

2019 ANNUAL REPORT

CITY OF FINDLAY WATER/SEWER BILLING

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The Water/Sewer Billing Office experienced some challenges in 2019 as we continue to utilize outdated technology while seeking the best fit for replacement for both the Customer Service Management System used for billing and the Radio Read Data Management System used in meter reading.

Regardless of these challenges, the Water Department successfully implemented the Backflow Prevention Program. Backflow prevention devices are mandated by the EPA to keep our clean water clean from contaminants and are to be professionally installed and maintained by state certified plumbers. Plumbers are required to register with the City of Findlay Water Department to be verified and approved as plumbers who are able to perform annual inspections for the City.

The Water/Sewer Billing Office billed 64 plumbers in 2019 for half the year as registrations did not expire with the Hancock County Health Department until May of 2019. Property owners are responsible for inspections of their backflow devices each year. The Water Department monitors the inspections of all devices within the City of Findlay. Owners are assessed backflow administrative fees on water/sewer bills for each backflow device. Over 3,000 devices were tested in the City in 2019.

The new year brings new and exciting experiences for the Water/Sewer Billing Office. Not only will we be making decisions on new billing and meter reading technology, we will also be creating a preventative maintenance program for the large meters associated with our industrial and commercial customers. As the City grows as do our tasks and transactions and as manually reading meters become a thing from the past, Meter Technicians have evolved to data management and data analytics to better manage water loss and notify our customers of possible leaks as early as possible to keep from receiving a large water bill. Even with the challenges we have with meters and transmitters throughout the City, our Meter Technicians were able to log over 1,000 calls in contacting our customers for daily high usage and assisted with finding leaks in or around their homes.

It is the goal of the Water/Sewer Billing Office to keep our customers informed in as many ways as possible. In addition to helpful tips and announcements printed on the water/sewer bill, we will also be installing a monitor in the lobby in 2020. It is our hope to provide information regarding citywide events and water related alerts in addition to some fun Findlay Water Department facts and brief educational videos on conservation, water quality and seasonal tips for our customers. It is our pleasure to serve the citizens of Findlay and we look forward to providing an extra layer of excellent customer service with new and exciting technology in 2020.

The City of Findlay Water/Sewer Billing Office is a unit of 9 staff members proudly serving more than 19,000 customers and servicing over 20,000 meters throughout the City.

The number of payments collected and processed through the Billing Office in 2019:

Auto Pay: 30,506
Cash: 8,909
Checks: 57,663
Credit Cards: 9,628
Online Bank: 17,127

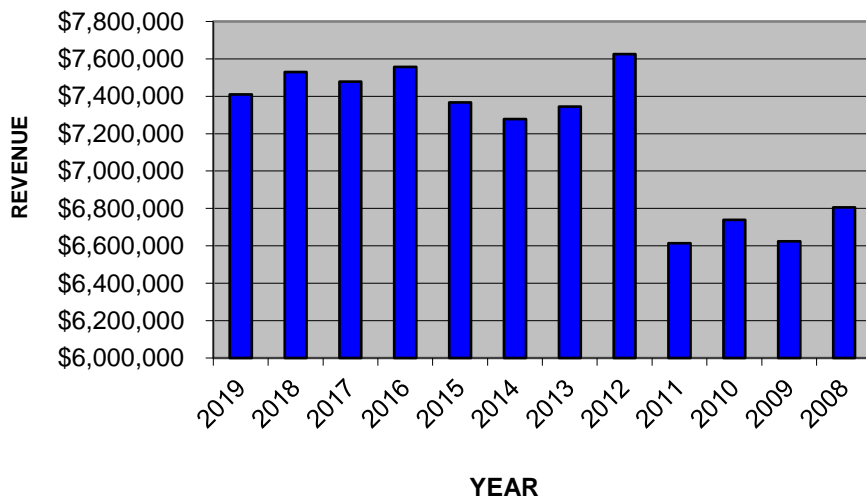
COLLECTIONS

BILLED: \$16,693,207

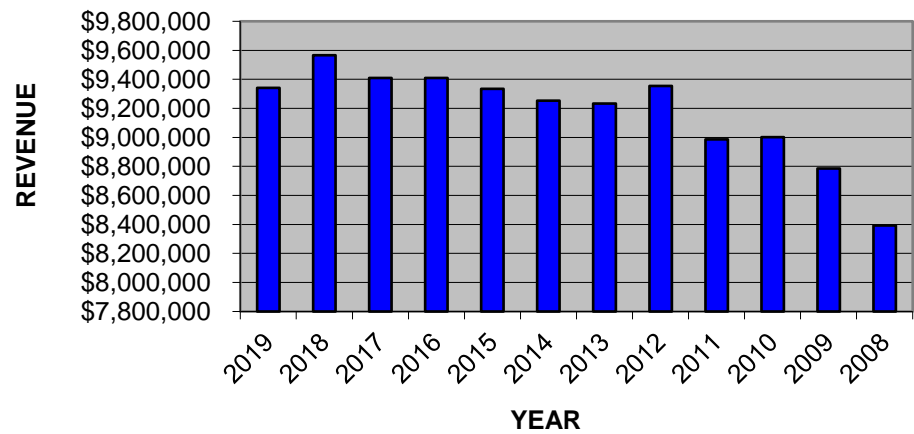
COLLECTED: \$16,751,143

DIFFERENCE: \$57,936

WATER COLLECTIONS



WASTEWATER COLLECTIONS



TEN LARGEST WATER CUSTOMERS OF 2019

Customer Account	Volume HCF	Revenue	% of Total Revenue
Whirlpool	122,123	\$ 481,240	6.68
Cooper Corp	99,965	274,554	3.81
Ball Metal	59,929	244,514	3.40
Blanchard Valley Hospital	39,174	114,245	1.59
Riverview Terrace	33,520	111,779	1.55
University of Findlay	28,191	100,821	1.40
Sanoh America, Inc	22,516	90,391	1.26
Sonoco Products Company	18,351	77,609	1.08
Marathon Petroleum	17,278	68,290	0.95
Nissin Brake Ohio Inc.	16,724	62,991	0.87
Total Top Ten	457,771	\$ 1,626,434	21.71
All Other Customers	1,644,830	\$ 5,573,535	78.29
Total	2,102,601	\$ 7,199,969	100.00

Customer Class	Volume HCF	REVENUE	% of Total Use
Inside City/Residential	745,321	\$ 2,555,133	35.49
Inside City/Commercial	655,673	1,993,265	27.68
Inside City/Industrial	243,834	675,445	9.38
Outside City/Residential	164,304	843,084	11.71
Outside City/Commercial	106,962	366,849	5.10
Outside City/Industrial	186,507	766,194	10.64
Total	2,102,601	\$ 7,199,969	100.00
TOTAL WATER CUSTOMERS INSIDE CORP			16,991
TOTAL WATER CUSTOMERS OUTSIDE CORP			3,243
TOTAL WATER CUSTOMERS			20,234

TEN LARGEST WASTEWATER CUSTOMERS OF 2019

Customer Account	Volume HCF	Revenue	% of Total Revenue
University of Findlay	88,223	\$ 137,059	1.60
Cooper Corp	66,205	130,875	1.53
Whirlpool	59,153	106,394	1.24
Blanchard Valley Hospital	53,083	95,963	1.12
Marathon Petroleum Co.	37,582	72,535	0.85
Sanoh America Inc.	29,888	69,871	0.82
Ball Metal Container	22,513	61,447	0.72
Findlay	18,347	58,513	0.68
Village of Arcadia	17,274	58,360	0.68
Riverview Terrace	16,724	53,644	0.63
Total Top Ten	408,992	\$ 844,660	9.86
All Other Customers	1,573,158	\$ 7,724,699	90.14
Total	1,982,150	\$ 8,569,359	100.00

Customer Class	Volume HCF	REVENUE	% of Total Use
Inside City/Residential	717,770	\$ 4,067,894	47.47
Inside City/Commercial	620,577	2,321,863	27.09
Inside City/Industrial	215,052	468,708	5.47
Outside City/Residential	152,301	1,134,820	13.24
Outside City/Commercial	95,417	335,960	3.92
Outside City/Industrial	181,033	240,114	2.80
Total	1,982,150	\$ 8,569,359	100.00
TOTAL WASTEWATER CUSTOMERS INSIDE CORP			16,536
TOTAL WASTEWATER CUSTOMERS OUTSIDE CORP			3,050
TOTAL WASTEWATER CUSTOMERS			19,586

AGED ACCOUNTS RECEIVABLE AND MONTHLY USAGE 2019

	2019	2018*	2017	2016	2015	2014
Current	\$ 84,115.72	\$ 276,172.17	\$ 151,558.51	\$ 123,466.24	\$ 146,729.73	\$ 138,102.58
PAST DUE						
31-60 days**	3,364.35	43,444.65	3,440.81	3,316.14	4,773.17	4,089.31
61-90 days	422.06	1,340.83	1,682.30	3,226.95	1,953.62	1,872.18
91-120 days	464.31	688.38	627.49	638.19	865.03	1,285.80
Over 120 days	1,134.41	1,624.50	4,626.55	3,251.25	4,450.85	7,905.60
Aged Accounts						
Receivable	\$ 90,454.16	\$ 323,270.53	\$ 161,935.66	\$ 133,898.77	\$ 158,772.40	\$ 153,255.47
*April 2018 Moved 201 Bi-Monthly accounts to Monthly						
** May 2018 changed bill processing schedule 5 days earlier allowing customers 2 weeks to submit payment prior to due date versus only 5 days in the past.						

2019 USAGE TOTALS

BILL DUE DATE	RESIDENTIAL INSIDE	RESIDENTIAL OUTSIDE	INDUSTRIAL INSIDE	INDUSTRIAL OUTSIDE	COMMERCIAL INSIDE	COMMERCIAL OUTSIDE	GRAND TOTAL ALL ACCOUNTS
1/14/2019	62,126	14,429	21,463	16,000	56,254	9,898	180,170
2/12/2019	59,764	12,454	19,930	14,003	54,341	9,841	170,333
3/12/2019	57,111	12,764	16,923	12,399	48,798	8,166	156,161
4/12/2019	55,128	11,567	19,557	14,253	52,412	8,932	161,849
5/13/2019	59,003	13,759	18,790	18,429	49,960	8,069	168,010
6/12/2019	52,285	11,283	21,335	15,915	50,238	7,677	158,733
7/12/2019	64,080	15,523	21,811	18,379	63,297	10,059	193,149
8/12/2019	62,305	13,747	21,730	16,935	62,964	8,426	186,107
9/12/2019	76,504	17,630	22,538	17,292	64,190	11,509	209,663
10/14/2019	63,351	13,230	22,496	15,882	56,342	8,653	179,954
11/12/2019	58,812	14,207	18,388	13,572	49,250	7,515	161,744
12/12/2019	60,084	12,846	18,635	13,448	51,302	7,509	163,824
TOTALS	730,553	163,439	243,596	186,507	659,348	106,254	2,089,697