



# Annual Report | 2015



STANDARD OPERATING PROCEDURE COOPERATIVE

[www.sopcooperative.com](http://www.sopcooperative.com)

## Message from the Directors

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

The SOP Cooperative was formed in 2013 and has expanded in the last two years 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.

In 2015 we saw our membership grow from eight utilities to 20 and expand from Colorado to Wyoming and Arizona. The SOP Cooperative library doubled in size from about 150 SOPs to over 300 SOPs. 2015 also saw the launch of the SOP Cooperative “Core” SOP topic areas in:

- Distribution Systems
- Preliminary Wastewater Treatment
- Collection Systems

Core topic areas include a collection of key SOPs, development of generic SOP checklists, and training workshops to facilitate development/improvement of SOPs in the core topic areas. The Cooperative also hosted a number of conference calls for members covering and presented at a number of workshops and conferences to promote improved SOP practices.

We would like to thank our new and continuing members for their support and participation as we continue to keep this grass-roots effort growing in 2016. Please read the following pages for more information and details on what we plan to accomplish in 2016.

Thanks for reading,



Jeff Oxenford  
Director



Clare Haas Claveau, PE  
Co-Director

## 2015 Services Provided

With our part-time staff of two and our growing membership we are pleased with the goals we achieved in 2015. 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 doubled from over 150 SOPs at the beginning of 2015 to over 300 SOPs at the end of 2015. It also includes:

- SOP checklists – lists that identify common and unique components of core SOPs
- Programs (emergency response plans; capacity, management, operation and maintenance; etc.) and additional tools

### SOP Cooperative Conference Calls

Three conference calls were facilitated to provide the opportunity for updates on SOP Cooperative activities. The participation has increased with each conference call and we will continue to use this as an effective communication tool.

### Workshops

2015 saw the launch of a number of very successful training workshops. The workshops were offered first to our members at a discount rate and then opened up to other interested systems. The size of the workshops ranged from 19-36 with a diverse group of operators, managers, and other utility personnel. The workshop format allowed for presentations, group discussions, and individual time to draft portions of participant's SOPs. Feedback from the workshops was positive and constructive.

Workshops conducted included:

- Distribution System Core SOPs
  1. Hosted at Denver Water on March 31<sup>st</sup>; 25 attendees
  2. Hosted at Fort Collins Utilities on May 18<sup>th</sup>; 36 attendees
- Preliminary Wastewater Treatment Core SOPs
  1. Hosted at Littleton/Englewood Wastewater Treatment Plant on May 28<sup>th</sup>; 19 attendees
- Collection Systems Core SOPs
  1. Hosted at Northglenn Utilities on December 2<sup>nd</sup>; 19 attendees

We would like to extend our appreciation to our host utilities. This helped to keep our workshop costs affordable.

### Core SOPs

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 are identified, checklists are developed for these SOPs, and a training workshop is held. In 2015, three core SOP topic areas were developed:

- Distribution systems
- Preliminary wastewater treatment
- Collection systems

The developed core SOP “checklists” have been added to the SOP library. These dynamic documents will be updated and improved as we collect more SOPs in the topic area.

## Conference Presentations

In 2015, Jeff and Clare presented the following presentations at various workshops and conferences:

- *Standard Operating Procedure Cooperative*, Red and Jerry's PWO Seminar (February)
- *Capturing Knowledge and Improving Consistency through Standard Operating Procedures*, AWWA Annual Conference, Anaheim, CA (June)
- *SOP Cooperative - Developing and Sharing Standard Operating Procedures*, Grand Junction Water and Wastewater Conference (August)
- *SOP Cooperative - Developing and Sharing Standard Operating Procedures*, Holistic Approach to Optimizing Your Distribution Network Workshop, PureTech and Denver Water (September)
- *Sharing Standard Operating Procedures*, RMSAWWA/RMWEA Joint Annual Conference (September)

Gary Edwards of Aurora Water also presented an overview of the SOP Cooperative at a Bay Area Water/Wastewater Workforce Development Collaborative (BAYWORK) workshop in California (January).

## Other Services

In 2015, the SOP Cooperative was able to leverage the membership network and previous work in the following services:

- The SOP Cooperative utilized its network to help the Board of Water Works of Pueblo with a special request for help in developing an SOP for storage tank climbing. Jeff sent a request to member utilities that resulted in identification of several trainers in the topic area. Since no member utility had an SOP for storage tank climbing, Jeff contacted and worked with a Utility Service Group and a leading storage tank service vendor to obtain their SOPs and Job Safety Analysis (JSA) on the topic. This information helped Pueblo and is now available in the SOP library.
- The Rural Community Assistance Partnership (RCAP) created a series of distribution system videos using the distribution system core component work developed by the SOP Cooperative. The videos are based on the component checklists (as described in the Core SOPs section above) for hydrant operation and inspection, hydrant flushing, valve operation, field chlorine analysis and total coliform sampling.

## Members

In 2015, the SOP Cooperative utility membership reached 20 and expanded into Arizona and Wyoming. 2015 members include:

- Board of Water Works of Pueblo
- City of Aurora
- City of Boulder
- City of Gillette, WY
- City of Northglenn
- City of Tempe, AZ
- Colorado Springs Utilities
- Denver Water
- Fort Collins Utilities
- Glacier View Meadows
- Littleton/Englewood Wastewater
- Mile High Water
- Mountain View Water and Sanitation
- North Weld County Water District
- Platte River Power Authority
- Pueblo Water
- Sand Dunes National Park
- South Adams County Water and Sanitation
- Town of Bennett
- Town of Cripple Creek
- Town of Peetz

## Liability and Disclosure

Jeff and Clare obtained the help of a lawyer to address liability issues that were of a concern to the SOP Cooperative membership. Members are asked to be familiar with the Liability and Disclosure documents.

## Financials

The SOP Cooperative grew revenues through increased membership and facilitating workshops. Below is a summary of revenue and expenses for the last three years.

REVENUE AND EXPENSES	2013	2014	2015
MEMBERSHIP REVENUE	\$6,000.00	\$16,000.00	\$20,575.00
WORKSHOP REVENUE	\$0.00	\$0.00	\$9,400.00
TOTAL REVENUE	\$6,000.00	\$16,000.00	\$29,975.00
WORKSHOP EXPENSES	\$0.00	\$0.00	\$3,000.00
LEGAL FEES	\$0.00	\$0.00	\$950.00
SALARIES	\$6,000.00	\$16,000.00	\$26,025.00
TOTAL EXPENSES	\$6,000.00	\$16,000.00	\$29,975.00

## Looking Forward

In order to keep the momentum of the SOP Cooperative going, the cost of membership for new members will increase in 2016 by 20% from previous membership rates (see table below). New members will be taking advantage of the efforts from existing cooperative members. An increase in membership fees will also be proposed to founding members during the February conference call. The smallest of systems will continue to benefit from the fee structure. Other opportunities to increase operating revenues will include expanding membership and pursuing financial grant opportunities and potential partnerships.

Population Served	Cost / Year (2016)
> 50,000	\$3,000
10,000 – 50,000	\$1,800
5,000 – 10,000	\$1,200
1,000 – 5000	\$600
< 1,000	\$120

## Member Services for 2016:

- Conference Calls – periodic calls facilitated by the Cooperative staff to discuss SOP topics
- Opportunity for Training - training events will be planned with an opportunity to obtain TUs.
- Core SOPs – water and wastewater treatment cores will be completed. Due to the complexity of the treatment cores, additional core topics will be identified if time allows.
- SOP component checklists – building on the checklists established in 2015, additional checklists will be developed for water and wastewater treatment SOPs and others to be determined.
- Library of SOPs - continued development and expansion of the SOP Cooperative library.

## This Work Needs Your Help

The robustness of the SOP Cooperative and, namely, its library of SOPs requires that all members contribute to its growth by sharing their utility SOPs. In 2016, please plan to share more of your developed SOPs with your fellow membership. Jeff and Clare can assist with liability issues by removing identifying information.

The success of the SOP Cooperative depends upon its members. 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!