



WATER DEPARTMENT

ANNUAL REPORT 2023

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.

A few key responsibilities of this department are 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 in billed services.

Key Activities and Accomplishments

While the Water Department had numerous projects and accomplishments that were complete in the 2023 the following are some of the highlights.

Notably the completion of the installation project of the Water Transmitter Project. The Utility Billing, Water Distribution, and Public Works staff worked diligently on this and completed the transmitter installation in July. They continued to process and adjust transmitter work orders to ensure that all needed adjustments were validated and processed.

Water Treatment continued its outstanding record of providing exceptional water to the city. The Treatment lab continued rigorous sampling and testing practices to maintain the expected quality levels. Ongoing maintenance and preventative projects were completed to ensure efficient and proper functionality of the facility.

Water Distribution had another very successful year monitoring for leaks and maintaining the miles of water main lines that provide water to our city. They performed numerous calls from Ohio Utility Protection Services (OUPS) to designate waterlines for both residents and contractors throughout the municipality. They also undertook the large Backflow Program helping to ensure the protection of our water supply. Water Distribution also performed lead service line replacements. In collaboration with Public Works, Sewer Maintenance, and Water Distribution performed a full-court press and removed to largest concentration of lead service. In less than one week over 20 service lines were replaced and the road reopened.

Objectives for the Next Year

- Finalize the removal of lead and unknown service connections
- Installation of RDD transmitters in system
- Waterline replacement on Allen, Garfield, and Midland upsizing from 4" to 6" lines.
- Continuation of the Leak Survey - Utilization of 12 wireless leak monitoring sensors as well as inhouse employees to continue this work.
- Installation of new CO2 tanks and controls
- Order and installment of the new Generator and Switch gear
- Begin Reservoir Overflow and Transfer Line Project

TREATMENT PLANT

Introduction

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 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 Niederkohr	Administrative Asst. IV	2011
<u>Supply Reservoir</u>		
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 sampling

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
- 60 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 2025 installation
- Filter sweeps upgraded and installed
- Replace dust collector bags

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

WATER DISTRIBUTION

Introduction

The Findlay Water Distribution Department have been providing water service to the Findlay residents for 208 years. We currently have 14 employees that range from Supervisor, Administrative Assistant, Waterline Maintenance Foreman, Waterline Maintenance Worker I – VI, Waterline Maintenance Technician and Assistant.

Our Duties and respectabilities are maintaining 341.38 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 the backflow program that is mandated by the EPA to helps protect our residents.

Staffing

Jeff Betts – Maintenance Supervisor

Betty Jones – Administrative Assistant IV

Kenny Paul – Waterline Maintenance Foreman II

Jeff Kolhoff – Waterline Maintenance Worker VI

Bryan Miller – Waterline Maintenance Technician

Jason Ruehlen – Waterline Technician Assistant

Michael Knight – Waterline Maintenance Foreman I

Cameron Freed – Waterline Maintenance Worker VI

Ryan Cates – Waterline Maintenance Worker V

Marcus Gierke- Waterline Maintenance Worker III

Jeremy Hutchinson – Waterline Maintenance Worker IV

Alex Hull – Waterline Maintenance Worker III

Lance Butler – Waterline Maintenance Worker II

Chase Glick – Waterline Maintenance Worker III

Key Activities & Accomplishments

- Performed Leak Survey
- Installed new water mains on Fourth St from Park St to the East & Harrison St from Logan Ave to Byal Ave.
- Flushed and pumped hydrants.
- Managed around 3200 backflows throughout the city.
- Renewed and fixed 142 water services.
- Inspected 65 water service lines.
- Continued updating computer water service records.
- Tested 52 backflows.
- Responded to 11475 OUPS ticket locates.
- Fixed 74 water main breaks.

The Water Distribution Department invested 5550.50 hours of labor in Preventative Maintenance: 199 hours of backhoe and 49 hours of vactor. An additional 5415 hours of labor, 492 hours of backhoe, 229 hours of vactor were attributed towards Corrective Maintenance. Overtime totals accumulated in 2023 was 1424.50 hours of labor, 56.50 hours of backhoe, and 21.50 hours of vactor.

Mailing and emailing test form to customers and registered plumbers with the city. All forms are checked and verified that serial number, sizes and locations match and then are added into our records. To make sure we stay in compliance with the EPA standards.

Key Performance Indicators (KPIs)

www.findlayohio.com/performance

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.
- Leak Survey.

UTILITY BILLING DEPARTMENT

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 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

Jeff Fenimore – Meter Technician III

Joe Francis – Meter Technician III

Mark Randolph – Meter Technician III

Ann Fenimore – Billing Clerk II

Ann Houpt – 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 2023 was \$18,382,543.78.
- A total of \$17,077,873.93 was collected for the year.
- 122,463 payments were transacted across several different payment platforms.
- The billing office processed 8,135 service order operations.

Key Performance Indicators (KPIs)

www.findlayohio.com/performance

Objectives for the Next Year

The Utility Billing department will focus on finishing tasks associated with the Transmitter Project as well as finding ways to improve the customer experience with our department.

Water Fund

Ten Largest Single Water Customers

Customer Account	Volume *HCF	Revenue	% Of Total Revenue
Whirlpool Corp	94,442	\$ 387,734	4.69%
Cooper Corp	105,346	\$ 290,687	3.51%
Ball Metal	61,335	\$ 247,683	2.99%
University of Findlay	40,306	\$ 114,325	1.38%
Blanchard Valley Hospital	39,780	\$ 113,030	1.37%
Riverview Terrace	23,214	\$ 96,115	1.16%
Sonoco Products Company	27,357	\$ 74,446	0.90%
Hamlet Protein inc.	25,048	\$ 68,039	0.82%
Marathon Petroleum	22,751	\$ 65,767	0.79%
Sanoh America Inc.	22,136	\$ 59,249	0.72%
Total Top Ten	461,715	\$ 1,517,075	18.33%
All Other Customers	1,954,771	\$ 6,757,707	81.67%
Total	2,416,486	\$ 8,274,782	100%

Total Customer Use by Class & Location

Customer Class	*HCF Water Use	Revenue	% Of Total Revenue
Inside City/Residential	969,426	\$ 3,208,759	38.78%
Inside City/Commercial	717,847	\$ 2,250,916	27.20%
Inside City/Industrial	255,665	\$ 714,175	8.63%
Outside City/Residential	212,031	\$ 1,043,383	12.61%
Outside City/Commercial	98,297	\$ 386,053	4.67%
Outside City/Industrial	163,220	\$ 671,496	8.11%
Total	2,416,486	\$ 8,274,782	100.00%

Total Water Customers

20,993

Water Pollution Control Fund

Ten Largest Single Wastewater Customers

Customer Account	Volume *HCF	Revenue	% Of Total Revenue
University of Findlay	34,311	\$ 141,661	1.52%
Cooper Corp	64,557	\$ 125,685	1.35%
Whirlpool Corp	78,677	\$ 99,312	1.07%
Blanchard Valley Hospital	36,821	\$ 94,602	1.02%
Marathon Petroleum	22,739	\$ 70,345	0.76%
Ball Metal	60,132	\$ 63,499	0.68%
Findlay Board of Education	10,353	\$ 59,532	0.64%
Hamlet Protein Inc.	25,040	\$ 50,271	0.54%
Village of Arcadia	25,301	\$ 50,150	0.54%
Riverview Terrace	23,206	\$ 46,723	0.50%
Total Top Ten	381,137	\$ 801,781	8.61%
All Other Customers	1,725,347	\$ 8,514,590	91.39%
Total	2,106,484	\$ 9,316,371	100%

Total Customer Use by Class & Location

Customer Class	*HCF Water Use	Revenue	% Of Total Revenue
Inside City/Residential	936,351	\$ 4,485,597	48.15%
Inside City/Commercial	676,446	\$ 2,512,648	26.97%
Inside City/Industrial	144,568	\$ 472,587	5.07%
Outside City/Residential	192,067	\$ 1,294,688	13.90%
Outside City/Commercial	69,356	\$ 325,536	3.49%
Outside City/Industrial	87,696	\$ 225,315	2.42%
Total	2,106,484	\$ 9,316,371	100.00%

Total Wastewater Customers Inside Corp 16,754

Total Wastewater Customers Outside Corp 3,320