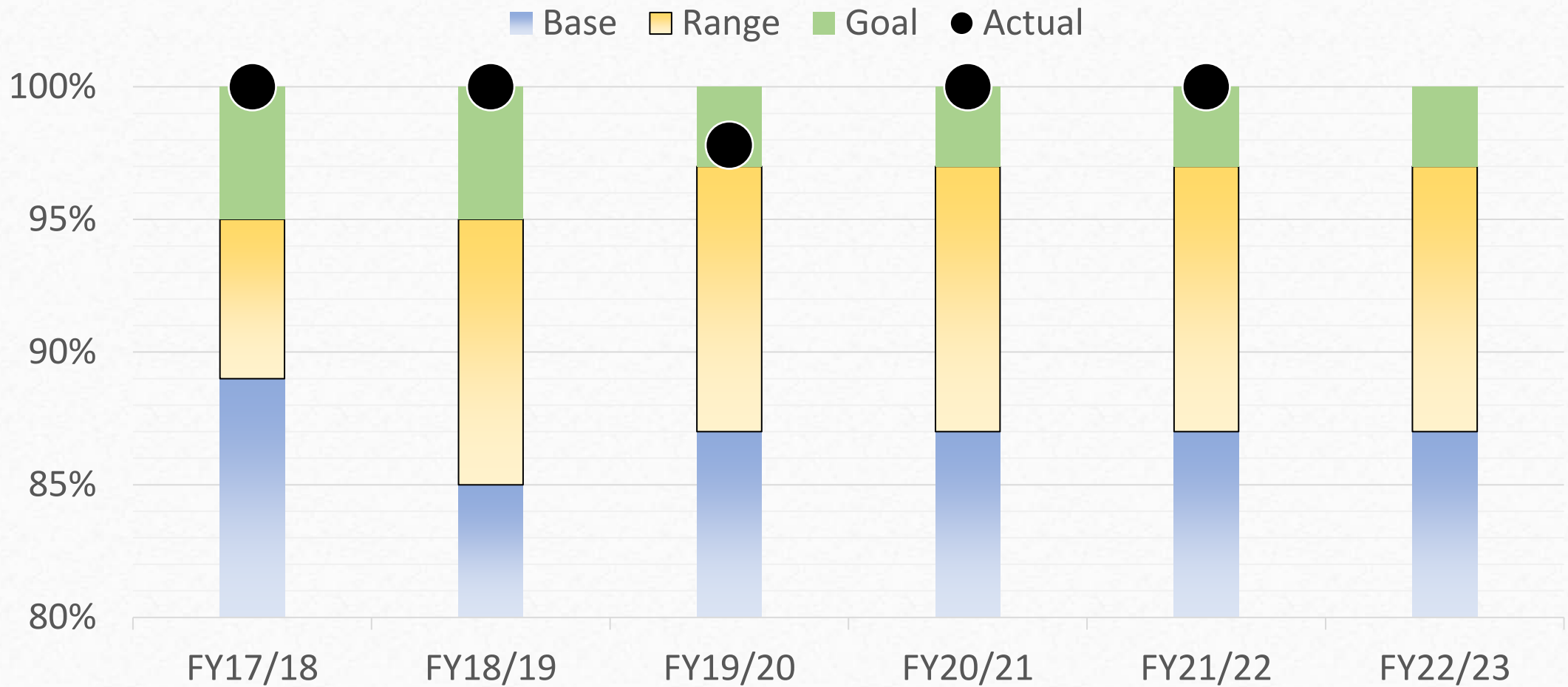


# Lost Time Accidents

■ Goal   ■ Range   ■ Base   ● Actual



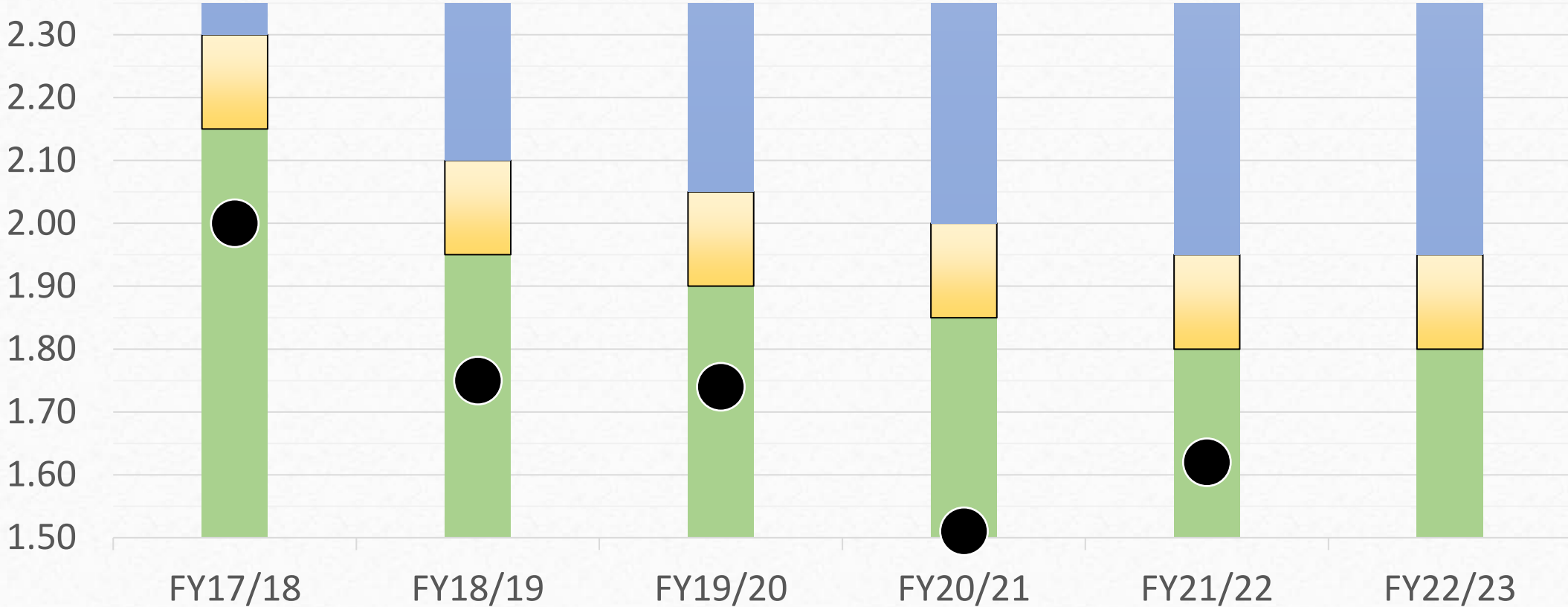
# Customer Satisfaction Surveys





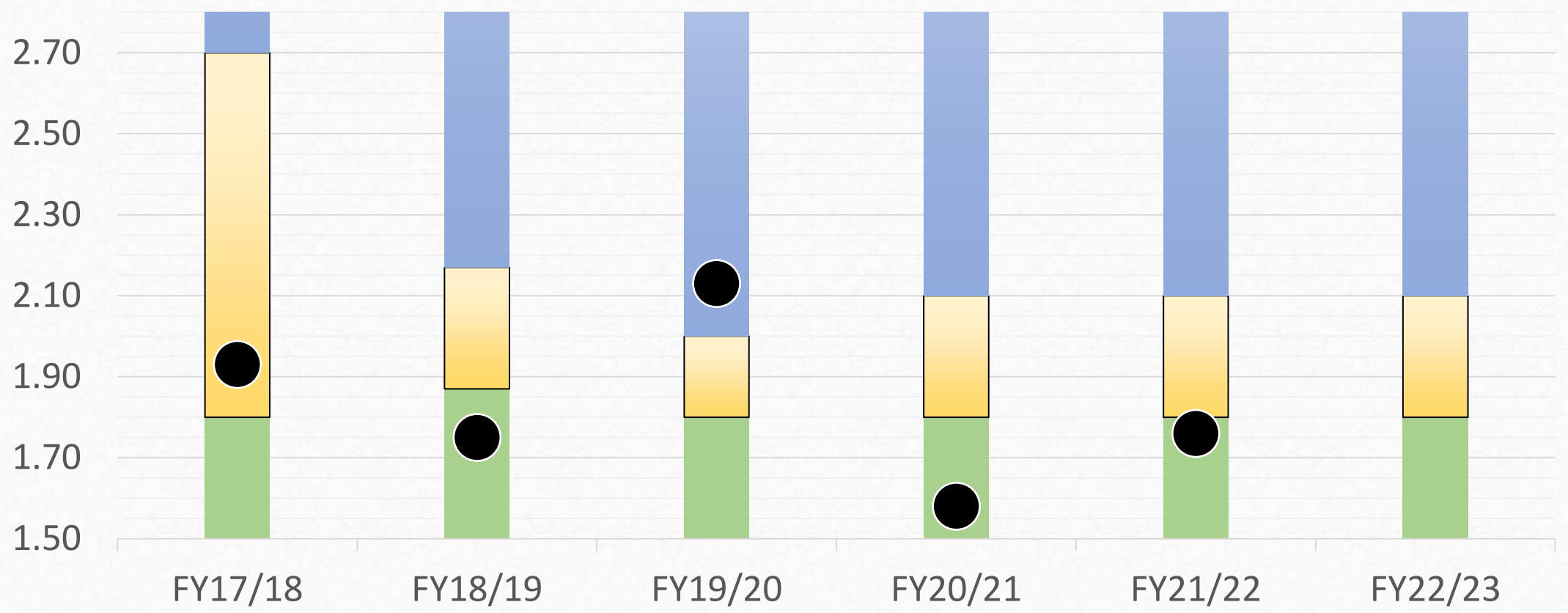
# Hours / CCTV Segment

■ Goal ■ Range ■ Base ● Actual



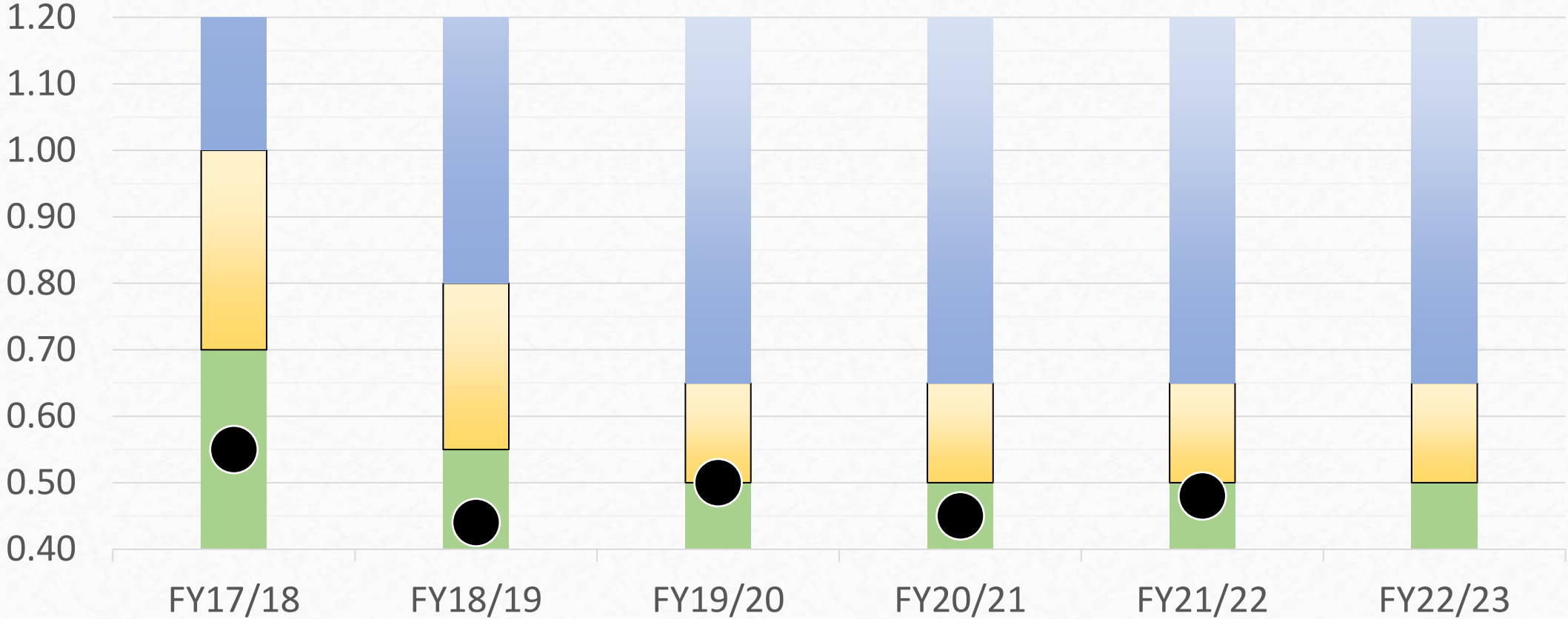
# Hours / Hydro-Cleaned Segment

■ Goal   ■ Range   ■ Base   ● Actual



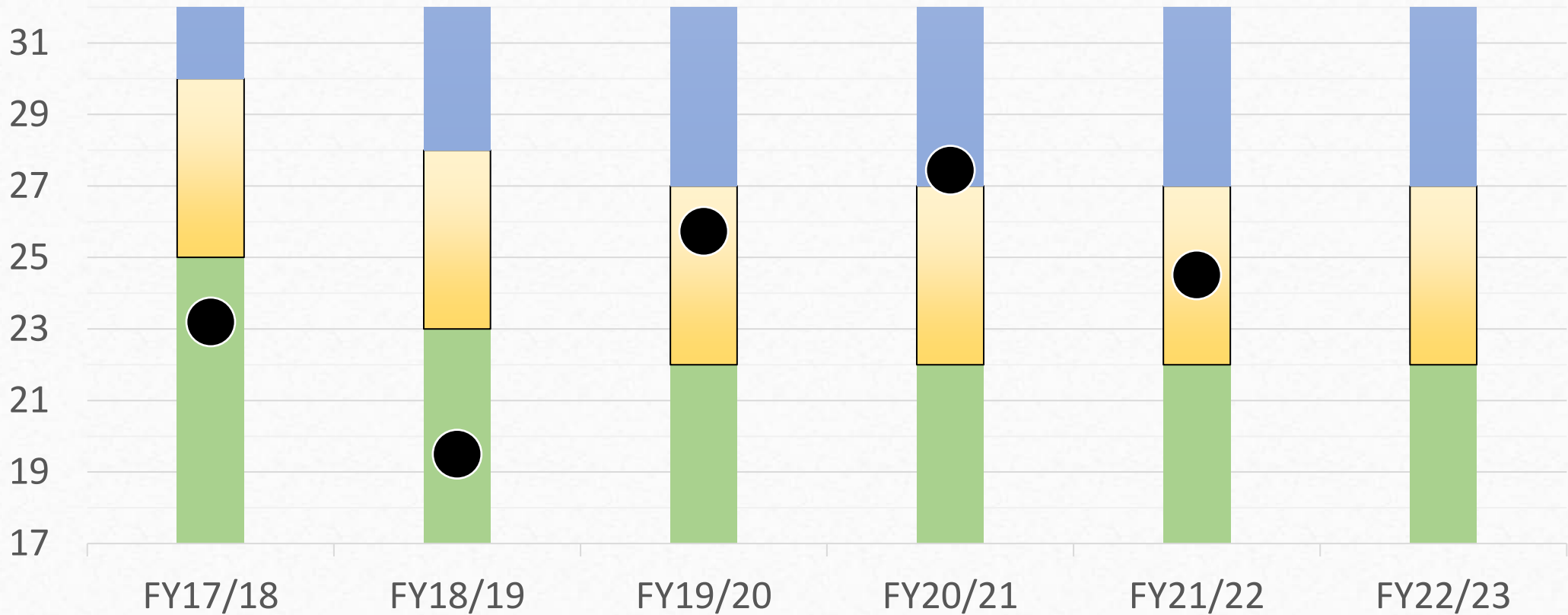
# Hours / Lateral Assessment

■ Goal ■ Range ■ Base ● Actual



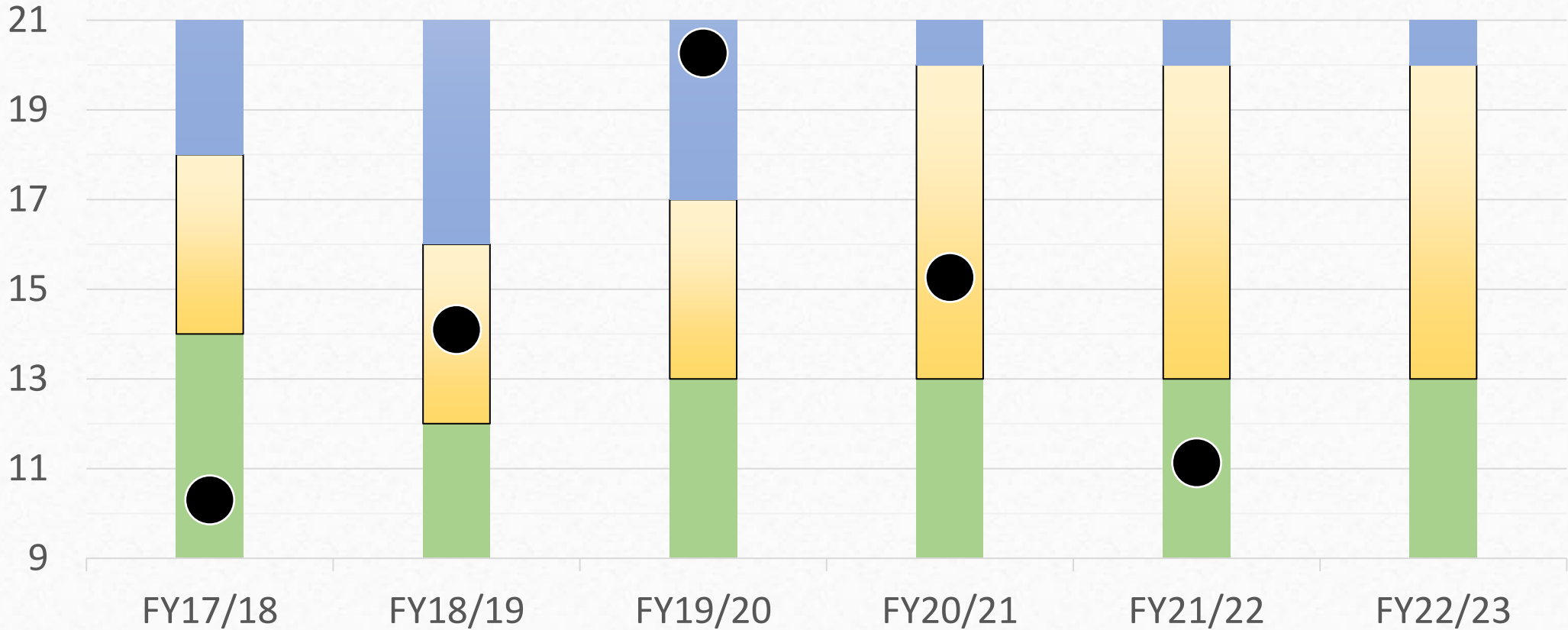
# Hours / Pipe Repair

■ Goal   ■ Range   ■ Base   ● Actual



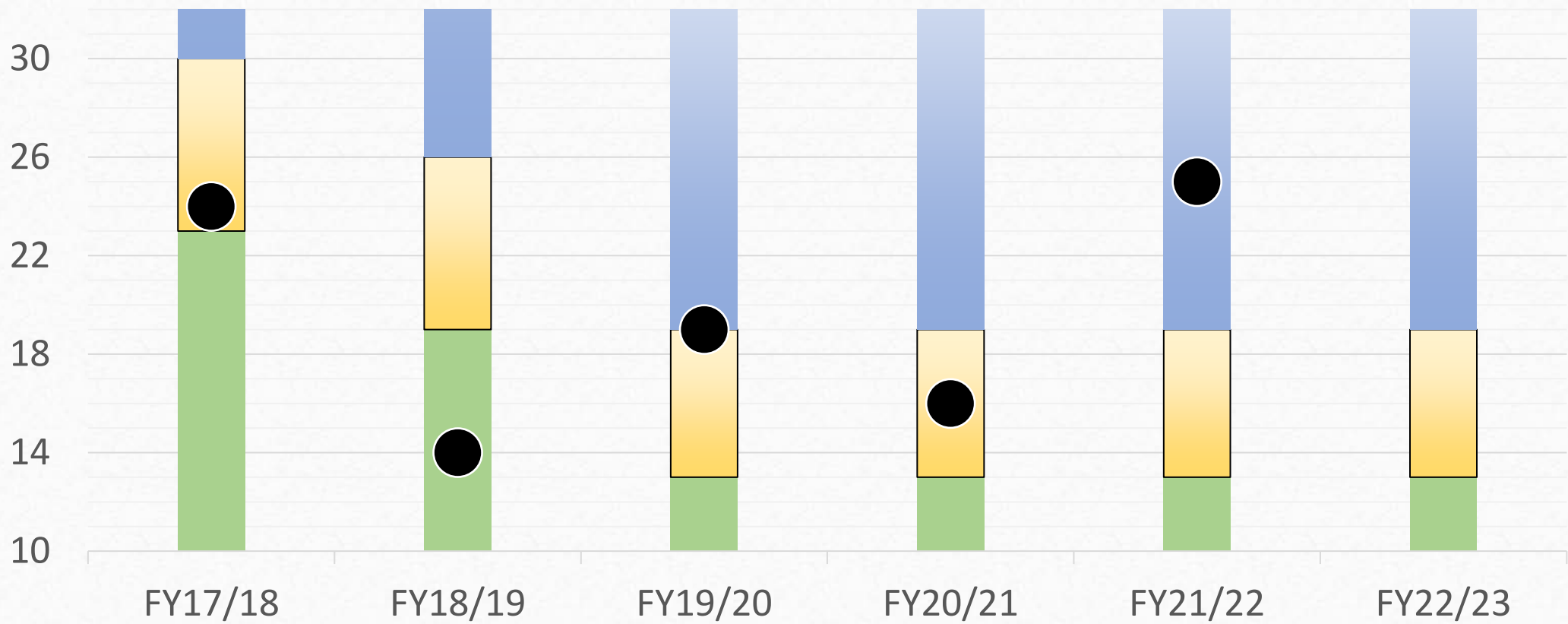
# Hours / PLCO Installation

■ Goal   ■ Range   ■ Base   ● Actual



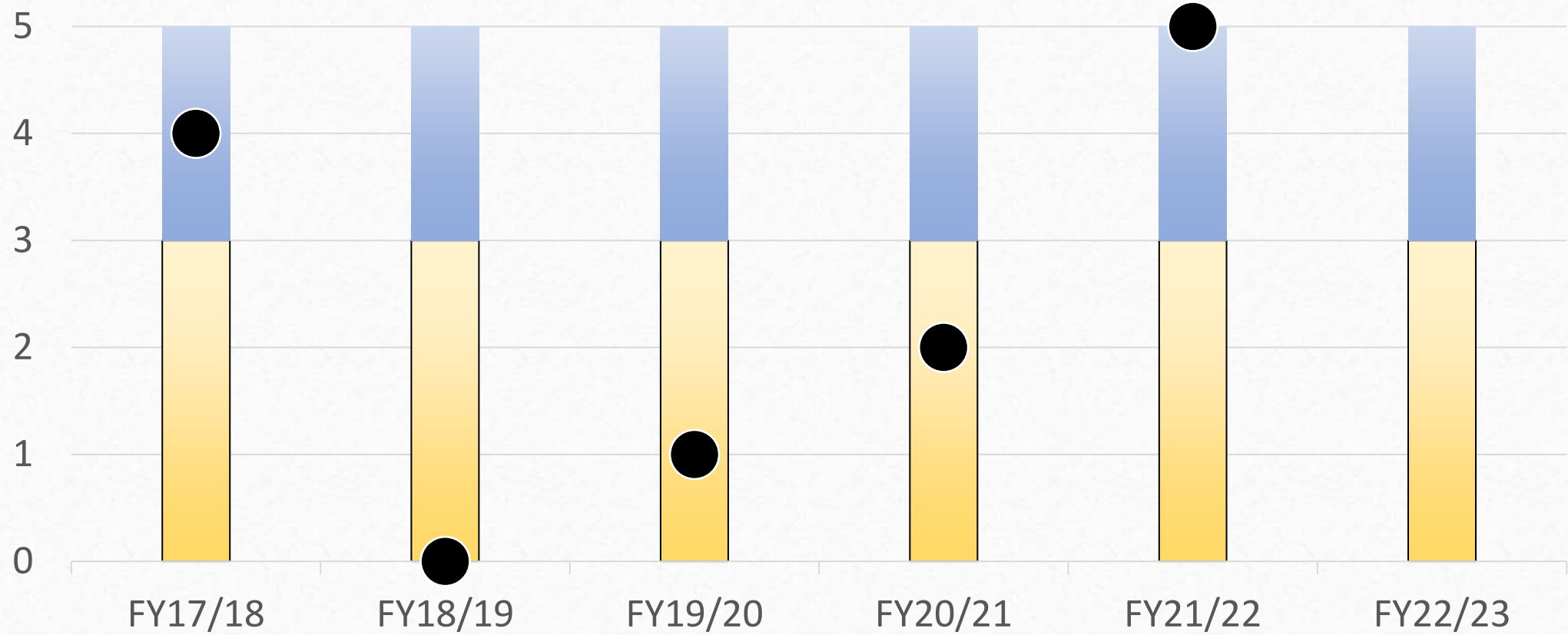
# SSO (Laterals, PLCOs)

■ Goal ■ Range ■ Base ● Actual



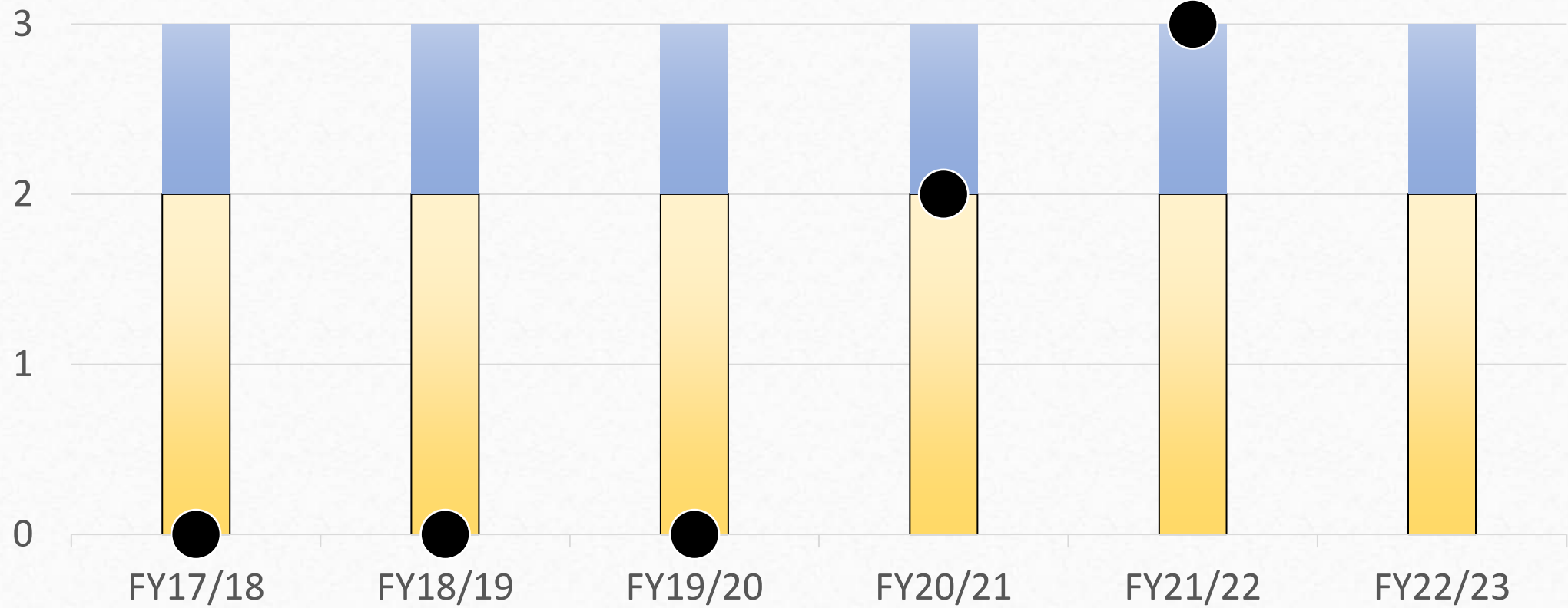
# SSO (Mains, MHs, LSs)

■ Goal ■ Range ■ Base ● Actual



# Repeat Callouts

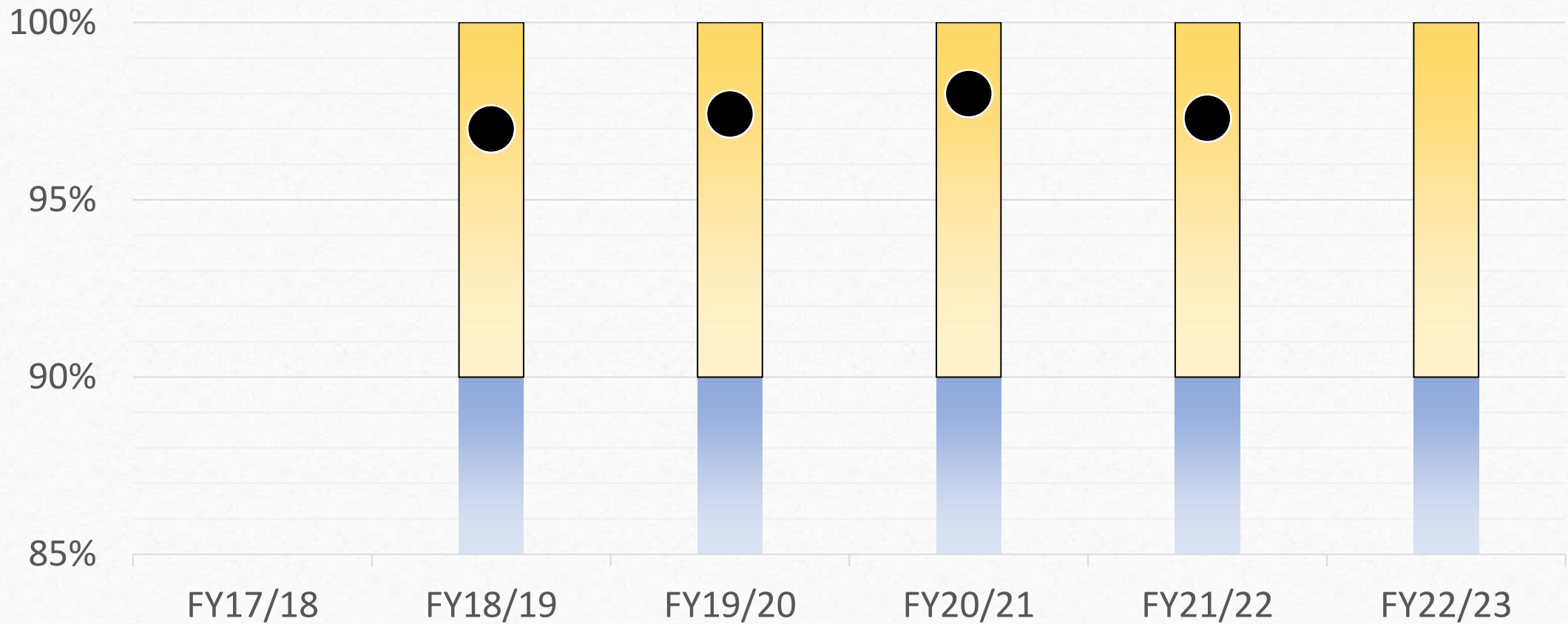
■ Goal ■ Range ■ Base ● Actual





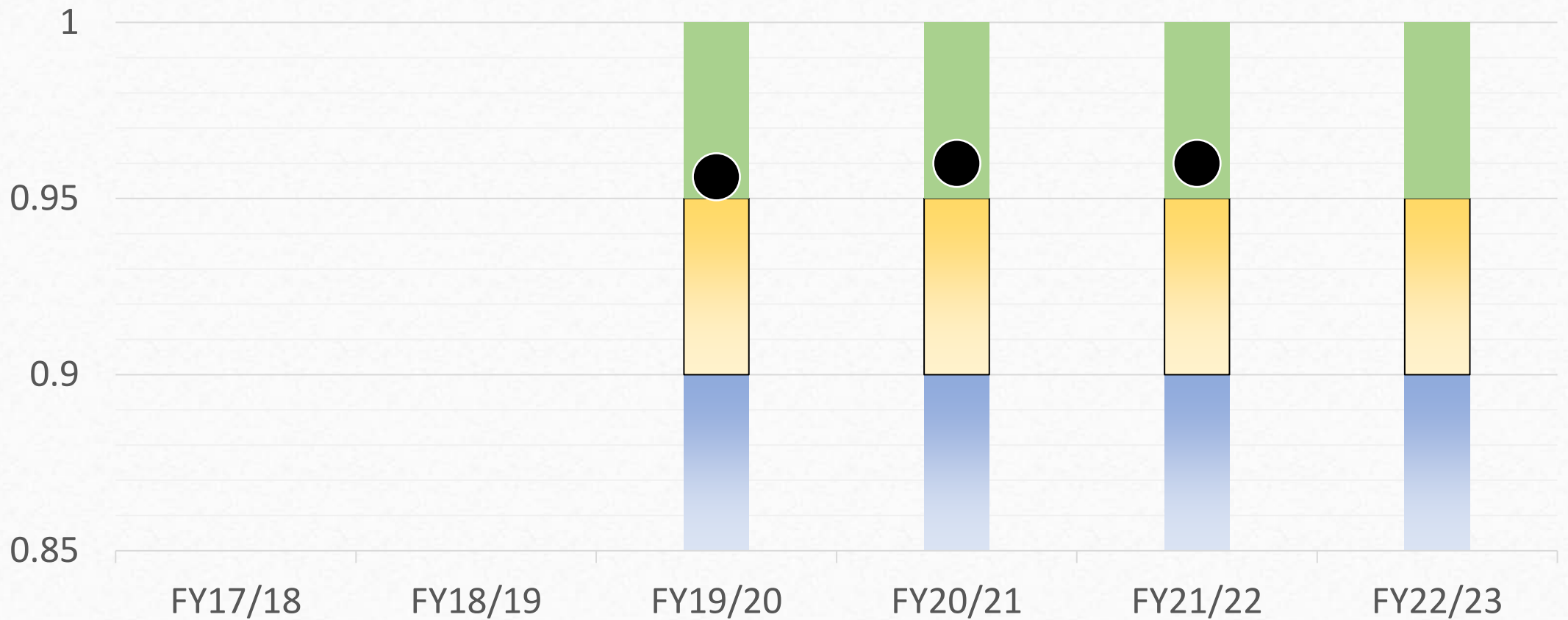
# Timely Map Updates

■ Base ■ Range ■ Goal ● Actual



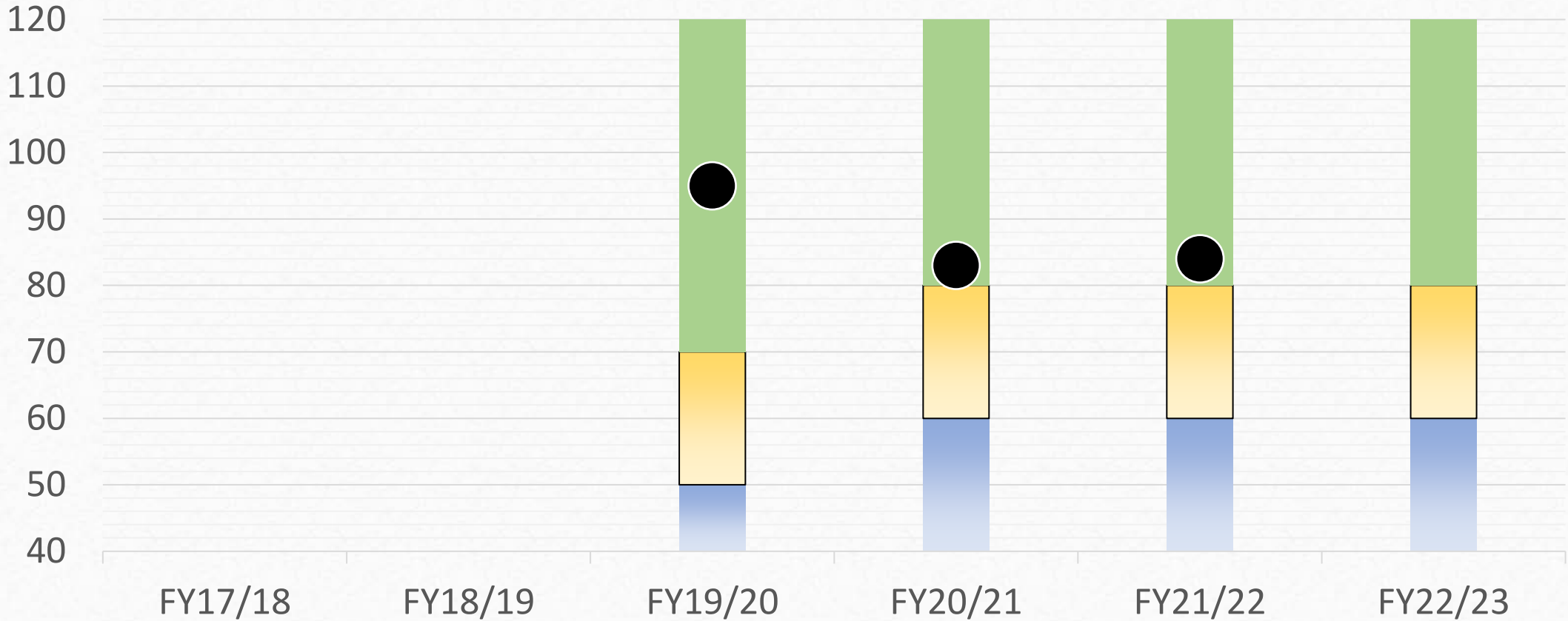
# Response Time Success

Base Range Goal Actual



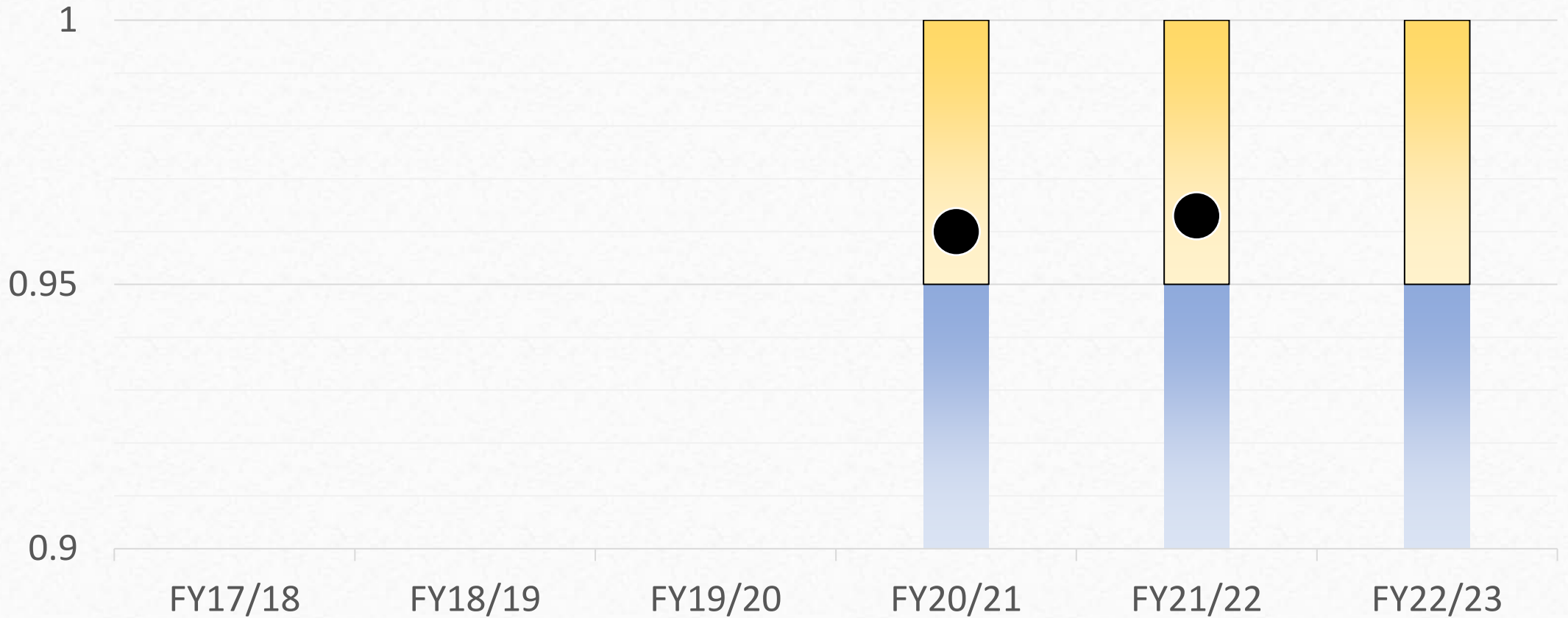
# GCD Inspections

■ Base ■ Range ■ Goal ● Actual



# Plan Check Success

■ Base ■ Range ■ Goal ● Actual



# Digital Documents Uploaded

Base Range Goal Actual



Lower Lateral Hours (SSL125)

1,371.0

DecimalHours

EmployeeNumber	First EmployeeLastName	First EmployeeFirstName	DecimalHours
0061	Arrighi	Jason	296.50
0060	Olsen	Jordon	252.50
0059	Castro	Robert	209.50
0011	Kalinyuk	Andre	185.50
0043	Pirhofer	Joshua	176.00

Notes:

1,371.0

\_Hrs

0.48

\_Calc

Lower Laterals Assessed

2870

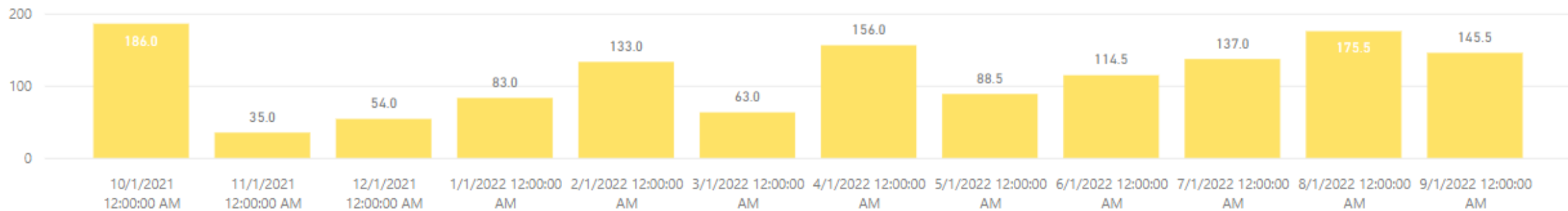
Count of AS\_COMP\_DT

AS_TEXT1	Count of AS_COMP_DT	AS_TEXT1	AS_COMP_DT
WESTWOOD DR	18	6150 HORSESHOE BAR RD	10/1/2021 12:00:00
	16	6500 TURNSTONE WAY	10/1/2021 12:00:00
MARVIN GARDENS WAY	12	6604 CLAPPER RAIL CT	10/1/2021 12:00:00
BOARDWALK WAY	9	5722 SHANNON BAY DR	10/4/2021 12:00:00
8352 JOE RODGERS RD	5	3563 LAIRD ST	10/7/2021 12:00:00
<b>Total</b>	<b>2870</b>		

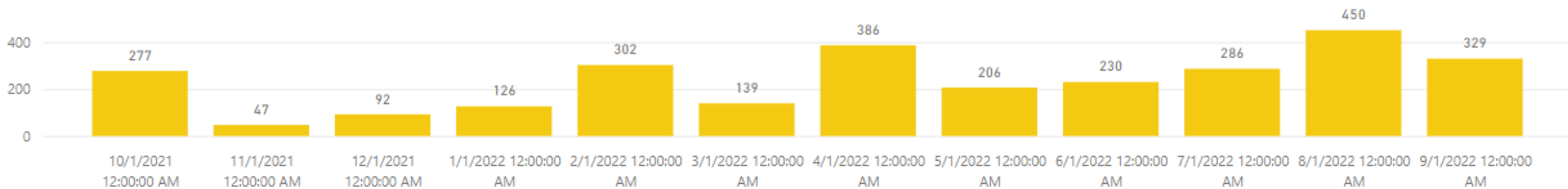
2870

\_Count Assets

Hours by Month



Lower Laterals Assessed by Month



0.67

0.74

0.59

0.66

0.44

0.45

0.40

0.43

0.50

0.48

0.39

0.44



# Questions

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