

LEVEL OF SERVICE

The Level of Service (LOS) Statement defines the way in which the utility managers and operators want the system to perform over the long term.

The following highlight Marlborough's LOS statement.

Quality

- Maintain clean and safe drinking water in compliance with State and Federal Regulations.

Availability

- Make water available to as many Marlborough residents as economically feasible.

Supply

- Minimize watering bans.

- Minimize non-revenue water and manage bleeders.

Distribution

- Minimum water pressure should be 35 psi, with average pressure ranging from 60 to 80 psi.

Reliability

- Notify customers 48 hours prior to planned shutdowns.
- Respond to supply or quality issues affecting a significant level of customers within 1 to 2 hrs.

ASSET MANAGEMENT STRATEGIES

Keys to Successful AM

- Keep it simple
- Form a living document
- Bring everyone on board

The following techniques are used to help keep Asset Management a successful on-going process.

- Continually updating the asset inventory and condition of assets over time.
- Update the Level of Service over time. Keep consistent with desired performance and customer expectations.
- Repair or replace assets that have a high probability of failure and high consequence of failure.
 - These will have the largest impacts on the system.

Brochure produced by:



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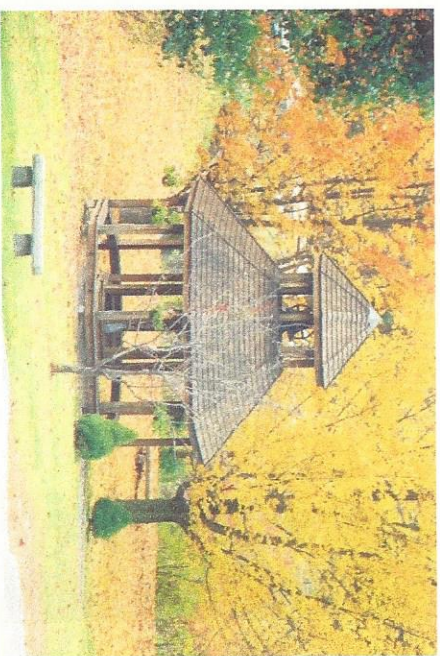
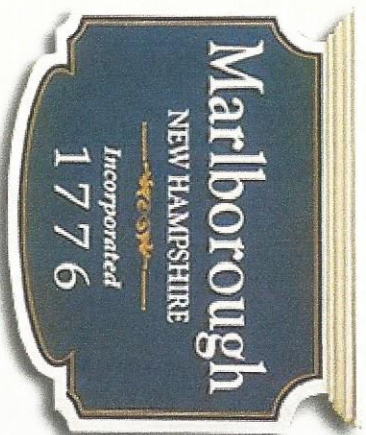
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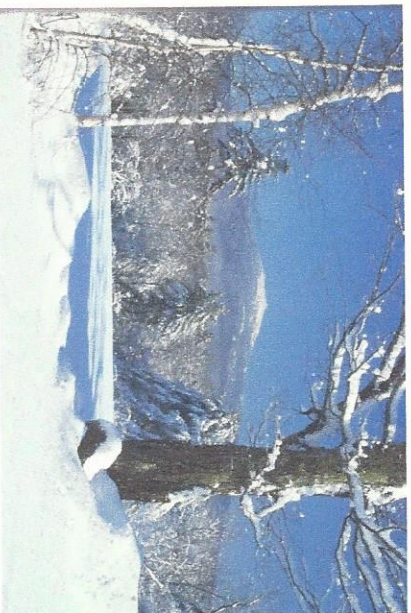


INFO YOU SHOULD KNOW

What is Asset Management?

Asset Management (AM) planning is a decision-making tool that helps managers determine how to operate and maintain their systems at the lowest cost while maintaining the desired level of service. It consists of the following:

- Asset Inventory** - What the system owns.
- Level of Service** - How the system performs.
- Critical Assets** - Identifying the most important risks and assets.
- Life Cycle Costing** - Costs of maintaining the system.
- Long-Term Funding Strategy** - How the system will pay the costs.



How does it help?

Safe and reliable drinking water is critical to public health and quality of life in our communities. Significant investments have been made to build water infrastructure, but these systems are aging. Utilities will soon be faced with excessive costs to maintain service.

AM helps to better understand the condition of the water system, current and future deficiencies and needs, and the financial resources necessary to rehabilitate and replace assets when necessary.

THE MARLBOROUGH WATER SYSTEM

Water Sources and Treatment

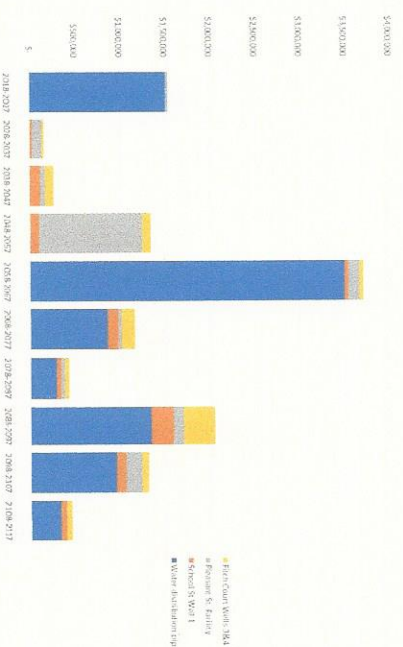
- Wells 3 and 4 are the main water source.
- Well 1 is a back-up source.
- Raw water is monitored and treated for pH.
- Water is pumped into the distribution system from the wells..

Distribution Mains

- Marlborough owns and operates approximately 6 miles of water main of various materials, ages, and sizes.
- In addition to the water mains, the Town owns and operates nearly 4 miles of 3/4-inch copper service lines.

Storage Facility and Booster Pump Station

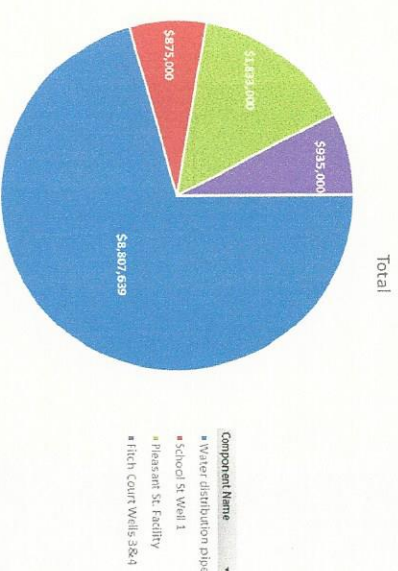
- Marlborough owns and operates a 244,000 gallon storage tank located on Pleasant Street.
- A booster pump station helps to ensure adequate pressure and supply for outlying areas.



LIFECYCLE COSTS

Cost Estimates

Underwood Engineers estimated costs over the next 100 years based on expected life span of assets. Costs included both major refurbishments and replacement of assets.



LONG TERM FUNDING PLAN

Project Funding

- Replacement projects will be prioritized based on asset history and level of consequence during the CIP process.
- AM projects could be combined with other capital improvement projects to reduce costs.
- Near term projects could be funded as the fall off of debt continues within the Water budget.
- Major projects could be delayed or bonded.