

Exercise

Module 3



WORLD BANK GROUP
Water



Question

The strategic plan with an emphasis on “Focus on the Future” includes the following areas:

- A. Customer experience
- B. Improving financial capacity
- C. Leveraging existing asset base
- D. Employee experience
- E. Environmental focus

(See page 12)

Question

In 2020, the utility's results of operating revenues and operating expenses increased by what percentage?

- A. Operating expenses increased by 3.73% and operating revenues increased by 7.59%
- B. Operating expenses increased by 2.54% and operating revenues increased by 3.15%
- C. Operating expenses increased by 2.00% and operating revenues increased by 3.95%

Question

The utility's operating income ???

- A. Decreased by \$2.74 million in 2020
- B. Increased each year from 2018 levels
- C. Increased from 2018 levels by \$433,497
- D. Increased by \$2.74 million in 2020

(See page 26)

Questions

The level of operating revenues per employee has increased from \$255,289 in 2018 to what in 2020?

A. \$261,858

B. \$245,000

C. \$282,269

(See page 36)

Questions

The ratio of operating revenue to operating expenses in 2020 was ?

- A. \$1.05
 - B. \$1.10
 - C. \$1.01
- (See page 36)

Questions

True or False

1. Capital grants and contributions for 2020 by developers totaled \$977,203. (see page 78)
2. The debt capacity (% coverage) – revenue covering all debts increased over the ten years ended in 2020. (see page 102)
3. The revenues from sewer charges declined from 2011 to 2020. (see page 97)

Question

True or False

1. The Capital Improvement Program (CIP) included in the Management's Discussion and Analysis emphasizes sustainability of new projects (see page 36)
2. The capital improvement plan comprises 88 projects and each project has a champion. (see page 37)
3. The utility uses a comprehensive approach to prioritizing its CIP which focuses on both the financial aspects of the project and meeting customers' demands. (see page 37)

Questions

True or False

1. Management monitors the demographic and economic information for its service area. (see page 105-112)
2. The population in Muscogee County is projected to grow from 2017 levels to about 245,070 in 2043 (see page 34)
3. The peak day production in 2043 is expected to be 25% above the expected annual average day production levels in 2043. (see page 35)