



2014

Department of Public Utilities Annual Report



D. Michael Collins, Mayor
Edward A. Moore, Director

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The mission of the Department of Public Utilities is to improve the health, vitality, and overall quality of our customers' lives by consistently delivering trustworthy, excellent, sustainable, and affordable public utility services on a regional basis.

2014 Department Overview

“Do Not Drink” Advisory

For a period of several days at the onset of August a harmful algal bloom sat directly over Toledo’s water intake crib three miles off shore in Lake Erie. For the first time in the history of the Collins Park Water Treatment Plant, microcystin was detected above reportable levels in tap water and an unprecedented “Do Not Drink” advisory was called. Plant personnel maximized chemical feeds to combat the toxin until a uniform sampling and testing protocol was developed over that weekend in conjunction with our partners. Once the uniform protocol was put into place and testing confirmed all water samples were safe, the advisory was lifted. The “Do Not Drink” event was a learning experience for all of the agencies involved. The consistent sampling method designed during the weekend is now the basis for the statewide program. The Department of Public Utilities and City of Toledo have planned carefully to manage continuing source water challenges in order to implement aggressive protections for our drinking water in 2015 and beyond.

Brutal Winter

Sub-zero temperatures alternating with above freezing periods, combined with rain and melting snow that seeped into the soil, contributed to another perfect storm for the Water Distribution Division whose job it is to keep the water flowing. These conditions drove frost down 60” below ground in some areas and citizens experienced especially high numbers of frozen services. Although local media helped to get the word out on information the Department provided on how to prevent frozen pipes and meters, many customers’ services refroze after crews had thawed them. A 16-inch valve on the 48-inch water split in half on the Anthony Wayne Trail and less than a week later another 30-inch main broke on Broadway, which appeared as though the river had escaped its banks. Both of these were remarkably repaired with no loss of life, significant property damage, or disruption of water service to our customers.

Passage of Sewer Rate Increase to Complete Toledo Waterways Initiative

The final rate increase needed to fulfill the City’s Consent Decree program requirements through to completion in 2020 passed this year. Rates on total sewer charges to support the program more widely known as the Toledo Waterways Initiative (TWI) will increase annually by 7.1% for five years starting in January 2015, with an increase of 7.9% in January 2020. Funds support only design engineering, construction and debt payment for the remaining projects. A TWI progress update is included in this report under Engineering Services.

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Performance Audit

Following passage in 2013 of a five-year water rate increase to fund major infrastructure improvements at the Collins Park Water Treatment Plant and distribution system, Toledo City Council passed legislation to create a Performance Audit Committee to seek an independent audit of the Department. The purpose was to assess current operations, and propose any needed improvements in planning and processes to assure that future capital expenditures are made on a timely basis, scheduled maintenance and repairs are done when necessary, appropriate staffing levels are maintained and that the best management practices of the industry are incorporated into the Department's long term plans.

Schumaker & Company was the selected consultant and performed the audit of over a period of approximately nine months during 2014, executing its final report in January of 2015.

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Utilities Administration

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

Utilities Administration provides services to approximately 130,000 customers estimated to represent some 500,000 people. The offices are located at 420 Madison Avenue in Toledo.

Highlights for 2014

1. Continued to improve Customer Service by increasing the number of occasions in which there were zero calls in Customer Service's call line queues and continued to work toward reducing wait time overall.
 - a. Customer Service handled 141,641 calls in 2014; an increase of 11% in calls handled.
 - b. The average speed of answer was 2:30 in 2014; a decrease of 77% in call hold times.
 - c. Customer Service handled 92% of calls presented; an increase of 18% in the percentage of calls handled.
 - d. Assisted 14,149 customers in the walk-in customer service center.
2. The Legal Unit worked diligently to pursue uncollected debt.
 - a. Certified 591 property tax liens; an increase of 34% in liens certified.
 - b. Successfully prosecuted 24 cases in Toledo Municipal Court related to tampering and water theft of service.
 - c. Collected over \$900,000 through various legal processes such as property tax liens, collection agencies, sheriff sales and bankruptcies.
3. The Billing Unit implemented procedures that significantly decreased the amount of time a customer has to wait for a bill after having a field visit.
 - a. 20,881 work orders were processed.
4. The Accounting Unit processed 65,830 customer transactions through the cashiers in the walk-in customer service center.
 - a. 3309 payments were processed through the Voluntary Monthly Budget Program totaling \$157,332.
5. A credit card machine was added to the walk-in customer service center to give customers additional options for paying their bill.
6. The Financial Unit was restructured to better assist DPU and other divisions with budget and actual financial analysis.
 - a. Improved financial reporting tools were developed.
 - b. Implemented Revenue Distribution; automated trust fund processing.

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- c. DPU worked throughout the year with the City of Toledo Finance Department to improve processes and communication.
- 7. The DPU/SAP Unit worked diligently to get Online Billing ready to launch in 2015.
- 8. Continued to work with community groups to install needed water taps and meter pits funded through the Community Garden Water Program at four new garden sites in 2014: 1201 Oakwood, 519 Junction, 405 Floyd, and 959 Indiana.
- 9. Completed a performance audit to help identify areas for the department to improve.



Employees from all Divisions interacted with customers during the Department's first "Water Clinic" event held at the Home Depot on Secor Road in November 2014.

Utilities Administration Goals for 2015

1. Implement Online Billing to provide customers with an additional means to view and pay their bills.
2. Improve customer appeals process to include an external environment.
3. Aggressively monitor departmental budget-to-actual financial figures on a monthly basis.
4. Empower and train customer service representatives to respond to customer concerns without Supervisor assistance.
5. Establish a formal call monitoring program.

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6. Aggressively pressure uncollected dept.
7. Participate in a regional water study with regional partners.
8. Develop an RFP to hire a consultant to work with City personnel to develop an industry-leading safety program.
9. Hire a replacement safety coordinator to work with consultant.
10. Combine collection and billing units within DPU.
11. Establish a chain of supervision for the Legal Technicians.
12. Enhance the customer experience during field visits.
13. Establish a training program for Utilities Administration.
14. Work with the IT department to implement a 311 Call Center.
15. Expand capabilities of the SAP system.
16. Evaluate processes to increase efficiency and effectiveness of the call center.
17. Improve website in an effort to assist customers with their bills and locate helpful information.
18. Improve billing accuracy and timeliness through process improvements and automated work orders.
19. Implement a community outreach program to open lines of communication with customers.
20. Develop a formal write-off policy.
21. Continue participation in training by way of Customer Service Week and National Drinking Water Week.
22. Hire at least one additional highly trained safety professional.

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Water Treatment

Water Treatment Mission Statement

To provide safe, high quality drinking water in sufficient quantity to our customers in Toledo and the surrounding community at the lowest cost by operating and maintaining the best water plant in the United States to be in compliance with the Safe Drinking Water Act requirements.

Water Treatment personnel manage a system which produces 26 billion gallons of high quality drinking water per year for 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, located at 3040 York Street, 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 2014 Highlights

Capital Improvement Plan

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. (See following Program Status table)



Aerial View of Collins Park Water Treatment Plant.

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**COLLINS PARK WATER TREATMENT FACILITIES
TOLEDO, OHIO
PROGRAM STATUS – MARCH 6, 2015**

Five Year Capital Improvement Program

Facilities replacement, upgrade and modernization	\$139	million
Collins Park water quality and redundancy improvements	<u>\$125</u>	<u>million</u>
Total Program	\$264	million

2014 Projects completed or under construction

Status

Roof Replacements	\$13.4 million	Punch list
Chlorination Facilities	\$ 9.8 million	April 2015 completion
SCADA & Telemetry	\$ 6.9 million	Construct through 2018
Alum Storage and Feed	\$ 0.5 million	Complete
Lagoons A and D Cleanout	<u>\$ 1.6 million</u>	Complete
Total	\$32.2 million	

2015 Project Bids

Construction Start

Lagoon A Improvements	\$ 0.7 million	April
Low Service Pumping Station	\$30.0 million	June
Elevated Washwater Tank	\$ 1.0 million	July
Plant Wide Power	\$10.0 million	Fall 2015
Chemical Conveyance	\$ 1.2 million	Fall 2015
Heatherdowns Pump Station	\$ 4.9 million	Fall 2015
Washwater Upgrade	<u>\$ 2.5 million</u>	Late 2015
Total	\$50.3 million	

Harmful Algal Bloom Facilities

Status

PAC and KMnO4 Feed Improvements	\$ 5.1 million	Complete July 2015
Treatment Plant General Plan & Pilot Testing	<u>\$ 1.4 million</u>	Complete May 2015
Total	\$ 6.5 million	

Demonstration Projects

- Filter 10 PAC Application
- Filter 24 GAC media replacement
- Single raw water channel operation (chemical mixing)

Proposed 2015 Additional Budgeted Water Revenue Expenditures

Approximately \$5.5 million/year for maintenance, replacement, & lagoon cleanout
11% of proposed annual budget

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Preparedness Training

To enable us to be better prepared for all emergencies, the Department of Public Utilities along with our regional partners have actively pursued training personnel in various FEMA National Incident Management Systems courses, conducted a tabletop exercise addressing different emergencies, and updated our Emergency Operations Plan.

Water Treatment 2015 Major Goals

1. Design, construct, and place in operation the harmful algal bloom barriers of powdered activated carbon and potassium permanganate treatment by 2nd Quarter 2015.
2. Continue development and implementation of a General Plan to meet OEPA requirements for the Water Treatment Plant, concentrating on water program capital improvements by 4th Quarter 2015.
3. Implement a training program for the operations and maintenance personnel and a shadowing program for the administrative positions by 3rd Quarter 2015.
4. Meet the requirements of the Director's plan for achieving the recommendations contained in the Performance Audit by 4th Quarter 2015.



Lake Erie Water Quality Monitoring Buoy.

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Water Distribution

The Division of Water Distribution is comprised of seven different sections and has a budgeted staffing level of 151 employees. A satellite maintenance section from Fleet and Facilities and the Call City Hall call center are also housed at Water Distribution at 401 S. Erie Street.

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 2014 Highlights by Section

Water Distribution handled two major main breaks in addition to normally anticipated main breaks during the historic winter of 2014. One break was on a 48" main on the Anthony Wayne Trail and the other was a 30" main break on Broadway. As referenced on page 3, both of these enormous breaks were handled without any disruption to water service for our customers.

In addition, Water Distribution personnel exchanged 581 frozen water meters, thawed or resolved over 400 No Water/Frozen Service requests, repaired 170 main breaks and thawed 416 frozen hydrants from January 1, 2014 to March 31, 2014.

New procedures were put in place to handle No Water/Frozen Service calls as a direct result of the lessons learned during that time period. Two thaw machines were purchased to be utilized during the winter of 2015 with two more machines scheduled to be purchased when available.

Water Distribution assisted during the water event in August by providing trained employees to collect water samples from the distribution system for testing. Further, improvements have been made to establish a command center at 401 S. Erie for the ongoing practice of emergency preparedness activities and in the event the space would ever be needed.

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.

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Tapping & Construction Section's statistics:

	2011	2012	2013	2014
Water Main Breaks	287	330	291	418
Valves Operated	4,216	3,186	1636	2446
Landscaping	1,667	1,556	358	847
Repair Hydrant	326	364	198	143
Collections Turn Offs	412	625	213	131
Curb Box Dug Up & Put in Shape	409	439	518	705
Large/Fire Taps	26	24	14	37
Small Taps	119	91	136	297
Services Killed	372	606	64	29
Valves Replaced	32	45	16	13
Surveyed Water Lines for Leaks (in miles)	97	325	148.9	158.75
Hydrants Operated	13,560	13,650	10,829	14,028
Water Emergency Responses	7,346	8,212	5,967	8,189

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.

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Engineering Section statistics:

	2012	2013	2014
Projects Completed	13	19	25
Private Waterline Installations	34	25	28
Large Meter and Backflow Preventer Inspections	36	19	21
Hydrant Flow Tests	40	39	22
Boil Advisories	183	193	244

Field Services - 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, and turning off of water services 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:

	2011	2012	2013	2014
Radio Transmitters Installed	6,393	4,620	7,184	6,623
Completed Work Orders	17,627	17,719	17,654	16,980
Water Meters Tested to AWWA Standards	665	1,061	1,152	983
Hydrant Rented	167	185	141	148

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Repair of a 48" main break Anthony Wayne Trail 2014.



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



16-inch valve replacement Winter 2014.



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



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



Example of frozen water meter.

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Field Services - 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 to efficiently and effectively plan Meter Reading and Inspection routes.

Meter Reading & Inspection statistics:

	2012	2013	2014
# of Reads	490,514	395,140	459,326
Inspection Performed	4,513	2,757	3,736

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.

Call City Hall statistics:

		2013	2014
Calls Received		90,639	102,962
Database Entries Made		19,937	25,396

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Water Distribution 2015 Goals

- Streamline and combine job classifications and duties to improve customer service. Have Water Service Technicians, Water Meter Technicians and Water Service Inspectors classifications merged by end of the 1st Quarter of 2015.
- Continue to work with Classification Committee to identify other positions within Water Distribution that could be combined.
- Fill key vacant positions so that backlog of work performed by Water Distribution is substantially reduced by year end 2015.
- Update Backflow Prevention Program with a web based data management program by year end 2015.
- Continue the cross training of Water Distribution's Clerical Staff so they will be able to perform work in all areas if needed.
- Complete the inspection of the two major water main river crossings for potential leaks by end of the 1st Quarter of 2015.
- Implement in-house maintenance program for specialized tools and equipment by end of the 1st Quarter of 2015.
- Work with Purchasing Division to come up with a City wide recycling program for scrapped city assets and metal by end of 2015.

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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. The Division operates from facilities located at 4032 Creekside Drive.

Foremen at SDS continue to utilize Cityworks in the field to provide real time information to crews and citizens.

SDS 2014 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 Sewers –989,377 linear feet cleaned
- Storm Sewers–73,089 linear feet cleaned
- Basins, Inlets and Manholes cleaned-- 2,963
- Basement Flooding Investigated: 930
 - Identified as Private-- 590 total
 - Identified as Plugged Mains which we relieved --259
 - Identified as Overload Occurrences–81

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 –100
- Sanitary Repairs Lateral –331
- Storm Repairs Main –81
- Storm Repairs Laterals-- 8
- Inlet Repairs –255

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: Bowen Ditch, Brock Ditch, Heilman Ditch, Hill Ditch, Hudson Ditch, Silver Creek, Swan Creek, Tift Ditch & Williams Ditch
- Major Dredging Projects: Peterson Ditch
- Erosion Control: Shantee Creek

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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.

- ◆ New Sanitary Sewer Taps – 22
- ◆ New Storm Sewer Taps – 16
- ◆ City Sewer Kills – 32
- ◆ Private Sewer Kills – 122
- ◆ City Water Kills – 49
- ◆ Private Water Kills – 124
- ◆ Land Bank Kills – 350
- ◆ Private Repairs – 306
- ◆ City Repairs – 215
- ◆ Sewer Tapper Tests given – 7
- ◆ Sewer Tapper Tests passed – 4

SDS 2015 Goals and Objectives

- Upgrade sewer cleaning routes and mapping for better accountability.
- Continue to use new technologies to improve services.
- Implement a vegetative management and stabilization plan.
- Improve cleaning services through nozzle training.
- Implement basic orientation for new employees.
- Provide CCTV training for new employees.

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Water Reclamation

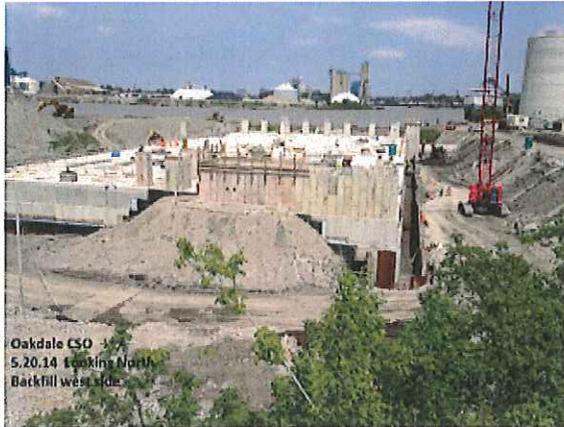
The mission of Water Reclamation is to protect and enhance public health, property and the environment through the efficient and progressive treatment of wastewater in compliance with the State of Ohio and National Standards.

The Bay View Wastewater Treatment plant is located at 3900 N. Summit Street.

Water Reclamation 2014 Highlights

- The Division was in compliance with all Ohio Environmental Protection Agency discharge parameters required in the NPDES permit that allows the city to discharge final effluent (treated wastewater) to the Maumee River. This accomplishment has qualified the City of Toledo to receive a Gold Award from the National Association of Clean Water Agencies for having no compliance violations of the NPDES permit for the 2014 year.
- The Division performed a Consent Decree required testing event on both the main plant and Wet Weather Facility simultaneously during a storm event. This was the 3rd of 10 events scheduled over a 10 year period. This test will compare the disinfection similarities/differences between the two processes.
- Completed the replacement of a major preliminary process that removes grit in the incoming wastewater. This project allows the process to increase treatment flows and provide reliability for decades to come. This project along with the Wet Weather Facility will continue to prevent untreated wastewater from entering the Maumee River.
- Operated the Wet Weather Facility capable of treating chemically 200+ million gallons of sewage per day during heavy rain events.
- Completed the design of the Secondary Improvement program at the plant.
- Completed the design and began construction of the Dorr Street storm water pump station. This renovation project will prevent flooding of the Dorr Street underpass at the railroad crossing near Smead.
- Completed the construction of the Oakdale Storage Basin, and the Combined Sewer Overflow (CSO) Tunnel Optimization projects under the TWI program. The Oakdale Storage Basin will be used to store combined sewage that would otherwise overflow to the Maumee River during heavy rain events. The CSO Tunnel Optimization project added bar screens which will remove large objects from the wastewater before it is pumped to the Bay View WWTP.

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Oakdale CSO Basin under construction in 2014.



Ottawa River Conveyance Project begun in 2014.

- Completed the design of the largest TWI project, the Ottawa River Conveyance and Basin / Pump Station project; and advertised for construction bids. The project was awarded to Kokosing Construction for about \$69 Million, which is \$11 Million under the engineer's estimate of \$80 Million. The construction project began in December 2014. Once complete this storage basin will minimize sewer overflows from the Lagrange and Windermere CSO Regulators during heavy rain events upon completion.
- Utilized the co-generation system and the peak shaving engine generators to control electrical capacity during high demand peak days in the summer. This will reduce electrical capacity to less than 1.0 Megawatts, which will save Water Reclamation about \$500,000 in capacity charges for 2015.
- Negotiated an electrical supply contract with FirstEnergy Solutions for 2014, which will save Water Reclamation about \$200,000 by the end of the year. This is the third year in a row where Water Reclamation has saved about \$200,000 per year on electrical usage. The total savings over the last three years are estimated at between \$550,000 and \$600,000.
- Upgraded AT&T data communications at Brookford Park, Reynolds Area, CSO 1&2 and CSO 6&7 Pump Stations to T1 digital circuits.
- Upgraded the programmable logic controller (PLC) system at the East Side Pump Station to Allen-Bradley ControlLogix platform. Converted the PLC program to Allen-Bradley RSLogix 5000 software, and converted all Wonderware InTouch data tags to conform to the latest standards.
- Completed the installation of a White Space WIFI Ethernet based data communication system to connect various pump stations and other outside facilities to the SCADA system at the Bay View Plant.

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Water Reclamation 2015 Major Goals

- Begin the design of the International Park Storage Basin.
- Complete the design of the Swan Creek North Storage Pipeline.
- Begin the construction of the Dearborn Storage Pipeline, to be completed in 2016.
- Negotiate the NPDES discharge permit renewal with Ohio EPA.
- Complete Dorr Street Pump Station Renovations.
- Develop a plan to combine job classifications at Water Reclamation.
- Monitor operations of completed TWI projects.
- Negotiate a cost-effective electric power agreement.
- Provide recommendation on future of Co-Gen Facility.
- Enhance the use of City Works for preventative/proactive maintenance at Water Reclamation.
- Meet all NPDES discharge parameters issued by OEPA.

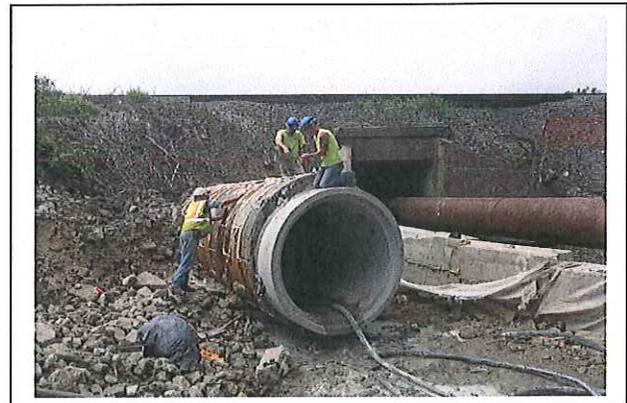
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Engineering Services

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 processing street lighting requests, private plan reviews, subspace inspections, inspection of construction within the public rights of way, and open space planning. The offices for Engineering Services are at One Lake Erie Center, located at 600 Jefferson Avenue.



Work proceeds on installing the new storm pipe and ditch widening to increase the capacity of Mayer Ditch to reduce flooding.



Workers prepare the new 72" Silver Creek Culvert pipe for completion of a headwall.

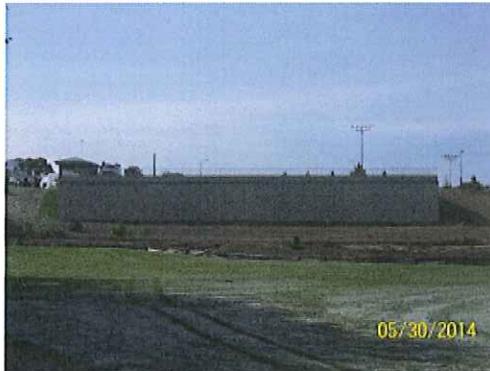
Engineering Services 2014 Highlights

- Held 4th annual Community Street Forum meetings in each Council District 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 to assist Toledo homeowners in these areas.
- Completed initial installation of Toledo's first multi-lane roundabouts at Detroit-Berdan and Cherry-Manhattan to improve safety and operations in this redevelopment corridor.
- Finalized agreement with ODOT to partner on a project to reconstruct the first 0.8 miles of the Anthony Wayne Trail.
- Began implementation of an expanded water main replacement program, doubling the replacement budget from \$2.5 million to \$5 million per year. Completed water main replacements on six streets.

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- Completed the Silver Creek Phases I and II projects, totaling \$2.9 million, which will result in the removal of 88 homes from the floodplain.
- Completed the following additional storm water improvement projects: Mayer Ditch, Miami Street Outfall, Barnum Ditch at Monroe and Willis, and Collingwood Green Storm Sewer Extension. These projects represent a significant investment towards alleviating chronic flooding conditions in different areas of the City.
- Completed the Parkside Sanitary Sewer Elimination Project, totaling \$12.7 million, which eliminates a chronic SSO into the Ottawa River as required by the Federal Consent Decree.
- Completed the Erie Street Sewer Separation Project as part of the requirements of the Toledo Waterways Initiative.
- Completed water main loop closure projects at 12 locations.
- Performed Reconstruction/Resurfacing for 49.1 lane miles.
- Secured \$17.4 million in outside funding for future street resurfacing/reconstruction.
- Replaced/Leveled Sidewalks at 820 locations.
- Replaced/Upgraded 492 ADA Ramps.

New 3 million gallon Parkside SSO Storage Basin in Ottawa Park.



A new 8" ductile iron water main is installed on Green Valley Drive.

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Engineering Services 2015 Objectives and Goals

- Design the Jackman Road, Benwick to Slater, 24" Steel Water Main Replacement, integrated with a storm drainage improvement on Ketcham Ditch at Jackman.
- Continue to improve the Sidewalk Program process in Cityworks.
- Implement Subspace Program under revised code.
- Complete update of City of Toledo primary bike trail plan.
- Revive the Railroad Crossing Inspection program.
- Update and communicate the Stormwater Credit Program by implementing new a credit policy.
- Provide construction project updates on the Engineering Services webpage on a monthly basis.
- Continue to educate and listen to citizens through six District Community Street Forums.
- Transition GIS Section from Engineering Services to ICT while maintaining level of service to Department of Public Utilities.
- Continue to package the various types of paving projects into the same general physical locations within the City to reduce mobilizations and create better economies of scale.
- Continue to actively pursue grant and low to zero interest loans for use in construction of our infrastructure.
- Implement the Silver Creek Green Infrastructure Project through the Great Lakes Restoration Initiative program.
- Complete \$9 million of roadway projects in the Matches & Planning CIP program.
- Complete \$4.5 million of roadway projects in the SCM&R program.
- Continue to combine roadway, storm, sanitary, and water infrastructure need into combined projects to recognize cost savings, such as adding City CIP dollars to waterline projects to make a more complete and cost effective project.
- Completely develop the City's roadway pavement management information system. The system is 70% complete.
- Repair or replace the following storm culverts:
 1. Harvest Road culvert at Eisenbraum Ditch,
 2. Jackman Road headwall at Woodlawn Cemetery
 3. Stateline Road culvert at Halfway Creek
 4. University Bike Path culvert at Heldman Ditch
- Replace in excess of 30,000 feet of water main in 2015.
- Construct stormwater drainage improvements on Tift Ditch at Douglas Road.
- Continue sewer lining and sewer televising programs.
- Design sewer replacement program.
- Integrate the stormwater billing maintenance into the Geographical Information System section.

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- Continue “Training Week” in the winter prior to construction season.
- Continue to send personnel to seminars and relevant training courses outside the City, particularly for maintaining employee’s Professional Engineer licenses that require 15 hours of course work per year to remain in good standing.
- Provide advancement paths for employees as best feasible to provide motivation to excel, improve, and promote. Create a senior construction technician job classification; approximately 1/3 of the construction technicians in the Division will have the opportunity to promote into one of the new positions.
- Partner on projects where appropriate with neighboring communities.
- Focus on Best Management Practices (BMP) for each project and develop “menu” of BMP’s to be used in the City.

Toledo Waterways Initiative

Toledo Waterways Initiative is an 18-year water pollution control program with a capital cost of over \$500 million. Upon completion of the construction program in 2020, the amount of untreated sewage entering our waterways will have been reduced by 80%. Approved by Toledo voters in 2002, this program is funded through sewer charges and fees.

In 2014, the new Bay View Grit Facility at the wastewater treatment plant became fully operational (\$18,971,116), while the Tunnel Optimization Projects for the Downtown, Swan Creek North, and Swan Creek South tunnels were substantially completed. Also, the Oakdale CSO Storage Basin Project (8 MG) was substantially completed. Regarding construction, Notices to Proceed were issued for both the Dearborn CSO Storage Pipeline Project (1.6 MG) and the Ottawa River Storage Facility (36.3 MG), the largest project in the Toledo Waterways Initiative program.

Additionally, the Toledo Waterways Initiative website, toledowaterwaysinitiative.com, was updated in its entirety. The current format is user friendly with recent news information, technical project data, CSO reporting, and an interactive map showing past, present, and future construction projects. There is also a contact tab whereby website visitors can ask a question or submit a comment. Furthermore, the Toledo Waterways Initiative team continued to meet quarterly with the Citizens Program Advisory Committee to report on the progress of the program.

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Environmental Services

Environmental Services is committed to continuing to provide balanced, responsible environmental protection for the Toledo metropolitan area. Offices are located at 348 S. Erie Street.

The Division of Environmental Services is a unique City Division:

1. Its jurisdiction covers all of Lucas County for air quality issues.
2. We receive direct funding in excess of \$1 million annually from the Ohio EPA to act as contractual agents for the Ohio EPA to specifically monitor and regulate air emissions in Lucas County.
3. We have the ability to enforce the Ohio Revised Code, Ohio Administrative Code and the Toledo Municipal Code.

Environmental Services operates within six sections - Administration, Water Resources, Central Laboratory, Air Resources, Emergency Response and Brownfield Redevelopment.

Responsibilities of the Division include:

1. Provide permitting and regulatory oversight to approximately 600 facilities in Lucas County.
2. Respond to 100% of all citizen complaints and emergency response incidents on a 24/7 basis. In 2014 we responded to approximately 490 citizen complaints.
3. Maintain compliance with the two National Pollution Discharge Elimination Permits (NPDES) issued to the City of Toledo – Bay View Wastewater Treatment and Stormwater.
4. Assess and cleanup all Brownfield sites.
5. Ancillary duties – provide communitywide environmental education & outreach, continue to champion sustainability in City operations and provide support for other environmental organizations in the community.

Environmental Services 2014 Highlights

Air Resources Section

- Implemented new inspection forms and a new inspection tracking system. The new system is more consistent and allows U.S. EPA access.
- Reduced major permit backlog to one facility. In 2014, 11 major source renewal permits were issued.
- In 2014, 110 air permits were issued and 28 permits by rule were issued.

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Emergency Response Section

- Emergency Response has responded to 487 complaints and/or spills as of December 31, 2014.
- Environmental Services and the Toledo Fire Department were awarded a Public Utilities Commission of Ohio (PUCO) Grant for Hazardous Waste Material Training in the amount of \$44,541.60 for a number of training courses for our first responders in Lucas County.
- Emergency Response provided the Household Hazardous Waste Collection for the Department of Code Enforcement's 2014 Spring Sweeps Program and the Council District Cleanups. Thus far the city has collected well over 20,000 pounds of non-hazardous and hazardous waste.
- Trained well over 500 city, state, federal, and private industry employees for the 8-Hour HazWOpER Refresher, Advanced HazMAT IQ, Emergency Response Awareness, Hazardous Materials Chemistry, and other trainings via the PUCO Grant.
- Continue to evaluate TESD's response to citizen complaints via our surveys.

Central Laboratory Section

- Maintained attainment for all criteria air pollutants during the 2014 Air Monitoring season.
- Gas Cap Testing and Replacement was conducted to educate the general public on the importance of a functioning gas cap and its impact on ground level ozone or smog. In 2014, 910 gas caps were tested at 24 sites. A total of 144 faulty or missing caps were replaced. This prevented approximately 28,700 pounds of evaporative emissions from entering the air.
- In 2014, a total of 320 sampling events resulted in 1752 samples being checked into the lab. These samples required over 4501 separate analyses and 4419 analyses have been completed.

Water Resources Section

- Implemented new discharge order permits and a fee system authorized in Toledo Municipal Code Chapter 930.
- Secured \$500,000 in U.S. EPA grant dollars from the Great Lakes Restoration Initiative Shoreline Cities Green Infrastructure Grant.
- Hosted a thermometer exchange, during the Spring Sweeps, to reduce the amount of mercury in Toledo residential households. A total of 6 thermometers, 2 thermostats, and 1 small bottle of mercury were collected.
- Worked with the National Oceanic and Atmospheric Administration (NOAA) to complete the final report for the Economic Assessment of Climate Change Adaptation: Pilot Studies in The Great Lakes Region. In September, a workshop was hosted by NOAA and City of Toledo to highlight strategies and implementation approaches for utilizing green infrastructure practices.

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- Assisted and encouraged the completion of the Toledo-Lucas County Sustainability Plan. The Sustainability Plan established the Green Stormwater Infrastructure Task Force to discuss how the area will encourage green practices and focus on water quality issues.

Brownfield Redevelopment Section

- Awarded U.S. EPA Brownfield Cleanup grant for 3199 Maplewood (Chevy Transmission). Funding will be used to remove two underground storage tanks, petroleum contaminated soil, and four other hot spots of contaminated soil on the property.
- Construction at UpTown Green is now complete. The City utilized funding from a Great Lakes Restoration Initiative Urban Tree Canopy grant to plant 40 native trees at the park. The Toledo Arts Commission completed painting a mural on the exterior wall of 311 18th street.
- The City selected Vita Nuova (VN) to spearhead activities related to the U.S. EPA Area-wide Planning Grant. VN has conducted blight and market studies of the Overland Area as well as a project website and will work to improve redevelopment in this area. Current activities and project accomplishments have been updated on website (www.toledoawp.com)
- Rudolph Libbe finished completion of a 15 acre solar array at the former Haughton Elevator (671 Spencer) which will offset approximately 30% of the Toledo Zoo's power. The City utilized funding from a Great Lakes Restoration Initiative Phytoremediation grant to plant 69 trees and 173 shrubs on the property as well as EPA assessment funding to complete the Phase 1 & 2 reports.
- The City utilized a Great Lakes Restoration Initiative Urban Canopy Grant to plant approximately 156 trees for the future Middlegrounds Metropark located on the Maumee River.
- The City selected B&B Wrecking for demolition of the smoke stacks and rehabilitation of the guard shack at the former ACME Power Plant property. Demolition activities have been completed. Funding for this project came from a HUD EDI grant.
- Completed a Phase 1 and an Asbestos and Universal Waste Survey at the former Clarion Hotel. The City of Toledo selected Homrich, Inc. for the asbestos abatement and demolition of the hotel. Project was completed in fall of 2014.
- An Environmental Certified Professional was selected for the Plabell Rubber property to complete remediation activates, demolition, and file for a No Further Action Letter.
- Completed 4 successful classes and job fair for the US EPA Workforce Development and Job Training grant. 61 students completed the four week program and 20 obtained employment in the environmental field.

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Environmental Services 2015 Goals & Objectives

Water Resources Section

- Assist Bay View Wastewater Treatment Plant with negotiation of the Pretreatment and Mercury section of the NPDES permit.
- Successfully negotiate the Municipal Separate Storm Sewer System (MS4) NPDES permit with the Ohio Environmental Protection Agency.
- Support the Green Stormwater Infrastructure Task Force in the development of initiatives to encourage green infrastructure in the region.
- Support the City of Toledo and other local efforts to reduce Harmful Algal Blooms (HABs) in Lake Erie.

Air Resources Section

- Implement new enforcement procedures with Ohio EPA guidance. Ohio EPA and Toledo does joint enforcement, and we are in the process of evaluating the enforcement program to improve the enforcement process.
- Eliminate the current major permit backlog. There is currently one major source air permit that is backlogged.
- Train the new Environmental Specialist and the new Engineering Associate in air regulations, stack testing, inspections, and enforcement.

Central Laboratory Section

- Review and update standard operating procedures (SOP's). Add different formats such as photos and/or video as needed to improve clarity and increase consistencies. Provide training and/or assistance on these updated procedures.
- Working through the statewide Technical Services Operators (TSO), request comprehensive training sessions on monitoring techniques and instrumentation. Provide assistance as needed.

Brownfield Redevelopment Section

- Continue to assess brownfield properties throughout the City utilizing the 2012 U.S. EPA Coalition Assessment grant and close out grant.
- Apply for next round of U.S. EPA Coalition Assessment grant funding in Oct. – Nov. 2014 and receive funding in 2015.
- Apply for next round of U.S. EPA Revolving Load Fund grant in Oct.-Nov. 2014 and receive funding in 2015.
- Receive \$3 million in grant funding from the Racetrack Redevelopment Fund and use funding to improve the Northtowne Mall area.
- Host an economic development and funding workshop as part of the U.S. EPA Area-wide Planning Grant awarded in 2013. This workshop will identify new grant opportunities

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for the City of Toledo and other project partners to apply for to enhance the Overland Industrial and Cherry St. Legacy Areas.

- Start landfill closure work for the Unitcast Foundry Landfill.
- Complete the environmental cleanup and obtain Covenant Not to Sue letter for the Plabell Rubber property.
- Turn over operation and maintenance to the UpTown Association at UpTown Green and close out the Clean Ohio Fund grant.
- Design and construct a large scale bioswale at the Cook's site (3111 Buckeye) utilizing a Great Lakes Restoration Initiative Phytoremediation grant.
- Submit required progress and financial reports to U.S. EPA, HUD, Ohio EPA, and Ohio Development Services Agency on time.

Emergency Response Section

- Apply for Public Utilities Commission of Ohio Hazardous Materials Training Grant to provide training for employees of the City of Toledo, Toledo Fire Department and other agencies within Lucas County.
- Establish a 2015 Quarterly Training Schedule for Emergency Responders.
- Implement Cityworks database conducive to the Emergency Response Program in January 2015.
- Establish a Centralized Household Hazardous Waste Program for the City of Toledo.
- Equip laptops with necessary software and internet access to more effectively and efficiently respond to complaints/ spills while in the field and assist the fire department with response needs.
- Continue to measure Emergency Response performance through the Citizen Surveys.
- Establish under the Cost Recovery Program a standard flat rate fee chargeable to Responsible Parties (established outside of the city limits) for Environmental Services to respond to spills and/or releases occurring within the city limits. This fee would be in addition to charges for time, materials and equipment.
- Increase the Annual Fuel and Lubrication Facility Annual Reporting fee from \$100 to \$250.

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City of Toledo, Ohio
Audited Statement of Net Position
Proprietary Funds
December 31, 2013
Audited
(Amounts in Thousands)

	Business-type Activities - Enterprise Funds			
	Water	Sewer	Storm	Utility Administrative Services
ASSETS				
<u>Current:</u>				
Cash and Equivalents with Treasury	\$ 518	\$ 1,016	\$ 29	\$ 9,210
Cash and Equivalents Held by Escrow	18,276	2,814	-	-
Cash and Equivalents Other	2	-	-	-
Investments	3,829	1,011	10,783	52,567
Restricted Investments	222,962	1,756	-	-
Receivables (Net of Allowance)	9,713	16,701	2,790	41
Due From Other:				
Funds	72	40,528	-	-
Inventory of Supplies	4,416	585	5,769	75
Total Current Assets	<u>259,788</u>	<u>64,411</u>	<u>19,371</u>	<u>61,893</u>
<u>Noncurrent:</u>				
Land and Construction in Progress	37,986	146,196	827	-
Other Capital Assets, net of Accumulated Depreciation	176,862	403,153	32,171	173
Total Noncurrent Assets	<u>214,848</u>	<u>549,349</u>	<u>32,998</u>	<u>173</u>
Total assets	<u>474,636</u>	<u>613,760</u>	<u>52,369</u>	<u>62,066</u>
DEFERRED OUTFLOWS OF RESOURCES				
Debt Issuance Costs	158	20	-	-
LIABILITIES				
<u>Current:</u>				
Accounts Payable	2,447	2,040	21	62
Customer Deposits	3,410	690	-	328
Retainage	273	1,358	77	-
Due to Other:				
Funds	-	-	-	58,874
Other Current Liabilities	-	-	-	-
Accrued Interest Payable	1,897	3,989	-	-
Accrued Wages and Benefits	737	961	208	407
Current Portion of:				
Compensated Absences Payable	102	157	25	84
Bonds, Loans and Notes Payable, net	7,575	17,275	-	-
Total Current Liabilities	<u>16,441</u>	<u>26,470</u>	<u>331</u>	<u>59,755</u>
<u>Noncurrent:</u>				
Compensated Absences Payable	1,765	2,523	424	1,010
Bonds, Loans and Notes Payable, net	299,393	314,379	1,273	-
Total Noncurrent Liabilities	<u>301,158</u>	<u>316,902</u>	<u>1,697</u>	<u>1,010</u>
Total Liabilities	<u>317,599</u>	<u>343,372</u>	<u>2,028</u>	<u>60,765</u>
NET POSITION				
Net Investment in Capital Assets	116,513	223,942	31,725	173
Restricted:				
Debt Service	30,901	2,665	12	-
Replacement	8,500	16,371	15,527	-
Improvement	530	11,695	2,651	-
Unrestricted	751	15,735	426	1,128
Total Net Position	<u>\$ 157,195</u>	<u>\$ 270,408</u>	<u>\$ 50,341</u>	<u>\$ 1,301</u>

The notes to the financial statements are an integral part of this statement.

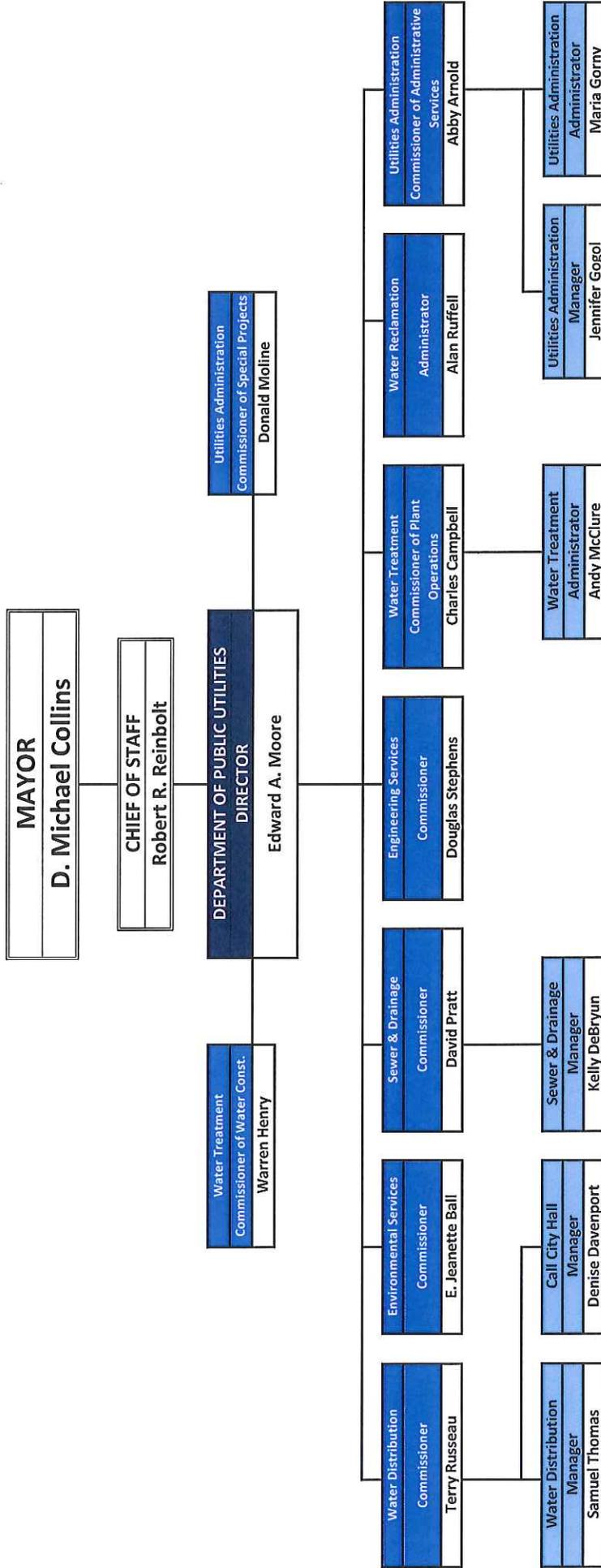
City of Toledo, Ohio
Audited Statement of Revenues, Expenses, and Changes in Fund Net Position
Proprietary Funds
For the year ended December 31, 2013
(Amounts in Thousands)

	Water	Sewer	Storm	Utility Administrative Services
OPERATING REVENUES				
Charges for Services	\$ 52,413	\$ 69,522	\$ 9,605	\$ 9,945
Other Revenue	63	197	15	-
Total Operating Revenue	<u>52,476</u>	<u>69,719</u>	<u>9,620</u>	<u>9,945</u>
OPERATING EXPENSES				
Personnel Services	13,192	18,484	3,476	7,248
Contractual Services	7,017	4,605	1,347	3,329
Materials and Supplies	7,797	3,036	464	604
Utilities	2,713	3,196	-	33
Depreciation	5,109	14,395	1,514	71
Total Operating Expenses	<u>35,828</u>	<u>43,716</u>	<u>6,801</u>	<u>11,285</u>
Operating Income (Loss)	16,648	26,003	2,819	(1,340)
NONOPERATING REVENUES (EXPENSES)				
Investment Earnings	873	8	29	95
Intergovernmental Grants	-	-	-	-
Interest Expense and Fiscal Charges	<u>(11,084)</u>	<u>(7,594)</u>	<u>-</u>	<u>-</u>
Total Nonoperating Revenues (Expenses)	<u>(10,211)</u>	<u>(7,586)</u>	<u>29</u>	<u>95</u>
Income (Loss) Before Transfers	6,437	18,417	2,848	(1,245)
Capital Contributions		640		
Transfers In		-		-
Transfers Out	<u>(75)</u>	<u>(75)</u>	<u>(75)</u>	<u>-</u>
Change in Net Position	6,362	18,982	2,773	(1,245)
Net Position at January 1	<u>150,833</u>	<u>251,426</u>	<u>47,568</u>	<u>2,546</u>
Net Position at December 31	<u>\$ 157,195</u>	<u>\$ 270,408</u>	<u>\$ 50,341</u>	<u>\$ 1,301</u>

The notes to the financial statements are an integral part of this statement.

DEPARTMENT OF PUBLIC UTILITIES

2014 Organizational Chart





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

Customer Service: 419-245-1800

DPUcustomerservice@toledo.oh.gov

www.toledo.oh.gov/services/public-utilities

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