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About the Guam Waterworks Authority (GWA)

Guam Waterworks Authority (GWA) is a public authority governed by the Consolidated Commission on Utilities (CCU). They are subject to the regulations of the Guam Public Utilities Commission (PUC). GWA provides water to all of the civilian population of Guam. They also provide sewer service to a large percentage of the civilian population, Andersen Air Force Base and several smaller United States Navy facilities. During FY2018, GWA served an average of 42,444 water customers and 29,378 wastewater customers.

GWA's water supply consists of 120 wells, one active production spring, one "Maui" well, 27 booster pump stations, 26 reservoirs/tanks in service, 586 miles of water distribution lines, and approximately 3,814 fire hydrants, all in the agency's effort to provide more efficient and reliable service to its customers while meeting regulatory requirements.

GWA's wastewater system consists of 290 miles of gravity sewer network, 82 sewer pump stations, 27 miles of force main and six wastewater treatment plants and associated outfalls.

GWA has undergone significant transformation over the last several years by working to improve the management and operations, including decreasing expenditures, decreasing leak repair times, implementing a meter replacement program and launching a computerized maintenance management system, which have all contributed to significantly improved operating results since FY 2011.

LEADERSHIP

Miguel C. Bordallo, P.E.
General Manager

Kelly O. Clark
General Counsel

Greg P. Cruz, C.P.A.
Chief Financial Officer

Joseph (Joey) T. Dueñas
Chairman

Francis E. Santos
Chairman of Finance Committee
Vice Chairman

J. George Bamba
Chairman of IT and Cyber Security
Committee; Secretary

Judith 'Judi' T. Guthertz
Chairman of Internal Audit Committee
Treasurer

Simon A. Sanchez II
Commissioner

**Consolidated
Commission
on Utilities**



VISION

To be a world class provider of water and wastewater services.

MISSION

We will provide outstanding customer service by delivering excellent water and wastewater services in a safe, reliable, responsible and cost effective manner.

LOCATIONS

Gloria B. Nelson Public Service Bldg.
688 Route 15 Fadian
Mangilao, Guam 96913
Hours: Mon-Fri | 7:00 a.m. to 5:00 p.m.

Upper Tumon
561 North Marine Corps Drive
Upper Tumon, Guam 96911
Hours: Mon-Fri | 7:30 a.m. to 6:00 p.m.;
Sat | 9:00 a.m. to 1:00 p.m.

Julale Shopping Center
Hagåtña, Guam 96931
Hours: Mon-Fri | 8:00 a.m. to 5:00 p.m.

CONTACT

Customer Service
647-7800/3
Hours: Mon to Fri | 7:30 a.m. to 6:00 p.m.;
Sat | 9:00 a.m. to 1:00 p.m.

FOR EMERGENCY WATER ISSUES
646-4211
Hours: 24/7

Full-Time Employees	FY2016	FY2017	FY2018	% Change
- Administration	162	162	187	13%
- Water Division	104	106	109	3%
- Wastewater Division	67	62	72	14%
	333	330	368	

What would you like to see reported on this page? Please let us know by calling us at **(671) 647-7800** or visit our website at <http://guamwaterworks.org/>.

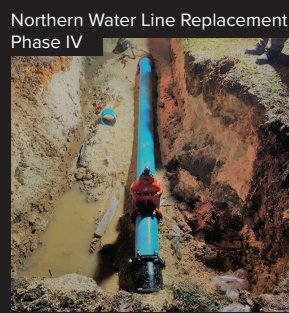
Capital Assets

In FY 2018, GWA's capital assets increased by \$90.1M. The increase is attributable to on-going major capital improvement projects associated with a 2011 Federal Court Order and GWA's five-year Capital Improvement Program (CIP). GWA estimated average annual CIP project costs at \$56M. Of the 93 court ordered projects and requirements, 90 are completed or on-schedule for completion by their deadlines.

Capital Improvement Projects

The Authority is continually working hard to complete its five-year CIP, which cover water system projects, wastewater system projects, and electrical and control improvements throughout the GWA System. The Authority has also adopted its Water Resource Master Plan to reflect long-term planning needs.

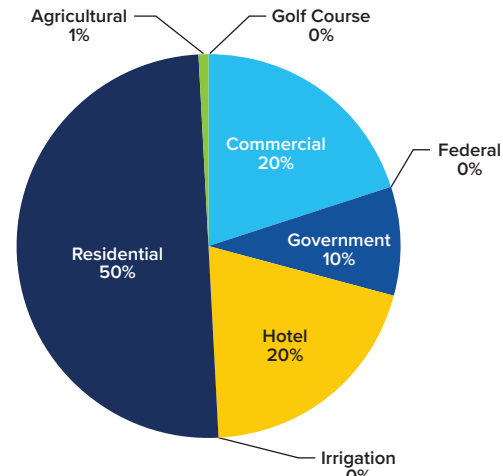
	In Design	In Progress	Completed
Islandwide	<ul style="list-style-type: none"> - Systemwide District Meter Project - Pressure Zone Realignment - Islandwide GWA Facility Survey - Waterline Replacement Program Phase V 	<ul style="list-style-type: none"> - Fire Hydrant Replacement - System Control and Data Acquisition (SCADA) - Phase A1 	<ul style="list-style-type: none"> - Wastewater, water and source water system Master Plan Update
Southern Villages	<ul style="list-style-type: none"> - Mannenggon Water Tanks (2MG) - Ugum Water Tanks (2MG) - Inarajan Booster Pump Station 	<ul style="list-style-type: none"> - Rt. 2 Agat Sewer Improvements - Talofofo Sewer Pump Stations - Umatac-Merizo WWTP Improvements - Santa Rita Water Tank (1MG) - Sinifa Water Tank (1MG) - Brigade II BPS Improvements 	<ul style="list-style-type: none"> - Umatac-Merizo WWTP Study - Sanitary Sewer Evaluation Survey - Agat-Santa Rita Wastewater Treatment Plant - Baza Gardens Wastewater Pumping and Conveyance - Southern Water Line Replacement Phase IV
Northern Villages	<ul style="list-style-type: none"> - Astumbo No. 2 Water Tank (2MG) - Tumon No. 1 Water Tank (3MG) - Yigo Sewer Pump Station Rehabilitation - New Production Well (AG-10, AG-12 and Y-8) - NGLA Monitoring Wells - Groundwater Production Well Meter Replacement 	<ul style="list-style-type: none"> - Deep Water Well Drilling and Well Rehabilitation - Northern Water Line Replacement Phase IV - Santa Rosa Water Tank (1MG) - Northern District WWTP Secondary Upgrades - Water Wells Rehabilitation (A-Series) - Northern District Interceptor Sewer Refurbishment - Northern District WWTP Outfall Diffuser 	<ul style="list-style-type: none"> - Critical Sewer Pump Station Repair - Yigo No. 1 Water Tank (2MG) - Yigo No. 3 Water Tank (2MG) - Yigo Booster Pump Station - Macheche Hill Sewer Line - Astumbo No. 1 Water Tank (2MG)
Central Villages	<ul style="list-style-type: none"> - Hagåtña WWTP Interim Disinfection - Asan Springs Rehabilitation - Piti Water Tank (1MG) 	<ul style="list-style-type: none"> - Rt. 1 (Asan-Adelup) Sewer Line Improvements - Tamuning Sewer Hot Spots Repair/Rehabilitation - Hyundai Water Tank (1MG) - Central Water Line Replacement Phase IV - Chaot No. 2 Water Tank (0.5MG) - Rt 4 Sewer Line Improvement - Bayside Sewer Pump Station Improvements - Chjalan Pago Sewer Pump Station - Tumon No. 2 (Nissan) Water Tank (1MG) - Tumon Sewer Hot Spots 	<ul style="list-style-type: none"> - Laboratory Water Testing Facility - Water Wells Rehabilitation (D-Series)



An independent audit was conducted by Deloitte & Touche LLP, resulting in a clean audit opinion. The Office of Public Accountability released GWA's audited financial statements on April 1, 2019. More information can be found at our website at <http://guamwaterworks.org>.

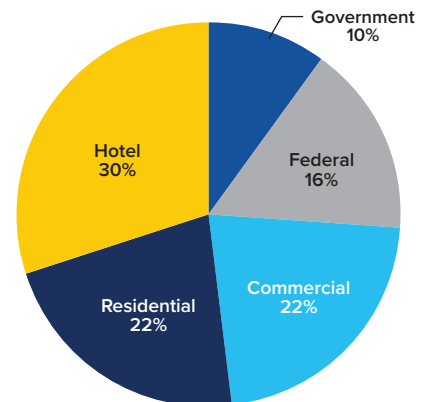
Operating Revenues

Water Revenues	FY2016	FY2017	FY2018	FY 2017-2018 % Trend
- Agricultural	\$431,606	\$395,449	\$460,076	16%
- Golf Course	97,990	80,243	48,567	-39%
- Commercial	13,736,890	13,962,171	13,667,485	-2%
- Federal	38,497	39,532	31,502	-20%
- Government	6,360,728	6,297,642	6,572,048	4%
- Hotel	13,116,414	13,499,695	13,802,981	2%
- Irrigation	59,481	60,821	49,457	-19%
- Residential	32,457,312	31,807,345	34,100,450	7%
Total Water Revenue	\$66,298,918	\$66,142,898	\$68,732,566	



**FY2018 Water Revenues
by Rate Class**

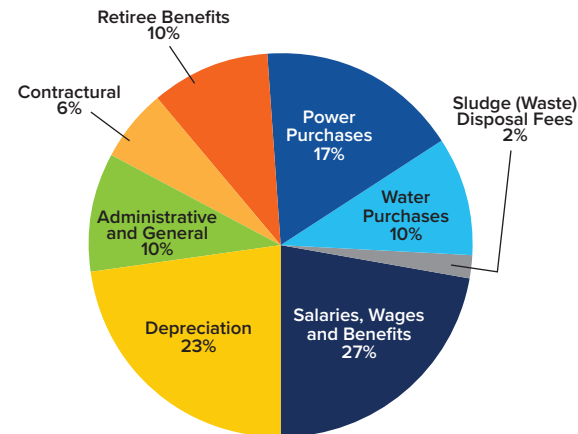
Wastewater Revenues	FY2016	FY2017	FY2018	% Trend
- Commercial	\$8,046,990	\$8,588,060	\$8,735,533	2%
- Federal	6,580,018	5,610,218	6,322,371	13%
- Government	3,375,762	3,533,788	3,800,155	8%
- Hotel	11,698,441	11,684,107	11,937,462	2%
- Residential	8,466,690	8,819,329	8,619,390	-2%
Total Wastewater Revenues	\$38,167,901	\$38,235,502	\$39,414,911	



**FY2018 Wastewater Revenues
by Rate Class**

Operating Expenses

	FY2016	FY2017	FY2018	% Trend
- Power Purchases	\$11,225,884	\$11,225,884	\$14,686,486	22%
- Water Purchases	6,374,035	7,309,125	8,684,974	19%
- Sludge (Waste) Disposal Fees	1,565,080	1,685,842	1,507,654	-11%
- Salaries, Wages and Benefits	19,856,213	19,697,917	18,534,508	-6%
- Depreciation	15,348,101	16,824,455	19,280,249	15%
- Administrative and General	7,008,883	7,300,127	8,072,979	11%
- Contractual	4,117,122	4,087,429	5,036,651	23%
- Retiree Benefits	3,348,262	11,187,439	8,548,967	-24%
Total Operating Expenses	\$68,843,580	\$80,168,596	\$84,352,468	



**FY2018 Breakdown of
Operating Expenses**

Challenges and Outlook

For FY2019, GWA Management looks forward to continuing improvements in water and wastewater system performance and reliability that have been achieved over the past several years, and which are still needed to achieve full regulatory compliance, improve levels of service to our ratepayers, and set the groundwork for gains in efficiency which will keep our services affordable.

2018 Water Resources Master Plan (WRMP) / Five-Year Financial Plan & Capital Improvement Program

GWA will be guided in the coming year by the 2018 WRMP, which integrates the in-progress and remaining planned capital projects from the previous 2006 master plan (approximately 40% completed, and 45% in-progress/pending), and sets new capital improvement projects needed to keep GWA a well-run utility well into the future. This 20-year plan is intended to be implemented in 5-year increments, with the development of GWA's 5-year Financial Plan & Capital Improvement Program. The 5-year FP/CIP is an opportunity for the Authority to make step-wise improvements in reliability, performance and compliance, continuing the upward trend in these areas that GWA has demonstrated in years past.

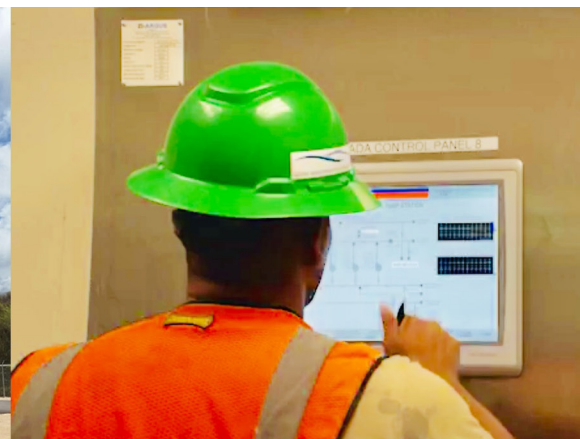
Court Order Compliance

The CCU and Authority remain focused on meeting the requirements of the 2011 Federal Court Order and have made considerable progress in the execution of mandatory rehabilitation, repair and construction projects. GWA has also

instituted an asset management and maintenance program to ensure capital investment is not squandered, and system performance does not deteriorate resulting in CWA and or SDWA violations. The 2011 Court Order establishes deadlines for completing outstanding projects that were identified in a previous Stipulated Order originally issued in 2003 and subsequently amended in 2004 and 2006. GWA continues to work collaboratively with U.S. EPA and is maintaining a strong compliance record. Of 93 Court Ordered projects /requirements, 90 (96.8%) are completed or on-schedule for completion by the relevant deadlines, with only 3 projects either remaining or behind schedule for completion.

Secondary Treatment

GWA is on schedule to complete secondary treatment upgrades at the NDWWTP by December 2021. In the fall of 2016, the Department of Defense (DOD), through the Office of Economic Adjustment (OEA), awarded the Authority grants totaling \$55.3 million to initiate projects associated with the design and construction of improvements needed to bring the Northern District WWTP to full secondary treatment capability. In late 2017, the Authority received an additional grant award totaling \$117.9 million for construction of wastewater improvements related to the build-up. The NDWWTP secondary treatment upgrades have been designed, and a contract for preliminary site-work construction has been awarded. The complete upgrade construction package has been procured and is slated to start by mid-year 2019.



WE WANT TO HEAR FROM YOU!

Do you like this report? Do you believe it should include different or additional information? Please let us know by contacting our general manager at mcbordallo@guamwaterworks.org. More information is available on GWA's website, www.guamwaterworks.org or www.guamccu.org.



Clariza Roque <croque@guamopa.com>

GWA FY 2018 CCR

jtarroyo@guamwaterworks.org <jtarroyo@guamwaterworks.org>
To: Clariza Roque <croque@guamopa.com>
Cc: "Ann D. Borja" <annborja@guamwaterworks.org>

Wed, Jun 5, 2019 at 8:59 AM

Good morning Clariza,

Please see attached copy of GWA's FY 2018 CCR. This will be posted in our website as well and I will be working with our GM's staff to submit the said document to the legislature.

Thank you and let me know should I need to do anything else for its proper submission/distribution.

Kind Regards,

Janet Taitano-Arroyo

Internal Auditor



Gloria B. Nelson Public Service Building
688 Route 15, Mangilao, Guam 96913
Tel: (671) 300-6851 | Fax: (671) 648-3290
Email: jtarroyo@guamwaterworks.org

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GWA FY 2018 CCR.pdf
2412K



Clariza Roque <croque@guamopa.com>

Fwd: GWA's Citizen Centric Report for FY2018

Benjamin Cruz <bjcruz@guamopa.com>
To: croque@guamopa.com

Wed, Jun 5, 2019 at 12:49 PM

Sent from my iPhone

Begin forwarded message:

From: "Ann Borja" <annborja@guamwaterworks.org>
Date: June 5, 2019 at 9:41:25 AM GMT+10
To: <speaker@guamlegislature.org>
Cc: "Benjamin Cruz" <bjcruz@guamopa.com>, "Miguel Bordallo" <mcbordallo@guamwaterworks.org>, <jtarroyo@guamwaterworks.org>, <gildam@guamwaterworks.org>, <ssantos@guamwaterworks.org>, <heidi@guamwaterworks.org>
Subject: GWA's Citizen Centric Report for FY2018

Good morning Speaker Muna-Barnes,

Please find attached for your information, a copy of GWA's Citizen Centric Report for FY2018. Please note that this has also been posted on our website.

Sincerely,

*Ann D. Borja-Gallardes, CPM**Management Analyst IV, Assistant to**Miguel C. Bordallo, P.E., General Manager**Guam Waterworks Authority**Gloria B. Nelson Public Service Building**688 Route 15**Mangilao, Guam 96913**Telephone No.: (671) 300-6847 (Direct) or 300-6846**E-mail address: annborja@guamwaterworks.org*

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2 attachments



image002.jpg
4K

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2412K