



A view of the arches along High Street in the Old North Columbus neighborhood.

DEPARTMENT OF PUBLIC UTILITIES

Department Description

The Department of Public Utilities protects surface water quality, promotes public health and safety and sustains economic development. The department is responsible for collecting and treating wastewater generated within the City of Columbus and 22 suburban communities, and those unincorporated areas of Franklin County. The department provides abundant, safe and reliable drinking water within the City of Columbus and 20 suburban communities.

The Department of Public Utilities also manages stormwater to mitigate flooding and water quality

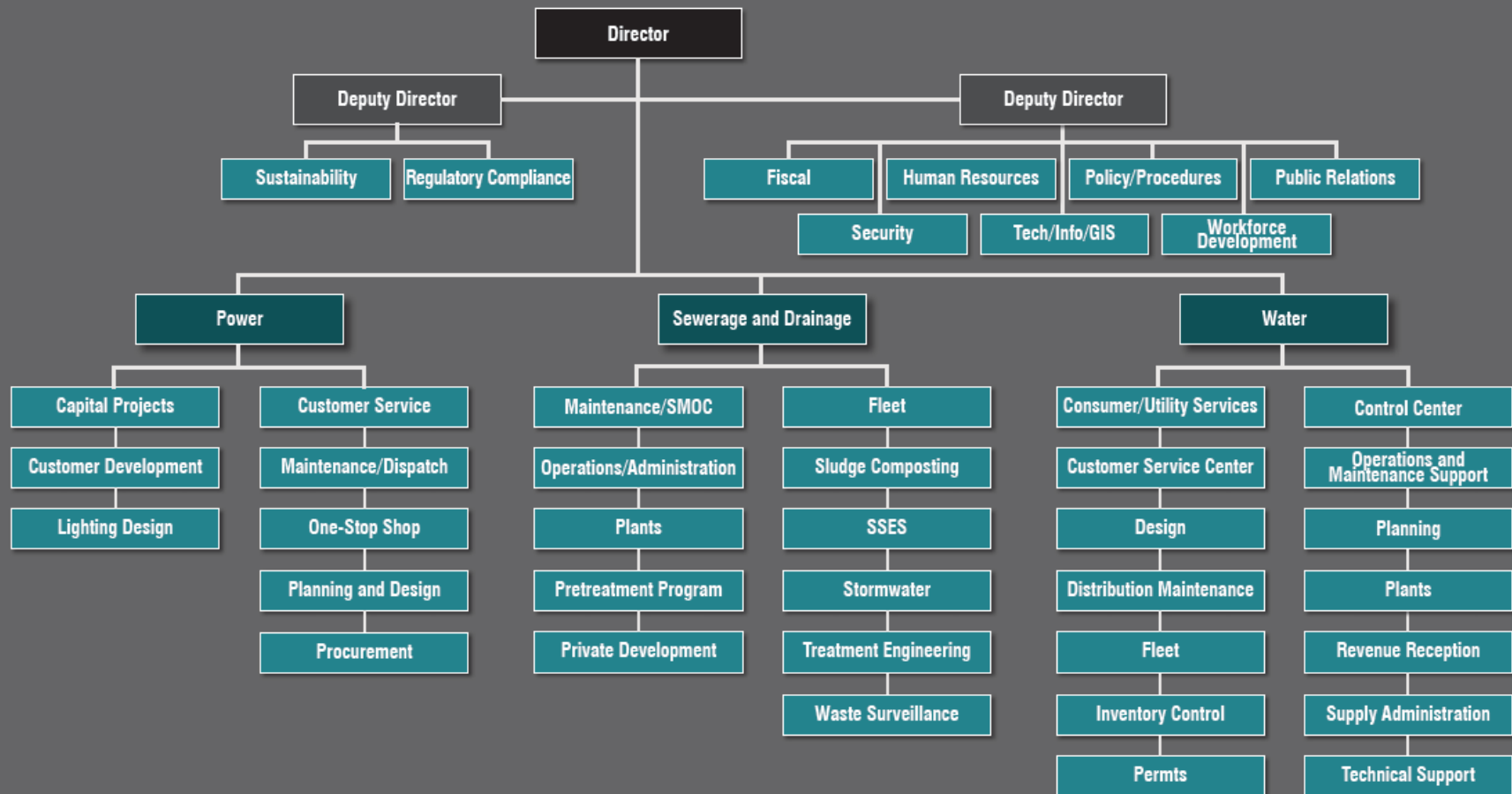
impacts, educates the public on watershed stewardship and water conservation, and regulates industrial water pollution discharged to sewers.

Department Mission

To enhance the quality of life, now and into the future, for people living, working and raising families in central Ohio through the economic, efficient, and environmentally responsible stewardship of superior public utilities.

The department also supports fire suppression activities with reliable fire hydrants, provides and maintains street lights for vehicle safety and pedestrian security, and offers dependable electrical power at a competitive price.

Public Utilities



Strategic Priorities for 2016

Neighborhoods

The Division of Sewerage and Drainage will continue its neighborhood-focused stormwater program to mitigate flooding in residential areas. As part of this program, many localized stormwater capital improvements are planned for 2016, a list of which can be found in the capital summary section of this document.

The Division of Sewerage and Drainage is implementing Blueprint Columbus in targeted neighborhoods to eliminate the source of sanitary sewer overflows and basement backups. The components of Blueprint Columbus include the lining of sewer laterals, a voluntary sump pump program and the redirection of roof water runoff. Additionally, green infrastructure will be installed on right-of-way property to treat rain water that's been redirected before it enters the storm sewer system. The program will create local jobs and improve neighborhoods by investing in aging infrastructure and installing rain gardens.

The Sewerage and Drainage Division has implemented the Septic Tank Elimination Program (STEP). Failing septic tanks in urban environments are a significant source of water pollution and Ohio EPA has mandated that many need to be eliminated. The city will therefore continue to extend sewer lines into areas within the city that do not currently have sewer service. The goal of STEP will be to provide assistance to citizens to offset or defer connection costs. The department has partnered with Columbus Public Health in this endeavor.

Customer Service

Project Dry Basement will continue in 2016. This program covers the cost of approved backflow prevention devices for single and two-family homes prone to sewer backups during wet weather and from blockages.

The Division of Sewerage and Drainage will continue its comprehensive plan for Columbus' sewer system to mitigate the city's wet weather overflows and basement backup problems, which includes Blueprint Columbus.

The Division of Water will address the needs of the region's growing population and new water quality regulations through a series of improvements at all three drinking water plants. These projects will add treatment capability and capacity.

Strategic Priorities for 2016 (cont.)

Peak Performance

In 2016, the Division of Water will continue to identify and correct unmetered water through meter replacement and leak detection to further reduce unaccounted water loss.

The department will continue to develop leadership among staff members through the Public Utilities Mentoring Program, or PUMP. The goal of PUMP is to encourage professional growth and development of highly motivated employees by facilitating mentoring relationships between them and experienced workers, thereby increasing efficiency in meeting department objectives.

The Division of Sewerage and Drainage is in the design phase of implementing Chemically Enhanced Primary Treatment (CEPT) at the Southerly Wastewater Treatment Plant, with construction expected in 2017. When completed, CEPT will provide treatment during extreme wet weather events to water that would otherwise overflow untreated into the Scioto River.

Safety

The Division of Water will continue to design and construct projects for enhanced security in order to ensure a secure and safe drinking water supply.

The Division of Power will continue its Neighborhood Street Lighting Program, working with neighborhoods that apply for decorative streetlights through the petition and assessment process in addition to standard lighting.

Education

The department will continue the Children's Water Festival educational initiative. The 2015 event served approximately 500 elementary school students.

The department will continue to support the GreenSpot program in 2016. This program inspires, educates, and recognizes residents, businesses, and community groups for committing to the conservation and protection of natural resources consistent with the city's Get Green Columbus Initiative. Furthermore, the department will research and promote the use of green infrastructure alternatives.

In 2016, the department will continue to encourage responsible water conservation practices through partnering with the Franklin Soil and Water Conservation District for its rain barrel and youth education programs. It will also partner with MORPC to distribute high efficiency showerheads to income-eligible residents. In 2015, the department will continue to encourage responsible water conservation practices through partnering with the Franklin Soil and Water Conservation District for its rain barrel and youth education programs.

2016 BUDGET NOTES

DIRECTOR'S OFFICE

The Sewer and Water Advisory Board (SWAB) will recommend to Columbus City Council increases to storm and sanitary sewer rates of one and three percent, respectively. A four percent increase is recommended for water rates. No increase is recommended for sanitary sewer or water system capacity charges. In addition:

- The 2016 Director's Office \$19.3 million budget is 3.6 percent higher than the 2015 budget.
- The 2016 budget includes \$15.5 million in personnel funding for 142 full-time and 12 part-time positions.

WATER

The division's 2016 budget is 1.8 percent higher than in 2015. A portion of this increase reflects the continued implementation of their capital improvement which increases the safety and capacity of our drinking water system. Debt service payments represent 43.4 percent of the water enterprise fund's \$200.7 million budget. In addition:

- The 2016 budget includes \$49.8 million for personnel, providing funding for 535 full-time positions. These employees are responsible for the administration, distribution, maintenance, supply, safety, and customer service areas as part of providing the Columbus metropolitan area with clean and reliable drinking water.
- Water treatment chemicals comprise the largest portion of the supplies budget, representing \$18.6 million in the 2016 budget.
- The budget also includes funds for continued maintenance of approximately 25,900 fire hydrants throughout the City of Columbus.

POWER

The division's largest expense in the 2016 budget is for the purchase of generated electric power for resale. The budget includes \$55.8 million for this expense, nearly 66 percent of the total budget.

- The 2016 budget include \$11.5 million for personnel for 104 full-time and 11 part-time positions.

SANITARY SEWERAGE AND DRAINAGE

The division's 2016 budget is nearly 1.8 percent more than in 2015. A significant portion of this budget is comprised of funds for debt service payments, reflecting the division's extensive capital improvement program. Debt service costs associated with maintaining and improving the city's wastewater system comprise over 56 percent of the division's operating budget of \$271.1 million. In addition:

- The 2016 budget includes \$46.1 million for personnel, providing funding for 486 full-time and 14 part-time positions. These employees are responsible for the administration, maintenance, safety and operation of the city's wastewater treatment plants and approximately 4,500 miles of sewer lines.
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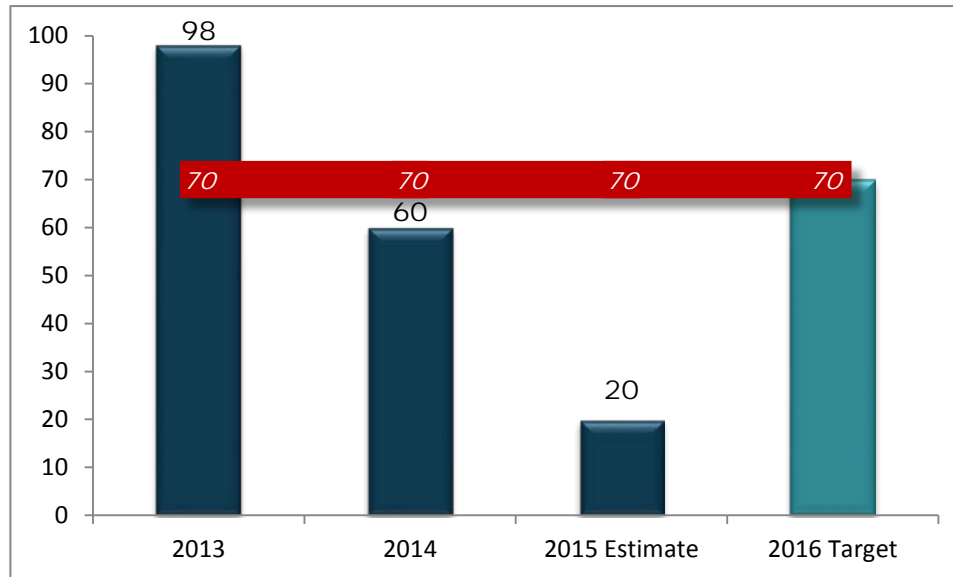
STORMWATER

The division's 2016 budget is nearly two percent higher than in 2015. As with the other divisions of this department, a significant portion of the operating budget is devoted to debt service payments. In 2016, debt service payments account for over 36 percent of the stormwater budget. In addition:

- The 2016 budget includes funds to reimburse the Department of Public Service for costs associated with street cleaning and snow and ice removal. These activities help to protect water quality and minimize the burden on the storm sewer system from ice, snow, and debris. A total of \$8.7 million is budgeted for these programs in 2016.

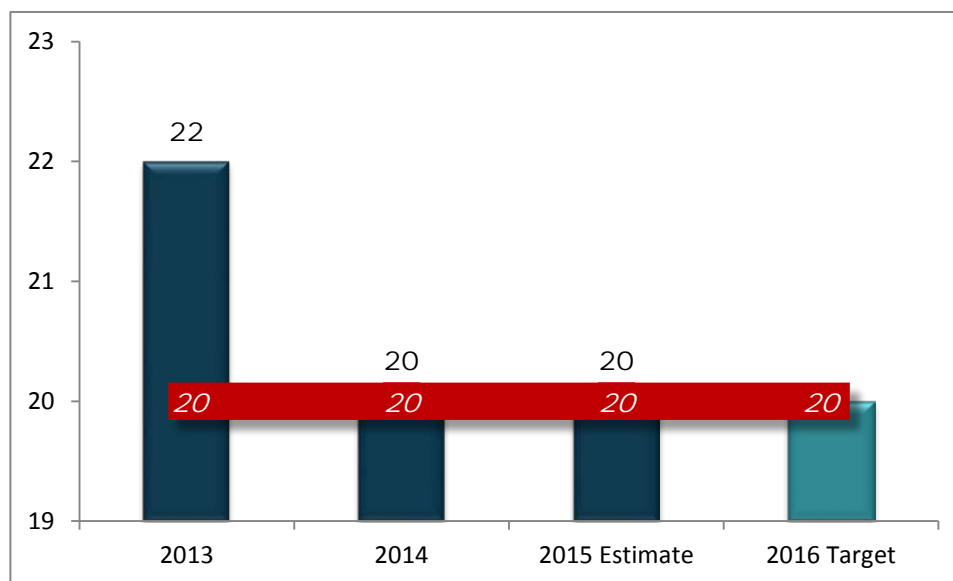
PERFORMANCE MEASURES

Water Quality Number of water quality complaints per month



This measure reflects the average monthly number of water quality complaints received by the Division of Water. External conditions can cause the actual number of complaints to vary. In 2016, the target for this measure remains at 70.

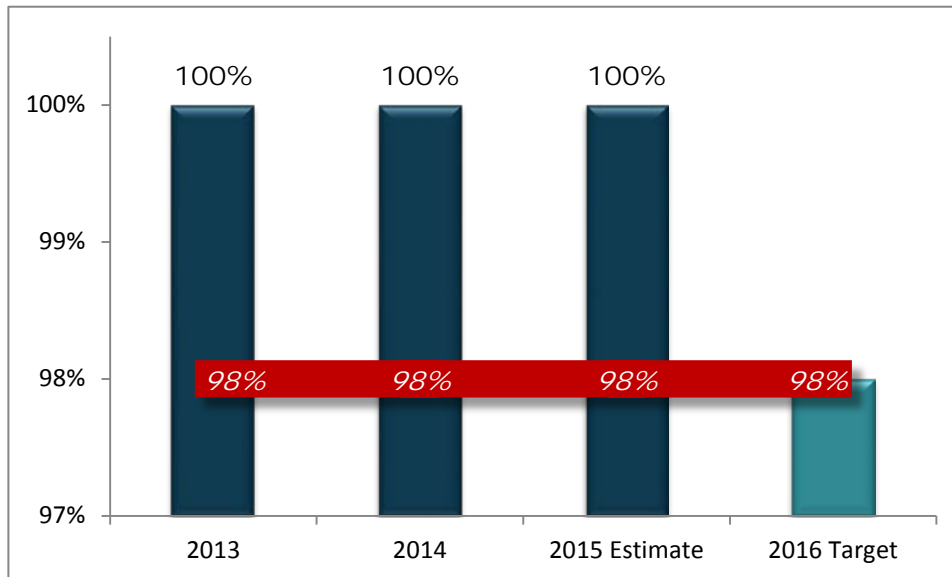
Water Distribution Quality Number of breaks or leaks per 100 miles of water distribution mains per year (city lines only; does not include suburbs)



This measures the number of water line breaks or leaks in the distribution system per 100 miles per year. The measure reflects city lines only and remains at 20 or fewer per 100 miles in 2016.

Sewer Line Backflow Prevention

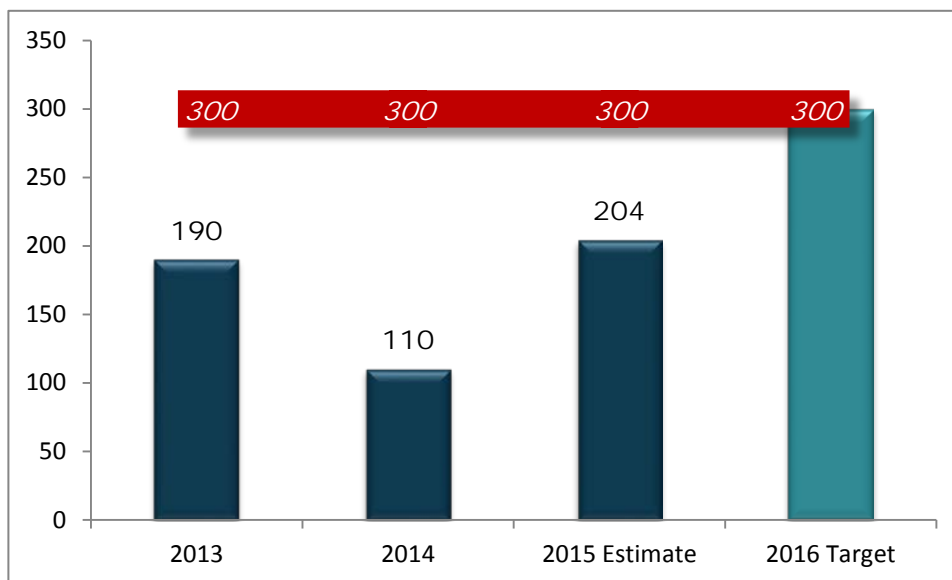
Percent of “water in basement” complaints investigated within 24 hours



This measure reflects the rate at which water-in-basement complaints are investigated within 24 hours of being reported. The Division of Sewerage and Drainage seeks to maintain a 98 percent rate or better in 2016.

Sewer Overflow Prevention

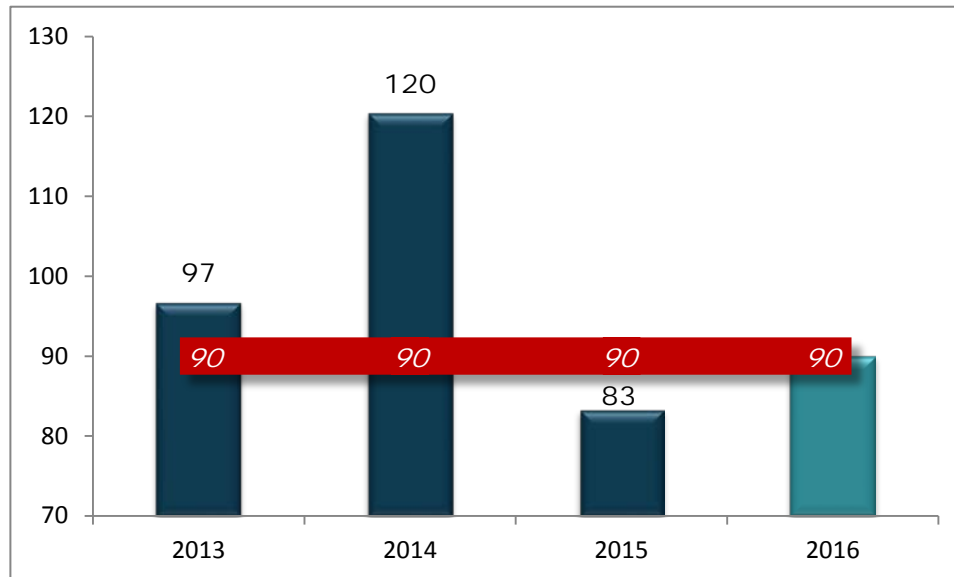
Annual number of combined sewer overflows



The Division of Sewerage and Drainage has recently undertaken an extensive capital improvements program aimed at reducing combined sewer overflows. The target number for this measure in 2016 is no greater than 300.

Electric Power Outage Remediation

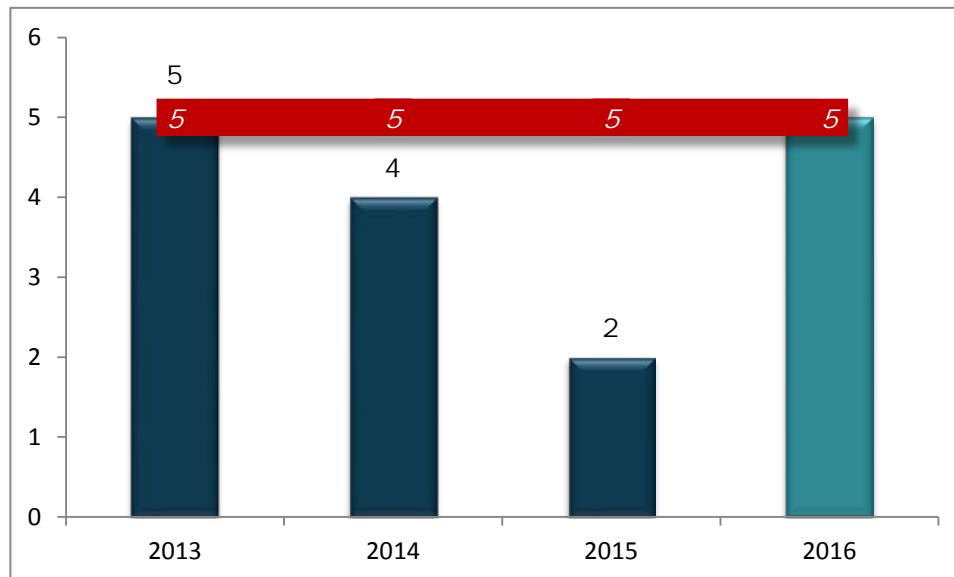
Average duration of electricity outage (minutes)



The Division of Electricity's aim is to minimize the length of time of any power outage. The target for this measure in 2016 is 90 minutes or less.

Streetlight Maintenance and Repair

Response time for streetlight outage repair (days)



The Division of Electricity maintains an extensive street lighting system. This measure reflects the number of days the division would take to respond to a street light outage. In 2016, the maximum number of days it should take to address a street light issue is five days.

| Department Financial Summary by Area of Expense | | | | | |
|-------------------------------------------------|----------------|----------------|----------------|-------------------|------------------|
| Fund | 2013 Actual | 2014 Actual | 2015 Budget | 2015 Projected | 2016 Proposed |
| Department of Public Utilities | | | | | |
| Director's Office | | | | | |
| Personnel | \$ 9,514,663 | \$ 10,318,279 | \$ 15,143,247 | \$ 13,118,912 | \$ 15,524,804 |
| Materials & Supplies | 113,278 | 78,609 | 350,202 | 290,143 | 326,760 |
| Services | 2,240,457 | 2,241,613 | 3,086,743 | 2,737,365 | 3,228,559 |
| Other | - | - | 71,550 | - | - |
| Capital | 3,457 | - | - | 71,550 | 236,000 |
| Director's Office Subtotal | 11,871,855 | 12,638,502 | 18,651,742 | 16,217,971 | 19,316,123 |
| Water | | | | | |
| Personnel | 44,844,666 | 45,740,910 | 49,744,101 | 48,053,512 | 49,842,850 |
| Materials & Supplies | 21,658,179 | 20,887,951 | 22,648,656 | 22,781,566 | 23,327,323 |
| Services | 34,096,065 | 31,136,103 | 35,925,202 | 35,698,192 | 37,840,254 |
| Principal | 42,918,775 | 49,589,577 | 50,180,055 | 51,086,279 | 51,868,995 |
| Other | 306,606 | 1,052,443 | 260,680 | 235,250 | 260,680 |
| Capital | 1,219,830 | 1,912,640 | 2,432,400 | 2,432,400 | 2,275,841 |
| Interest | 28,325,746 | 28,819,379 | 36,014,674 | 30,296,239 | 35,317,425 |
| Transfers | - | 63,675 | - | 91,810 | - |
| Water Subtotal | 173,369,866 | 179,202,677 | 197,205,768 | 190,675,249 | 200,733,368 |
| Electricity | | | | | |
| Personnel | 8,391,634 | 9,303,940 | 10,327,665 | 10,282,980 | 11,492,410 |
| Materials & Supplies | 60,181,498 | 55,342,384 | 57,505,450 | 56,811,118 | 57,439,400 |
| Services | 8,892,412 | 8,271,544 | 10,874,805 | 10,675,955 | 10,596,562 |
| Principal | 3,418,675 | 2,968,075 | 2,934,727 | 2,942,819 | 1,408,572 |
| Other | 32,623 | 258,239 | 50,550 | 21,425 | 50,550 |
| Capital | 1,624,518 | 1,445,493 | 2,804,000 | 2,803,813 | 3,274,000 |
| Interest | 638,992 | 501,064 | 379,192 | 380,912 | 325,880 |
| Electricity Subtotal | 83,180,352 | 78,090,739 | 84,876,389 | 83,919,022 | 84,587,374 |
| Sanitary | | | | | |
| Personnel | 42,473,772 | 43,238,791 | 45,584,863 | 44,187,955 | 46,059,474 |
| Materials & Supplies | 7,345,819 | 6,292,346 | 8,141,088 | 8,786,585 | 8,298,024 |
| Services | 50,093,524 | 45,639,594 | 56,284,739 | 52,800,676 | 57,541,142 |
| Principal | 68,876,786 | 69,324,540 | 84,204,085 | 80,593,295 | 89,857,333 |
| Other | 257,154 | 762,748 | 298,409 | 757,289 | 474,880 |
| Capital | 3,458,858 | 2,349,448 | 4,518,626 | 4,518,626 | 4,503,344 |
| Interest | 36,005,732 | 35,926,111 | 47,474,003 | 46,881,573 | 45,973,232 |
| Transfers | 18,434,258 | 18,301,979 | 19,689,463 | 18,346,249 | 18,346,250 |
| Sanitary Subtotal | 226,945,902 | 221,835,557 | 266,195,276 | 256,872,248 | 271,053,679 |
| Storm | | | | | |
| Personnel | 1,292,560 | 1,391,740 | 1,731,523 | 1,568,490 | 1,904,321 |
| Materials & Supplies | 19,370 | 11,317 | 25,514 | 24,465 | 21,402 |
| Services | 19,300,204 | 20,718,208 | 22,140,699 | 21,857,271 | 22,636,829 |
| Principal | 9,996,027 | 9,159,700 | 9,581,500 | 9,566,500 | 9,660,800 |
| Other | 53,076 | 230,526 | 27,841 | 27,841 | 210,000 |
| Capital | 28,775 | 28,775 | 50,000 | 50,000 | - |
| Interest | 4,123,321 | 4,811,435 | 4,778,010 | 4,777,892 | 4,662,411 |
| Storm Subtotal | 34,813,333 | 36,351,700 | 38,335,087 | 37,872,460 | 39,095,763 |
| Department Total | \$ 530,181,308 | \$ 528,119,175 | \$ 605,264,262 | \$ 585,556,949 | \$ 614,786,307 |

| Department Personnel Summary | | | | | |
|--------------------------------|-------|----------------|----------------|------------------|------------------|
| Fund | FT/PT | 2013 Actual | 2014 Actual | 2015 Budgeted | 2016 Budgeted |
| Department of Public Utilities | | | | | |
| Director's Office | FT | 95 | 99 | 142 | 142 |
| | PT | 2 | 3 | 12 | 12 |
| Water | FT | 482 | 485 | 535 | 535 |
| | PT | 6 | 11 | 28 | 28 |
| Electricity | FT | 82 | 90 | 98 | 104 |
| | PT | 1 | 2 | 11 | 11 |
| Sanitary | FT | 467 | 461 | 487 | 486 |
| | PT | 3 | 3 | 14 | 14 |
| Storm | FT | 14 | 14 | 16 | 23 |
| | PT | 1 | 0 | 2 | 2 |
| Total | | 1,153 | 1,168 | 1,345 | 1,357 |

| Operating Budget by Program | | |
|------------------------------------------------------------------------------------|------------------|--------------|
| Program | 2016 Proposed | 2016 FTEs |
| Utilities Administration | \$ 51,890,183 | 41 |
| Fiscal | 17,587,904 | 32 |
| Human Resources* | 841,146 | 37 |
| Regulatory Compliance | 3,091,512 | 28 |
| Public Relations* | 72,430 | 5 |
| Sustainability* | 26,520 | 2 |
| Emergency Preparedness* | 129,167 | 9 |
| Workforce and Economic Development | 582,760 | 3 |
| Data Management* | 594,828 | 32 |
| Customer Service | 22,442,885 | 208 |
| Maintenance | 26,542,547 | 176 |
| Engineering and Development | 76,819,602 | 113 |
| Fleet Management | 4,289,071 | 25 |
| Water Distribution | 18,667,572 | 127 |
| Water Supply and Treatment | 48,379,574 | 149 |
| Wastewater Treatment | 44,602,206 | 214 |
| Stormwater Management | 24,772,552 | 23 |
| Electricity Distribution | 9,966,406 | 50 |
| Street Lighting | 4,124,192 | 16 |
| Debt Service | 259,363,250 | 0 |
| * Budget for personnel expenses contained in the Utilities Administration Program. | | |
| Department Total | \$ 614,786,307 | 1,290 |

The programs above and the program descriptions on the following pages represent those that will be used in the city's new accounting system which will go live January 1, 2016. As such, no history of financial or personnel data by program is included in this document for prior years.

For additional financial information related to the Department of Public Utilities, please refer to the water, sanitary sewer, storm sewer, and electricity operating fund summaries contained within the Enterprise Funds section. Program descriptions begin on the following page.



2016 PROGRAM GUIDE

UTILITIES ADMINISTRATION

To provide administrative support services for the Department of Public Utilities.

FISCAL

To ensure the financial integrity of the department. Includes budgeting, auditing, accounting, procurement and debt service.

HUMAN RESOURCES

To ensure the effective and efficient management of human resources and safety for the department. Includes labor relations, payroll, benefits, training, selecting employees, classification management, compensation, organizational development, safety, and industrial hygiene.

REGULATORY COMPLIANCE

To ensure regulatory compliance and support to all divisions in the areas of environmental and other regulations.

PUBLIC RELATIONS

To provide information to residents of the City of Columbus and contracting areas regarding the department's water, power and sewerage and drainage systems.

SUSTAINABILITY

To promote green infrastructure and conservation technologies in the department.

EMERGENCY PREPAREDNESS

Coordinates all emergency preparedness activities for the department.

WORKFORCE AND ECONOMIC DEVELOPMENT

To add community benefit by driving local economic growth and sustainability in the city of Columbus.

DATA MANAGEMENT

To coordinate all technology and telephonic activities for the Department. Includes the Geographic Information Systems function.

| | |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CUSTOMER SERVICE | To support managers of the other divisions by providing timely and accurate information related to the core business functions of the utility for daily operational decisions and long term strategic planning. |
| MAINTENANCE | To provide general maintenance for the department and division facilities including upkeep of buildings, heating, cooling, and ventilation, lighting, parking lot maintenance, and grounds and green space maintenance. |
| ENGINEERING AND DEVELOPMENT | To provide engineering support and development to the department's capital program and to ensure project engineering plans and specifications are in proper form and accordance with all applicable rules and regulations. |
| FLEET MANAGEMENT | To provide assistance in all phases of fleet management for the Department including coordination with the Fleet Division in the department of Finance and Management, development and review of specifications, and assistance and execution of vehicle procurement related functions. |
| WATER DISTRIBUTION | To ensure the residents of the Columbus Metropolitan Area have an uninterrupted distribution of safe, reliable water and that the infrastructure of the utility is maintained. |
| WATER SUPPLY AND TREATMENT | To treat and maintain an adequate quantity and quality of raw and finished water for the citizens of Columbus. |
| WASTEWATER TREATMENT | To promote the health and safety of residents of the Columbus Metropolitan Area through the effective treatment of wastewater. |
| STORMWATER MANAGEMENT | To provide effective stormwater collection services to the community within the corporate limits of Columbus. |
| ELECTRICITY DISTRIBUTION | To ensure that customers receive safe and reliable electric power and that neighborhoods receive modern street lighting. |
| STREET LIGHTING | To promote public safety through the design, construction, maintenance, and operation of an efficient and reliable street lighting system. |
| DEBT SERVICE | To service and track all required debt service obligations (principal and interest) per bond covenant requirements, policies, and procedures. Ensure debt from bonds and loans are used to finance the department's capital program, including those projects in all divisions. |
