



2020 ANNUAL REPORT

**WATER
DEPARTMENT**

Introduction

The following is an overall summary of the water department for the City of Findlay. The water department consists of Water Treatment, Supply Reservoir, Water Distribution, and Utility Billing. The department is responsible for managing the 6.4 billion-gallon reservoirs, the treatment of average daily flow of 6.5 million gallons of water, the maintenance of 326.23 miles of water lines, and the collection of over \$16 million of billed services.

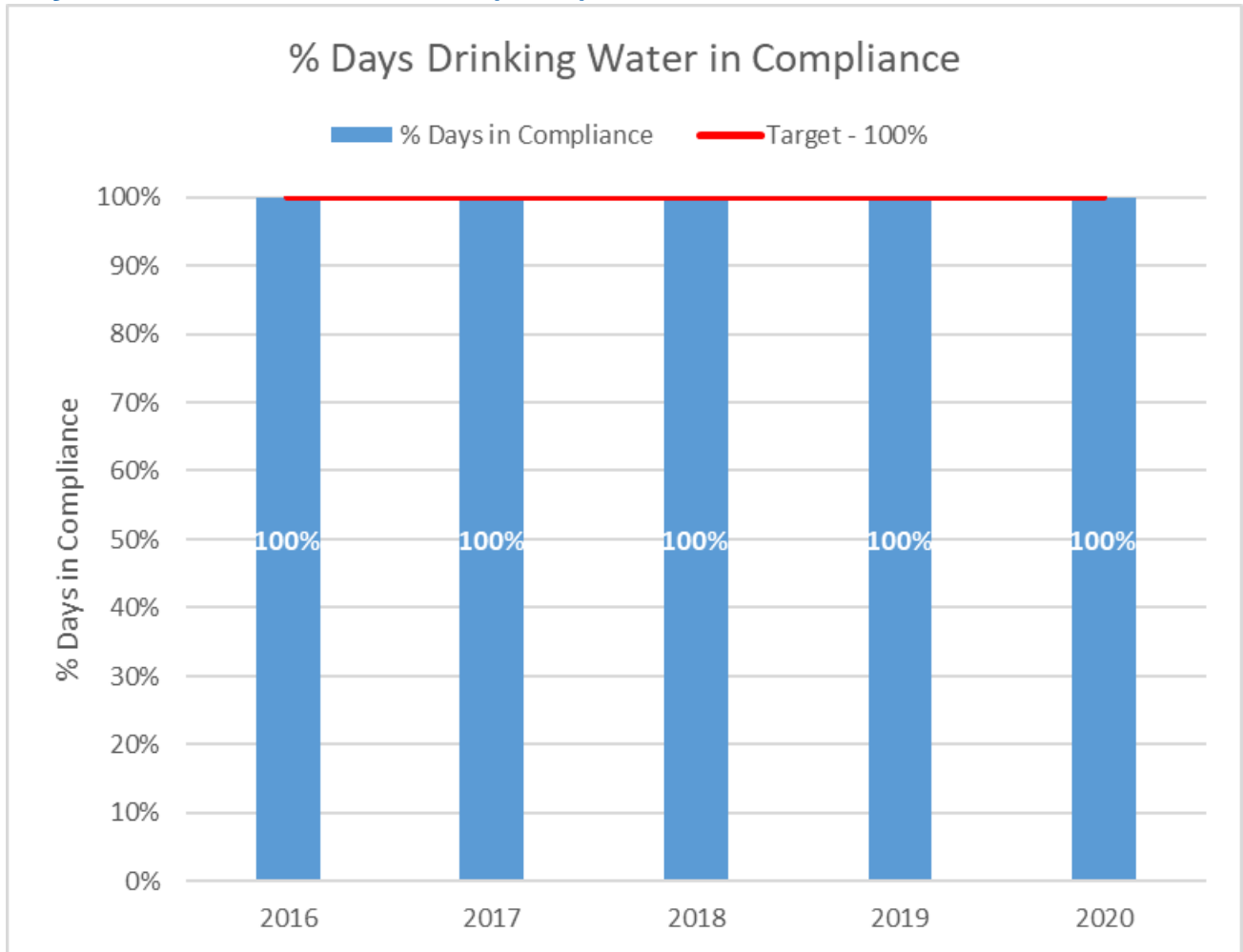
Key Activities & Accomplishments

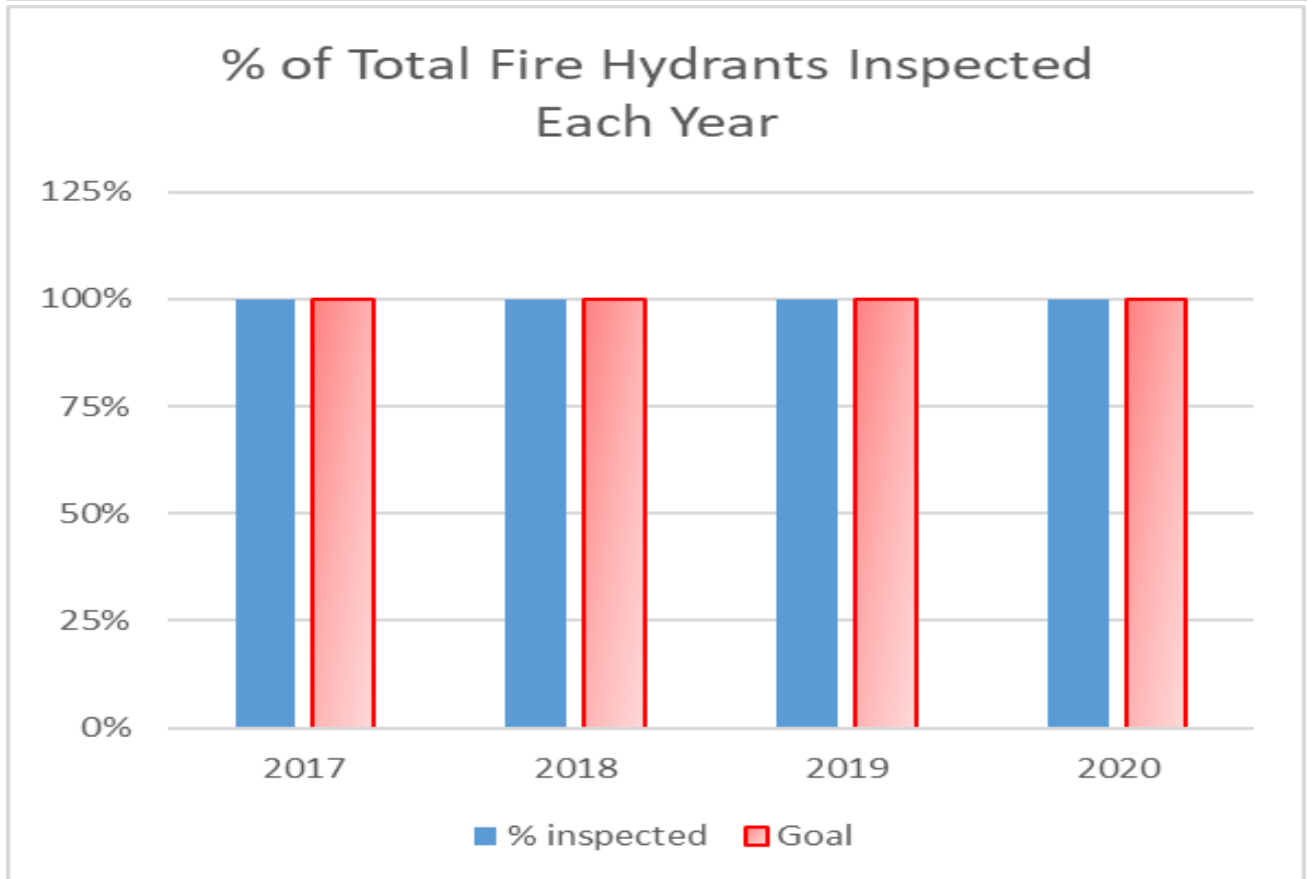
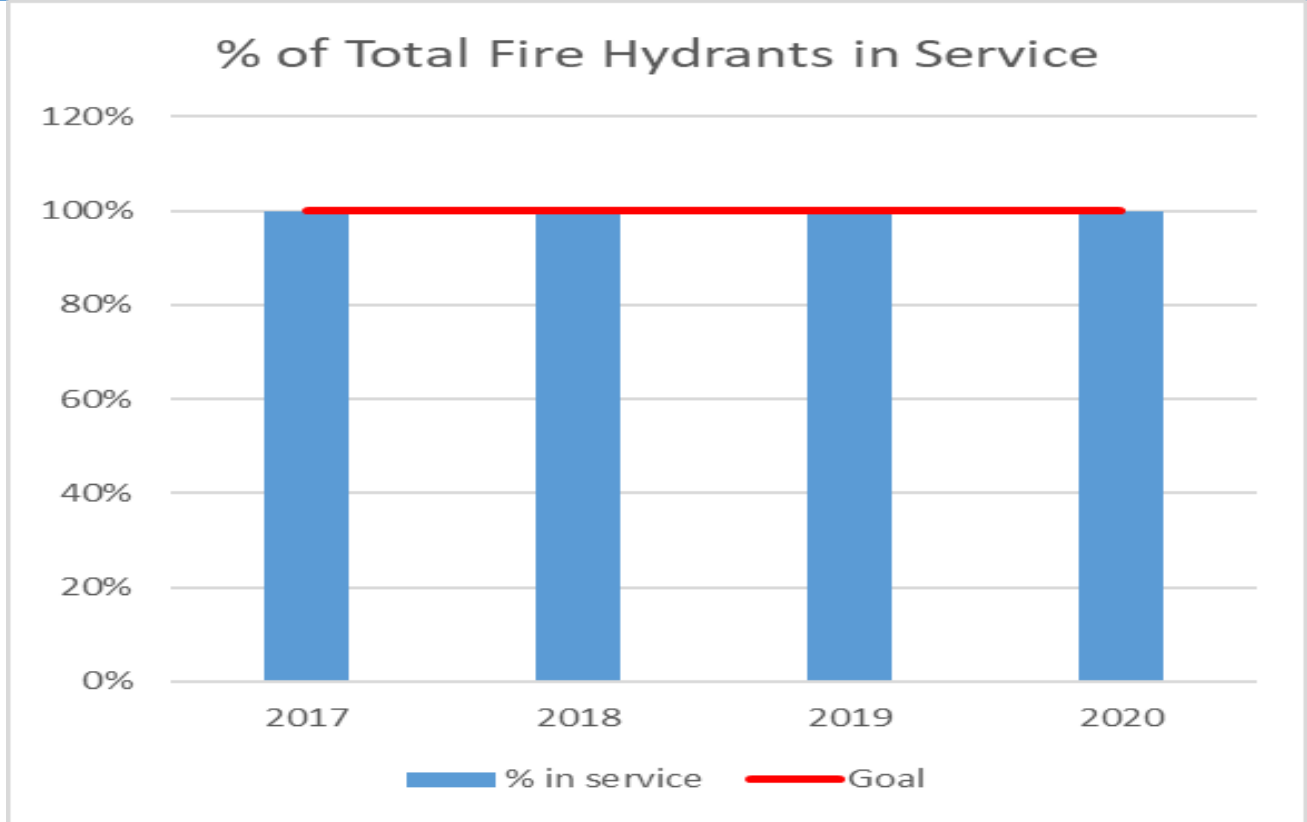
The best accomplishment for the department was the completion of the Performance Audit. In which the department received the following noteworthy comment:

“Compared to peers, Findlay produces more water, processes more wastewater, and services more accounts. Additionally, the City of Findlay’s utility departments are operating efficiently based on workload metrics when compared to the peers. The utility department, collectively water and sewer, is producing and processing 22% more water and wastewater per FTE than the peers at an 18% less cost per MG in the total operation and maintenance. The report analyses, taken as a whole, show that the City of Findlay utility department is operating efficiently with a smaller staff compared to both relative to peers and nationally.”

The knowledge and understanding of the department by its employees allow for an efficient and effective operation. The department acts with professionalism and dedication to provide the best they can offer no matter the situation. Throughout the pandemic, water employees have worked continuously to maintain the highest quality of service.

Key Performance Indicators (KPIs)





More details on Key Performance Indicators can be found at: www.findlayohio.com/performance



Objectives for the Next Year

The goals for the department for 2021 are as follows:

1. Start transmitter replacement project
 - a. 11 DCU's to be installed
 - b. 4318 transmitters to be installed
 - c. 110 remote disconnects to be installed
2. Rector Waterline replaced
3. Leak Survey completed
 - a. Utilization of 8 wireless leak monitoring sensors
 - b. Utilization of inhouse employees to continue the program
4. Implement new SCADA system at Treatment Plant
5. Have new camera system online and linked in to PD
6. Install second door in Utility billing office, upgrade camera, and door locks
7. Redesign and validation of the water loss KPI
8. Completion of Master Plan for the Water Department

Budget Summary Sheet

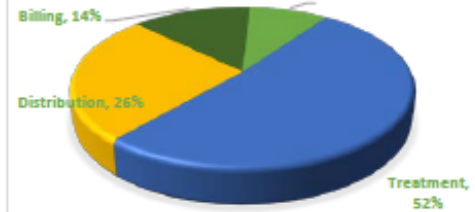
	Divisions: Reservoir Treatment Distribution Utility Billing	WATER DEPARTMENT Superintendent Jason Phillips
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FINANCIAL DIVISION	BUDGET		2018 actual	2019 actual	2020 projection	Original 2020 request	2021 request	\$ change from 2020 request to 2021 request	% change from 2020 request to 2021 request
Supply Reservoir	Personal Services		\$ 87,450	\$ 107,811	\$ 95,529	\$ 141,125	\$ 114,987	\$ (26,138)	-18.52%
	Other		\$ 323,921	\$ 391,784	\$ 321,607	\$ 566,171	\$ 493,313	\$ (72,858)	-12.87%
Water Treatment	Personal Services		\$ 1,137,463	\$ 1,256,290	\$ 1,348,134	\$ 1,501,015	\$ 1,438,980	\$ (62,035)	-4.13%
	Other		\$ 1,162,235	\$ 2,214,618	\$ 1,950,096	\$ 2,247,722	\$ 2,069,831	\$ (177,891)	-7.91%
Water Distribution	Personal Services		\$ 1,038,957	\$ 1,085,386	\$ 1,118,109	\$ 1,243,920	\$ 1,162,243	\$ (81,677)	-6.57%
	Other		\$ 611,694	\$ 536,834	\$ 530,335	\$ 610,362	\$ 603,306	\$ (7,056)	-1.16%
Utility Billing	Personal Services		\$ 703,213	\$ 634,700	\$ 596,207	\$ 644,433	\$ 634,111	\$ (10,322)	-1.60%
	Other		\$ 198,371	\$ 201,551	\$ 235,705	\$ 325,107	\$ 285,663	\$ (39,444)	-12.13%
TOTAL			\$ 5,263,304	\$ 6,428,973	\$ 6,195,722	\$ 7,279,855	\$ 6,802,434	\$ (477,421)	-6.56%

BUDGET HIGHLIGHTS

- Security improvements for department
- Rip rap at reservoirs
- Continued corrosion study
- Continued removal of unknown service connections
- Additional chemical for algae control
- 1.31% wage increase

WATER FUND EXPENSES



STAFFING	2017	2018	2019	2020	2021
Reservoir	1	1	1	1	1
Water Treatment	14	15	15	16	15
Water Distribution	14	14	15	15	15
Utility Billing	9	9	9	9	9

2020 CAPITAL IMPROVEMENT HIGHLIGHTS

- WD - Completed Olive street waterline in house
- WT - Compliance with Asset management and AWIA EPA requirements
- SR - Repaved parking lots and ramps by public works
- UB- Transmitter replacement project began to move forward

2020 ACHIEVEMENTS

- Replace roof over chemical feed building at Water Treatment
- Continued to replace lead service lines and update service line information
- Replaced waterlines in troubled areas
- Updated the rate model
- Selected a plan to improve security in Utility Billing
- Completed leak survey of the water system
- Sealed three filter walls from water infiltration
- Replaced aging monitoring equipment
- Started on SCADA upgrade

2021 OBJECTIVES

- Utilize drone to better treat reservoir for algae
- Continue painting fire hydrants
- Continue waterline replacement
- Complete overflow and rehab work at reservoir
- Master Plan for the Water system
- Start transmitter replacement program
- Install new Utility Billing Software
- Have plans for Billing/Distribution building renovations
- Replace CO2 tanks
- Reconfiguration of the water loss KPI

Introduction

The annual report of the operations of the Water Treatment Plant and Supply Reservoir for the year ending December 31,2020.

The City of Findlay Water Treatment Plant provides the citizens of Findlay and the surrounding area with high quality, pleasant tasting drinking water that meets or exceeds the parameters set by the Ohio EPA. The consumer costs have not increased on water since 2011.

The raw water supply for the City of Findlay is one of the most outstanding in the State of Ohio. The Water Department spends a great deal of time and resources monitoring the water quality in the reservoir. The quality of water is the primary focus of the treatment plant.

Staffing

Water Treatment Plant Employees

Name:	Position	Year Hired
Jason Phillips	Superintendent, Class IV	2017
Brett Young	Supervisor, Class III	2000
Tim Foust	Operator, Class I	2000
Tim Couch	Operator, Class III	2003
Matt Karl	Operator, Class I	2012
Jeremy Carter	Operator, Class III	2013
Dan Ward	Operator, Class II	2015
Ray Stelmaszak	Operator, Class I	2016
Mat Otto	Operator, Class I	2017
Rick Parker	Lab Tech I, Class III	2001
Dean Hoge	Assistant Operator	1989
Brian Egts	Maintenance Mechanic V	1990
Brad Eblen	Maintenance Mechanic I	1991
Randy Zacharias Sr.	Maintenance Mechanic III	2011
Jennifer Niederkoeh	Administrative Asst.	2011

Supply Reservoir

Rich Cap	Maintenance Mechanic III	2001
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Key Activities & Accomplishments

Lab Items:

- Tested 202 bacteria samples for other public water systems, private individuals, new mains, new fire lines, and customer concerns
- Collected 9 QPCR samples for HAB screening
- Collected 25 samples for microcystin analysis
- Collected 30 lead and copper samples
- Completed all weekly, monthly, and annual quality control checks on analytical equipment as well as verifications of all inline meters throughout the Treatment Plant
- Completed 1024 hours of work for compliance sampling
- Completed 723.75 hours of preventative, corrective, and special samplings

Maintenance Items:

- Helped with installation and calibration on Flexim flow meters
- Hauled 1119 loads of sludge to beds
- Began work on new maintenance tracking program/ condition assessment tool
- Finalized planning on SCADA upgrade began work with DJE
- Completed 6,591.5 hours of preventative maintenance
- Completed 661.5 hours of corrective maintenance

Reservoir Items:

- Repaired Rip-Rap area around fishing docks
- Removed trash rake for repairs
- Paved parking lots and ramps
- Applied 350 pounds Green Clean Pro to Reservoir #1
- Applied 2,000 pounds Green Clean Pro to Reservoir #2
- Applied 5,200 pounds Green Clean Pro to Transfer pit
- Applied 3,000 pounds of Copper Sulfate to Reservoir #1
- Applied 7,600 pounds of Copper Sulfate to Reservoir #2

Objectives for the Next Year

Lab:

- Continue to improve algae analysis and additional sampling in reservoir
- 60 lead and copper samples
- Increase distribution sample monitoring
- Finish conversion of turbidity meters on filters

Maintenance:

- Complete SCADA upgrade with DJE
- Finalize cameras at reservoir and plant
- Get all preventative maintenance items into the new maintenance program
- Finalize condition assessment on all equipment

Reservoir:

- Continue to improve treatment for algae
- Pave driveway at barns and house
- Repair raw water pump
- Repair trash rake

Introduction

The Findlay Water Distribution Department has been providing water service to the Findlay residents for 204 years. We currently have 13 employees that range from Supervisor, Administrative Assistant, Waterline Maintenance Foreman, Waterline Maintenance Worker I – V, Waterline Maintenance Technician and Assistant. Our duties and responsibilities are Maintaining 326.23 mile of water main in and around Findlay and Van Buren. Flushing and maintaining fire hydrants. Performing large and small water service taps for residential and commercial buildings. Fixing maintaining water mains. Survey water main for leaks. We also work with Ohio Utility Protection Services (OUPS) to make sure all water lines are marked for residents and contractors that are digging. We also manage the backflow program that helps protect our residents.

Staffing

Jeff Betts – Maintenance Supervisor

Betty Jones – Administrative Assistant

Kenny Paul – Waterline Maintenance Foreman I

Jeff Kolhoff – Waterline Maintenance Worker V

Bryan Miller – Waterline Maintenance Technician

Jordan Endicott – Waterline Maintenance Worker V

Jason Ruehlen – Waterline Technician Assistant

Michael Knight – Waterline Maintenance Worker V

Joe Francis – Waterline Maintenance Worker III

Cameron Freed – Waterline Maintenance Worker III

Ryan Cates – Waterline Maintenance Worker III

Maycen Ward – Waterline Maintenance Worker III

Key Activities & Accomplishments

Leak Survey of the entire system

Installed new water mains on Howard St, Rutherford Ave, W Melrose Ave, Olive St and Glen Rd.

Renewed, removed and repaired 272 customer water service lines.

Continuing to update computer water service records.

Tested 25 backflows.

Responded to 8858 OUPS ticket locates.

Fixed 71 water main breaks.

The Water Distribution Department invested:

Preventative Maintenance:

3041.75hrs in labor

360.25hrs of backhoe

119.25hrs of Vactor

Corrective Maintenance:

6096.25hrs of labor

954.50hrs of backhoe

162.15hrs of Vactor

10.0hrs of Dump truck

Overtime:

613hr of labor,

16.5hrs of backhoe

34.50hrs of Vactor

Objectives for the Next Year

Flushing and servicing all fire hydrants

Valve exercising of all critical valves and one fifth of the system

To continue to improve and manage the backflow program

Continue to improve and update the system maps

Continue to reduce the number of old iron and lead service lines in the system

Verifying water service pipe types and update our records

Continue to provide great water service to the community by replacing problem water mains

Introduction

The City of Findlay Utility Billing Department monitors and maintains over 20,000 residential, commercial and industrial meters throughout the City. The Billing staff is passionate about providing excellent customer service to more than 30,000 customers in and around the City. Our services include monitoring of water consumption, billing, collections and payment processing for Water, Sewer and Storm utilities supplied and supported by the City of Findlay Water and Wastewater Divisions.

The Utility Billing Department total billing for calendar year 2020 was \$16,647,121.21.

In calendar year 2020, there were 117,431 total payments processed in the Billing Office through various funding channels. Amounts collected through each channel are detailed below:

- AUTOPAY = \$4,075,003.44
- CASH = \$580,659.27
- CHECK - \$8,516,569.60
- CREDIT CARDS = \$1,510,418.70
- LOCKBOX = \$2,080,078.01 (online banking)

Total collections = \$16,762,729.02

Things to remember when reviewing data from the Water/Sewer Billing Office;

- There are three billing cycles; North end of the City, South end of the City, Industrial/Commercial
- Billing for commercial and industrial customers occurs monthly
- Billing for residential customers occurs bi monthly; therefore, payments received in December are from usage in September and October.

Staffing

The Utility Billing Department is comprised of 9 staff members consisting of 4 Billing Clerks, 3 Meter Technicians, 1 Assistant Supervisor and 1 Supervisor.

Key Activities & Accomplishments

A contractor was chosen by the City to calibrate and test nearly 100 meters ranging in size from 3 inches to 10 inches throughout the City. The project goals were to ensure the City's largest meters were performing accurately based on AWWA standards and requirements. The pandemic stalled the project slightly; there are 10 meters remaining to be tested. So far, the project has resulted in the replacement of 8 meters.

Dated transmitters throughout the City continue to fail leaving over 1,000 meters without the ability to track high usage and needing to be manually read by Meter Technicians for billing purposes. Regardless of the additional 91 hours it takes Utility Billing staff members to process billing for one month due to these challenges, a performance audit by the State of Ohio Auditor's Office deemed the Utility Department as operating efficiently with a smaller staff compared to both relative to peers and nationally. Specifically, the Billing Department has billing accuracy nearly 5 times better than the AWWA median.

The year 2020 raised awareness of maximizing the time spent with customers who need to complete contracts for new service while minimizing close contact. In order to do this we initiated the ability for customers to complete a new contract on the City of Findlay website. Additionally, customers also have the use of the new online scheduler to choose the time they want to come to the office to sign the contract and complete the new account process.

Objectives for the Next Year

In January of 2021, the Utility Billing Department is slated to begin accepting credit card payments at the counter for the first time in this department's history. It is our goal to keep moving forward to expand the user experience for our customers by utilizing billing and payment features offered by our current payment-processing vendor. The goal is to allow customers to set preferences to receive their billing statement via email or text notifications, view and pay their bill using mobile wallet or entering their credit card details by using the link provided. These features also allow customers to set up their auto pay by using the secure technology of this vendor.

We are starting the third year of our Backflow Prevention Program. There are 3,443 backflow devices in our inventory. The goal for 2021 is to create a more fluid means to route the backflow inspection documents to the responsible parties at each property. Another improvement for 2021 is a billing statement that reflects the administrative fees more clearly. We are also making efforts to improve the workflow in getting inspection documents from the responsible party back to us in a timely manner.

TOP 10 WATER REVENUE CUSTOMERS

CUSTOMER	AMOUNT PAID	CONSUMPTION (HCF)
WHIRLPOOL CORP	\$ 430,222.52	114,877
COOPER CORP	\$ 276,438.26	109,387
BALL METAL CONTAINER GROUP	\$ 270,305.36	76,043
B V H S	\$ 110,744.62	40,168
RIVERVIEW TERRACE	\$ 101,259.20	27,392
UNIVERSITY OF FINDLAY	\$ 77,567.84	23,909
SANOH AMERICA INC	\$ 69,897.65	28,202
SONOCO PRODUCTS COMPANY	\$ 62,211.03	24,505
HAMLET PROTEIN INC	\$ 53,678.23	22,122
MARATHON PETROLEUM COMPANY	\$ 53,662.00	20,221

TOP 10 WASTEWATER REVENUE CUSTOMERS

CUSTOMER	AMOUNT PAID	CONSUMPTION (HCF)
COOPER CORP	\$ 175,335.98	132,442
UNIVERSITY OF FINDLAY	\$ 109,889.71	18,941
WHIRLPOOL CORP	\$ 104,889.79	84,534
B V H S	\$ 91,845.88	36,964
BALL METAL CONTAINER GROUP	\$ 70,797.06	72,078
MARATHON PETROLEUM COMPANY	\$ 56,890.89	20,221
SANOH AMERICA INC	\$ 56,051.75	44,441
RIVERVIEW TERRACE	\$ 50,092.24	27,392
VILLAGE OF ARCADIA	\$ 46,970.47	25,464
FINDLAY BOARD OF EDUCATION	\$ 45,874.56	5,444