

WATER AND WASTEWATER OFFICE

ANNUAL REPORT

2017

The Water and Wastewater Office is currently staffed with 1 Supervisor, 1 Assistant Supervisor, 4 billing clerks and 3 meter readers. We went live with our new upgraded billing software on November 1, 2017. We are still working out a few bugs in the new software. The upgrade will give us a lot more flexibility in the reports we are able to generate and hopefully make it easier on the office staff to do their jobs more efficiently.

2017 By the Numbers

18,016	Water Customers
17,427	Sewer Customers
18,153	Remote Read Meters
4,158	Autopay Customers
10,425	Work Orders Processed
1,676	Meter Change Outs
113,602	Bills Sent Out
10,133	Delinquent Notices Sent Out

<u>Type</u>	<u>Count</u>	<u>Payment Breakdown</u> <u>———\$———</u>
Checks	59,092	9,421,462
Autopay	24,837	3,397,816
Online	15,816	1,915,410
Cash	21,670	860,727
Credit Card	6,305	1,207,560
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Totals	127,720	16,802,975

COLLECTIONS

For the year 2017 the Water & Wastewater Office collected \$7,478,654 in water receipts and \$9,408,923 in Wastewater/Storm Water receipts. This is a decrease of 1.0% or \$78,458 from 2016 water receipts and a decrease of 0.0% or \$1,078 in wastewater/storm water receipts from 2016. Water consumption was down by 77,857 HCF (Hundred Cubic Feet) over 2016.

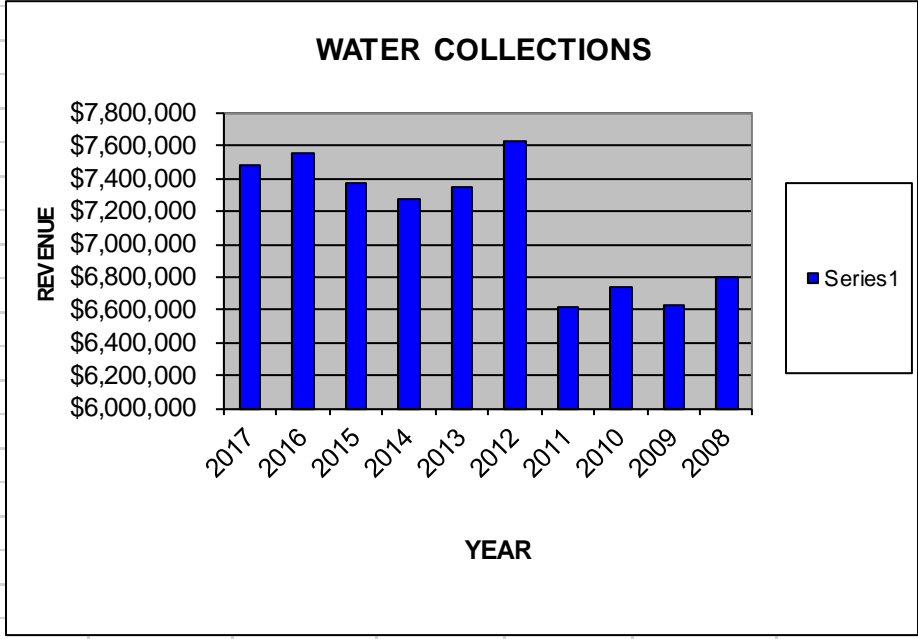
In January 2007, we implemented the collection of deposits for most of our new accounts. The only exceptions are land owners with prior acceptable credit with the Findlay Water Department or a current water department. The deposits have reduced the number of delinquencies that are sent to collection. The Water & Wastewater Office does not take cases to Small Claims Court because collecting the amounts due rarely happens. A tax lien is placed on the property for the amount owed.

In 2017, we wrote off \$885 in water, \$1,995 in sewer and \$243 in storm water. We did not collect any amounts that were previously written off.

The following charts compare the collections for the year 2017 and the previous nine years.

WATER COLLECTIONS

	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2014</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
JAN	581,704	540,285	536,282	488,539	564,226	532,670	540,065	483,531	458,939	476,405
FEB	606,283	591,776	581,323	593,691	552,053	594,938	508,351	557,410	548,758	595,967
MAR	561,878	568,165	584,292	578,357	572,897	570,467	502,300	537,334	519,923	520,887
APR	591,922	596,822	579,116	594,156	608,629	601,725	526,800	538,896	487,912	538,047
MAY	580,152	628,952	542,064	544,748	514,709	565,714	506,494	514,057	481,908	510,397
JUN	647,250	567,530	640,434	609,544	607,258	631,860	523,504	546,413	574,829	575,772
JUL	630,609	623,004	598,092	615,046	602,147	671,483	527,728	544,498	524,168	535,491
AUG	678,210	689,035	642,891	683,932	681,606	759,676	631,146	578,662	646,167	596,862
SEP	662,665	723,899	644,287	703,811	629,328	718,586	614,626	642,136	597,426	625,338
OCT	697,208	779,484	734,829	654,959	746,022	756,472	603,125	628,795	658,706	669,283
NOV	619,638	638,332	646,099	606,755	615,085	622,070	523,322	599,059	567,510	578,800
DEC	621,135	609,828	636,503	603,837	650,360	600,520	605,611	568,696	557,717	581,702
TOTAL	7,478,654	7,557,112	7,366,212	7,277,375	7,344,320	7,626,181	6,613,072	6,739,487	6,623,963	6,804,951



WASTEWATER COLLECTIONS

	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2014</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
JAN	728,410	693,493	692,620	681,881	685,786	686,509	663,277	664,178	606,720	610,413
FEB	817,855	819,090	818,853	822,574	808,347	827,319	802,259	817,639	765,929	774,978
MAR	733,475	714,451	710,700	707,519	708,236	701,521	665,193	667,492	652,405	623,703
APR	798,202	828,179	821,379	811,976	805,596	812,120	831,500	802,507	776,696	739,891
MAY	741,034	713,949	714,049	703,770	686,225	691,019	670,893	666,187	622,945	623,735
JUN	835,513	836,271	825,439	821,675	833,554	843,206	793,770	806,712	776,189	757,477
JUL	747,942	737,709	722,676	727,106	706,359	728,299	686,644	685,440	674,061	629,758
AUG	847,910	848,399	851,603	850,489	855,552	892,390	834,340	826,793	838,562	765,310
SEP	754,315	763,363	737,182	728,654	736,534	745,179	718,637	709,462	700,746	657,766
OCT	860,100	886,679	872,823	848,596	862,274	874,420	823,102	833,758	837,491	807,728
NOV	725,401	723,313	728,043	723,952	722,637	715,288	686,447	699,054	714,728	649,425
DEC	818,766	845,105	838,446	824,039	821,745	836,312	810,792	823,169	819,850	753,543
TOTAL	9,408,923	9,410,001	9,333,813	9,252,231	9,232,845	9,353,582	8,986,854	9,002,391	8,786,322	8,393,727



WATER RATE HISTORIES

During the past twenty years the rates have changed as indicated below:

Water charges

1997 - 15.4% increase - The capacity charge and minimum charge were incorporated into one charge. It is called the minimum charge and is adjusted according to the meter size under AWWA standards.

1998 - No change

1999 - No change

2000 - 2% increase

2001 - 3% increase (\$.05 per HCF)

2002 - 3.7% increase

2003 - 4% increase

2004 - No change

2005 - 4.6% increase (Nov 1, 2004)

2006 - 2.9% increase

2007 - No change

2008 - No change

2009 - 6.8% increase

2010 - No change

2011 - 5% increase (Oct 1, 2011) Minimum Charges Adjusted

2012 - No change

2013 - No change

2014 - No change

2015 - No change

2016 - No change

2017 - No change

WASTEWATER RATE HISTORIES

During the past twenty years the rates have changed as indicated below:

Wastewater charges

1997 - 7.8% increase - The customer charge and the minimum charge were incorporated into one charge. It is called the minimum charge and is adjusted according to meter size under the AWWA standards.

1998 - 1.5% increase (December 1, 1998)

1999 - No change

2000 - 14.7% increase

2001 - 14.1% increase

2002 - 11.5% increase

2003 - 11% increase

2004 - no change

2005 - 4.6% increase (Nov. 1, 2004)

2006 - 3% increase

2007 - No change

2008 - No change

2009 - 6.2% increase

2010 - No change

2011 - 3.5% increase (Oct 1, 2011) Minimum Charges Adjusted

2012 - 2017 - No change

GOALS FOR THE WATER & WASTEWATER OFFICE

Our customer service goals for the year 2017 at the Water & Wastewater Office are to continue providing quality service as in the past, but our technology goals continue to change. These goals are:

1. Strive to bill and collect all the monies owed to the Water & Wastewater Departments.
2. Try to be fair and just with all customers.
3. Make ourselves more accurate and utilize our time better, so the office will continue to operate at a very efficient level.
4. Provide accurate and timely meter readings.
5. Going green for utility bills through email options to our customers. This will reduce paper, postage and printing costs.
6. Keep abreast of all new technology in all aspects of the Water & Wastewater industry and try to incorporate them into our system.

I feel that we have met most of the goals in 2017 that are outlined above. We are working towards the others in implementing new technology.

A few examples of how we met these goals are:

1. We are collecting deposits to start service with the Findlay Water & Wastewater Dept. The deposit is held and applied to the final bill for all of our rental accounts. On owner billed accounts, we are applying the deposit to accounts that have complied with our two year acceptable credit policy.
2. We continue to collect outstanding amounts owed through liens placed on the property. We filed 15 tax liens in 2017 that were

uncollectable through our collection letters and court policy.

3. We have assigned owner ID numbers. This will help us find all properties owned by the same person. If there is a dispute with an owner of a property, we can find all properties relating to the owner.
4. We have upgraded our billing software and now we need to find out how to use this upgrade to improve our efficiency. There are many challenges that need to be faced and we will work with the vendor to resolve any issues.

Now that we have upgraded to our new billing software, I am still looking to go to monthly billing for all customers. Although we will have an increase in postage and printing charges, I feel that the benefits would outweigh the increased costs. We will be able to monitor water loss much more closely. It will reduce our bi-monthly customers' bills making it easier for them to budget. It will reduce our delinquencies by allowing us to disconnect for non-payment before the customer can accrue four months of charges. It will give us an accurate picture of our total monthly usage and allow us to compare to monthly output from the Water Treatment Plant. It will even out our billing and make revenue projections more accurate when setting rates due to no lag time for usage to catch up to our billing figures.

OUTLOOK FOR THE FUTURE

Water and Wastewater collections are not much different from 2016. Water consumption is down from 2016. We are catching leaks much faster and notifying customers of excess usage. I anticipate 2018 collections to increase over 2017 as the economy for Findlay is on the rise.

With the new billing software upgrade, we are hoping to get more timely information at our finger tips.

I feel optimistic about the future of the Water & Wastewater Departments in the City of Findlay, Ohio. We are working together to build a working financial model for both departments that looks well into the future. We have a group of dedicated hard working employees that continue to make serving the citizens of Findlay and surrounding area their number one priority.

Respectfully submitted,

Dean Adler

Utility Billing Supervisor