

# Water Division

## **MISSION STATEMENT**

The Water Division will operate and maintain the Rockford public water system in a manner that:

- Protects public health and enhances the community (*Our Product*)
- Focuses on our customers (*Our Service*)
- Upholds the highest standards of public trust (*Our Reputation*)

## **PRIMARY FUNCTIONS**

The Water Division is comprised of three operating sections and Administration. The Division is responsible for production, quality control, storage, distribution, and related services to approximately 52,000 water customers.

- **Production** - The Production Section is responsible for overseeing the operation of the water system wells/booster pumps, ground-level and elevated storage, water treatment equipment, water quality, cross-connection control, and facility maintenance.
- **Distribution** - The Distribution Section oversees the maintenance, repair, and replacement of water mains and associated service branches, valves, and fire hydrants.
- **Customer Service** - The Customer Service Section is primarily responsible for responding to customer concerns, meter readings, installation/replacement of water meters, and responding to service calls.
- **Administration** - The Administrative Section is responsible for all division administration, fiscal control, system planning, service contract administration, and payroll.

## **OBJECTIVES FOR FISCAL YEAR 2013**

- Initiate asset management in Distribution Section.
- Initiate operational adjustments in Production Section.
- Complete operational data management system plan.
- Develop long-term infrastructure replacement program and conduct corrosion control pilot program.
- Continue to reduce water loss through leak detection program.
- Improve the quality of water delivered to customers by reducing iron, manganese, and radium concentrations by using new water filtration facilities and reducing excursions in concentration of treatment chemicals.
- Continue to improve customer service by reducing number of complaints throughout Water Division operations and improving responsiveness when a complaint is received.
- Implement drought response plan.
- Enhance community awareness of the importance of drinking water and the Rockford water system (public service announcements, secondary school demonstrations and presentations, etc.).
- Promote Rockford Environmental Laboratory and increase number of outside customers.
- Continue to promote worker safety and reduce number of on the job injuries by training employees and addressing all safety concerns in a timely manner.
- Continue to develop and implement Rockford Water Academy to train and cross-train employees with a goal averaging over 10 hours per employee of training per year.
- Continue to improve office environment at 1111 Cedar Street.
- Improve organizational efficiency through enhancing communication using the intranet across the organization and through implementation of accountability programs for managers and supervisors.
- Continue implementation of laptop program to make field operations more efficient.

# Water Division

## WATER FUND BUDGET SUMMARY

	2011	2012	2012	2013	INCREASE
<b>APPROPRIATION</b>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ESTIMATED</u>	<u>BUDGET</u>	<u>(DECREASE)</u>
PERSONNEL	\$5,771,279	\$5,779,764	\$5,508,541	\$6,027,302	\$247,538
CONTRACTUAL	4,338,844	5,586,511	4,394,054	6,100,330	513,819
SUPPLIES	986,501	1,365,450	958,810	1,527,920	162,470
OTHER	7,321,149	8,152,124	8,018,742	8,240,214	88,090
INTEREST	<u>2,242,842</u>	<u>2,289,000</u>	<u>2,256,475</u>	<u>2,127,000</u>	<u>(162,000)</u>
TOTAL	<u>\$20,660,615</u>	<u>\$23,172,849</u>	<u>\$21,136,622</u>	<u>\$24,022,766</u>	<u>\$849,917</u>
<b>FUNDING SOURCE</b>	<u>ACTUAL</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>BUDGET</u>	<u>(DECREASE)</u>
WATER USER FEES	\$21,732,403	\$21,908,636	\$23,321,000	\$23,564,000	\$243,000
INSTALLATIONS & CONNECTIONS	854,398	639,556	651,000	636,000	(15,000)
INTEREST INCOME	242,523	820,656	160,000	200,000	40,000
FROM OTHER GOVERNMENTS	3,073,800	2,273,425	0	0	0
MISCELLANEOUS	130,823	34,380	109,000	115,000	6,000
PURCHASE OF SERVICES	<u>92,173</u>	<u>92,971</u>	<u>97,400</u>	<u>99,000</u>	<u>1,600</u>
TOTAL	<u>\$26,126,120</u>	<u>\$25,769,624</u>	<u>\$100</u>	<u>\$24,614,000</u>	<u>\$275,600</u>

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## WATER FUND AUTHORIZED PERSONNEL

POSITION TITLE	POSTION	2012	2013	INCREASE/
	RANGE	EMPLOYEES	EMPLOYEES	(DECREASE)
WATER SUPERINTENDENT	E-12	1.00	1.00	0.00
WATER OPERATIONS MANAGER	E-10	1.00	1.00	0.00
ASSISTANT SUPERINTENDENT	E-9	1.00	1.00	0.00
WATER QUALITY SUPERVISOR	E-9	1.00	1.00	0.00
WATER OPERATIONS SUPERVISOR - DISTRIBUTION	E-8	3.00	3.00	0.00
WATER PLANT OP. & MAINT.SUPERVISOR	E-8	2.00	2.00	0.00
WATER SYSTEMS & SCADA SUPERVISOR	E-8	1.00	1.00	0.00
WATER SERVICES COORDINATOR	E-8	2.00	1.00	(1.00)
ACCOUNTANT	E-7	1.00	1.00	0.00
WATER QUALITY TECHNICIAN	E-5	2.00	2.00	0.00
WATER CONTROL SYSTEM TECHNICIAN	E-5	1.00	1.00	0.00
SENIOR ENGINEERING TECHNICIAN	E-6	1.00	1.00	0.00
ENGINEERING TECHNICIAN	E-5	1.00	1.00	0.00
PUBLIC WORKS CREW LEADER	A-28	5.00	5.00	0.00
WATER PLANT OPERATOR	A-28	12.00	12.00	0.00
WATER SERVICE INSPECTOR	A-26	8.00	8.00	0.00
EQUIPMENT OPERATOR	A-23	6.00	6.00	0.00
SENIOR ACCOUNT CLERK	A-21	1.00	1.00	0.00
MAINTENANCE WORKER	A-20	10.00	10.00	0.00
SENIOR SECRETARY	A-20	1.00	1.00	0.00
SENIOR CLERK	A-19	8.00	4.00	(4.00)
WATER METER READER	A-18	3.00	0.00	(3.00)
<b>TOTAL PERSONNEL</b>		<b>72.00</b>	<b>64.00</b>	<b>(8.00)</b>

## BUDGET HIGHLIGHTS

- Salaries increase \$66,000 due to general step and longevity increases.
- A 2% wage increase is budgeted for all department staff for a total cost of \$66,200.
- Vehicle maintenance increase \$93,700 as vehicles continue to age. This expense should decrease as replacements are purchased through the City-wide leasing program.
- Purchase of service from the General Fund decrease \$40,900 due to the implementation of the Customer Service Center.

# Water Division

## WATER FUND FIVE YEAR FINANCIAL FORECAST (IN 000'S)

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Revenues	\$25,498	\$26,416	\$27,367	\$28,352	\$29,373
Expenses	<u>25,224</u>	<u>26,485</u>	<u>27,809</u>	<u>29,199</u>	<u>30,659</u>
Excess (Deficit)	<u>274</u>	<u>(69)</u>	<u>(442)</u>	<u>(847)</u>	<u>(1,286)</u>
Beginning Balance	<u>124,176</u>	<u>124,450</u>	<u>124,381</u>	<u>123,939</u>	<u>123,092</u>
Ending Balance	<u>\$124,450</u>	<u>\$124,381</u>	<u>\$123,939</u>	<u>\$123,092</u>	<u>\$121,806</u>
Bond Issues	\$0	\$0	\$0	\$0	\$0
Rate Increases	3.6%	3.6%	3.6%	3.6%	3.6%

The 2014-2018 five-year forecast assumes annual 3.6% rate increases with consumption rising three-quarters of one percent each year. Expenses for this forecast range from five to six percent. The City will finance future improvements on a pay as you go basis.

# Water Division

## CAPITAL EQUIPMENT

Planned capital replacements for 2013 include vehicles under the City-wide leasing program and other equipment:

EQUIPMENT	QUANTITY	BUDGET EACH	TOTAL BUDGET
Hammer Head Mole	1	5,000	5,000
Leak Noise Logger Kit	1	10,000	10,000
Air Conditioner for Well 29	1	7,500	7,500
Upgrades to SCADA System	1	200,000	200,000
Ladder for Well 13 Reservoir	1	20,000	20,000
Rebuild Cage in Cedar St. Gar	1	75,000	75,000
Spray foam insulation at Wel	3	8,000	<u>24,000</u>
TOTAL			\$341,500

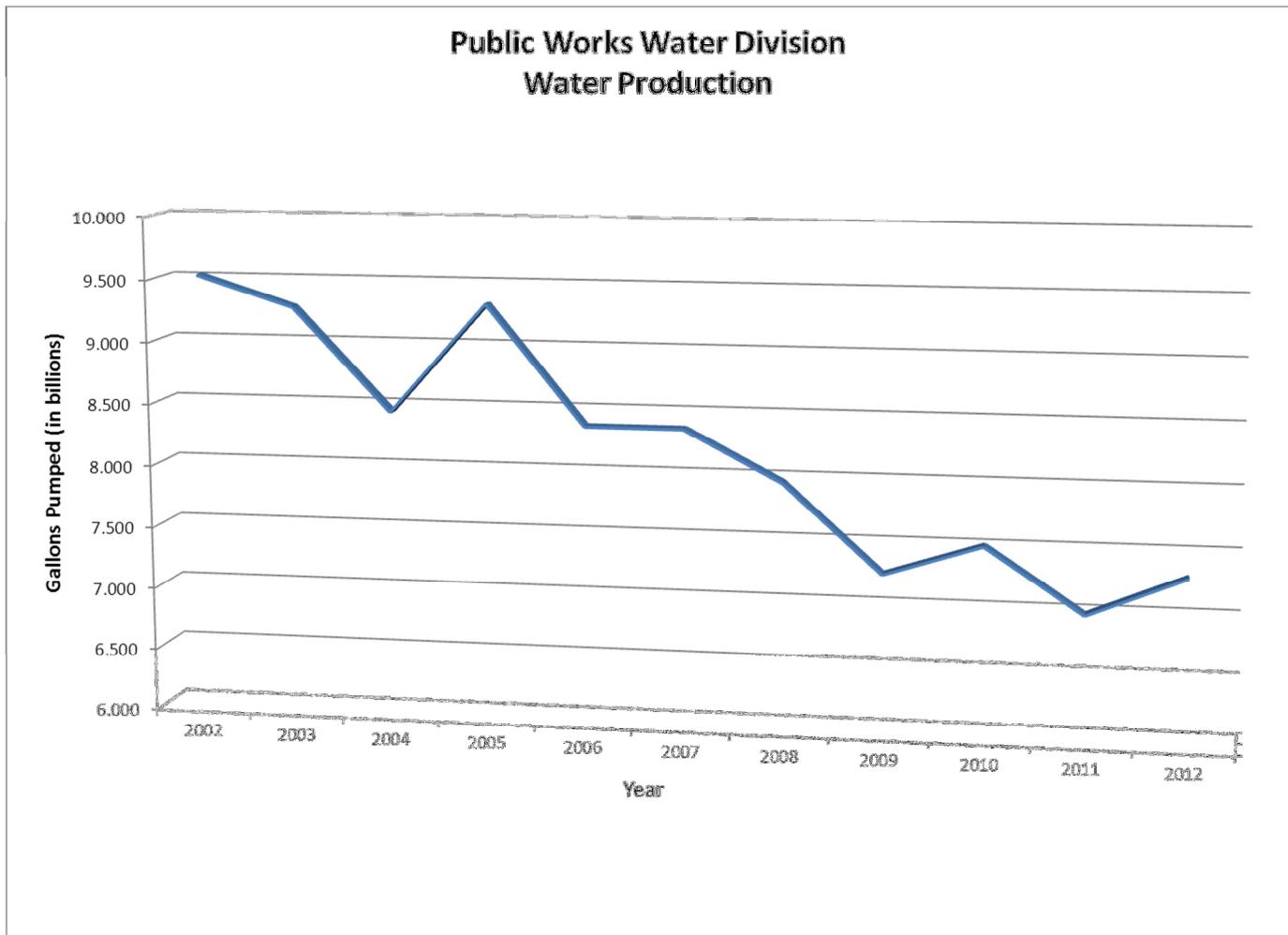
VEHICLE	QUANTITY	BUDGET EACH	TOTAL BUDGET
Double Axle Dump Truck	3	112,875	338,625
Sedan	1	18,110	18,110
Supervisor Pickup Truck	1	25,576	25,576
Service Pickup Truck	1	30,803	30,803
Service Truck	1	56,155	56,155
SUV	2	25,661	51,322
Van	3	21,226	63,678
Backhoe	<u>1</u>	84,750	<u>84,750</u>
TOTAL	13		\$669,019

## WATER FUND PERFORMANCE MEASURES

	2011 ACTUAL	2012 BUDGET	2012 ACTUAL	2013 BUDGET
EMERGENCY REPAIR TIME (HOURS)	1.60	3.00	1.30	3.00
% OF TOTAL REPAIRS THAT ARE PLANNED	77%	80%	84%	80%
EMERGENCY JULIE LOCATE RESPONSE TIME	0.70	2.00	0.50	2.00
BACKLOG OF NON-EMERGENCY REPAIRS (WKLY AVG)	16	25	20	25
WATER MAIN FLUSHED (MILES)	341	240	493	240
AVG DAYS TO CORRECT METER PROBLEM	21	30	23	30
% CITIZENS RECEIVING FIRST CHOICE SCHEDULE	99%	90%	96%	90%
% MEETING DEMAND FOR WATER PUMPED	153%	110%	149%	110%
WATER QUALITY COMPLAINTS	57	108	19	108
% OF TOTAL PRODUCTION FROM REHAB WELLS	75%	80%	84%	80%
NEW WATER CONNECTIONS	52	96	41	96

# Water Division

## OPERATIONAL INFORMATION



As the graph shows, water production has fluctuated somewhat in the last ten years. Since 1998, when gallons pumped was at 8.9 billion, production has decreased 21%, to an estimated 7.35 billion gallons in 2012. The average production for the past seven years is 7.719 billion gallons, which is more than estimated 2013 production of 7.4 billion. Weather conditions, particularly annual rainfall, impact water usage in the City.