



2022 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 an average daily flow of 6.5 million gallons of treated water, the maintenance of 341.15 miles of water lines, and the collection of over \$16 million of billed services.

Key Activities & Accomplishments

A lot was accomplished in 2022. The largest accomplishment was the accelerated installation of the transmitters for the meter reading system. The team is currently working diligently to complete the project. As product arrives at the City of Findlay staff is expediting the installation to ensure completion as quickly as possible.

The valves for the reservoir overflow have been ordered and should arrive in 2023 to be able to complete the project at the reservoir. The help of the being awarded \$1.8 Million from the State of Ohio gives us the opportunity to complete the installation of an overflow for the reservoirs as well as needed upgrades to the transfer piping. This project will help improve treatment process with the addition of a second Sodium Permanganate line for reservoir #2. We are excited to see the project get underway after seven years of planning. It appears that the project may get underway in 2023.

The distribution department removed 186 known and unknown lead services from the system. This bring the overall total to 81 known and known as well as active and inactive accounts. That total also includes galvanized services the goal has been set to have the all of these services renewed by the end of 2024.

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 2022 are as follows:

1. Complete the transmitter replacement project
2. Waterline replacement on Allen, Garfield, and Midland
3. Leak Survey continued
 - a. Utilization of 12 wireless leak monitoring sensors
 - b. Utilization of inhouse employees to continue the program
4. Completion of new SCADA system at Treatment Plant
5. Installation of the new CO2 tanks and controls
6. Launch the Customer service portal of the Meter system
7. Order the new Generator and Switch gear
8. Begin the reservoir overflow and transfer line project
9. Continue to remove lead and unknown service connection

	Divisions: Reservoir Treatment Distribution Utility Billing	WATER DEPARTMENT Superintendent Jason Phillips
---	---	--

		2020 ACTUAL	2021 ACTUAL	2022 ORIG BUD	2022 PROJECTION	2023 REQUEST	\$ change 2023/2022 BUDGET	% change 2023/2022 BUDGET
Supply Reservoir	Personal Services	\$ 93,631	\$ 107,280	\$ 142,553	\$ 130,882	\$ 189,068	\$ 46,515	32.63%
	Other	\$ 265,360	\$ 221,895	\$ 846,760	\$ 364,714	\$ 1,007,153	\$ 160,393	18.94%
Water Treatment	Personal Services	\$ 1,336,630	\$ 1,365,250	\$ 1,530,183	\$ 1,468,979	\$ 1,796,037	\$ 265,854	17.37%
	Other	\$ 1,488,754	\$ 1,222,573	\$ 2,081,284	\$ 1,869,984	\$ 2,327,413	\$ 246,129	11.83%
Water Distribution	Personal Services	\$ 1,082,000	\$ 1,060,217	\$ 1,274,858	\$ 1,188,376	\$ 1,508,707	\$ 233,849	18.34%
	Other	\$ 466,916	\$ 431,092	\$ 716,040	\$ 1,134,604	\$ 1,049,285	\$ 333,245	46.54%
Utility Billing	Personal Services	\$ 590,478	\$ 608,573	\$ 772,844	\$ 765,942	\$ 1,017,083	\$ 244,239	31.60%
	Other	\$ 222,929	\$ 502,930	\$ 685,635	\$ 550,088	\$ 766,787	\$ 81,152	11.84%
TOTAL		\$ 5,546,698	\$ 5,519,809	\$ 8,050,157	\$ 7,473,569	\$ 9,661,533	\$ 1,611,376	20.02%

- BUDGET HIGHLIGHTS**
- Rip Rap addition to reservoirs
 - Large increase in pipe, parts, and fittings for 2023
 - Large increase in Chemical pricing for 2023
 - Continued removal of unknown and known lead service connections
 - Additional chemical for algae control
 - 3.00% wage increase, 3% wage adjustment



STAFFING	2019	2020	2021	2022	2023
Reservoir	1	1	1	1	1
Water Treatment	15	16	15	15	16
Water Distribution	15	15	15	15	16
Utility Billing	9	9	9	10	10

- 2022 CAPITAL IMPROVEMENT HIGHLIGHTS**
- WD - Spray lined Rector Water Line
 - WT - Started CO2 and Generator Engineering
 - SR - Ordered the replace valves for river overflow line
 - UB- Transmitter replacement project began with two phases completed

- 2022 ACHIEVEMENTS**
- Painted Catwalks at Reservoir
 - Added bubble wall at the raw water intake reservoir #1
 - Continued to replace lead service lines and update service line information
 - Replaced waterlines in troubled areas
 - Updated the Emergency Action Plan at WTP
 - Added second door in Utility Billing
 - Working on reducing flushing station flows
 - Painted Silos
 - Installed 7500 transmitter

- 2023 OBJECTIVES**
- Begin the transfer and overflow line at the reservoir
 - Continue painting fire hydrants
 - Upsize water lines on Allen, Garfield and Midland
 - Complete transmitter replacement project
 - Replace generators at water treatment plant
 - Replace CO2 tanks
 - Continue find ways to reduce water loss
 - Remove all known lead services
 - Build up inventory to handle long lead times



Introduction

The annual report of the operations of the Water Treatment Plant and Supply Reservoir for the year ending December 31,2022.

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
Dan Ward	Operator, Class III	2015
Ray Stelmaszak	Operator, Class I	2016
Mat Otto	Operator, Class I	2017
Rick Parker	Lab Tech II, Class III	2001
Jeremy Carter	Lab Tech I, Class III	2013
Dean Hoge	Assistant Operator	1989
Brian Egts	Maintenance Mechanic V	1990
Brad Eblen	Maintenance Mechanic III	1991
Todd Ward	Maintenance Mechanic IV	1997
Randy Zacharias Sr.	Maintenance Mechanic V	2011
Jennifer Niederkoehr	Administrative Asst. IV	2011

Supply Reservoir

Rich Cap

Maintenance Mechanic III

2001

Key Activities & Accomplishments

Lab Items:

- Tested 154 additional bacteria samples for other public water systems, private individuals, new mains, new fire lines, and customer concerns
- Collected 12 QPCR samples for HAB screening
- Collected 26 samples for microcystin analysis
- Collected 120 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
- Operated Treatment Plant 397.5 hours
- Completed 1009 Hours of work for Compliance sampling
- Completed 1209.75 Hours of Preventative, corrective, and special samplings

Maintenance Items:

- Reconfigured Coupon rack to be more representative of household
- Hauled 1,093 loads of sludge to beds
- Began work on new maintenance tracking program/ condition assessment tool
- Implemented the SCADA upgrade work with DJE
- Operated Treatment Plant for 371 Hours
- Completed 4,572 hours of preventative maintenance
- Completed 519 hours of corrective maintenance

Reservoir Items:

- Installed Cameras at parking lots
- Worked on Telemetry upgrades as part of the SCADA upgrade
- Applied 1,586.7 gallons Earth Tech to Transfer pit
- Installed bubble curtain at raw water intake
- Replaced main power breaker for Raw water pumps

Objectives for the Next Year

Lab:

- Continue to improve algae analysis additional sampling in reservoir
- 120 lead and copper samples
- Increased distribution sample monitoring
- Utilization of new filter bed expansion monitors to optimize backwashing

Maintenance:

- Complete SCADA upgrade with DJE
- Get all preventative maintenance items into the new maintenance program
- Finalize condition assessment on all equipment
- Replace two CO2 tanks and controls
- Order Generator and Switch gear for 2024 installation

Reservoir:

- Continue to improve treatment for Algae
- Pave driveway at barns and house
- Start the overflow project
- Complete a lining project of the transfer pipes between the two reservoirs
- Add the second Sodium Permanganate feed line to reservoir #2
- Replace signs and poles as needed

Introduction

The Findlay Water Distribution Department have been providing water service to the Findlay residents for 206 years. We currently have 15 employees that range from Supervisor, Administrative Assistant, Waterline Maintenance Foreman, Waterline Maintenance Worker I – VI, Waterline Maintenance Technician and Assistant. Our Duties and responsibilities are maintaining 341.15 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 excavating. We also manage a backflow program that helps protect our residents.

Staffing

Jeff Betts – Maintenance Supervisor

Betty Jones – Administrative Assistant

Kenny Paul – Waterline maintenance Foreman II

Jeff Kolhoff – Waterline maintenance Worker V

Bryan Miller – Waterline Maintenance Technician

Jason Ruehlen – Waterline Technician Assistant

Michael Knight – Waterline Maintenance Worker VI

Joe Francis – Waterline Maintenance Worker IV

Cameron Freed – Waterline Maintenance Worker V

Ryan Cates – Waterline Maintenance Worker IV

Maycen Ward – Waterline Maintenance Worker IV

Marcus Gierke- Waterline Maintenance Worker II

Jeremy Hutchinson – Waterline Maintenance Worker II

Alex Hull – Waterline Maintenance Worker I

Parker Dukes – Waterline Maintenance I

Key Activities & Accomplishments [Leak Survey, Installed new water mains on Plaza St, State St and Markle St and also had Rector Ave lined. Flushed and pumped hydrants. Renewed and fixed 129 water services, and inspected 153 water service line. Continuing to updating computer water service records. Tested 56 backflows. Responded to 8503 OUPS ticket locates. Fixed 97 water main break. The Water Distribution Department invested 2802.71hrs in labor, 165.5hrs of backhoe and 109.20hrs of vactor in Preventive Maintenance. Also 5442.75hrs of labor, 588hrs of backhoe, 251.505hrs of vactor in Corrective Maintenance was used. Overtime accumulated in 2022 was 1138.75hr of labor, 66.50hrs of backhoe and 36.50hrs of vactor was invested.

Objectives for the Next Year

Flushing fire hydrants

Valve operating

Backflow program

Updating maps

Renewing old iron and lead water service.

Verifying water service pipe types and update our records

Replace problem area water mains to provide great water service to the community.

Replacing Water Meter Transmitters.

Leak Survey.

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 Treatment and Water Pollution Control facilities.

Staffing

The Utility Billing Department is comprised of 10 team members

Jeff Fenimore - Meter Technician III

Joe Francis - Meter Technician III

Mark Randolph - Meter Technician III

Ann Fenimore - Billing Clerk II

Ann Houpt - Billing Clerk II

Josh McGee - Billing Clerk I

Carol Toupalik - Billing Clerk III

Emily Zagar - Billing Clerk IV

Raeanna Drake - Assistant Supervisor

Tammy Kirkpatrick - Supervisor

Key Activities & Accomplishments

The Utility Billing Departments total billing for calendar year 2022 was \$18,683,195

There were 139,826 total payments processed through various funding channels such as autopay, lockbox, cash, check and credit card. Total amount collected was \$18,485,994.

The billing office processed 7,842 service orders for regular operations and 8,000 service orders pertaining to the transmitter project. Due to customers being estimated, clerks reviewed and calculated each worker order to validate necessary adjustments for billing.

Objectives for the Next Year

The Utility Billing Department will continue to work diligently to create and process the remaining 10,000 transmitter work orders to ensure the necessary adjustments are validated and processed.

2023 will also find the billing office in the fifth year of assessing administrative fees, creating plumber registration forms, backflow inspection forms, updating and maintaining property owner details to appropriately communicate to customers pertaining to approximately 3,500 backflow devices.

TEN LARGEST SINGLE WATER CUSTOMERS 2022			
Customer Account	Volume HCF	Revenue	% of Total Revenue
Cooper Corp	115,226	\$ 316,717	3.97
Whirlpool	111,899	440,916	5.52
Ball Metal	59,929	244,168	3.06
Blanchard Valley Hospital	43,071	124,632	1.56
University of Findlay	36,154	121,150	1.52
Sonoco Products Company	27,682	75,970	0.95
Hamlet Protein Inc.	26,346	71,587	0.90
Sanoh America Inc	25,231	68,274	0.85
Riverview Terrace	24,761	102,561	1.28
Marathon Petroleum	24,043	69,793	0.87
Total Top Ten	494,342	\$ 1,635,767	20.48
All Other Customers	1,946,771	\$ 6,349,987	79.52
Total	2,441,113	\$ 7,985,754	100.00

TOTAL CUSTOMER USE BY CLASS & LOCATION 2022			
Customer Class	HCF Water Use	Revenue	% of Total Water Use
Inside City/Residential	900,633	\$ 2,904,612	36.37
Inside City/Commercial	778,728	2,232,813	27.96
Inside City/Industrial	263,076	701,089	8.78
Outside City/Residential	221,903	1,046,921	13.11
Outside City/Commercial	87,993	403,288	5.05
Outside City/Industrial	188,780	697,031	8.73
Total	2,441,113	\$ 7,985,754	100.00
TOTAL WATER CUSTOMERS INSIDE CORP			17,158
TOTAL WATER CUSTOMERS OUTSIDE CORP			3,451
TOTAL WATER CUSTOMERS			20,609

TEN LARGEST SINGLE WASTEWATER CUSTOMERS 2022		
Customer Account	Revenue	% of Total Revenue
Whirlpool Corp	\$ 88,313	0.92
Cooper Tire	131,582	1.37
Ball Metal	63,706	0.66
Blanchard Valley Hospital	104,379	1.08
Sanoh America Inc.	52,799	0.55
University of Findlay	153,450	1.59
Village of Arcadia	54,324	0.56
Hamlet Protein Inc.	53,049	0.55
Riverview Terrace	4,993	0.05
Marathon Petroleum	75,062	0.78
Total Top Ten	\$ 781,656	8.12
All Other Customers	\$ 8,841,585	91.88
Total	\$ 9,623,242	100.00
TOTAL CUSTOMER USE BY CLASS AND LOCATION 2022		
Customer Class	Revenue	% of Total Revenue
Inside City/Residential	\$ 4,570,924	47.50
Inside City/Commercial	2,652,063	27.56
Inside City/Industrial	454,663	4.72
Outside City/Residential	1,382,556	14.37
Outside City/Commercial	347,352	3.61
Outside City/Industrial	215,683	2.24
Total	\$ 9,623,242	100.00
TOTAL WASTEWATER CUSTOMERS INSIDE CORP		16,702
TOTAL WASTEWATER CUSTOMERS OUTSIDE CORP		3,250
TOTAL WASTEWATER CUSTOMERS		19,952