

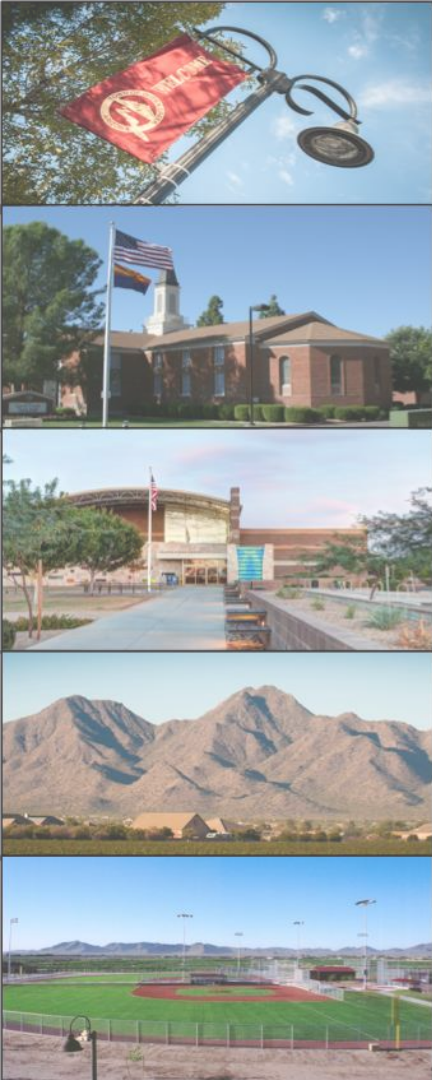
Purpose of Presentation

1. Review the System's Size and Growth
2. Identify Outcomes and Objectives
3. Review Consultant's Recommendations

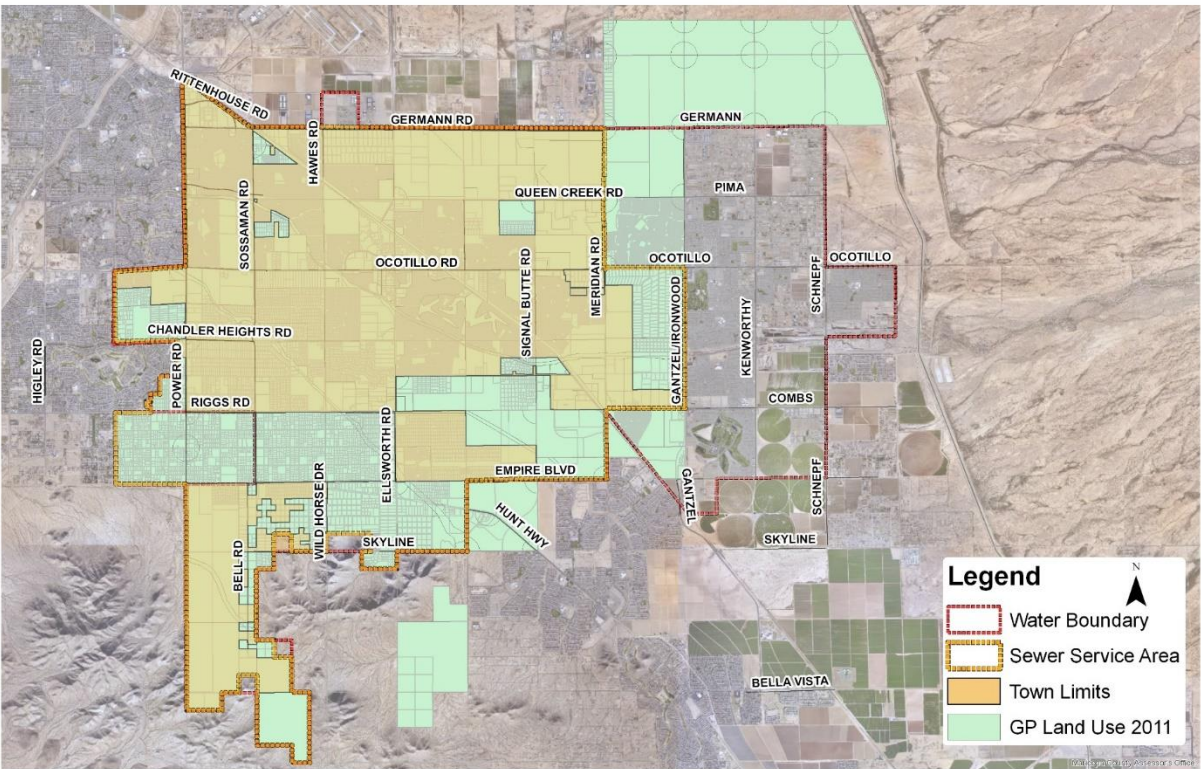


Our Utilities Have Grown Significantly

2002	Queen Creek Water System (WS) – Private System	2,500 Water Accounts
2008	Queen Creek WS Acquired by the Town of Queen Creek	9,000
2014	H2O WS Acquired by the Town of Queen Creek	20,000
2017	Council Approval to Replace Utility Billing System	26,000
2018	Best Practices / Operational Reviews	27,500
2050	Buildout of System	63,000
2018	Best Practices / Operational Reviews	11,000 Wastewater Accounts
2050	Buildout of System	48,000



Size of Our Utility Systems



Outcomes and Objectives

- Improved Customer Service
- New Software Implementation
 - Only Part of the Solution...
- Improved Internal Controls and Processes
 - \$60M Annual Revenues
- Specialization
- Create Capacity for Growth



Other Information

- New Positions: 7
- Annual Cost:\$600K
- Positions Hired Within Six Months
- Will Not Result in a Rate Increase

