Level of Service Workshop

Aligning Service Expectations, Risk, and Financial Sustainability

Town of Ashland Water Department

Presented by:
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1/28/2026

Granite State Rural Water Association

Agenda

- Why Are We Here?
- About The Department
  - Staff
  - Source and Treatment
  - Storage
  - Distribution
- Current/Upcoming Projects
  - Strategic Planning
  - Winona Road and Thompson Street Phase 3
- LOS Workshop

Why Are We Here?

This Level of Service (LOS) meeting is part of a larger asset management grant the town was awarded by NHDES in December 2024

The total project cost is $29,250

$19,500 is grant funding	$9,750 is funds from Ashland Water Department

About The Department: Staff

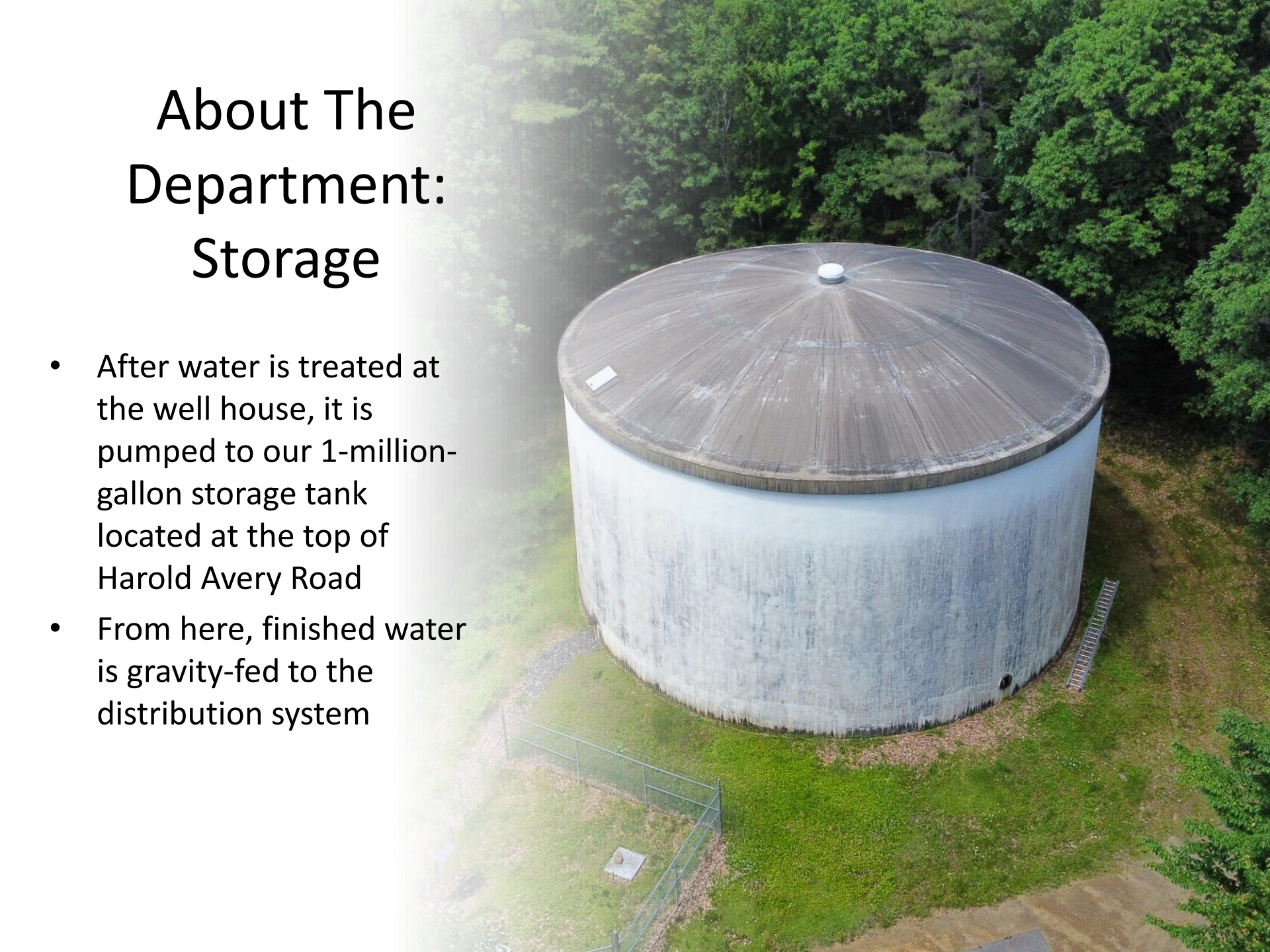
- The department consists of 3 full-time operators who are split between water and sewer.
  - 2 billing staff are split between Electric and W&S Depts

About The Department: Source/Treatment

- Ashland Water Department's source water is two gravel-packed wells located at 72 Cedar Lane. This has been the water source for Ashland since 1997
  - Well 1 produces 650gpm
  - Well 2 produces 330gpm
- Water from the wells is treated at the well house just up the hill
  - Sodium Hydroxide-pH adjustment
  - Sodium Hypochlorite- Disinfection
  - Orthophosphate-Corrosion control

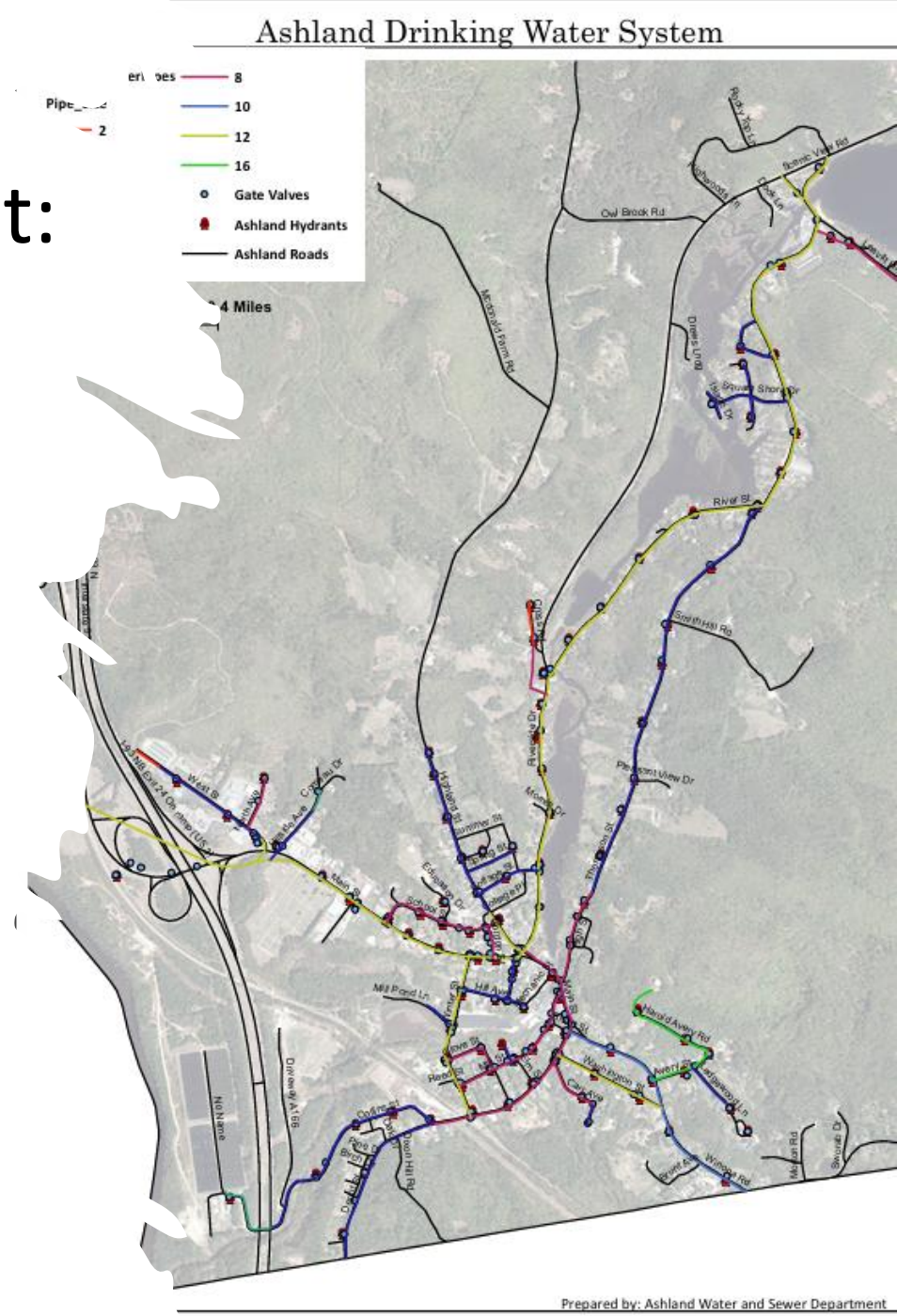
About The Department: Storage

- After water is treated at the well house, it is pumped to our 1-million-gallon storage tank located at the top of Harold Avery Road
- From here, finished water is gravity-fed to the distribution system



About The Department: Distribution

- The distribution system in Ashland consists of the following
  - 16 miles of water main
    - 72% is 1986 or newer
    - 28% is pre-1986
  - 590 residential and commercial service connections
  - 270 gate valves
  - 110 fire hydrants



Current/ Upcoming Projects

- Strategic Planning Grant- alternative storage tank preliminary design.
  - Total project cost $45,000
  - $30,000 grant funded
  - $15,000 Water Department funded
- Winona Road/Thompson Street Phase 3-water main replacement
  - Total project cost$4,811,000
  - $2,405,500 grant funded
  - $2,405,500 Water Department funded

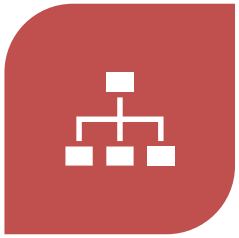
Why Level of Service (LOS) Matters

- Defines what the water system commits to delivering
- Creates transparency for decision-makers and customers
- Links day-to-day operations with long-term planning
- Performs as the foundation of effective asset management

What Is Level of Service?

- Measurable targets for reliability, quality, and responsiveness
- Internal LOS: operations, maintenance, staffing, and planning
- External LOS: customer expectations and public health outcomes
- Not perfection—intentional, affordable service choices

LOS and Asset Management (NHDES Alignment)



LOS IS A CORE COMPONENT OF NHDES-RECOGNIZED ASSET MANAGEMENT PROGRAMS

SUPPORTS INVENTORY, CONDITION ASSESSMENT, AND RISK EVALUATION

REQUIRED FOR SUSTAINABLE CAPITAL IMPROVEMENT PLANNING

STRENGTHENS ELIGIBILITY FOR NHDES ASSET MANAGEMENT GRANTS

LOS, Risk, and Cost Relationship

Higher LOS reduces risk but increases cost

Lower LOS reduces cost but increases failure risk

Rates are the tool used to balance service and affordability

Clear LOS prevents emergency-driven rate spikes

Current LOS Snapshot (Baseline)

Reactive repairs vs planned replacements

Limited redundancy in critical assets

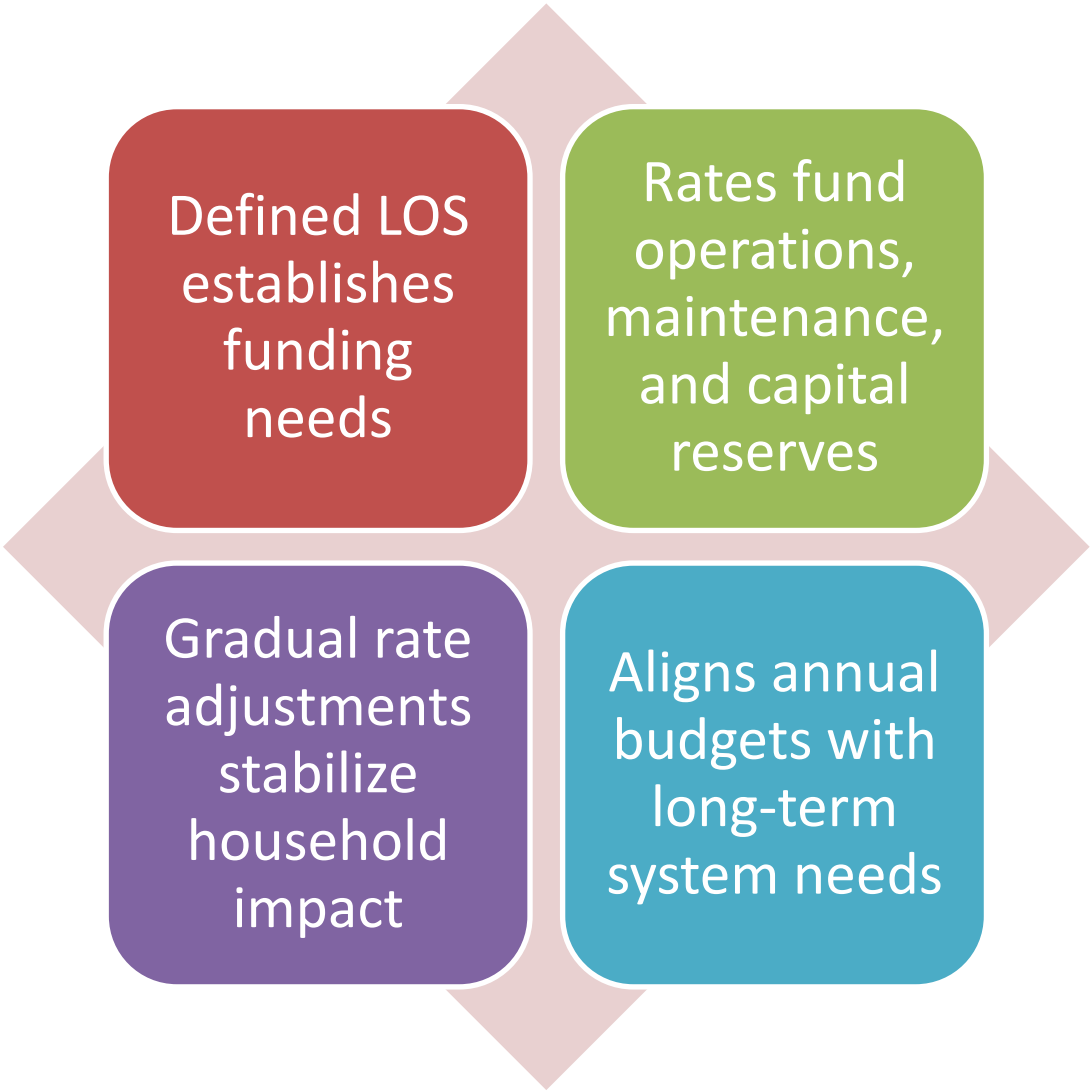
Aging infrastructure increases break risk

Data gaps in asset condition and lifecycle planning

Desired LOS for the Town of Ashland

- Predictable system performance
- Reduced service disruptions
- Regulatory compliance confidence
- Planned capital investments instead of emergency fixes

How LOS Drives Rate Setting



Rate Setting Without LOS vs With LOS

Without LOS: reactive, unpredictable, crisis-based decisions

With LOS: planned, transparent, defensible rate structures

Improves public understanding and acceptance

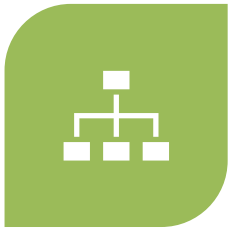
Supports multi-year financial planning

LOS and Capital Planning

- LOS identifies acceptable asset failure risk
- Guides prioritization of capital projects
- Supports 10–20 year capital improvement plans
- Demonstrates fiscal responsibility to regulators and funders

What Is WaterWorth?

ASSET MANAGEMENT AND FINANCIAL PLANNING SOFTWARE FOR WATER UTILITIES

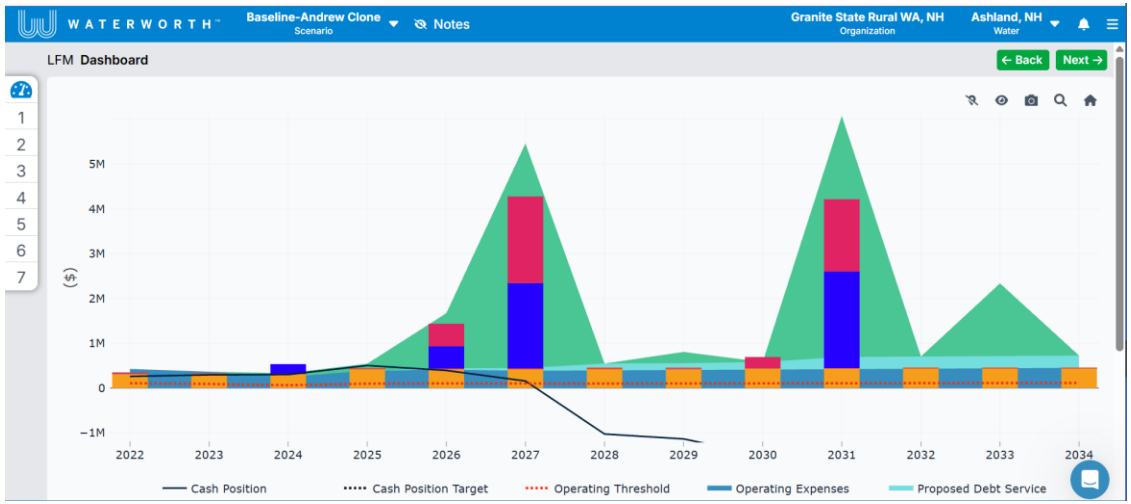


INTEGRATES ASSETS, CONDITION, RISK, AND FINANCIAL PLANNING

DESIGNED FOR SMALL AND MEDIUM-SIZED COMMUNITIES

SUPPORTED BY STATE AGENCIES AND INDUSTRY PARTNERS

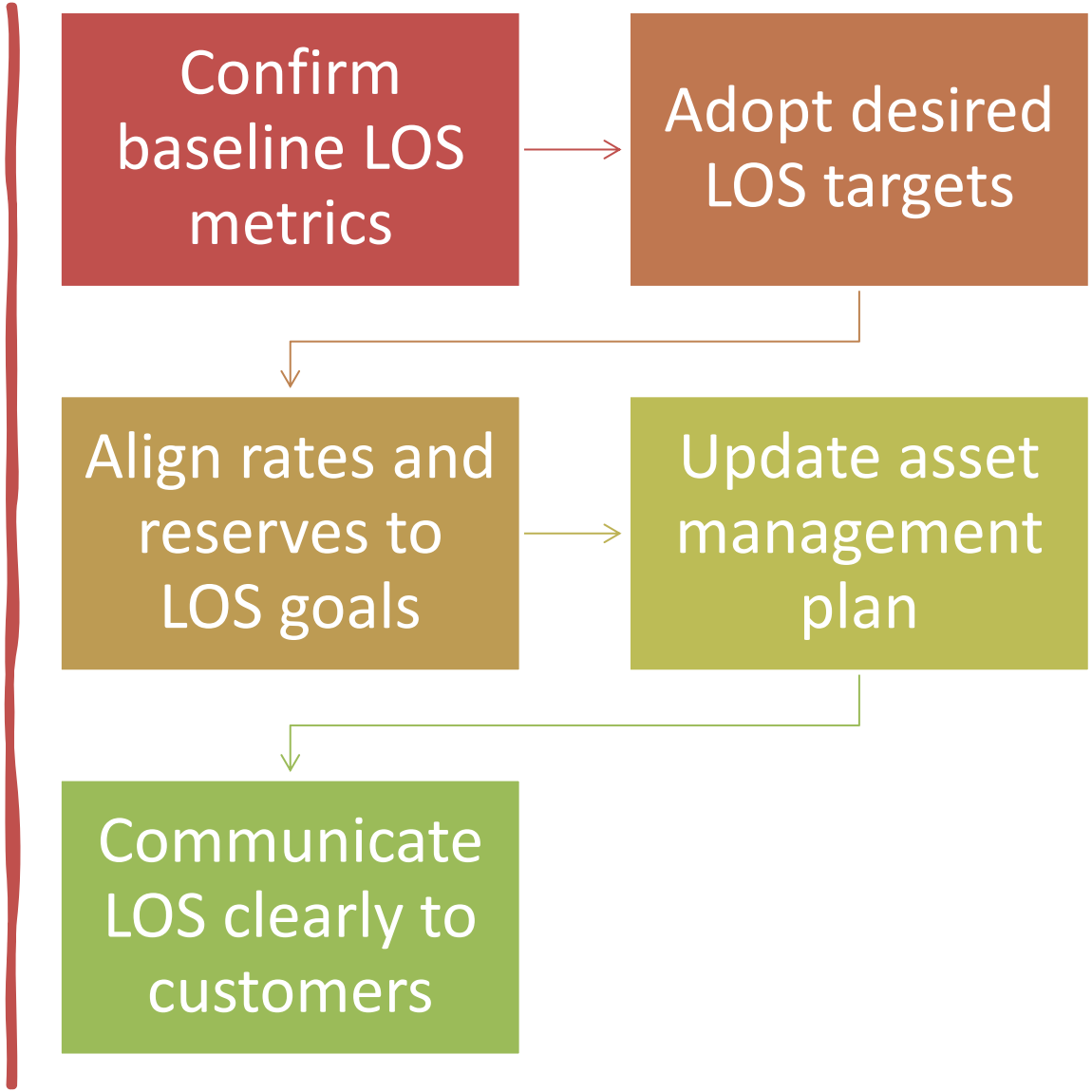
Live Demo of WaterWorth



How WaterWorth Supports Level of Service

- Translates LOS goals into asset performance needs
- Identifies consequences of different service levels
- Quantifies risk associated with deferred investment
- Supports transparent communication with decision-makers

Next Steps for Ashland



Closing Message

LEVEL OF SERVICE ENABLES INFORMED, TRANSPARENT DECISIONS

RATES BECOME A TOOL—NOT A REACTION

ASSET MANAGEMENT ENSURES LONG-TERM RELIABILITY

PROTECTING PUBLIC HEALTH WHILE MANAGING AFFORDABILITY

WORKSHOP TIME