



2013

Department of Public Utilities Annual Report



Michael P. Bell, Mayor
David E. Welch, Director

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DEPARTMENT OF PUBLIC UTILITIES MISSION

To improve the health, vitality and overall quality of our customers' lives by consistently delivering excellent and affordable public utility services on a regional basis:

- Top-Quality Drinking Water
- Comprehensive Wastewater Treatment
- Effective Storm Water Management
- Underground Utility Infrastructure
- Safe and Functional Roadways
- Proactive Environmental Protection
- Reliable Municipal Power

2013 DEPARTMENT HIGHLIGHTS

In April the Department presented to Toledo City Council a request to support a five-year water rate increase and capital improvement plan to address \$314 million in Ohio EPA-mandated capital upgrades at the Collins Park Water Treatment Plant and to the utility's water distribution system. Unanimous passage of the legislation enabled the City to secure bond funding to immediately begin an aggressive construction implementation schedule. Progress during 2013 is included in the Water Treatment Division highlights.

Another significant event occurred July 3rd when without warning the pavement opened up to become a sinkhole 20 feet wide and 20 feet deep at the intersection of Detroit Avenue and Bancroft Streets swallowing an entire vehicle with the 60 year old driver still inside. Sanitary sewer lines below ground had apparently been leaking for some time and 16 straight days of rain caused the undermined pavement to fail without any prior indication. Fortunately, no one was injured. The driver was rescued by Toledo Firefighters and the repairs were made without further incident. The story, covered on national news, conveys better than any pie charts or graphs the importance of moving forward in 2014 to ensure funding is available to repair and replace the aging sewer infrastructure.

Evidence of significant improvements in Customer Service achieved during 2013 and which are ongoing are provided in the Utilities Administration Division report.

DESCRIPTION OF DIVISIONS

The Department of Public Utilities is comprised of seven divisions: Utilities Administration, Water Treatment, Water Distribution, Sewer & Drainage Services, Water Reclamation, Engineering Services and Environmental Services.

Utilities Administration

Utilities Administration provides the primary administrative, fiscal and operational control functions for the Department of Public Utilities. It consists of the following Sections: Administration, Accounting & Financial Analysis, Billing, Customer Service, Legal, DPU/SAP Support, and Records.

Utilities Administration provides services to approximately 131,000 customers estimated to represent over 500,000 people. Our service area includes Toledo, Maumee, Perrysburg, Sylvania, Monroe County, Lucas County, Rossford, Wood County, Fulton County and Northwood.

Utilities Administration 2013 Highlights

1. Extended the amount of time for customers to pay their bills from 15 calendar days to 15 business days. This generally provides an additional 2 to 4 days for citizens to pay their bills without suffering late payment charges.
2. Successfully completed the DPU/SAP upgrade to enhance internal stakeholder fiscal accuracy and availability, and to improve external customer service.
 - a. Continued to implement best business practices from our Benchmarking initiative into the DPU/SAP Customer Billing and Information System.
 - b. Increased notification time of overdue account reminder notices sent to customers' tenants to give them 30 days notice prior to disconnection.
3. Extended the DPU Call Center's hours by 1-1/2 hours per day to improve customer service by adding one hour in the morning (7 am – 8 am) and one-half hour in the evening (5:30 pm to 6 pm).
4. Increased the number of occasions in which there were zero calls in Customer Service's call line queue and reduced wait time overall by almost 41% from 2011 to 2013 YTD. After that point, hired an additional four (4) Customer Service Representatives to even further reduce customer wait times.
5. Established a "Continuous Improvement Process" for all sections to enhance communication among employees in order to streamline operations and improve customer service.
6. Hired a Water Loss Investigator in the effort to increase revenue and reduce the number of incidents and magnitude of theft of utility services.

7. Created the DPU Customer Advisory Committee made up of private sector business leaders and other stakeholders to advise DPU regarding how to improve communication with and customer service to our business and rental property owner communities. This initiative also followed the results of our Benchmarking efforts.
8. Hosted the Ohio American Water Works Association's 2013 Annual Conference to much acclaim from the 527 delegates who paid to attend.
9. Issued over \$190M in water bonds (including a refunding of the 2005 Series Bonds) to continue to design and construct the needed major improvements for the water treatment and distribution systems.
10. Refunded \$13.6M in 2003 Series Sewer Bonds to obtain lower debt service payments.
11. Received Toledo City Council's approval to enact a new Section 100.04 in Appendix C entitled "Customer Bill of Rights & Responsibilities."
12. Purchased and installed hardware and software to digitally process and transmit checks to the bank.
13. Began to implement the hardware and design the software to accommodate the on-line billing initiative. Implementation is scheduled for 2014.
14. Hired a Safety & Training Program Coordinator to prioritize employee safety and training across DPU.
15. TPP began to serve its first industrial customer, OmniSource, enabling this local firm to save on its energy bills and thus expand its operations on N. Detroit Avenue.

Utilities Administration 2014 Goals

1. Consistently endeavor to decrease customers' waiting time in the telephone call queue to improve customer service.
 - a. Increase employee training in customer service precepts.
 - b. Implement cross-functional training.
 - c. Employ Best Practices and Continuous Improvement Principles learned from our Benchmarking efforts.

2. Increase positive perception of the Utility through enhanced communication, customer outreach and collaborative activities.
 - a. Continue to utilize the DPU Customer Advisory Committee for input and feedback.
 - b. Improve knowledge of customers through increased content available through the website and in public presentations.
 - c. Implement strategies identified through the Performance Audit.
 - d. Continue to communicate with our largest contract customers through participation on the Regional Water Advisory Board.
3. Continue to aggressively reduce meter tampering and water theft by allocating sufficient resources to investigate and prosecute perpetrators, then exact restitution from them once judgments have been obtained in court.
 - a. Publicize to our customers and the general public the results of these enforcement activities to raise awareness of the existence of and consequences resulting from the commission of such crimes.
4. Continue to improve the DPU/SAP Customer Service and Billing Computer System.
 - a. Continue to make needed enhancements and implement best business practices to improve internal and external customer service.
5. Implement On-Line Monthly Billing
 - a. Create and implement a cost-effective on-line monthly billing function to allow customers to view their meter reading and billing data, then make payments electronically in "real time." This will improve overall service to our customers and reduce the average waiting time in the call queue.
6. Collaborate with the Department of Finance to greatly improve the timely and accurate exchange, matriculation and reporting of financial data to benefit all internal and external stakeholders.

Water Treatment

Water Treatment personnel manage a system which produces 26 billion gallons of high-quality drinking water per year to an estimated 500,000 people in the greater metropolitan Toledo area including Lucas County, and portions of Wood, Fulton and Monroe Counties. The Collins Park Water Treatment Plant uses surface water drawn from Lake Erie as its source. Plant operations purify and transport an average of 73 million gallons per day (MGD) with a capacity of 120 MGD to enhance the lives of residents and support business and industry.

Water Treatment 2013 Highlights

The most successful measure of success was once more achieved as Water Treatment provided an uninterrupted supply of potable, high-quality, good-tasting water 24 hours per day, seven days a week for 365 days of the year to 500,000 consumers.

The division continues implementation of the 20-year Master Plan for the Collins Park Water Treatment plant, concentrating on site-specific actions required by Ohio EPA to maintain and enhance our ability to serve Toledo and the surrounding population and industries with superior award-winning water.

- To remain in compliance with new EPA mandates, we are expanding and improving our present capabilities to meet new and more stringent testing requirements. We have identified multiple projects to increase redundancy and efficiency, and secured 190 million dollars in funding to implement the first phase of the improvements.
- We have completed the construction phase which expands the area and capabilities of our lab and we are in the process of installation of new equipment.
- Outside contracts have been entered into for assistance with construction services to implement the 20-year Master Plan.

Projects under design, construction or completed in 2013 at a cost of more than \$28 million include:

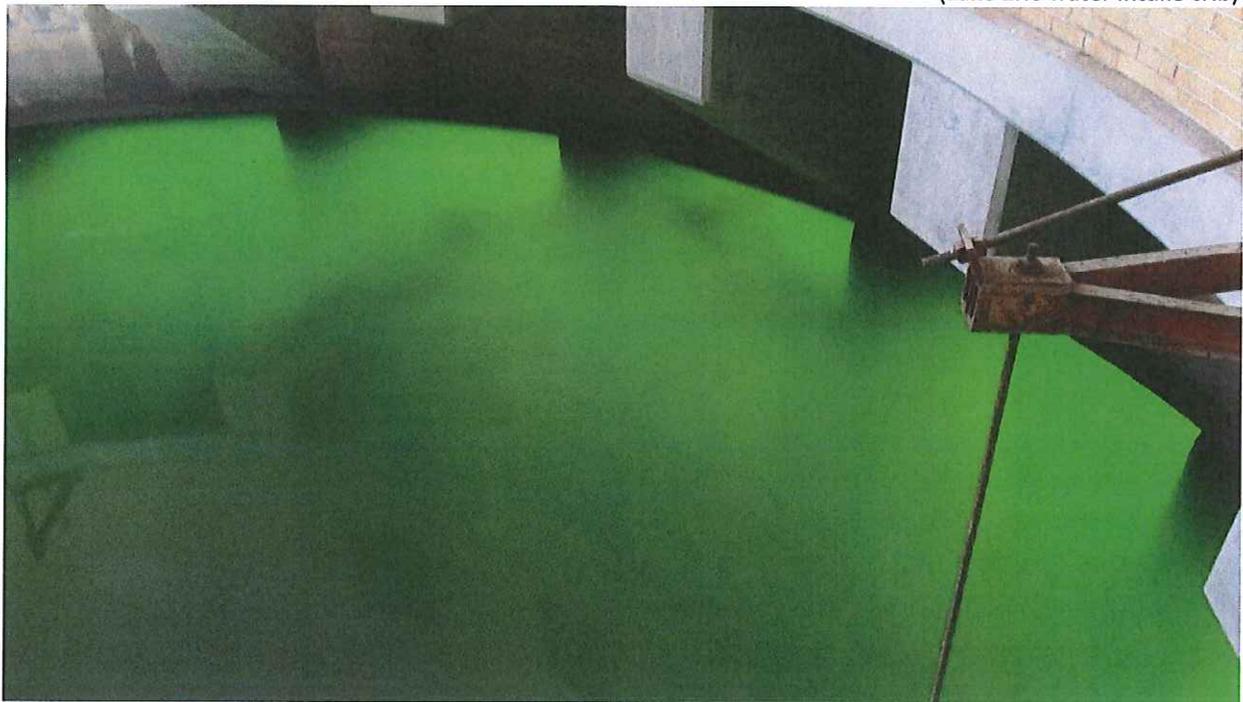
- Water Treatment Main Building and Roof Rehabilitation
- Chlorine Disinfection Facility
- Sedimentation Basin Access Hatch Rehabilitation
- Chemical Feed Improvements
- Heatherdowns Pumping Station Rehabilitation
- Spent Lime Lagoon Cleaning

Water Treatment 2014 Goals

Numerous projects identified in the 20-year Master Plan have been or are being designed and built. Systematic capital improvements to our plant and making major improvements to our pumping stations are major goals for 2014. A detailed construction schedule will be developed and agreed upon by Ohio EPA and the City of Toledo by February 2014.

1. Continue to meet each and every deadline imposed by Ohio EPA to comply with the deficiency letter and the sanitary survey mandates.
2. In 2014 we will complete training and certification of current and new chemists, including cross-training individuals in various disciplines and certification to enhance our compliance and flexibility. This last phase should be completed by August of 2014.
3. Continue with the apprenticeship program for the skilled trades positions and the shadowing program for the administrative positions.
 - Due to requirements for the Journeyman status to fill skilled trades positions, we developed an apprenticeship program to fill these positions from within our system.
 - Continue to work with Owens Community College to implement this formal apprenticeship program to full scale by December 31, 2014.

(Lake Erie water intake crib)



Water Distribution

The Division of Water Distribution is comprised of seven different sections and has a staffing level of about 140 employees. A satellite maintenance section from Fleet and Facilities and the Call City Hall Call Center are housed at Water Distribution.

The division’s professional employees are responsible for the maintenance and repair of 1,188 miles of water mains and 10,430 fire hydrants located in the City of Toledo water distribution system. Additionally they read approximately 135,000 meters on a quarterly or monthly basis, and repair, replace and install water meters daily. (Note: Some accounts have multiple meters.)

Water Distribution 2013 Highlights by Section

Tapping & Construction

The Tapping and Construction Section is responsible for the maintenance of the water distribution system including the village of Berkey. This includes main repairs, service repairs, valve repairs and replacements and hydrant maintenance and replacements. They perform any new private development connections to the distribution system along with the connections and re-tapping of service lines on new water line installations. They also perform service repairs, new service taps and re-taps in Lucas County. Also included with the maintenance of the system is the surveying of the water lines for possible leaks and breaks that do not surface.

Tapping & Construction Section’s statistics:

	2010	2011	2012	2013*
Water Main Breaks	442	287	330	291
Valves Operated	1,222	4,216	3,186	1636
Landscaping	1,363	1,667	1,556	358
Repair Hydrant	853	326	364	198
Collections Turn Offs	676	412	625	213
Curb Box Dug Up & Put in Shape	519	409	439	518
Large/Fire Taps	45	26	24	14
Small Taps	261	119	91	136
Services Killed	497	372	606	64
Valves Replaced	13	32	45	16
Surveyed Water Lines for Leaks (in miles)	185.9	97	325	148.9
Hydrants Operated	9,670	13,560	13,650	10,829
Water Emergency Responses	6,638	7,346	8,212	5,967

*2013 figures are through 11/19/13

Engineering

The Engineering Section is responsible for inspection of private water line installations, large meter settings (3" and above), and backflow preventers. They also perform hydrant flow tests to determine the pressure and amount of flow in various areas of the distribution system and are in charge of the Boil Advisory Program and Backflow Prevention Program.

The Section is also responsible for maintaining the existing distribution system to the Ohio EPA standards. This includes working with the Division of Engineering Services on water construction standards and new water line construction projects. The engineering staff serves as the liaison between large project contractors and the division's Tapping and Construction section.

The engineering section performs the major role of CityWork's setup, implementation and training for all divisions.

Engineering Section statistics:

	2011	2012	2013*
Projects Completed	20	13	19
Private Waterline Installations	21	34	25
Large Meter and Backflow Preventer Inspections	12	36	19
Hydrant Flow Tests	35	40	39
Boil Advisories	226	183	193

*2013 figures are through 11/19/13

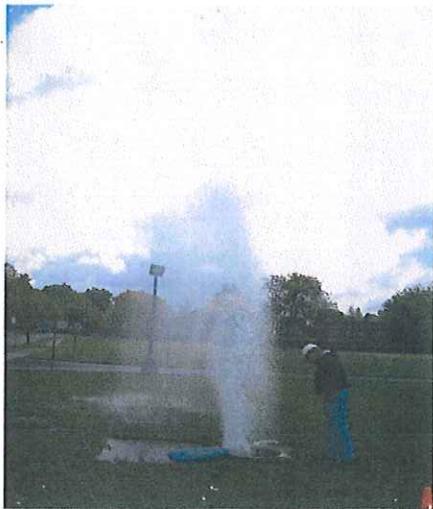
Meter Shop

The Meter Shop is responsible for the installation, replacement and removal of water meters within the water distribution system. Additionally, employees perform the duties of turning on, turning off of water service and making repairs to City of Toledo equipment that may already be installed at a customer's location. A 30-day tag procedure on exchange orders was implemented in order to provide the customer with ample time to make the needed repairs and avoid disconnection.

Meter Shop statistics:

	2010	2011	2012	2013*
Radio Transmitters Installed	4,088	6,393	4,620	7,184
Completed Work Orders	16,291	17,627	17,719	17,654
Water Meters Tested to AWWA Standards	540	665	1,061	1,152
Hydrant Rented	156	167	185	141

*2013 figures are through 11/19/13



Water main break



Repair of a water line



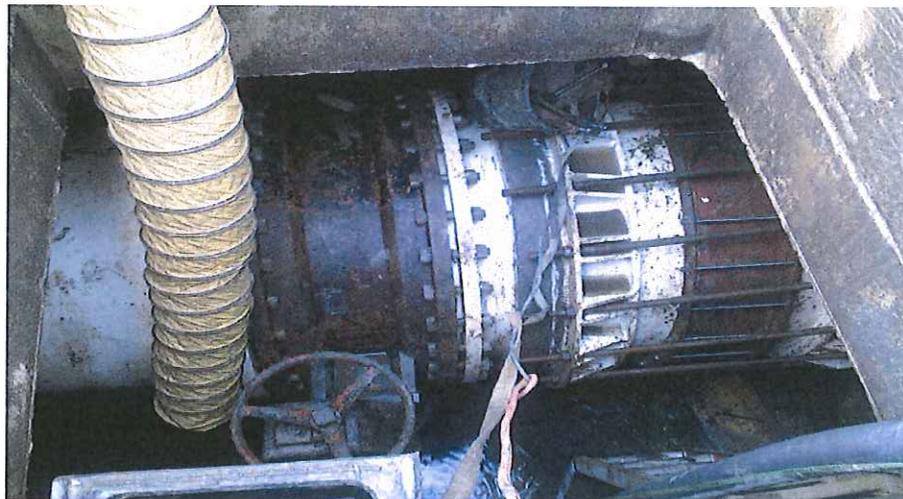
Anthony Wayne Trail
42-inch water main leak
September 2013



Stainless steel bolts installed
to replace disintegrated steel
bolts (bottom)



42-inch water main after repair,
tar applied and wrapped with
moisture barrier



42-inch water main on Green Valley after repair with new bolts installed

Meter Reading & Inspection

The Meter Reading and Inspection Section is responsible for all data collection, both manual and automated for some 135,000 residential and commercial water meters located throughout the City of Toledo's water distribution system. (Note: Some accounts have multiple meters.)

This section responds to all customer inquiries, complaints and concerns with regard to water meters. Additionally, Meter Reading and Inspection is responsible for enforcing the Departments of Public Utilities' Rules and Regulations inclusive of small and large meter regulations, domestic, irrigation and process metering regulations and new service line installations.

StreetSync routing software is utilized in order to efficiently and effectively plan Meter Reading and Inspection routes.

Meter Reading & Inspection statistics:

	2011	2012	2013*
# of Reads	523,025	490,514	395,140
Inspection Performed	3,803	4,513	2,757

*2013 figures are through 11/19/13

Call City Hall

Call City Hall is operated 24 hours per day, 365 days per year and is promoted as the number for citizens to reach city services, report nuisance issues, convey concerns, offer suggestions, or to obtain general information for all city Departments and Divisions including the Mayor's Office, the Department of Public Service, the Department of Public Utilities and the Department of Inspection. Call City Hall also provides referrals to Lucas County for citizens needing the Dog Warden, Marriage Licenses, Birth Certificates, or the Auditor's Office.

In 2013 Call City Hall received 90,639 calls, making 19,937 database entries.

Call City Hall 2014 Goals

- Provide superior customer service to the citizens of Toledo
- Ensure information provided to City Departments is highly accurate
- Promote increased communication from City Divisions to Call City Hall

Sewer & Drainage Services

Sewer and Drainage Services (SDS) operates and maintains the sanitary sewer, storm sewer and ditch drainage systems, providing innovative, cost effective, and uninterrupted services to the City of Toledo.

In March SDS launched CityWorks and initiated foreman use of laptops in the field to check service requests, create work orders, check GIS sewer maps and update the status of work orders.

As referenced in the Department highlights, the July 3rd major sinkhole at Detroit and Bancroft was a major event for Sewer & Drainage Services, which, in concert with sister divisions and an outside contractor, coordinated rapid evaluation and repairs to the intersection within one week. SDS also applied to the Ohio Public Works Commission for grant funding of \$73,136 of the total \$89,590 emergency repair expense, which was awarded.

In July SDS purchased a CCTV Truck equipped with a digital camera system and a lateral launch enabling the inspection of underground sewer pipes using a small video-camera housed within a flexible hose, recording 34.38 miles in 2013.

2013 Highlights by Section

Cleaning – Responsible for maintaining the sanitary and storm sewer drainage system by routinely cleaning the system's sewer lines, cross-overs, catch basins and inlets in the public right of way.

- Sanitary footage – 1,555,379 linear feet cleaned
- Storm footage – 101,056 linear feet cleaned
- Basins, Inlets and Manholes cleaned – 4,803
- Basement Flooding Private – 1,279
- Basement Flooding Main Plugged – 272
- Basement Flooding Overload – 43

Construction – Responsible for the repair of the sanitary and storm sewer drainage system located within the public right of way. This section replaces and rebuilds damaged lines, catch basins and inlets.

- Sanitary Repairs Main – 45
- Sanitary Repairs Lateral – 220
- Storm Repairs Main – 76
- Storm Repairs Laterals 7
- Water in the Basement – 122
- Inlet Repairs – 29



Ditch Maintenance – Maintains the proper flow of the City’s open ditch drainage system. This section removes blockages and trees and repairs erosion and obstructions from storm inlets, basins and cross-overs in the public right of way.

- Removal of Major Blockages: Swan Creek, Half Way Creek & Silver Creek
- Major Dredging Projects: Peterson Ditch, Shantee Creek, Van Gunten Ditch & Smith Ditch
- Erosion Control: Hill Ditch, Shantee Creek & Brock Ditch

Engineering & Inspection – Provides direct support to field personnel engaged in the cleaning and repair of storm and sanitary sewers. The section also does CCTV inspection of the system, which assists in the diagnosis of problems and maintenance of the system. The section inspects private and contractual city repairs as well as water and sewer taps and kills.

- Sanitary Repairs Mains – 15
- Sanitary Repairs Laterals – 127
- Repairs Storm Laterals - 2
- Sewer kills – 613
- Sanitary tap – 82
- Storm tap – 64

Water Reclamation

The major function of Water Reclamation is to protect and enhance public health, property and the environment through the efficient and progressive treatment of wastewater at the Bay View Waste Water Treatment Plant in compliance with State of Ohio and National Standards. The facility provides treatment services to an area of some 100 square miles. Approximately 84 square miles is located within the City of Toledo. Other areas serviced by Bay View include the City of Rossford, the Villages of Walbridge and Ottawa Hills, Northwood and portions of Wood and Lucas Counties. The population of the service area is approximately 398,000 people. Water Reclamation staff also operate and maintain interceptor sewers, four large pump stations, 35 lift stations and 33 combined sewer overflow regulators.

Water Reclamation 2013 Highlights

- Received a Gold Peak Performance Award from the National Association of Clean Water Agencies for zero EPA violations.
- Operated Co-Generation facility which burns Hoffman Road Landfill methane gas and digester gas to create electricity for the plant.
- Operated the Wet Weather facility capable of treating chemically 200+ million gallons of sewage per day.
- Completed renovation of the Mechanical and Electrical building.

Water Reclamation 2014 Goals

- Maintain compliance with federal and state EPA regulations
- Continue construction of three TWI Phase II Projects:
 - *Grit Facility Project*
 - CSO Tunnel Optimization Project
 - Oakdale Equalization Basin and Pumping Station
- Complete design and initiate construction of the Secondary Improvement Project
- Complete replacement of the Dorr Street Storm Water Pump Station



Grit facility under construction, Bay View Waste Water Treatment Plant

Engineering Services

The Division of Engineering Services is responsible to replace and upgrade the public utility distribution and transportation systems, including: water lines, sanitary sewers, and storm facilities, public sidewalks, pedestrian ramps, streets and alleys. In addition, the division is responsible for street lighting, plan reviews, inspection of construction within the public rights of way, and open space planning.



Contractor installs 36" storm sewer serving Miami Street

Engineering Services 2013 Highlights

- Performed Road Reconstruction/Resurfacing for 60.5 lane miles.
- Replaced/Leveled Sidewalks at 445 locations.
- Replaced/Upgraded 910 ADA Ramps.
- Replaced/Upgrades 3.2 miles of Water Lines.
- Awarded 30 Basement Flood Grants to citizens.
- Secured \$17,167,696 in Grant Funding.
- Continued Community Street Forums begun in 2011 to communicate about and gather citizen input on roadway projects.
- Submitted multiple Letter of Map Revision (LOMR) applications to the Federal Emergency Management Agency (FEMA) to change current floodplain maps.
- Completed construction of storm water management pilot project for unimproved roads on Conrad Street.
- Installed new sewers in the Detroit Avenue, Dearden and Birdsall Road areas.
- Eliminated a sanitary sewer overflow in the Bancroft Hills neighborhood.
- Relocated the former Willis S. Boyer, renamed as the Colonel James S. Schoonmaker, and designed and completed installation of Maritime Park to link the historic vessel to the Maritime Museum opening in early 2014.



Maritime Park provides a visitor-friendly place from which to enjoy the historic Lake Freightier, the Colonel James S. Schoonmaker.



Oakdale Basin, a \$15 million TWI Phase II Project along the Maumee River, under construction.

Toledo Waterways Initiative

Toledo Waterways Initiative is an 18-year water pollution reduction program with a capital cost of at least \$521 million. Upon completion of the construction program in 2020, 80% less untreated water will enter our waterways. Toledoans voted in 2002 to support the initiative which is funded through sewer charges and fees.

Pollution control projects completed in 2013 through the Toledo Waterways Initiative total \$19,181,200 and include the Maumee Basin (\$10,252,125); Ayers/Monroe Storage (\$8,333,531); and Madison Sewer Separation (\$595,544).

Environmental Services

The Division of Environmental Services has six sections - Administration, Water Resources, Central Laboratory, Air Resources, Emergency Response and Brownfields. The primary functions and key measures of performance are:

- Provide permitting and regulatory oversight to approximately 600 facilities in Lucas County.
- Respond to 100% of all citizen complaints and incidents on a 24/7 basis. In 2013 we expect to respond to approximately 1000 citizen complaints.
- Maintain compliance with the two National Pollution Discharge Elimination Permits (NPDES) issued to the City of Toledo – Bay View Waste Water Treatment & Storm Water.
- Assess and cleanup Brownfield sites.
- Ancillary duties – provide communitywide environmental education & outreach, continue to champion sustainability in the Toledo Region and provide support for other environmental organizations in the community.

Environmental Services 2013 Section Highlights

Air Resources

- A final permit to install was issued to Oregon Clean Energy Center that will allow for the installation of a new natural gas-fired power plant in Oregon, Ohio.
- A draft permit to install was issued to BP-Husky Refining, LLC for their Toledo Feedstock Optimization (TFO) Project.

Emergency Response

- Emergency Response responded to 358 complaints and/or spills through July 2013.
- Environmental Services and Toledo Fire Department were awarded a Public Utilities Commission of Ohio (PUCO) \$20,250 Grant for Hazardous Materials training for first responders.
- Emergency Response provided over 350 booming, collection, and staging points for the Western Lake Erie Area Committee. TESD has inspected 18 of these points to establish data sheets for waterway related spill/release emergencies.
- Provided the Household Hazardous Waste Collection for the Department of Code Enforcement's 2013 Spring Sweeps Program. The city collected 500 pounds of flammable liquids, 1-55 gallon drums of non-hazardous liquids, 40 pounds of aerosols, 30 fluorescent light bulbs, 5 pounds of mercury, and over 900 pounds of unrecyclable and 2 cubic yards of recyclable paint.

Central Laboratory

- Currently maintaining attainment for all criteria air pollutants during the 2013 Air Monitoring season.
- A sulfur dioxide monitor located at the Water Treatment plant was established for the Toledo area on January 1, 2013. US EPA has lowered the national ambient air quality

standard for the criteria air pollutant, thus expanding the monitoring network throughout the nation.

- Gas Cap Testing and Replacement is conducted to educate the general public on the importance of a functioning gas cap and its impact on ground level ozone or smog. In 2013, over 700 gas caps were tested at 23 sites. A total of 70 faulty or missing caps were replaced. This prevented approximately 14,000 pounds of evaporative emissions from entering the air.
- As of July 2013, a total of 196 sampling events resulted in 1153 samples being checked into the lab. These samples required over 2653 separate analyses and 2654 analyses have been completed.



Environmental Services' Ronald Rice (back row, second from left) with staff members and students from the Jr. Watershed Convention, June 2013.

Water Resources

- Assisted with the organization and execution of the Manhattan Marsh clean-up at Chase School. Worked with TPS, Juvenile Court Program, Owens Corning, and a neighborhood group to remove trash, tires, concrete, and planted a rain garden.
- Completed the narrative evaluations/summaries for the Annual Industrial Pretreatment Program Report and the Annual Mercury Pollution Minimization Program (PMP) Report which were hand-delivered to Ohio EPA in Columbus on May 29th.
- Worked with the GIS Section of Engineering Services to produce printed maps demonstrating a sampling-based approach to the identification of potential Mercury sources impacting the sanitary sewer system for the Mercury PMP Report.
- Developed and taught lessons on the importance of water, soil and water interactions and plant life cycles for the Junior Watershed Academy at the Frederick Douglass Community Association June 24th to 28th; assisted RGI Public Outreach and Education and Technical committee with project management.

- Environmental Services Co-Hosted the Coastal Climate Adaptation & Resilience Planning Workshop at Owens Community College. On day one eighty people in attendance listened to expert speakers from Great Lakes States, South Carolina, and Washington State discuss climate predictions, resiliency, economic impacts, and strategy tools. The two-day conference ended with an intimate group of City of Toledo decision makers convening to discuss climate challenges and the strategy the City of Toledo will take in climate planning.

Brownfield Redevelopment

- Assisted in the redevelopment of the Haughton Elevator site.
- Completed the 5-year review of the Toledo-Oregon Urban Setting Designation.
- Overland Industrial Park Neighborhood - Completed the Sustainable Neighborhood Assessment of the Old West End Neighborhood Initiatives (OWENI) neighborhood.
- Columbia Gas Property – Completed the final phase of remediation and a groundwater collection system has been installed.
- Northtowne Mall - Completed the remediation and demolition and completed the construction of the new wall for the Super Fitness building.
- Edison Park - Phytoremediation was completed over approximately 5 acres of area.
- Elsa’s Building & Toledo VA Clinic – Both sites received an environmental Covenant Not to Sue.
- Marina District - A 22-acre portion of the site had 4 rain gardens installed, silt fence installed and tree and grass planted.



**City of Toledo
Department of Public Utilities
420 Madison Avenue
Toledo, Ohio 43604**

Customer Service: 419-245-1800

<http://toledo.oh.gov/services/public-utilities/>

City of Toledo, Ohio
Statement of Revenues, Expenses, and Changes in Fund Net Position
Proprietary Funds
For the Year Ended December 31, 2013
(amounts expressed in thousands)
Unaudited*

OPERATING REVENUES	Water	Sewer	Storm	Utilities Adm
Charges for services	\$ 50,891	\$ 68,846	\$ 10,156	\$ 14,226
Other revenue	63	70	15	-
Total operating revenue	50,954	68,916	10,171	14,226
OPERATING EXPENSES				
Personnel services	13,339	18,434	3,591	7,514
Contractual services	12,490	19,326	2,212	3,284
Materials and supplies	8,202	3,109	462	649
Utilities	2,904	3,131	-	24
Depreciation	4,939	3,732	1,211	56
Total operating expenses	41,874	47,732	7,476	11,527
Operating income	9,080	21,184	2,695	2,699
NON-OPERATING REVENUES (EXPENSES)				
Investment earnings	831	12	38	142
Intergovernmental grants	-	237	1	-
Interest expense and fiscal charge	(3,692)	(8,400)	(29)	-
Total non-operating revenues (expenses)	(2,861)	(8,151)	10	142
Income (loss) before transfers	6,219	13,033	2,705	2,841
Transfers in	-	-	-	-
Transfers out	-	-	-	-
Change in net position	6,219	13,033	2,705	2,841
Total net position - beginning, as restated	150,844	240,717	42,539	2,546
Total net position - ending	157,063	253,750	45,244	5,387

*These are preliminary statements only.

City of Toledo, Ohio
Statement of Net Position
Proprietary Funds
December 31, 2013
(amounts expressed in thousands)
Unaudited*

ASSETS	Water	Sewer	Storm	Utilities Adm
Current assets:				
Cash and cash equivalents with treasurer	\$ 258	\$ 777	\$ 98	\$ -
Cash and cash equivalents held by escrow agent	3,371	1,294	-	-
Cash and cash equivalents other	2	-	-	-
Investments	3,829	1,011	10,783	52,568
Restricted investments	220,582	549	-	-
Receivables (net of allowance)	7,792	15,816	3,336	41
Due from other Funds:	13,204	32,744	5,163	-
Governments	-	-	-	-
Inventory of supplies	4,009	500	-	30
Total current assets	253,047	52,691	19,380	52,639
Noncurrent assets:				
Deferred charges and other	3,534	514	-	-
Capital assets:				
Land and construction in progress	35,981	112,088	826	-
Other capital assets, net of accumulated depreciation	166,442	385,060	27,145	308
Total noncurrent assets	205,957	497,662	27,971	308
Total assets	459,004	550,353	47,351	52,947
LIABILITIES				
Current liabilities:				
Accounts payable	2,446	2,037	20	60
Customer deposits	3,410	564	-	1
Retainage	273	1,358	76	-
Due to other:	-	-	-	-
Funds	-	-	-	46,071
Governments	39	214	9	-
Other current liabilities	-	-	117	-
Accrued interest payable	540	3,765	-	-
Accrued wages and benefits	734	946	207	398
Current portion of:	-	-	-	-
Compensated absences payable	17	4	-	190
Bonds, loans and notes payable, net	6,561	17,051	-	-
Total current liabilities	14,020	25,939	429	46,720
Noncurrent liabilities:				
Compensated absences payable	1,474	1,966	405	840
Bonds, loans and notes payable, net	286,447	268,698	1,273	-
Total noncurrent liabilities	287,921	270,664	1,678	840
Total liabilities	301,941	296,603	2,107	47,560
NET POSITION				
Net investment in capital assets	140,092	229,513	26,698	308
Restricted for debt service	1,953	4,234	20	-
Restricted for improvement and replacement	7,835	18,088	14,117	-
Unrestricted	7,183	1,915	4,409	5,079
Total net position	\$ 157,063	\$ 253,750	\$ 45,244	\$ 5,387

*These are preliminary statements only.

DEPARTMENT OF PUBLIC UTILITIES

2013 ORGANIZATIONAL CHART

