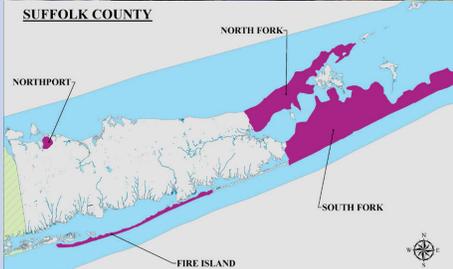


WHAT'S NEW AT SCWA

SCWA Strategic Plan 2025



In 2015, the Suffolk County Water Authority released Strategic Plan 2025, the Authority's first-ever comprehensive business plan, in order to ensure that the Authority is prepared to meet the challenges of the next decade.

Developed by key personnel throughout the Authority, the plan provides a blueprint of our top priorities for the coming years, highlighted by the 10 comprehensive initiatives listed below that will position the Authority to maintain its place at the forefront of the public water supply industry for decades to come.

By 2025, the Authority will:

1. Invest nearly \$1 billion to ensure that our infrastructure is capable of meeting the operational demands of present and future customers and bolster this investment by creating a comprehensive asset inventory database to optimize the maintenance and replacement of assets to maximize their useful life.
2. Transform to a 24-hour customer service operation offering features such as automated appointment scheduling, automated customer notification of emergency situations, an updated Interactive Voice Response system, real-time account posting and live chat.
3. Complete the transition to automated meter reading technology throughout our service territory that will allow us to maximize operational efficiency, achieve as close as possible to a 100% read rate and collect data to help us respond more quickly to a wide variety of service complaints.
4. Develop creative and flexible strategies to add new customers and transition more Suffolk residents from the use of private wells to safe and constantly tested public water.
5. Build a complete mobile workforce system throughout the Authority to improve communications, streamline workflow, increase information sharing and improve customer response time.
6. Create an Employee Development Center to foster employee growth and training, ensure retention of our most dedicated and skilled employees, transition employees from outdated job functions to new positions and promote an inclusive and diverse workforce.
7. Conduct vulnerability assessments of critical facilities and train employees in all aspects of emergency preparedness to ensure continuity of operations during emergency situations.
8. Develop new treatment methods for emerging contaminants to ensure that we are fully prepared to continue to provide high quality drinking water that surpasses state and federal regulations.
9. Develop long-term sustainable water supply plans for vulnerable areas within our service territory, including Fire Island and the North and South Forks, to ensure an ample water supply to all our customers.
10. Assess the feasibility of creating new rates and fee structures that equitably reflect the cost of service throughout our customer base.

WHAT'S NEW AT SCWA

SCWA's Education Center



The Suffolk County Water Authority now has a great education center at its Hauppauge office for visitors to learn about how SCWA retrieves water from Long Island's sole source aquifer, makes sure it's safe to drink, and then delivers it to customers all over Suffolk County. At the center, you and your family can learn about how Long Island's water cycle works, activate a pump station model to see how water is treated and delivered and view exhibits of SCWA meters and laboratory equipment from our more than 60 years of operation. There is also an exhibit on the history and preservation of the Central Pine Barrens region, a Water Workshop and more.

To sign up for an upcoming Education Center program, please email us at educationcenter@scwa.com. Individuals, families, school groups, businesses, civic associations and clubs are all welcome, so make your appointment to come visit the center soon!

ON OUR WEBSITE: WWW.SCWA.COM

Got Five Minutes? Check out our new educational videos! The SCWA now has a way for you to get up to speed about a variety of topics concerning water. Go to www.scwa.com and look at the bottom of the home page for links to five-minute videos on topics including:

The journey of a drop of water from a cloud to your faucet. This video takes you on a tour through the water cycle and our intricate system of providing you with the best water you can get anywhere.

Water technology in the 21st Century. Ever wonder how we are able to keep water flowing through thousands of miles of pipes? This video gives you a tour of our production control facilities, and also highlights our new system of reading meters by just driving past your home or business.

A Ripple in Time. This video gives you a brief history of SCWA, starting with its inception in 1951.

SCWA water versus bottled water. This video takes you on a tour of our state-of-the-art laboratory. You'll learn about the rigorous testing our water goes through before it gets to your faucet.

Preserving our groundwater. In this video, we tell you about the various steps you can take to make sure our underground aquifer system, the source of all of our water, stays as pure as possible.

Your questions, our answers. Ever wonder why water is stored in elevated tanks? In this video, our Customer Service clerks answer your most commonly asked questions.