

WBMWD
Operations Scorecard
Thru March 2007

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Summary

Customer Service

	Contact	March-07					
		Chevron Shakim	Chevron Omar	Mobil / Exxon Eloissa	Mobil / Exxon Dan	BP Dennis	BP Ryan
How would you rate the cooling tower water quality on a scale of 1 - 5?		4	2	3	2	3	3
How would you rate the boiler feed water quality on a scale of 1 - 5?		5	4	4	4	5	5
How would you rate our ability to deliver the desired flows ?		5	N/A	3	4	3.5	4
How would you rate WBMWD's communications?		4	4	4	1.5	4	4
How is our responsiveness to your needs?		5	N/A	1	2	N/A	4

Membrane Condition

Membrane Unit	Capacity Score	Water Quality Score
BARRIER		
Phase II MF (1-5) ²	0	2
Phase IV MF (19 - 24) ²	1.3	1
MF Score	1.3 of a possible 4 = 32.5%	3 of a possible 4 = 75%
<i>Weighted MF Score</i>	<i>32.5% x 25% = 8.1%</i>	<i>75% x 25% = 18.8%</i>
RO 1 (Barrier)	2	2
RO 2 (Barrier)	2	2
RO 3 (Barrier)	2	2
RO 9 (Barrier)	2	2
RO Score	8 of a possible 8 = 100%	8 of a possible 8 = 100%
<i>Weighted RO Score</i>	<i>100% x 25% = 25%</i>	<i>100% x 25% = 25%</i>
Total Barrier Score	76.9%	
CHEVRON		
Phase III MF*	1	2
MF Score	1 of a possible 2 = 50%	2 of a possible 2 = 100%
<i>Weighted MF Score</i>	<i>50% x 25% = 12.5%</i>	<i>100% x 25% = 25%</i>
RO 4 (Chevron LPB)	1 (new)	0
RO 5 (Chevron LPB)	2 (new)	0