

Title: Water Conservation Plan Process: Tracking and Records Management

Team: Stacey Herbold, Kelsey Vaughn, Cynthia Nelson, Felice Janelle
 Event Dates: May 10, May 14, & May 16, 2018

Date: July 2, 2018	Owner: Kelsey Vaughn
Approval Date:	Manager Approval:

BACKGROUND

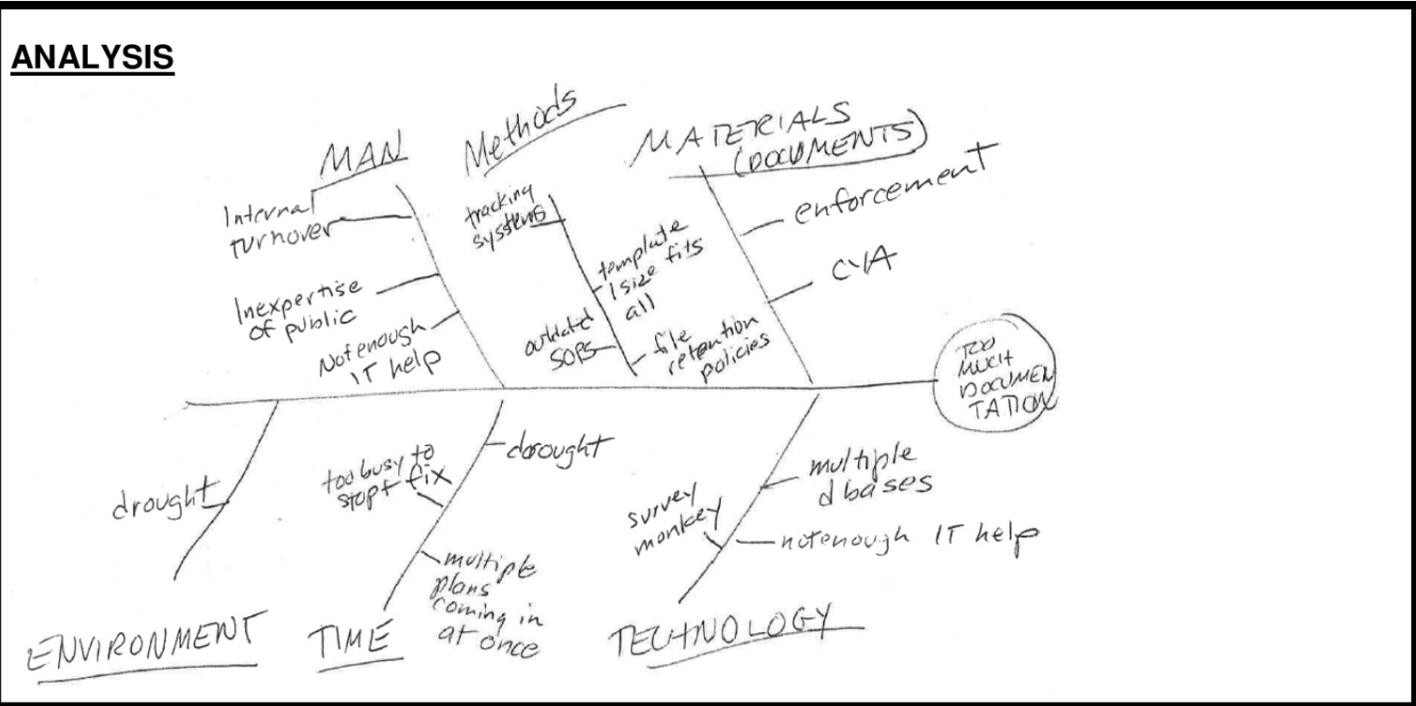
- DES's Water Conservation Program is responsible for approving water conservation plans (WCPs) and ensuring that WCPs are implemented.
- Each WCP is tailored to the characteristics of the water system, but in general, regulated entities are subject to inspection, periodic reporting, and requirements to install and maintain meters, manage water losses, and conduct outreach.

CURRENT CONDITIONS

- Electronic and hard copy records (WCPs, emails, inspection reports, compliance reports, meeting notes, response plans, NOV's, etc.) are maintained to document compliance and project history.
- Tracking is performed in the Drinking Water database, Microsoft Outlook tasks, and a Microsoft Word document.
- As the number of approved WCPs continues to grow, so does the Water Conservation Program's tracking and documentation process. The tracking and documentation process takes a great deal of staff time, which could be better spent promoting the implementation of effective WCPs. Also, the paper documentation process has turned into a space issue, as there is very little space available to store paper files.

GOALS

- Streamline the tracking process
- Better manage program documents/go paperless



PROPOSAL/COUNTERMEASURES

- Track WCP review and approval actions in Outlook tasks (full) and the Drinking Water database (limited)
- Track WCP implementation actions in Outlook tasks (full) and the Drinking Water database (limited)
- Retain WCP development correspondence and submittals on the S:\ drive (limited) and in Outlook emails (full)
- Retain WCP implementation correspondence and submittals on the S:\ drive (limited) and in Outlook emails (full)

PLAN

#	Task	Approval/Date	Task Owner	Start Date	Due Date
1	Write SOP	6/1/2018	Kelsey	5/17/2018	7/1/2018
2	Update WCP Template	6/1/2018	Kelsey	5/17/2018	7/1/2018
3	WC Mailbox Permissions/Alternatives	6/1/2018	Kelsey	5/17/2018	9/1/2018
4	How to Respond to File Reviews	6/1/2018	Stacey	5/17/2018	9/1/2018
5	Decide if N-Forms is an option for WCPs	6/1/2018	Kelsey	5/17/2018	10/1/2018
6	Water Balance Kaizen: Kickoff Meeting	6/1/2018	Stacey	5/17/2018	11/1/2018
7	Reorg/Purge Existing Files	6/1/2018	Stacey/Kelsey	5/17/2018	11/1/2018
8	Revise Retention Policy	6/1/2018	Stacey	5/17/2018	11/1/2018
9	Alternatives for Tracking Non-PWS	6/1/2018	Stacey	5/17/2018	5/1/2019
10	Scan Files	6/1/2018	Admin/Intern	5/17/2018	5/1/2019

FOLLOW UP

- Speak to other programs that have gone paperless to hear tips and lessons learned
- As the above tasks are being implemented, consider how the new process impacts the overall process to ensure that the intended goals result from those actions

