

UTILITY at a Glance

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2017 WATER & SEWER UTILITY HIGHLIGHTS

As of December 31 of Each Year

	2015	2016	2017
Customers			
Residential	13,047	13,132	13,251
Commercial	<u>1,398</u>	<u>1,365</u>	<u>1,389</u>
Total	14,445	14,497	14,640
Percentage of Accounts			
Residential	90.32%	90.58%	90.51%
Commercial	<u>9.68%</u>	<u>9.42%</u>	<u>9.49%</u>
Total	100.0%	100.0%	100.0%
Total Gallons Billed¹	1.241 BG	1.262 BG	1.249 BG
Total Flow			
Residential	54.65%	54.35%	56.14%
Commercial	<u>45.35%</u>	<u>45.65%</u>	<u>43.86%</u>
Total	100.0%	100.0%	100.0%

1 - BG: billion gallons

- Successful passage of a much-needed water rate adjustment
- Water utility bond rating upgrade from BB+ to BBB with positive outlook, allowing the utility to refinance its existing debt resulting in significant cost savings to the utility and its customers that can be used to perform more capital improvements projects
- Securing a low-interest loan from the Indiana Finance Authority to finance Phase I water improvement projects in the 20-Year Master Plan
- Repayment of \$650,000 to the sewer utility towards the \$1.5 million loan, with full repayment expected in June 2018
- 2017 Manhole Rehabilitation Project - with a cost of \$340,442 should be completed by March 2018
- Lawrence Trades District Sanitary Sewer Improvements Project – with a cost of \$317,338 should be completed in April 2018.
- Replacement of the Sewer Utility's Combination Cleaning Truck (Vactor) Improvements Project

MORE HIGHLIGHTS INSIDE

- What's to Come in 2018
- Trades District Sewer Project
- Oaklandon Tower Project
- Sumac Water Main replacement
- Lift Station 19 Rehab Project
- Utility Fleet Replacement

NEW BILLING FORMAT AND PAYMENT OPTIONS COMING SOON



We will launch a robust e-billing platform for utility customers in the first half of 2018, providing online payment options, historical billing and consumption data, and much more



"EYE ON WATER" MOBILE APP

A valuable tool for customers in managing water usage. Not only will it provide potential leak activity in real time, but it will also greatly reduce the amount of time spent monitoring various leak-activity accounts, but will also serve to reduce printing and postage costs.

WATER UTILITY

Continuing our SRF-funded water system improvement projects:

- Commencement of the Oaklandon Tower repainting
- Well Field Improvements projects
- Final completion of the Sumac Water Main replacement
- Expected completion of the Richardt plant(11/12/2018) and under budget. With completion, we can expect to begin producing water from this new facility by the end of the year.



Overall improvement of water quality does not end with completion of the Richardt plant.

- Water main replacements are vital to water quality and we will begin main replacements in 2018
- The utility is also applying for grant funding to assist in these main replacements

Begin a utility fleet replacement program to replace aging vehicles

All of these projects were made possible with the rate adjustment in 2017

SEWER UTILITY

Lift Station 19 rehabilitation project - needed for employee safety reasons and to accommodate new residential development

Continued EPA ordered work to remediate our Sanitary Sewer Overflow (SSO) issues (i.e. clear water discharges into the sewer system, which are unnecessarily treated at a significant cost)

Vehicle replacements

