

Columbia Water Company
Management Efficiency Investigation
Implementation Plan
2019
Docket No. D-2019-3011328

Chapter III – Corporate Governance

Follow-up Recommendation Number: III-2

Follow-up Recommendation Page Number: 7

Follow-up Recommendation:

Incorporate documented risk assessments into the Board of Director's strategic planning process.

Position on Recommendation: Accepted

Implementation Plan:

The Company will incorporate documented risk assessments into the Board of Director's strategic planning process.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: The documentation will be prepared by June 30, 2020.

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Chapter IV – Financial Management

Follow-up Recommendation Number: IV-1

Follow-up Recommendation Page Number: 9

Follow-up Recommendation:

Document the five-year capital planning process and the manual journal entry adjustment process for customer overpayments to ensure consistency and guidance to employees.

Company's Position on Recommendation: Accepted

Implementation Plan:

The Company will document the five-year capital planning process and the manual journal entry adjustment process for customer overpayments.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: The documentation will be prepared by June 30, 2020.

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Chapter IV – Financial Management

Follow-up Recommendation Number: IV-3

Follow-up Recommendation Page Number: 11

Follow-up Recommendation:

Document the manual journal entry process planned for customer overpayments.

Company's Position on Recommendation: Accepted

Implementation Plan:

The Company will document the manual journal entry process planned for customer overpayments.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: The documentation will be prepared by June 30, 2020.

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Chapter V – Water Operations

Follow-up Recommendation Number: V-1

Follow-up Recommendation Page Number: 13

Follow-up Recommendation:

Accelerate the replacement of cast iron mains.

Company's Position on Recommendation: Accepted.

Implementation Plan:

The Company will strive to accelerate the replacement of cast iron mains.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: Ongoing.

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Chapter V – Water Operations

Follow-up Recommendation Number: V-2

Follow-up Recommendation Page Number: 14

Follow-up Recommendation:

Document meter testing policy and procedures for new meters.

Company's Position on Recommendation: Accepted

Implementation Plan:

The Company will document the meter testing policy and procedures for testing new meters.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: The process will be documented on or before June 30, 2020.

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Chapter V – Water Operations

Follow-up Recommendation Number: V-4

Follow-up Recommendation Page Number: 17

Follow-up Recommendation:

Strive to exercise non-critical valves every seven to ten years.

Company's Position on Recommendation: Accepted

Implementation Plan:

The Company will strive to exercise non-critical valves every seven to ten years.

Responsible Officer: President

Responsible Manager: General Manager

Implementation Date: Ongoing.