

Introducing  
**Wadsworth**  
Peak Rewards!

Get a **FREE**  
web-programmable  
thermostat, *plus*  
**\$25** now and  
**\$40** every summer!



# Utility Office

2012  
Utility Office  
Sanitation  
Backflow/meters

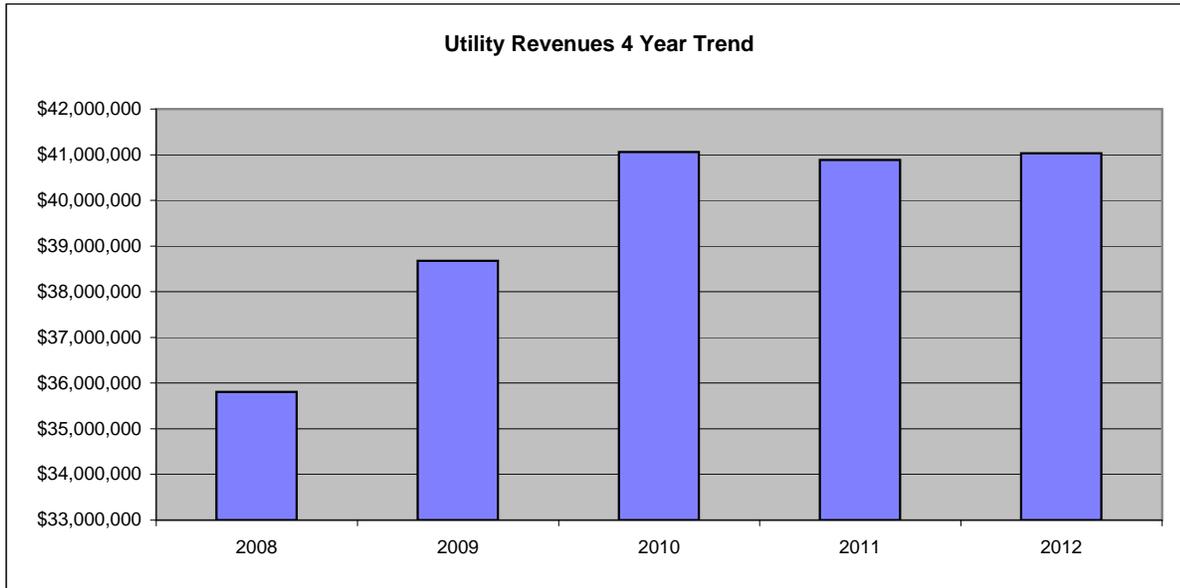


<b>Name</b>	<b>Position</b>	<b>Hire Date</b>	<b>Tenure</b>
Scot Baldwin	Backflow/Meter Tech	3/5/2001	12
Tim Bishop	Solid Waste Vehicle Operator	8/25/2003	10
William Colbert	Solid Waste Vehicle Operator	12/27/2009	3
Dawn English	Customer Service Rep	9/23/2002	11
Roger King	Utility Office Manager	1/9/2006	7
Colleen Lehuta	Utility Office Supervisor	6/23/1997	16
Sean Martin	Transfer Station Tech	2/4/2008	5
Joyce Meglich	Customer Service Rep	12/7/2003	9
Mark Mohlmaster	Solid Waste Vehicle Operator	12/1/2011	1
Scott Pond	Solid Waste Superintendant	7/2/1990	23
Carolyn Rooks	Customer Service Rep	7/23/2001	12
David Ross	Transfer Station Tech	4/4/2005	8
Tim Steffensen	Backflow/Meter Tech	7/9/1990	23
Jeff Williams	Solid Waste Vehicle Operator	11/8/2009	3
Brad Wright	Solid Waste Vehicle Operator	4/4/2005	8
	Average Length of Service:	10 Years	

## Utility Billing Section

Historicals Posted

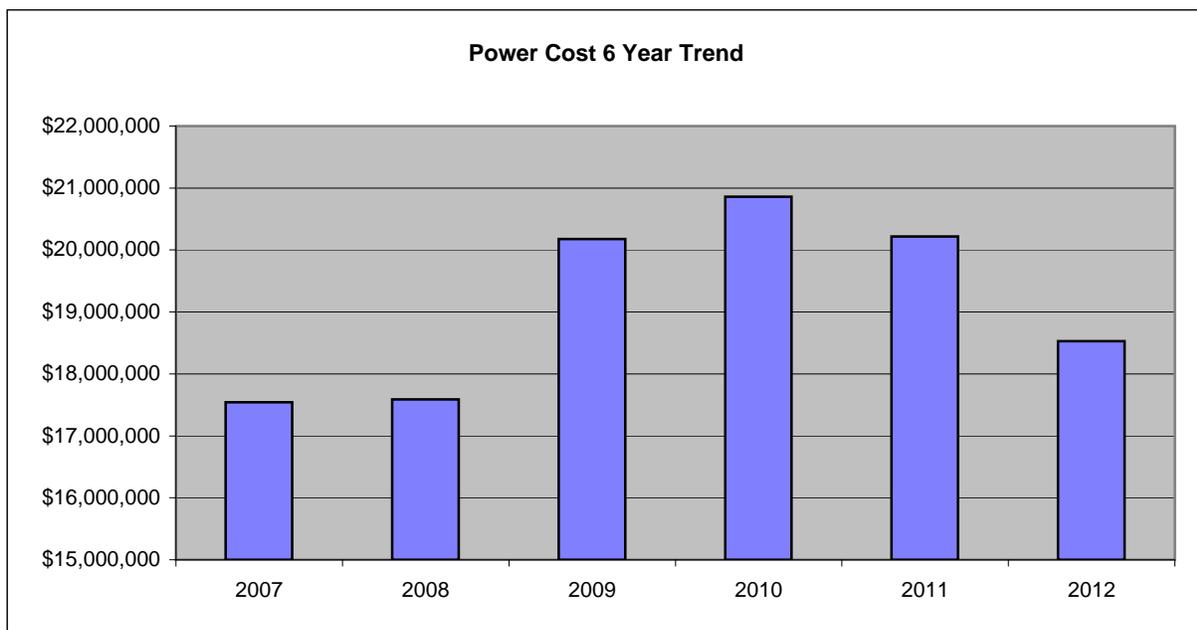
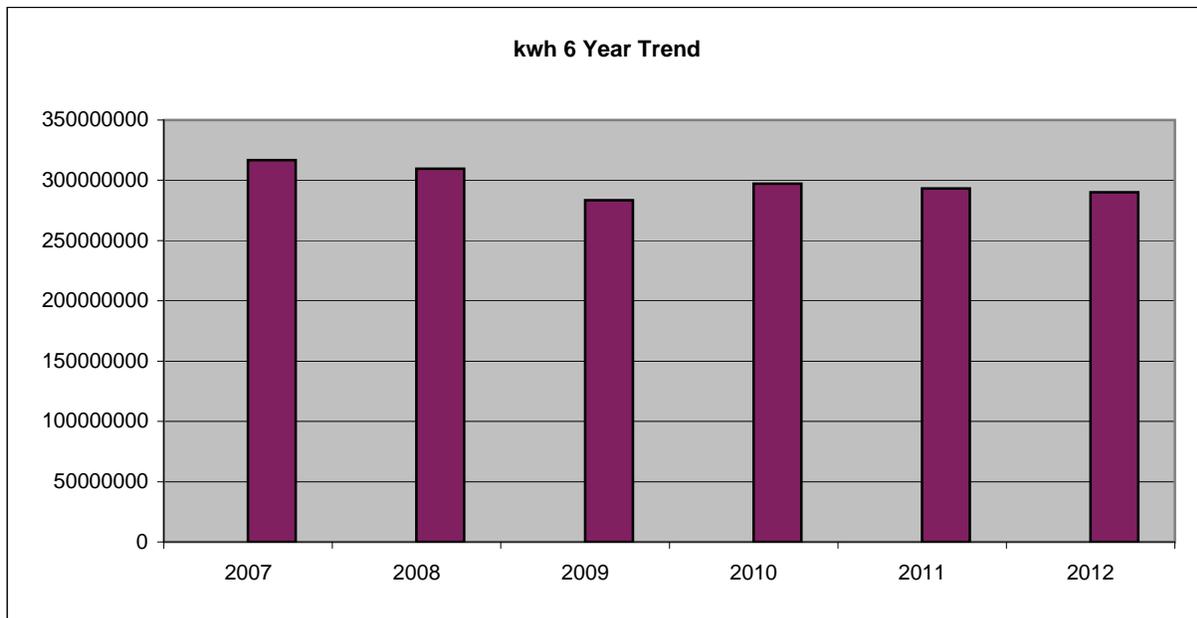
REVENUES	2008	2009	2010	2011	2012	11 - '12 Difference	% Change
<b>Electric</b>	\$25,320,075	\$27,368,119	\$29,050,098	\$28,193,211	\$27,474,480	-\$718,731	-2.55%
<b>Water</b>	\$2,414,684	\$3,034,938	\$3,044,614	\$3,076,243	\$3,235,334	\$159,091	5.17%
<b>Sewer</b>	\$2,916,533	\$3,048,615	\$2,976,725	\$3,168,673	\$3,518,105	\$349,432	11.03%
<b>Sanitation</b>	\$1,833,338	\$1,886,617	\$1,971,114	\$2,103,904	\$2,232,376	\$128,472	6.11%
<b>Cable</b>	\$1,658,871	\$1,730,861	\$2,018,967	\$2,155,077	\$2,293,960	\$138,883	6.44%
<b>Internet</b>	\$858,189	\$802,419	\$1,176,895	\$1,360,499	\$1,448,818	\$88,319	6.49%
<b>Storm Water</b>	\$803,028	\$806,950	\$820,780	\$828,318	\$829,785	\$1,467	0.18%
<b>Totals:</b>	\$35,804,718	\$38,678,519	\$41,059,193	\$40,885,925	\$41,032,858	\$146,933	\$0.33



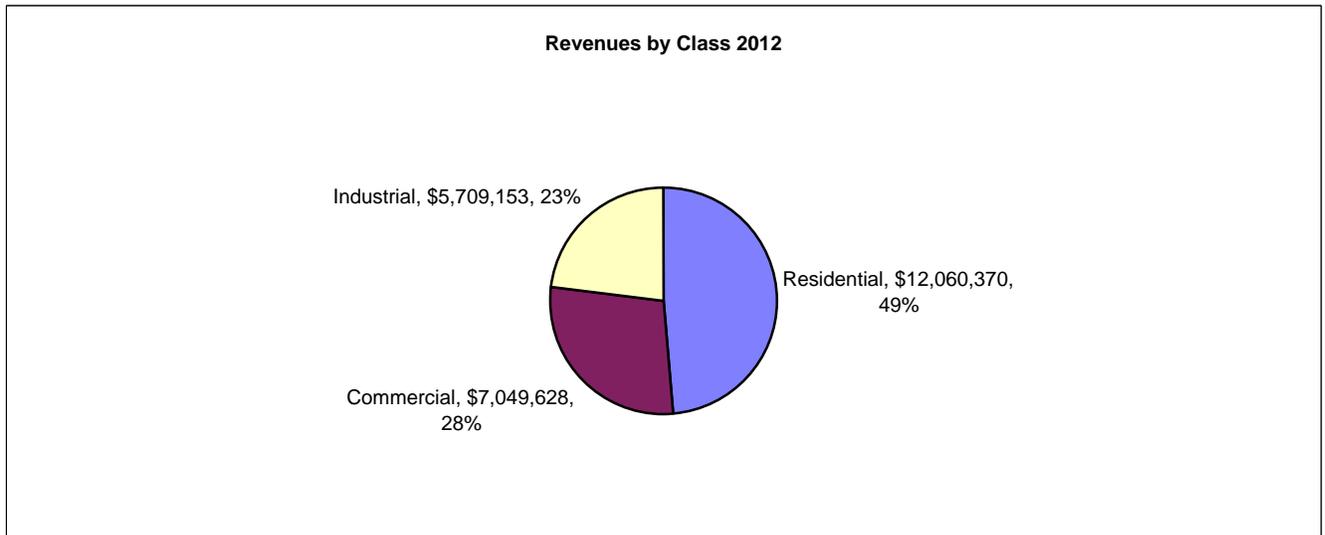
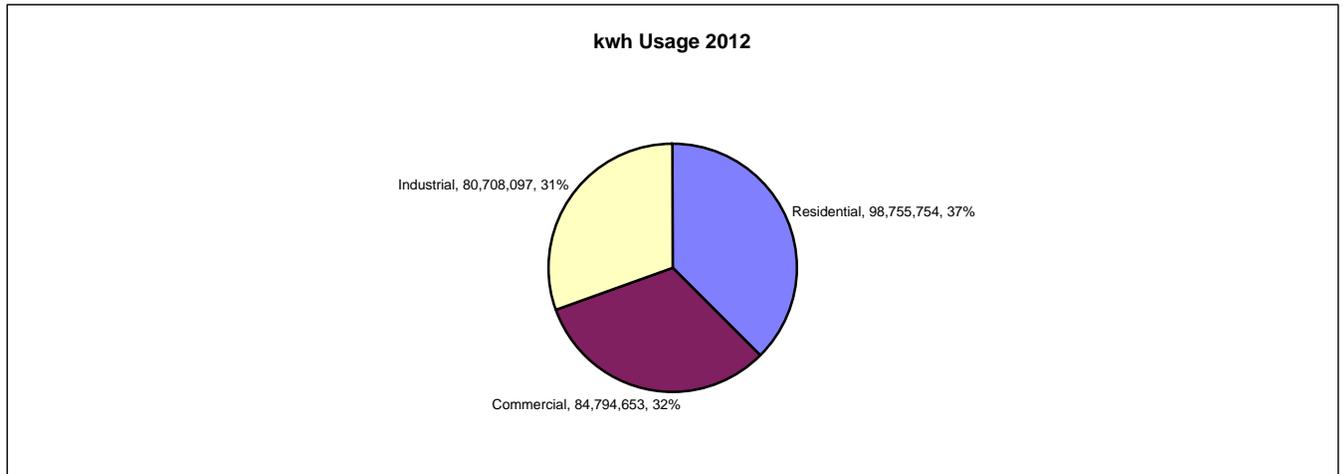
## AMP POWER COSTS

Month	Demand	KWH	Billed	Cost/kwh Purchased
JAN '12	43,370	24,536,834	\$1,534,999	\$0.0626
FEB '12	41,068	22,752,151	\$1,462,830	\$0.0643
MAR '12	41,493	22,824,893	\$1,481,081	\$0.0649
APR '12	37,448	21,091,584	\$1,493,561	\$0.0708
MAY '12	49,834	24,094,548	\$1,576,031	\$0.0654
JUN '12	61,477	25,715,807	\$1,569,818	\$0.0610
JUL '12	65,639	30,693,856	\$1,798,338	\$0.0586
AUG '12	61,504	27,208,507	\$1,624,936	\$0.0597
SEP '12	55,805	22,724,399	\$1,452,943	\$0.0639
OCT '12	39,119	22,545,467	\$1,471,878	\$0.0653
NOV '12	42,140	22,308,242	\$1,555,824	\$0.0697
DEC '12	43,017	23,471,986	\$1,507,182	\$0.0642

### Historical Power Costs



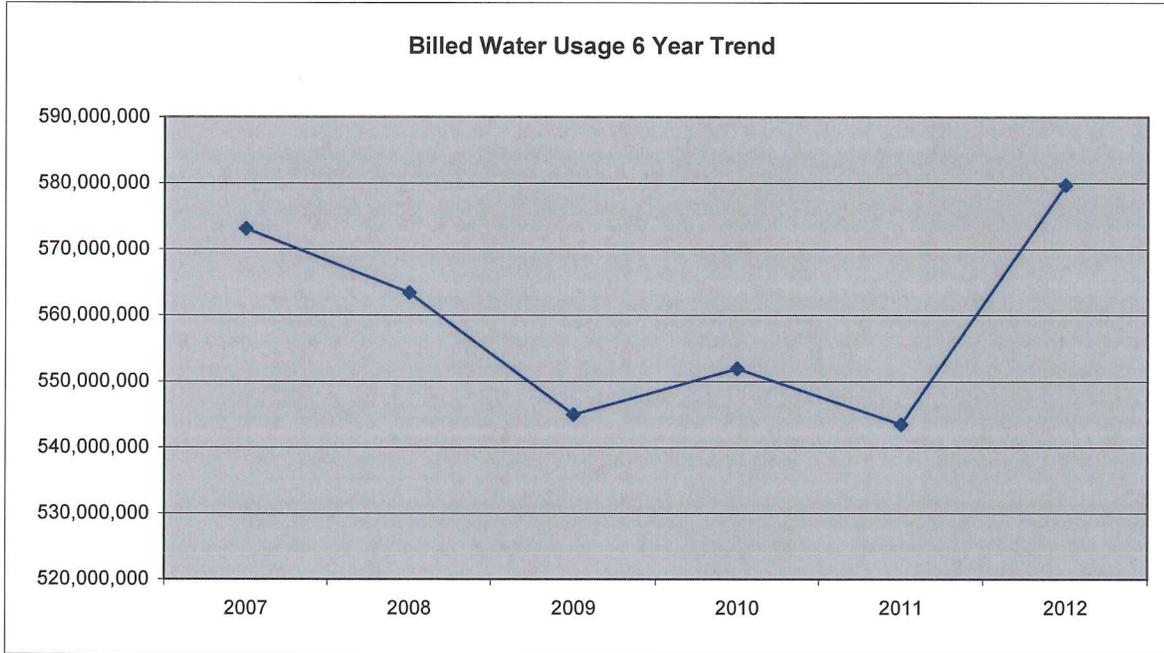
	2011 Customers	2012 Customers	2011 kwh	2012 kwh	2011 Revenues	2012 Revenues	2011 retail kwh	2012 retail kwh
<b>Residential</b>	10,987	11,091	108,230,875	98,755,754	\$12,314,883	\$12,060,370	\$0.114	\$0.122
<b>Commercial</b>	1,284	1,282	76,879,845	84,794,653	\$7,030,663	\$7,049,628	\$0.091	\$0.083
<b>Industrial</b>	136	137	84,399,577	80,708,097	\$6,330,386	\$5,709,153	\$0.075	\$0.071
<b>Totals</b>				264,258,504				



**WATER SALES**

	Usage 2007	Usage 2008	Usage 2009	Usage 2010	Usage 2011	Usage 2012
<b>Residential</b>	412,902,000	405,686,000	392,422,000	402,233,000	394,851,000	414,260,000
<b>Commercial</b>	116,192,000	121,142,000	117,181,000	116,587,000	114,415,000	129,507,000
<b>Industrial</b>	44,047,000	36,625,000	35,428,000	33,147,000	34,231,000	36,010,000
<b>Totals</b>	573,141,000	563,453,000	545,031,000	551,967,000	543,497,000	579,777,000

	Revenue 2,010	Revenue 2,011	Revenue 2,012	Customers 2010	Customers 2011	Customers 2012
<b>Residential</b>	\$2,049,193	\$2,055,217	\$2,146,031	8289	8320	8421
<b>Commercial</b>	\$764,636	\$802,780	\$848,062	470	481	483
<b>Industrial</b>	\$209,538	\$214,555	\$224,850	74	75	76
<b>Totals</b>	\$3,023,367	\$3,072,552	\$3,218,943	8833	8876	8980



**Free Water Services**

Hydrant Flushing	3,880,764
Wastwater Plant	1,597,000
Streets/Parks	478,000
Summa/Sr.Center	412,000
Senior Center 134 High	232,000
City Hall	218,000
Football Field Bird St.	184,000
Electric Dept	143,000
Fire Station 1	138,000
Fire Station 2	70,000
Kaleidoscope	53,000
Airport	52,000
Muhl Soccer Field	39,000
Transfer Station	39,000
Muni Garage	25,000
Weatherstone Ballfield	18,000
Street Sweeper	22,350
<b>Total</b>	<b>7,601,114</b>

## Water Loss

TOTAL PUMPED	689,323,000
TOTAL BILLED	579,777,000
FREE SERVICE	7,601,114
Water Loss	101,944,886

1993	229,269,000	28.87%
1994	217,741,000	26.43%
1995	195,672,000	23.79%
1996	174,049,000	21.40%
1997	143,886,000	17.74%
1998	125,591,000	15.42%
1999	146,158,000	18.01%
2000	135,585,000	17.72%
2001	148,380,000	19.41%
2002	170,231,000	20.83%
2003	183,286,000	22.43%
2004	206,441,000	25.64%
2005	196,065,000	24.42%
2006	169,895,046	22.89%
2007	143,185,000	19.65%
2008	61,030,970	9.66%
2009	122,292,651	18.13%
2010	95,959,243	14.67%
2011	118,323,900	17.57%
2012	101,944,886	14.79%

## Sewer Information

	Inside City	Outside City					11 - '12 Change
<b>Sewer Customers</b>	8415	476					
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>		
<b>Sewer Revenues</b>	\$2,916,533	\$3,048,615	\$2,976,725	\$3,186,673	\$3,518,105	10.40%	
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>11 - '12 Change</b>	
<b>Storm Water Revenues</b>	\$803,029	\$806,951	\$820,780	\$828,318	\$829,785	0.18%	

## Collections

	<b>Amount Billed</b>	<b>Amount Collected</b>	<b>Percent Collected</b>
<b>2012</b>	\$40,601,138	\$41,032,858	101.06%
<b>2011</b>	\$41,186,955	\$41,050,508	99.67%
<b>2010</b>	\$40,856,365	\$41,185,614	100.81%
<b>2009</b>	\$38,940,830	\$39,160,204	100.56%
<b>2008</b>	\$36,115,902	\$36,026,293	99.75%
<b>2007</b>	\$32,698,891	\$32,649,436	99.85%
<b>2006</b>	\$33,942,017	\$33,826,777	99.66%
Totals	\$264,342,098	\$264,931,690	100.22%

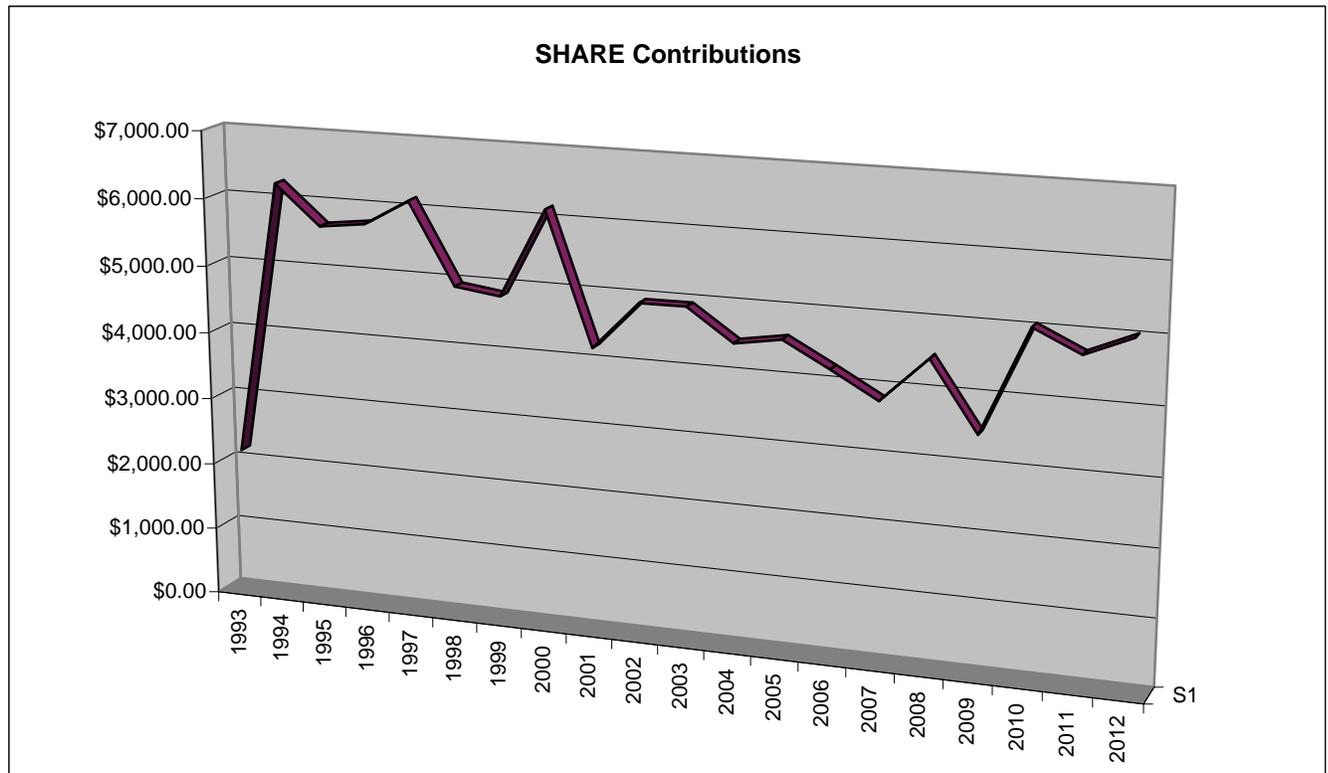
## CREDIT CARD INFORMATION

	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
<b>Payments</b>	15,150	19,579	22,960	29,804	30,085	32,307
<b>Revenue</b>	\$2,843,165	\$3,894,993	\$5,120,164	\$7,127,346	\$7,485,025	\$8,152,621
<b>Average Ticket</b>	\$188.00	\$199.00	\$223.00	\$239.00	\$248.80	\$252.35
<b>Credit Card Fees</b>	\$36,207	\$40,687	\$67,146	\$88,118	\$87,183	\$97,736
<b>Credit Card Fee %</b>	1.270%	1.040%	1.310%	1.240%	1.170%	1.190%

	<b>CONTRIBUTIONS</b>	<b>NUMBER OF FAMILIES HELPED</b>	<b>CHARGED TO SHARE ACCOUNT</b>	<b>BALANCE AT END OF PERIOD</b>
<b>1993</b>	\$2,186.57	0	\$0.00	\$2,186.57
<b>1994</b>	\$6,256.05	68	\$6,049.98	\$2,392.64
<b>1995</b>	\$5,674.36	79	\$7,042.00	\$1,025.00
<b>1996</b>	\$5,757.88	74	\$6,206.64	\$576.24
<b>1997</b>	\$6,144.03	71	\$6,278.00	\$442.27
<b>1998</b>	\$4,948.42	55	\$5,291.38	\$99.31
<b>1999</b>	\$4,863.11	47	\$4,802.46	\$159.96
<b>2000</b>	\$6,165.91	42	\$4,725.90	\$1,599.97
<b>2001</b>	\$4,226.11	44	\$5,257.62	\$568.46
<b>2002</b>	\$4,930.74	40	\$4,874.18	\$625.02
<b>2003</b>	\$4,938.66	43	\$5,015.77	\$547.91
<b>2004</b>	\$4,471.72	40	\$4,194.76	\$824.87
<b>2005</b>	\$4,586.31	43	\$4,636.38	\$774.80
<b>2006</b>	\$4,222.73	39	\$4,194.63	\$802.90
<b>2007</b>	\$3,839.66	35	\$4,642.56	\$0.00
<b>2008</b>	\$4,496.63	44	\$3,575.46	\$921.17
<b>2009</b>	\$3,493.81	37	\$4,414.98	\$0.00
<b>2010</b>	\$5,049.25	107	\$3,956.80	\$1,092.45
<b>2011</b>	\$4,729.67	87	\$4,822.15	\$999.97
<b>2012</b>	\$5,024.88	101	\$5,843.89	\$180.96
<b>Totals:</b>	96006.5	1096		

SHARE was introduced in 1993 as a mean to allow customers of Wadsworth Utilities to contribute to a fund which would be used to help families in need with their utility bills. We use the recommendations of FISH, Salvation Army and the Saint Vincent Depaul Society to allocate the funds.

In 2010 we limited the amount to \$50.00 for each customer. This has helped us increase the number of families we can help.



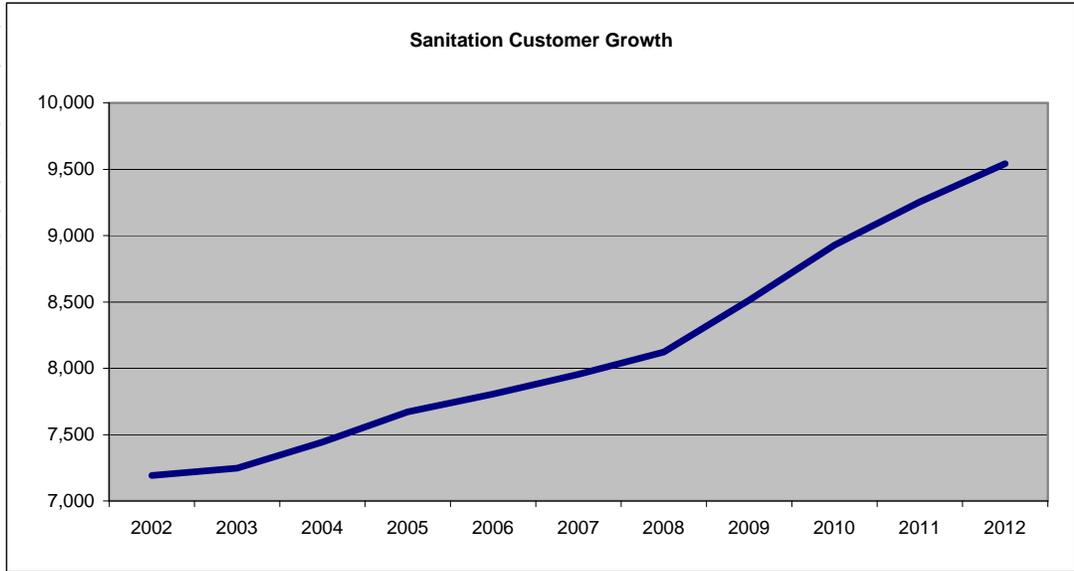
# Sanitation Department

Scott Pond Superintendent

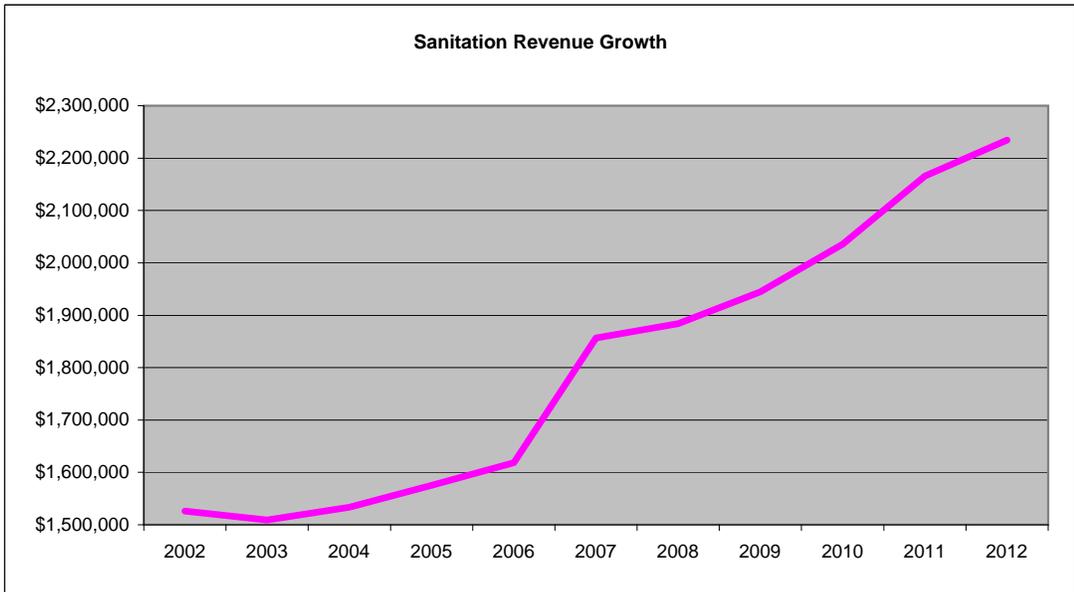


# 2012 Annual Report

2002	7,191
2003	7,247
2004	7,443
2005	7,672
2006	7,806
2007	7,955
2008	8,123
2009	8,513
2010	8,929
2011	9,255
2012	9,542



2002	\$1,524,296
2003	\$1,507,138
2004	\$1,531,292
2005	\$1,573,564
2006	\$1,616,662
2007	\$1,854,824
2008	\$1,882,171
2009	\$1,942,909
2010	\$2,033,599
2011	\$2,163,709
2012	\$2,232,376



## The County Central Processing Facility

	2008	2009	2010	2011	2012
<b>Volume cu Yards</b>	52,594	53,114	57,169	59,676	60,123
<b>Volume in Tons</b>	12,877	10,327	13,278	14,310	14,182
<b>Trailer Loads</b>	507	512	517	493	515
<b>Packer Loads</b>	475	492	603	704	694
<b>CPF Charges</b>	\$619,937	\$667,060	\$733,432	\$763,420	<b>\$827,117</b>

## Yard Waste

	2008	2009	2010	2011	2012
Labor Cost	\$20,475	\$11,085	\$14,267	\$15,922	\$12,526
Truck & Fuel Cost	\$18,635	\$9,477	\$14,971	\$10,370	\$18,370
<b>Total Cost</b>	<b>\$39,110</b>	<b>\$20,562</b>	<b>\$29,238</b>	<b>\$26,292</b>	<b>\$30,896</b>
Sticker Revenue	\$24,548	\$23,908	\$22,803	\$24,284	\$20,689
<b>Net Revenue</b>	<b>-\$14,562</b>	<b>\$3,346</b>	<b>-\$6,435</b>	<b>-\$2,008</b>	<b>-\$10,207</b>

## Details

Bags Picked Up	18951	18548	19872	21369	18335
Number of Stops	9214	10367	9644	10065	9457
Bundles of Brush	5876	6662	6586	6348	4979
Weight in Tons	284	347	298	322	251
Gallons of Fuel	1146	1216	1536	1459	1668
Miles Driven	4889	5638	6243	5872	6754
Total Hours	1638	1365	927	1052	835

## Free Service to City Facilities

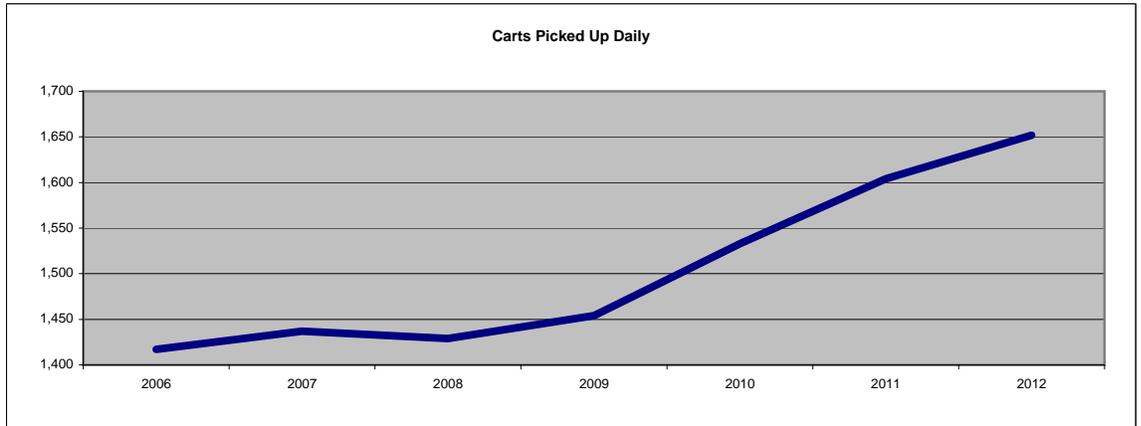
	2008	2009	2010	2011	20112
Dumpsters and Carts	\$38,232	\$41,485	\$40,488	\$42,851	\$40,488
Dumps @ Transfer Station	\$14,526	\$14,814	\$16,794	\$18,414	\$16,686
<b>Total</b>	<b>\$52,758</b>	<b>\$56,299</b>	<b>\$57,282</b>	<b>\$61,265</b>	<b>\$57,174</b>

## Special Service

Party Plans	55 for \$1,100
Bulk Item Pick Ups	83 for \$1,742
Special Dumpsters	128 for \$14,424
Repaired 20 Dumpsters for a Savings of \$15,140	

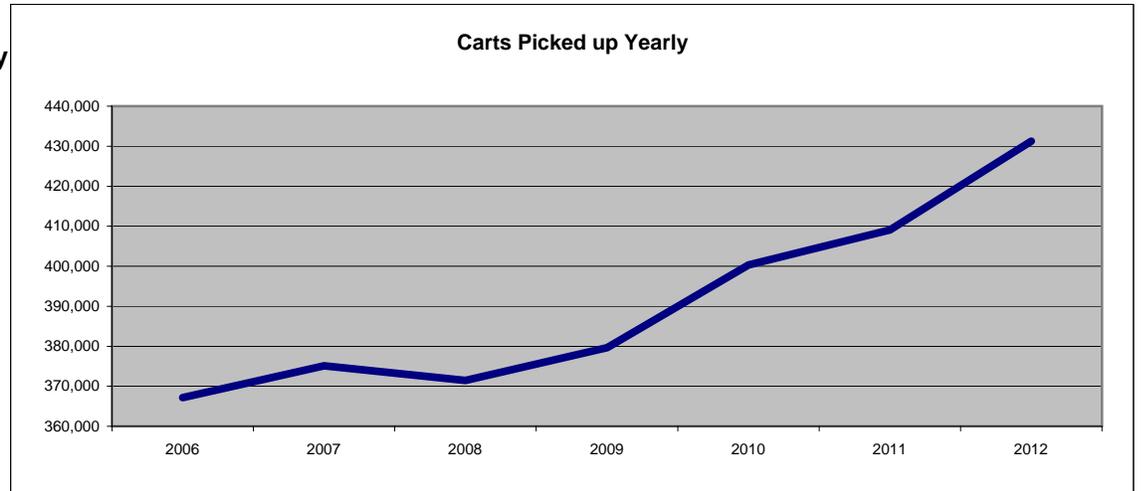
### Carts Picked up Daily

2006	1,417
2007	1,437
2008	1,429
2009	1,454
2010	1,533
2011	1,604
2012	1,652



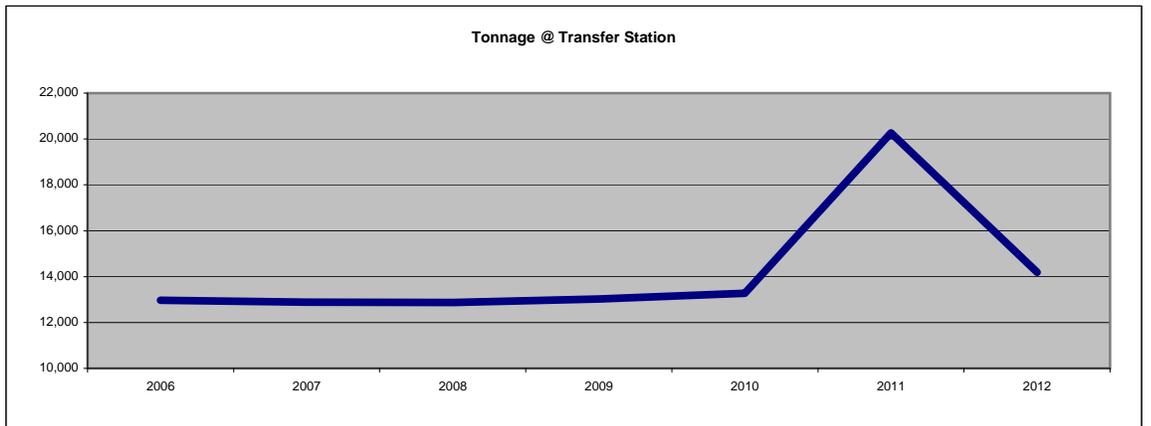
### Carts Picked up Yearly

2006	367,147
2007	375,110
2008	371,481
2009	379,609
2010	400,342
2011	409,064
2012	431,227



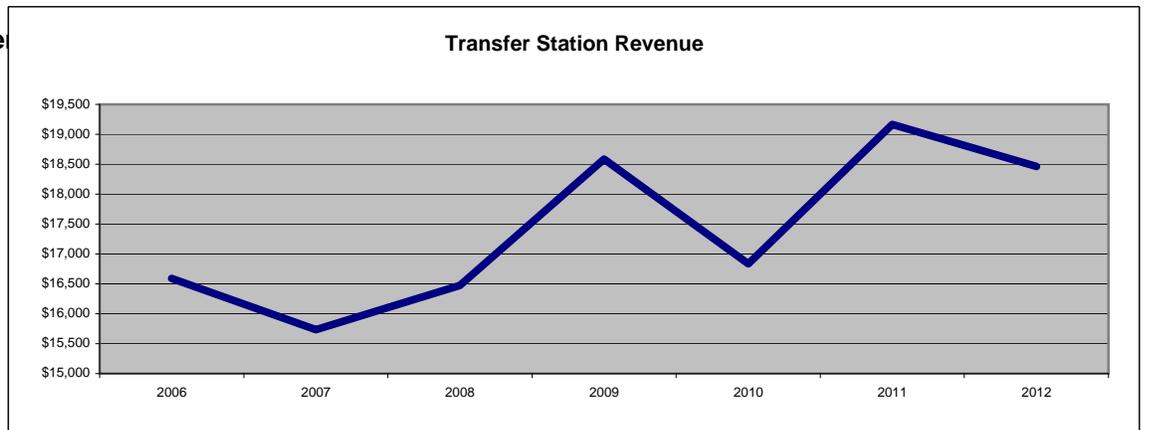
### Transfer Station Tonnage Received

2006	12,974
2007	12,881
2008	12,878
2009	13,024
2010	13,278
2011	20,267
2012	14,187



### Transfer Station Revenue

2006	\$16,592
2007	\$15,735
2008	\$16,475
2009	\$18,583
2010	\$16,835
2011	\$19,167
2012	\$18,463



# Backflow/Meter Dept.



**2012**

Tim Steffensen Scot Baldwin  
Backflow/Meter Techs

## Water Leak Detection

With the Smart Water Meters comes our ability to notify customers of leaks  
762 customers were tagged with a courtesy door hanger warning of a possible  
water leak.

Below is a sample from our largest leaks:

<u>ADDRESS</u>	<u>GALLONS/ HOUR</u> (MINIMUM 24 HOURS)	<u>DATE</u>
20. 541 BARRENWOOD	164	APRIL 9
19. 350 STATE	174	MAY 29
18. 1072 LEDGESTONE	195	JANUARY 5
17. 135 PARK	196	MAY 9
16. 150 NORTH PARDEE	199	JUNE 19
15. 145 RAINBOW	199	MAY 29
14. 230 GREAT OAKS	222	FEBRUARY 7
13. 172 CHESTER	250	AUGUST 14
12. 857 WEST	257	OCTOBER 31
11. 282 SILVER MEADOW	265	APRIL 16
10. 336 WEST	269	SEPTEMBER 18
9. 159 AULT	272	DECEMBER 26
8. 161 FIRST	301	JANUARY 24
7. 220 HIGH	330	JANUARY 5
6. 456 PHEASANT KNOLL	335	AUGUST 24
5. 129 MAIN	372	DECEMBER 26
4. 210 GREAT OAKS	448	JUNE 18

On the Cover is an IPEARL low lead based meter that is now the industry standard per EPA regulations.

## Work Orders Meter Backflow Dept.

Check Readings	43
Curb Box Repair	36
Connect Water	253
Delivered Green Card	805
Disconnect Non-Pay	29
Disconnect Water	256
Endpoint Repaired	74
Itron/Meter Endpoint	149
Line Inspections	59
Stuck Meters	50
NSF Card Delivered	52
Services Spotted	3
OUPS	2,197
Exch, Presure Tst, etc.	141
Total	4,093
Leak Cards Delivered	762
Total	4,855

## **Utility Office Division Goals 2013:**

### **Utility Office**

#### 2012 Goals:

1. Remodel the Front Office to have 3 customer service reps available: Complete
2. Choose a CIS vendor and have a successful conversion. Chosen, Near Completion
3. Implement Pay by Phone Option. Waiting on CIS implementation.
4. Convert to Huntington as our Credit Card Provider, saving the City 2% on Fees. Complete
5. Revamp the Printed Bill to make it more customer friendly. Waiting on CIS.
6. Start collection practices before we send to our collection agency. 2013

#### 2013 Goals

1. Finish software conversion to New World Systems: Go Live is 3/25/2013
2. Begin collection practices on Bad Debt: April 2013
3. Successfully market New electric rates and HAN programs
4. Implement the Pay by Phone Option.
5. 2 Issues of the Utility Office Newsletter Insert published.
6. Move to Electronic version of Landlord Notice.

### **Backflow/Meter Dept.**

#### 2012 Goals

1. Certify one more employee for Backflow Testing. Complete
2. Complete the necessary EPA surveys. Begun but not complete.
3. 100% meter changeout: 99.7% complete.

#### 2013 Goals

1. Begin Meter change out program of installed meters in 2006.
2. Email list for notification of leak detection.
3. Complete the necessary EPA surveys.

### **Sanitation Dept.**

#### 2012 Goals

1. Grow Customers & Revenues for a 7th year in a row. Complete.
2. Increase the Customer base. Complete
3. Implement Shredding Plan and Fluorescent disposal. Incomplete

#### 2013 Goals

1. Grow Customers & Revenues for an 8th year in a row.
2. Implement a New Business Account strategy.
3. Implement Shredding Plan and Fluorescent disposal.