

2018 ANNUAL WATER REPORT

WATER Commission Annual Review:

2018 Highlights:

- Attended multiple training seminars
- 100% Compliance with IDEM
- Jeff Cummings became a part-time Water Utility employee with a focus on customer leak alarm detection and reading meters
- 88 Data extractions for customer's meter usage
- Only 17 Disconnects for all of 2018 for non-payment, Judy Surface continues to do a great job of collecting water bill payments from all customers
- Replaced 9 service lines
- Added to our water testing/ sampling capabilities in order to analyze possible leaks, we can now test for fluoride in the water
- Completed the 2018 Lead & Copper sampling as well as the Disinfectant By-Products samples, all samples were within IDEM acceptance ranges
- Purchased an automatic Chlorine sampler and added it to our SCADA output. We can now monitor chlorine from our cell phones; there is now no need for an employee to come in on the weekends or holidays which allows our employees more family time and cuts out thousands of dollars in overtime.

Metrics:

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Total Work Orders	787	832	1074
Customer Leak Report	0	42	159
Water Turn On/ Turn Offs	197	218	277
Water Leaks	72	56	61
New Water Service	4	3	4
Water Loss w/Known Loss	43%	36%	35%

** Work order increase is most likely due to increase in tracking data, we create work orders for more types of jobs

** Customer leak reporting was only available from Sept-December in 2017 and not at all in 2016

** Water loss shows the anticipated drop after the completion of the projects from 2016-2017. We repaired 5 more leaks in 2018 than 2017 aiding in the 1% decrease this year. 2019 will have a more aggressive plan to find and repair leaks.

2019 (Projected) Projects:

- New fencing and gate around the 100,000-gallon water tower (Across from Bass Dr)
- Purchase a new leak detector with remaining SRF money
- Develop an Asset Management plan with our engineers with remaining SRF money
- Replace water main and all service lines on Grizzly Ct before repaving takes place
- Focus on leak detection/ repairs with new leak detector and flow meter