

2024 ANNUAL REPORT
WATER
DEPARTMENT

WATER DEPARTMENT

The City of Findlay provides water, wastewater (sewer) and storm water utilities for the citizens of Findlay. As well as providing water and wastewater services for the Village of Van Buren and wastewater services for the Village of Arcadia.

The Water Department consists of Water Treatment/Supply Reservoir, Water Distribution, and Utility Billing.

A few key responsibilities under the purview of this department are managing the 6.4 billion-gallon reservoirs, the treatment of an average daily flow of 6.5 million gallons of water, the maintenance of 341.38 miles of water lines, and the collection of over \$20 million in billed services.

Activities and Accomplishments

- Added second Sodium Permanganate line to reservoir #2 discharge
- Completed valve project at reservoir as well as completed lining of transfer line
- Finalized all reconciliations and payment plans for transmitter project
- A total of \$19,808,366.39 was collected for the year by the Billing Department
- Updated service line inventory and had it approved by OEPA
- Arrival of new CO₂ tanks and controls
- Installed New Chiller Unit at Treatment Plant
- Completed exercising over 995 valves in the system
- Got over 400 fire hydrants painted
- Replaced and upsized 4" waterline on Laurel Lane
- Completed a system wide Leak Survey

Objectives for the Next Year

- Identification and remediation of remaining galvanized lines requiring replacement
- Installation of New Generator and Switch Gear
- Valve Exercising Contingency Plan
- Continuation of installation of RDDs in the meter system
- Assist planning firm in creation of the Master Plan of the department

TREATMENT PLANT

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
Jason Phillips	Superintendent, Class IV
Brett Young	Supervisor, Class III
Tim Foust	Operator, Class I
Shawn Smith	Operator, Class I
Lance Butler	Operator
Tim Couch	Operator, Class III
Dan Ward	Operator, Class III
Ray Stelmaszak	Operator, Class I
Rick Parker	Lab Tech II, Class III
Jeremy Carter	Lab Tech I, Class III
Dean Hoge	Ground Maintenance V
Brian Egts	Maintenance Mechanic V
Brad Eblen	Maintenance Mechanic III
Randy Zacharias Sr.	Maintenance Mechanic V
Jennifer Niederkohr	Administrative Asst. IV

Supply Reservoir

Rich Cap	Maintenance Mechanic III
Alex Hull	Maintenance Mechanic II

Activities & Accomplishments

Lab Items:

- Tested 720 compliance samples
- Tested 164 outside samples
- Tested 27 Microcystin samples
- The lab staff completed 700.58 compliance labor hours, 261 preventative labor hours, 79.5 corrective labor hours, 566.75 special labor hours, and 334 operational labor hours.

Maintenance Items:

- Hauled 1,239 loads of sludge to beds
- Operated Treatment Plant for 776 hours
- Completed 6,750 hours of preventative maintenance
- Completed 434 hours of corrective maintenance

Reservoir Items:

- Collects and tests river water samples
- Inspects reservoir for algae blooms
- Performed maintenance work on vehicles, equipment, and buildings at the reservoir
- Removal of trash left at the reservoir as well as found natural debris

Objectives for the Next Year

Lab:

- Continue algae analysis and collect lead and copper samples
- Complete filter bed expansion to aid in backwash efficiency

Maintenance:

- Continue the condition assessment of equipment
- Complete the installation of the new CO2 tanks as well as the generator

Reservoir:

- Improve the algae treatment procedures
- Complete the overflow project

WATER DISTRIBUTION

This department maintains all public water mains, service lines, hydrants, and meters. The Findlay Water Distribution Department have been providing water service to the Findlay residents for 208 years and is currently comprised of 14 employees.

Our duties include installing, repairing and maintaining 341.38 miles of water main lines in and around Findlay and Van Buren. We respond to emergency main breaks to restore water service to the community. Flushing and maintaining fire hydrants. Performing large and small water service taps for residential and commercial buildings. Survey water mains for leaks. We also work with Ohio Utility Protection Services (OUPS) to make sure all water lines are marked for residents and contractors performing excavation work. We also manage the backflow program that is mandated by the EPA.

For more information regarding the backflow program please refer to the following link to the City of Findlay website: <https://www.findlayohio.gov/government/city-departments/water/water-distribution/backflow-prevention-program>

Staffing

Jeff Betts – Maintenance Supervisor

Betty Jones – Administrative Assistant IV – Retired in 2024 with 23 years of service

Madelyn Price – Administrative Assistant I

Kenny Paul – Waterline Maintenance Foreman II

Michael Knight – Waterline Maintenance Foreman II

Jeff Kolhoff – Waterline Maintenance Worker VI

Bryan Miller – Waterline Maintenance Technician

Jason Ruehlen – Waterline Technician Assistant

Cameron Freed – Waterline Maintenance Worker VI

Ryan Cates – Waterline Maintenance Worker VI

Marcus Gierke- Waterline Maintenance Worker III

Jeremy Hutchinson – Waterline Maintenance Worker IV

Chase Glick– Waterline Maintenance Worker III

Austin Hutchinson– Waterline Maintenance Worker I

Zackery Kuhlman – Waterline Maintenance Worker I

Activities & Accomplishments

- Performed comprehensive System Leak Survey
- Installed new water main on Hemphill Blvd.
- Flushed, pumped, and repaired fire hydrants
- Managed around 3,200 backflows throughout the city
- Renewed and fixed 275 water services
- Inspected 16 water service lines
- Continued updating computer water service records and maps
- Tested 66 backflows.
- Responded to 12,879 OUPS ticket locates
- Responded to and fixed 182 water main breaks

The Water Distribution Department invested 3,939.50 hours in labor, 276.20 hours of backhoe and 271.75 hours of vactor in Preventive Maintenance. 6,425.81 hours of labor, 665.75 hours of backhoe, 199.5 hours of vactor, and 31 hours of dump truck in Corrective Maintenance for the year. Overtime accumulated in 2024 was 924.90 hours of labor, 32.50 hours of backhoe and 16.5 hours of vactor.

We also managed around 3,200 backflow devices throughout the city. 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 record ensuring we stay in compliance with the EPA standards.

Key Performance Indicators (KPIs)

www.findlayohio.gov/performance

Objectives for the Next Year

- Flushing fire hydrants
- Fire hydrant painting
- Valve operating
- Continuation of the 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.

UTILITY BILLING DEPARTMENT

This office is responsible for meter reading, billing, collection, and customer service for account holders. The City of Findlay Utility Billing Department monitors and maintains over 20,000 residential, commercial and industrial water 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 of Findlay.

Staffing

Matthew Souders – Meter Technician I

Joe Francis – Meter Technician III

Jeff Fenimore – Meter Technician III

Mark Randolph – Meter Technician III

Brady Blankemeyer – Billing Clerk I

Lauren Shaughnessy – Billing Clerk I

Kelly Galer – Billing Clerk I

Ann Fenimore – Billing Clerk II – Retired in 2024 with 26 years of service

Ann Houpt – Billing Clerk II

Carol Toupalik – Billing Clerk III

Emily Zagar – Billing Clerk IV

Raeanna Drake-Decker – Assistant Supervisor

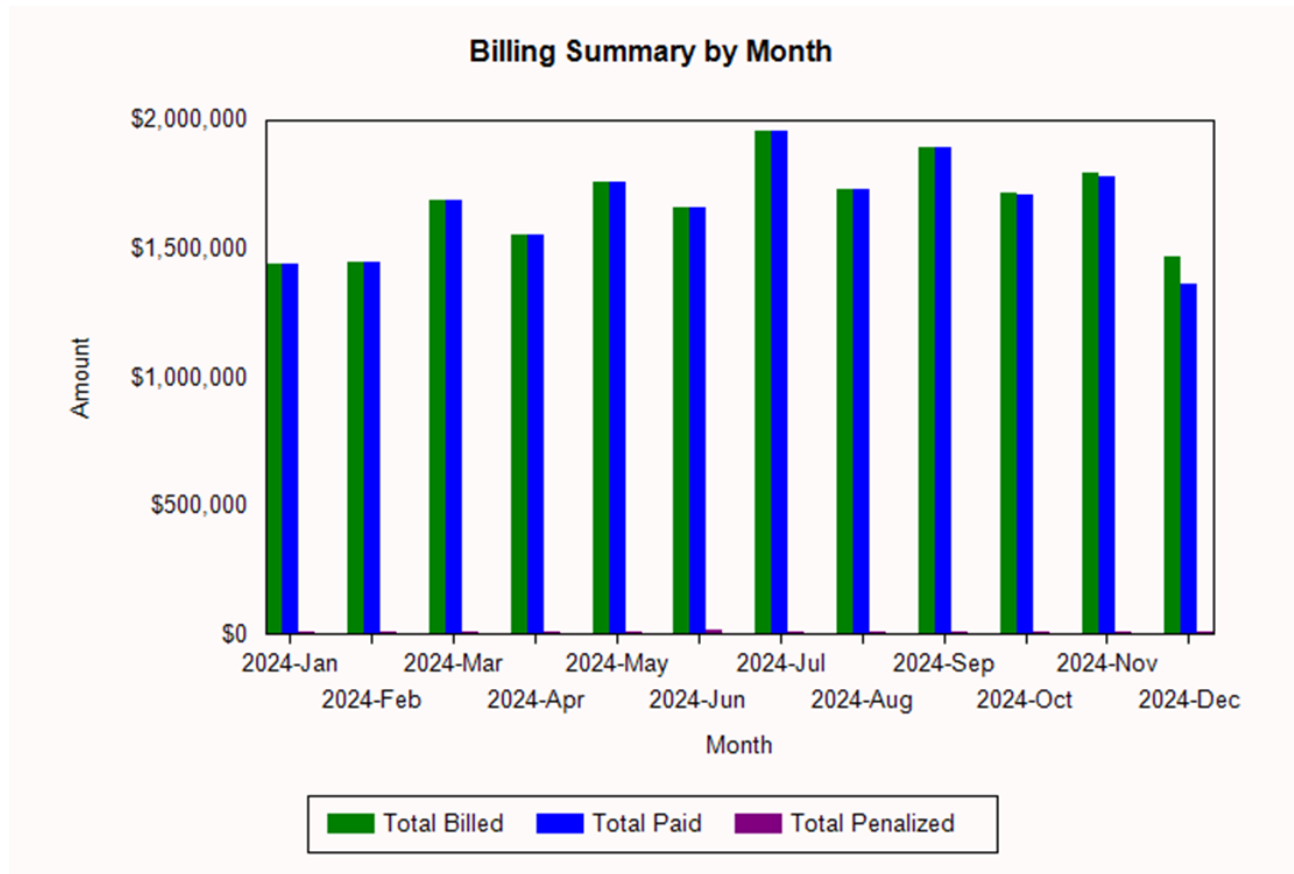
Mathew Otto – Supervisor

Activities & Accomplishments

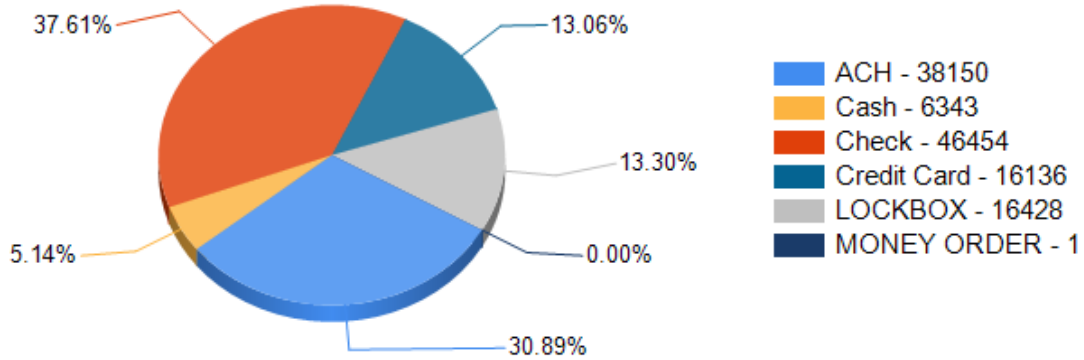
- The Utility Billing Departments total billing for calendar year 2024 was \$20,080,802.20.
- A total of \$19,808,366.39 was collected for the year.
- 123,512 payments were transacted across several different payment platforms.
- The billing office processed 7,112 service order operations.

Objectives for the Next Year

With the completion of the Transmitter Project in 2024, we are working towards updating older water meters with newer and more efficient models. Along with new water meters, we are working to install remote disconnect devices at high traffic locations such as apartments/duplexes, rental houses, businesses, and other issue locations. These devices allow the office to remote control the water meter, providing quicker service for turning on and off. As always, we will continue to find ways to improve the customer experience with our department.



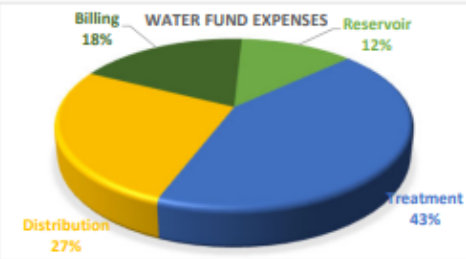
Number of Payments Made



Water Department, Jason Phillips										
	BUDGET	Item	2022 ACTUAL	2023 ACTUAL	2024 ORIG BUD	2024 PROJECTION	2025 REQUEST	\$ change 2025/2024 BUDGET	% change 2025/2024 BUDGET	
FINANCIAL	Supply Reservoir	Personal Services	\$ 126,311	\$ 140,903	\$ 241,066	\$ 161,603	\$ 284,341	\$ 43,275	18%	
		Other	\$ 438,890	\$ 307,770	\$ 1,279,113	\$ 395,877	\$ 680,953	\$ (598,160)	-47%	
	Water Treatment	Personal Services	\$ 1,457,077	\$ 1,716,002	\$ 1,990,998	\$ 1,865,937	\$ 2,250,151	\$ 259,153	13%	
		Other	\$ 1,585,319	\$ 1,953,350	\$ 185,564	\$ 174,481	\$ 200,659	\$ 15,095	8%	
	Water Distribution	Personal Services	\$ 1,165,386	\$ 1,253,612	\$ 1,568,744	\$ 1,384,360	\$ 1,544,737	\$ (24,007)	-2%	
		Other	\$ 728,957	\$ 819,788	\$ 1,213,740	\$ 864,686	\$ 1,086,706	\$ (127,034)	-10%	
	Utility Billing	Personal Services	\$ 723,025	\$ 891,672	\$ 924,474	\$ 842,907	\$ 976,638	\$ 52,164	6%	
		Other	\$ 532,923	\$ 556,535	\$ 477,117	\$ 639,869	\$ 644,920	\$ 167,803	35%	
				\$ 6,757,888	\$ 7,639,632	\$ 7,880,816	\$ 6,329,720	\$ 7,669,105	\$ (211,711)	-3%

BUDGET HIGHLIGHTS	
•	2025 budget includes wage increases
•	Decrease in reservoir due to no riprap in 2025
•	In house water line upgrades
•	Ongoing repairs to buildings and grounds
•	Water System Master Plan firm will be selected

STAFFING LEVEL	2021	2022	2023	2024	2025
Reservoir	1	1	1	2	
Water Treatment	15	15	16	16	
Water Distribution	15	15	16	15	
Utility Billing	9	10	10	10	



2024 Water Fund

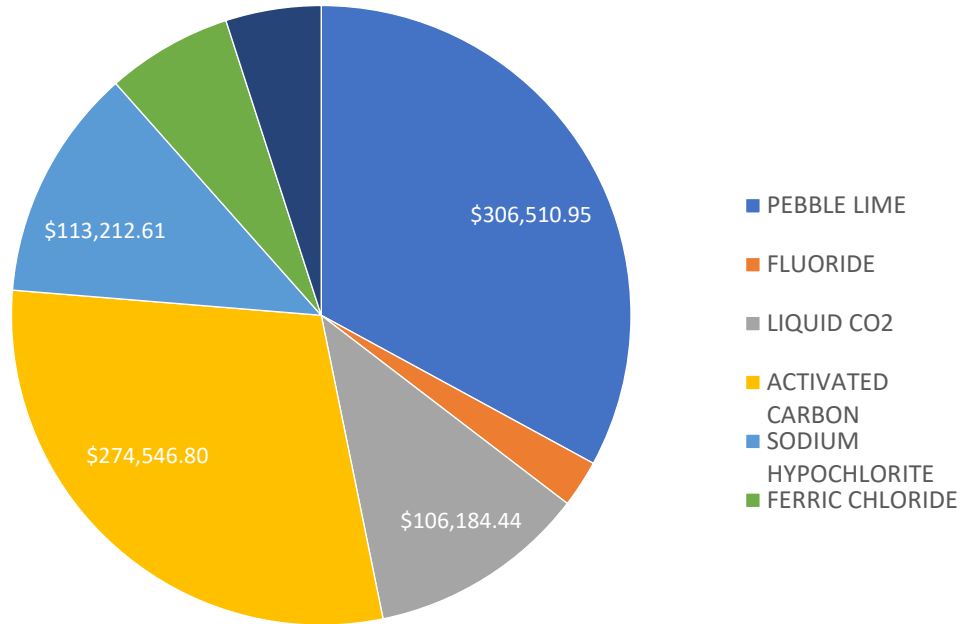
Ten Largest Single Water Customers

Customer Account	Volume *HCF	Revenue	% Of Total Revenue
Whirlpool Corp.	97,561	\$ 585,017	5.57%
Ball Metal	73,596	431,799	4.11%
Cooper Corp.	83,110	335,946	3.20%
Blanchard Valley Hospital	39,919	167,396	1.59%
University of Findlay	30,774	152,996	1.46%
Riverview Terrace	22,077	131,303	1.25%
Marathon Petroleum	24,565	104,088	0.99%
Sanoh America Inc.	25,157	98,962	0.94%
Hamlet Protein Inc.	24,319	94,660	0.90%
Sonoco Products Company	22,309	90,010	0.86%
Total Top Ten	443,387	2,192,177	20.87%
All Other Customers	1,599,728	8,309,322	79.13%
Total	2,043,115	\$ 10,501,499	100.00%

Total Customer Use by Class & Location

Customer Class	*HCF Water Use	Revenue	% Of Total Revenue
Inside City/Residential	742,799	\$ 3,687,490	35.11%
Inside City/Commercial	661,160	\$ 3,068,643	29.22%
Inside City/Industrial	200,019	\$ 822,495	7.83%
Outside City/Residential	190,847	\$ 1,359,518	12.95%
Outside City/Commercial	71,692	\$ 514,718	4.90%
Outside City/Industrial	176,598	\$ 1,048,635	9.99%
Total	2,043,115	\$ 10,501,499	100.00%
Total Water Customers			18,375

2024 CHEMICAL PURCHASES



CURRENT YR PROJECTED OPERATION CHEMICALS		MONTHLY AVERAGE	TOTAL COST
	PEBBLE LIME	\$ 27,430.54	\$ 306,510.95
321101	FLUORIDE	\$ 11,045.52	\$ 22,889.83
	LIQUID CO2	\$ 8,848.70	\$ 106,184.44
	ACTIVATED CARBON	\$ 45,757.80	\$ 274,546.80
	SODIUM HYPOCHLORITE	\$ 9,434.38	\$ 113,212.61
	FERRIC CHLORIDE	\$ 10,181.03	\$ 61,086.18
	SODA ASH	\$ 11,581.46	\$ 46,325.84
		\$ 124,279.44	\$ 930,756.65
		CALCULATE PROJECTED COST	
		MONTHLY AVERAGE	\$ 124,279.44
		X 12 MONTHS	12
			\$ 1,491,353.26

