



SOP Cooperative | 2014



STANDARD OPERATING PROCEDURE COOPERATIVE

www.sopcooperative.com

Message from the Directors

It is with great pleasure that we send out our first Annual Report for the Standard Operating Procedure (SOP) Cooperative.

The SOP Cooperative was formed in 2013 and expanded in 2014 to address the common need for all water and wastewater utilities to develop, update, and provide training on standard operating procedures (SOPs). The SOP Cooperative provides the opportunity and structure for cross utility sharing of SOPs.

We would like to thank our seven Colorado charter utilities for their support, advice, patience and humor as we got things off the ground in 2014.

- City of Aurora
- City of Boulder
- City of Fort Collins
- City of Loveland
- Colorado Springs Utilities
- Denver Water
- Littleton/Englewood Wastewater
- Pueblo Water

We look forward to your continued support in 2015 as we grow and adapt. We also look forward to welcoming new members and expanding beyond Colorado borders.

2014 saw the launch of the SOP website which houses the SOP library, member information, calendar of events, discussion board, and more. The SOP library started the year at about 30 SOPs and ended at over 150 SOPs. The Cooperative hosted five conference calls and one workshop for members covering various SOP topics. Jeff and Clare also made individual visits to the charter members to assess how members value the Cooperative.

Please read the following pages for more information and details on what we plan to accomplish in 2015.

Thanks for reading,



Jeff Oxenford
Director



Clare Haas Claveau, PE
Co-Director

2014 Services Provided

With our staff of two and our membership of seven utilities we are quite proud of what we achieved in 2014. The highlights are summarized below.

SOP Library

The SOP library contains SOPs collected from member utilities, non-member utilities, and web searches of open sources. The library has grown from 30 at the beginning of the year to over 150 SOPs at the end of 2014. It also includes:

- SOP checklists – lists that identify common and unique components of core SOPs
- Cooperative Member SOP lists – allows members to see other member's SOPs and contact them for more information

SOP Cooperative Member Website

An SOP Cooperative website was created to house the SOP library and a number of other elements including:

- News and updates
- Calendar/Meetings
- Tools and Templates
- Discussion Forum

The website is a Google based platform that has proven its pros and cons. It's inexpensive but has some challenges we're working through. While it serves its purpose for now, as the Cooperative grows, so too will the progression of the website and database platform.

Workshop, Individual Meetings, and Conference Calls

While the SOP library and website are the primary basis and driver of the SOP cooperative, one of the benefits of membership is the ability to connect with other utility members. The Cooperative provides this opportunity through conference calls and workshops. While initially it was thought that workshops would be the norm, conference calls on a routine basis have proven to be the most popular and efficient means to communicate and share on SOP topics. In 2014, conference calls were held on:

- Main Break SOPs
- Emergency Communication SOPs
- SOPs for SOPs
- Distribution System Core SOPs
- Cooperative Update

In 2014, Jeff and Clare also spent time with individual members interviewing their experience to date with the SOP Cooperative. The discussions were summarized and presented in a conference call in September 2014. The discussions indicated a number of consistencies in the benefits of the Cooperative.

These included:

- Retention of SOP knowledge
- Improvement of internal consistency
- Continuous improvement - Comparing SOPs with other utilities
- Sharing of knowledge with others/ networking
- Training opportunities - TUs

Core SOPs

The idea of “core SOPs,” was launched in 2014 to help target SOP collection and development. A core SOP has been defined as an SOP that is common to every utility and should be in every utility’s library of SOPs. For each core, key SOPs will be identified, checklists will be developed for key SOPs, and a training workshop will be held. Work began in 2014 on two cores:

- Distribution system core
- Preliminary wastewater treatment core.

Publications

"How Can Utilities Capture Knowledge to Create Standard Operating Procedures?" was published in the November 2014 edition of Opflow. This article was written by Jeff and co-authored by Clare. While an opportunity to share knowledge, an article like this also helps to get the word out about the SOP Cooperative.

Conference Presentations

At the 2014 RMSAWWA/RMWEA Joint Annual Conference, in Albuquerque, New Mexico, Jeff and Clare presented the following presentations:

- Standard Operating Procedures, A Picture is Worth a Thousand Words
- Is Your Main Break SOP Broken? A Simplified Guide to Developing a Main Break Standard Operating Procedure
- Capturing Knowledge and Improving Consistency through Standard Operating Procedures

Members

2014 member utilities included:

- City of Aurora
- City of Boulder
- City of Fort Collins
- City of Loveland
- Colorado Springs Utilities
- Denver Water
- Littleton/Englewood Wastewater
- Pueblo Water

Resources and Financial Management

In 2014, SOP Cooperative income came solely through membership fees. Income was used for salaries for Jeff and Clare, travel, web services, and workshop/conference call expenses.

Balance Sheet

	FY-2013	FY-2014
Current Assets		
Accounts receivable	6000	16000
Fixed Assets		
Property and equipment		
Total Assets	6000	16000
Current Liabilities		
Accounts payable	6000	16000
Other		
Long-term Liabilities		
Other		0
Total Liabilities	6000	16000

Looking Forward

Finance: Membership fees for 2015 will structured the same as 2014. To increase operating revenues, our goal is to increase membership and pursue financial grant opportunities.

Population Served	Cost / Year (2015)
> 50,000	\$2,500
10,000 – 50,000	\$1,500
5,000 – 10,000	\$1,000
1,000 – 5000	\$500
< 1,000	\$100

Member Services for 2015:

- Conference Calls – monthly conference calls (at least 8) will be facilitated by the Cooperative staff to discuss SOP topics
- Opportunity for Training - two (2) spring and two (2) fall training events will be planned with an opportunity to obtain TUs.
- Core SOPs – Distribution system and preliminary wastewater treatment cores will be completed and two additional core topics will be identified.
- SOP component checklists – building on the preliminary checklists established in 2014 for the distribution system, additional checklists will be developed for preliminary and primary treatment wastewater SOPs and others TBD.
- SOP Cooperative website – continued development of the website.
- Library of SOPs - continued development of the library.
- Discussion group – promotion of the discussion group.

This Work Needs Your Help

The success of the SOP Cooperative depends upon its growth. Can we count on you? Nothing in the water and wastewater industry is more powerful than peer-to-peer recommendation. If you are satisfied with the work and mission of the SOP Cooperative, please help us promote it!