



Department Description

The Department of Public Utilities (DPU) 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 25 suburban communities, as well as those unincorporated areas of Franklin County. DPU provides safe and reliable drinking water within the City of Columbus and 22 suburban communities.

The Department of Public Utilities manages stormwater within the city to mitigate flooding and water quality impacts, educates the public on watershed stewardship and water conservation, and regulates industrial water pollution discharged to sewers. In addition, DPU supports fire suppression activities with reliable fire hydrants, provides and maintains more than 57,000 street lights, and offers dependable electrical power at a competitive price.

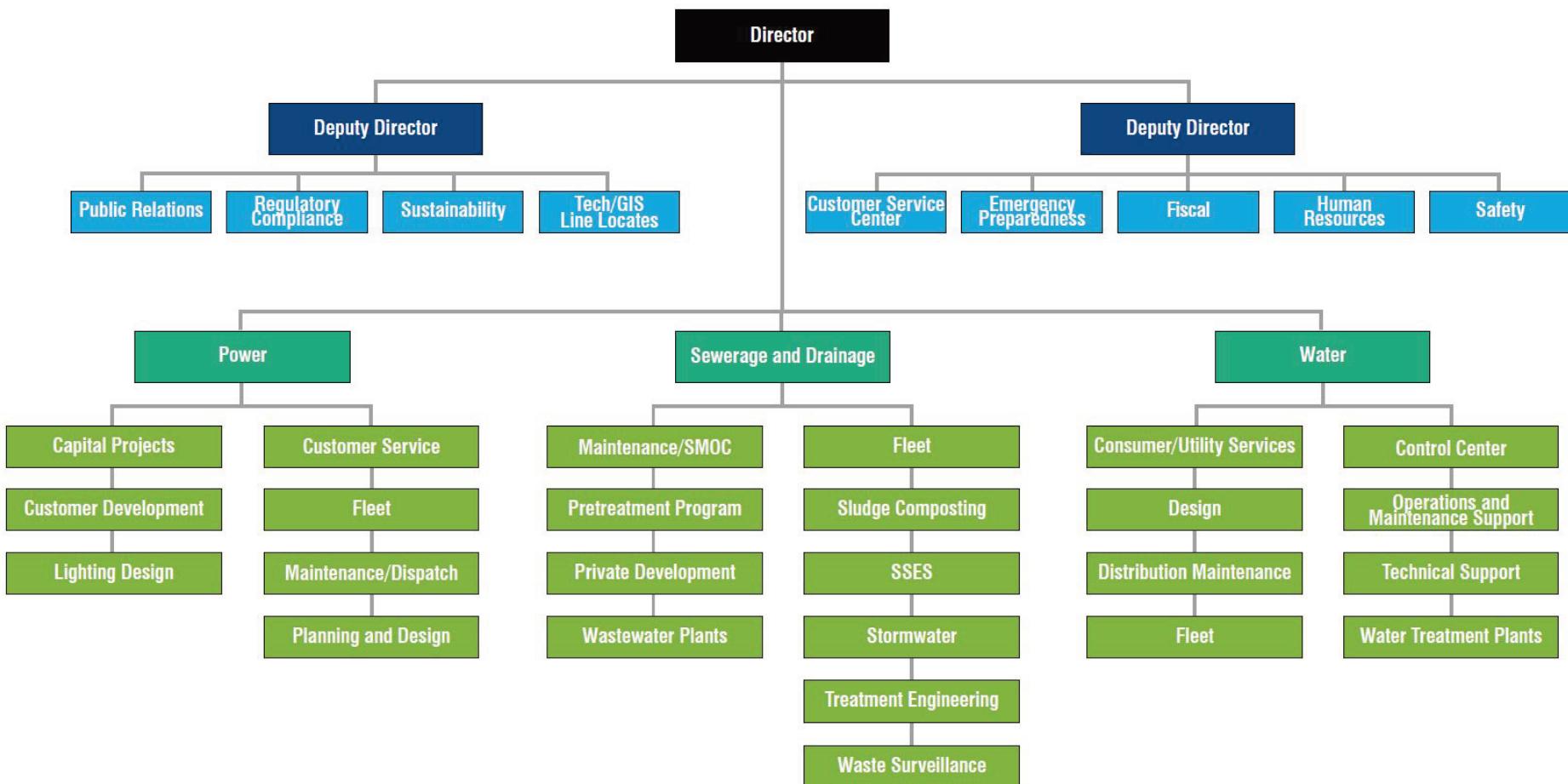
The department is comprised of the Director's Office and four divisions. The **Director's Office** provides overall direction for the department. Fiscal, human resources, public information, technology, regulatory compliance, emergency preparedness, and customer service are all coordinated by this office. The **Division of Water** oversees the treatment and distribution of drinking water through three water treatment plants. The division is responsible for infrastructure maintenance and improvements, water source protection programs, and water quality monitoring. The **Division of Power** is a full-service, publicly owned electrical utility that delivers power to industry and residential customers through its own distribution system. The division also serves the community by providing the city's street light system. The **Division of Sanitary Sewerage and Drainage** manages wastewater collection and treatment at two treatment plants. The division of **Stormwater** oversees stormwater collection systems.

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.

Budget Summary				
Fund	2017 Actual	2018 Actual	2019 Budget	2020 Proposed
Water Operating Fund	191,509,301	186,838,315	203,757,007	216,186,025
Electricity Operating Fund	81,625,333	84,858,441	89,396,028	97,059,900
Sanitary Sewer Operating Fund	260,023,940	267,036,256	293,985,759	311,849,171
Storm Sewer Operating Fund	40,765,122	40,569,381	45,748,378	45,835,291
Department Total	\$ 573,923,696	\$ 579,302,393	\$ 632,887,172	\$ 670,930,387

Public Utilities



Strategic Priorities for 2020

Neighborhoods



Implement Blueprint Columbus in neighborhoods throughout the city to eliminate the source of sanitary sewer overflows and basement backups. Blueprint Columbus addresses the problem at its source through the lining of sewer laterals, a voluntary sump pump program, and the redirection of roof water runoff. Green infrastructure, such as rain gardens and pervious pavement, is installed on city right-of-way property to treat rain water that has been redirected before it enters the storm sewer system. Approximately 423 rain gardens were completed in Clintonville, the first Blueprint neighborhood. In addition, 365 new sump pumps have been installed, and over 1,000 houses have been assessed for roof water redirection and lateral lining. These private property improvements will continue in Clintonville until 2021. Blueprint will begin implementation in the Linden neighborhood in 2020.

Encourage responsible water conservation practices through a partnership with the Franklin Soil and Water Conservation District on the GreenSpot Community Backyards rain barrel/native plants rebate program, youth education programs, and water quality campaigns for pet waste disposal and healthy lawns. DPU implemented a new education and awareness campaign aimed at informing contractors of proper waste disposal and runoff protection methods in 2019.

Support the GreenSpot program and its 19,500 members in 2020. This program inspires, educates, and recognizes residents, businesses, community groups, and neighborhoods for committing to the conservation and protection of natural resources consistent with the city's Sustainability Initiative.

Economic Development and Affordable Housing



Address the needs of the region's growing population, residential and business water demands, and environmental regulations through a series of continued improvements at all three drinking water plants, two wastewater treatment plants, and the associated water distribution and wastewater collection systems.

Monitor future needs to determine when to begin designing a fourth water treatment plant, for which land has already been acquired.

Birth to Five and Education



Present the Children's Water Festival educational initiative. This event provides fifth grade students with education about the importance of water and insight into future careers in the water industry. The festival promotes environmental awareness of our valuable water resources through interactive displays, hands-on activities, and workshops led by utility and science professionals. DPU employees join dozens of other volunteers to make the annual event a success.

Strategic Priorities for 2020 (cont.)

Innovation



Begin installation of advanced meters for power and water customers in 2020, which will provide many new benefits, such as detecting leaks sooner for the department and customers, help customers to monitor consumption levels, and allow for future monthly billing.

Hire additional personnel in our Customer Service Center to manage call volume, minimize hold times and improve customer service.

Continue efforts to manage water and wastewater residuals by seeking new beneficial reuse options, such as expanding water residuals markets and using new and innovative approaches to biosolids application management.

Diversity and Inclusion



Enhance the Diversity and Inclusion program to provide a greater voice for employees from all divisions and support offices, and continue to create opportunities for professional growth. Emphasize our **TEAM** environment where: **T**ogether **E**veryone **A**chieves **M**ore. Work towards fulfilling the department's mission of developing a workplace and atmosphere where diversity is welcomed and accepted, and in which the employees resemble and represent the great diversity of the Columbus community. Encourage practices and policies that reflect the needs of a diverse workforce. Strive for the cohesiveness that makes DPU a wonderful place to work.

Sustainable Columbus



Engage in various Smart Columbus projects to support its goals and performance measures.

Engage in projects to support the four key priorities of Sustainable Columbus: Natural Resource Conservation and Protection, Climate & Energy, Waste Reduction, and GreenSpot goals. Collaborate intra-departmentally to incorporate greenspace, tree canopy protection, and community gardens in Blueprint Columbus designs. Participate in the Sustainable Columbus Climate Commitments Working Group, and help develop and implement the City's Climate Action Plan and Renewable Energy Procurement Plan. Encourage recycling and reuse at DPU facilities and host internal e-waste events to promote the safe disposal of hard to recycle waste streams.

Implement grid modernization programs like Advanced Metering Infrastructure (AMI), which will replace old analog meters with new advanced units that can communicate wirelessly. AMI will allow the department to respond to issues more efficiently, provide customers with real-time information about their usage, and will ultimately reduce greenhouse gas emissions by eliminating 24 vehicles from the roads that average 7,000 miles a year.

Strategic Priorities for 2020 (cont.)

Neighborhood Safety and Public Health



Design and construct projects that enhance security and provide redundancy, throughout our treatment, storage, and distribution systems in order to ensure a secure and safe drinking water supply. Provide reliable back-up power sources to continue to provide water service in the event of a major power grid system outage.

Support the Neighborhood Street Lighting Program by working with neighborhoods to apply for decorative streetlights through the petition and assessment process. The Division of Power will continue moving forward with converting all of the city's streetlights to light emitting diode (LED) in order to reduce production of greenhouse gases in the region and provide significant yearly cost savings for the division. In addition, the division has a capital budget project plan to develop a Smart Street lighting system with a centralized control system and other features that will allow future connectivity for the Department of Public Safety and other departments.

2020 BUDGET NOTES

DIRECTOR'S OFFICE

The Sewer and Water Advisory Board (SWAB) will recommend to Columbus City Council increases to water of three percent, storm rates of two percent, and sanitary sewer rates of three percent, respectively for 2020. In addition:

- The 2020 Director's Office \$34.1 million budget is 6.2 percent higher than the 2019 budget.
- The 2020 budget includes \$24.2 million in personnel funding for 239 full-time and 11 part-time positions. Included in these numbers is the addition of 11 full-time positions in the Customer Service Center and \$752,017 to pay for an additional pay period in 2020.

WATER

The division's 2020 budget is 6.1 percent higher than in 2019. The division continues to focus on the implementation of its capital improvement program which increases the safety and capacity of our drinking water system. Debt service payments represent 46.4 percent of the water division's \$202.8 million budget. In addition:

- The 2020 budget includes \$48.7 million for personnel, providing funding for 468 full-time positions. These employees are responsible for the administration, distribution, maintenance, supply, and safety in order to provide the Columbus metropolitan area with clean and reliable drinking water.
- The 2020 budget includes almost \$1.5 million to cover the cost of an additional pay period in 2020.
- The 2020 budget includes additional funding in capital outlay for the acquisition of eight new vehicles.

POWER

The division's largest expense in the 2020 budget is for the purchase of generated electric power for resale. The budget includes \$58.1 million for this expense, or just over 61 percent of the total budget.

- The 2020 budget includes \$12.6 million for personnel for 110 full-time and 4 part-time positions. The personnel budget includes \$379,355 for the cost of an additional pay period in 2020. This also includes 6 additional positions to support the addition of a third powerline crew to maintain service demands.
- Included in the 2020 budget are resources to provide maintenance and energy to over 57,000 city streetlights.

SANITARY SEWERAGE AND DRAINAGE

The division's 2020 budget is 6.1 percent higher than the 2019 budget. 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 51 percent of the division's operating budget of \$297.1 million. In addition:

- The 2020 budget includes \$47.5 million for personnel, providing funding for 471 full-time and 3 part-time positions. These employees are responsible for the administration, maintenance, safety, and operation of the city's wastewater treatment plants, a compost facility, and approximately 4,500 miles of sewer lines.
- The division is anticipating increased costs in materials and supplies of 14.2 percent due primarily to chemical costs related to new processes and the increased need for woodchips for the Compost facility.
- Services are projected to be \$56.3 million, which is \$3.1 million more than was budgeted in 2019. This is due to increased costs in electricity, maintenance service contracts and biosolid removal contracts.

STORMWATER

As with the other divisions of this department, a significant portion of the operating budget for the Stormwater Division is devoted to debt service payments. In 2020, debt service payments amount to \$14.6 million. In addition:

- The budget includes one new position for stormwater permit compliance.



PERFORMANCE MEASURES

Water Quality

Number of water quality complaints per month



This measure reflects the monthly average number of water quality complaints received by the Division of Water. External conditions can cause the actual number of complaints to vary. In 2020, the target for this measure is being reduced to 40.

Water Distribution Mains

Annual number of breaks or leaks per 100 miles of water distribution mains (city lines only)



The number of water line breaks or leaks in the distribution system is consistently under 20 per 100 miles each year. The measure reflects city lines only and was reduced to 15 or fewer per 100 miles in 2019, and will continue for 2020.

Sewer Line Backflow Prevention

Percent of "water in basement" complaints investigated within 24 hours



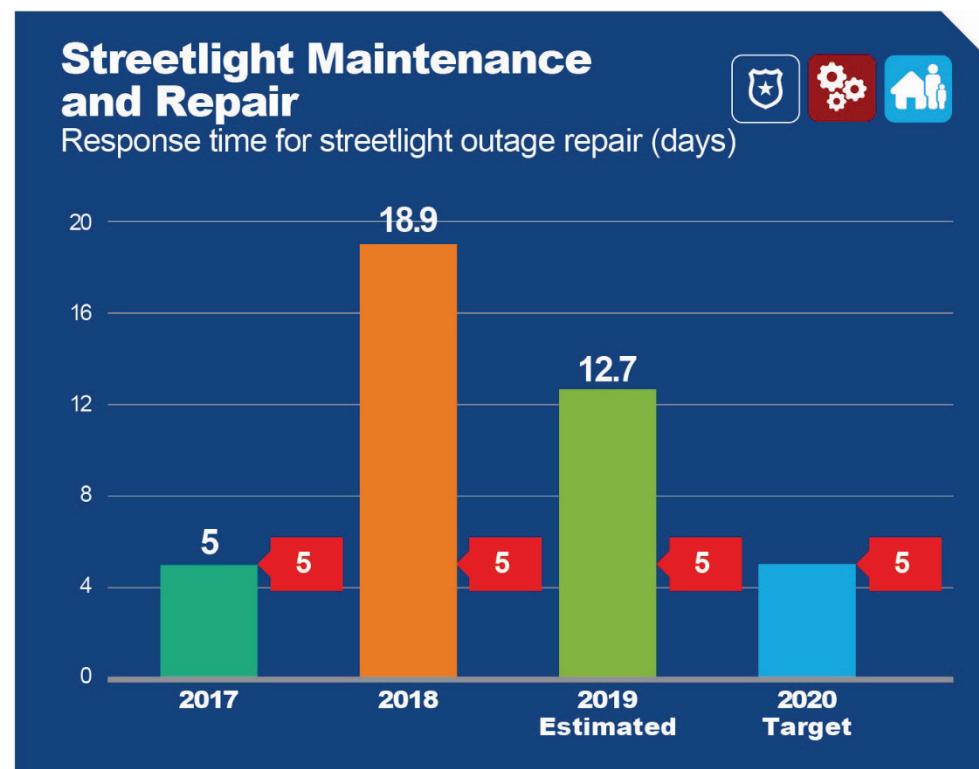
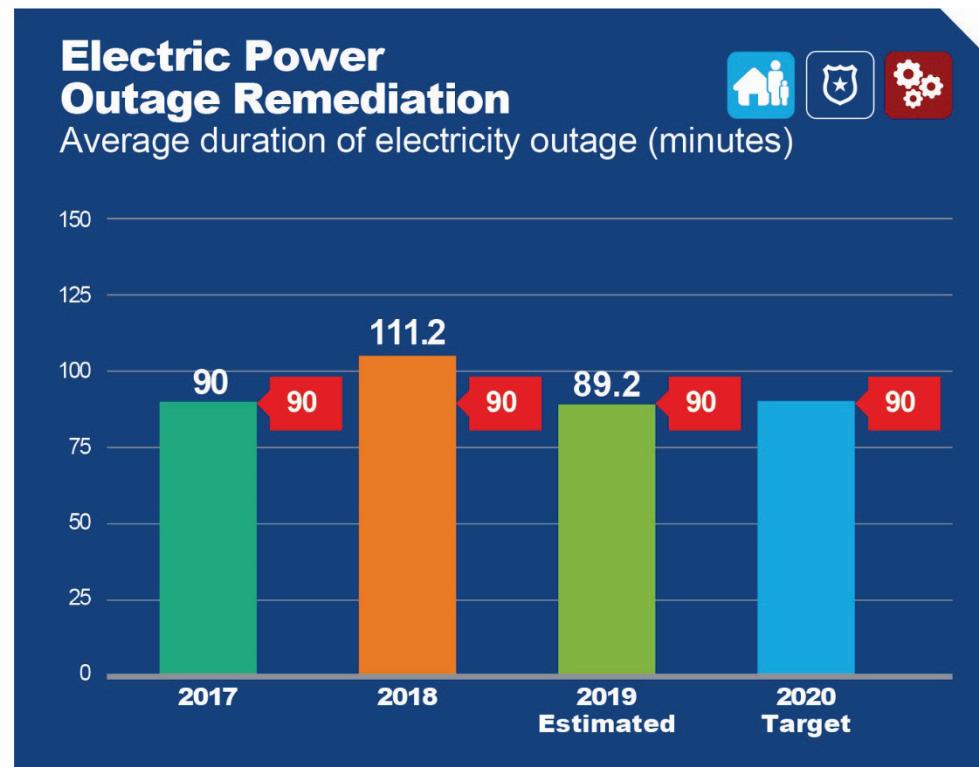
Water-in-basement complaints are expected to be investigated within 24 hours of being reported. In 2020, the Division of Sewerage and Drainage will maintain its high standard of 100 percent.

Sewer Overflow Prevention

Annual number of combined sewer overflows



The Division of Sewerage and Drainage manages an extensive capital improvements program aimed at reducing combined sewer overflows (CSO). The first half of 2019 was extraordinarily wet, but should it remain normal for the remainder of the year, the division maintains that it will meet the target. In 2020, the division plans to implement measures that will significantly reduce CSO activations, thus the target for this measure is being reduced.



Financial Summary by Fund						
Fund	2017 Actual	2018 Actual	2019 Budget	2019 Projected	2020 Proposed	
Water Operating Fund						
Director's Office	\$ 6,193,827	\$ 8,928,474	\$ 12,610,390	\$ 10,882,750	\$ 13,355,327	
Water	185,315,475	177,909,841	191,146,617	182,559,902	202,830,698	
Water Fund Subtotal	191,509,301	186,838,315	203,757,007	193,442,652	216,186,025	
Electricity Operating Fund						
Director's Office	985,891	1,381,441	1,922,531	1,687,902	2,067,645	
Power	80,639,441	83,477,000	87,473,497	85,858,229	94,992,255	
Electricity Fund Subtotal	81,625,333	84,858,441	89,396,028	87,546,131	97,059,900	
Sanitary Sewer Operating Fund						
Director's Office	7,206,537	10,184,891	13,912,972	12,320,159	14,743,545	
Sanitary	252,817,403	256,851,365	280,072,787	270,026,074	297,105,626	
Sanitary Sewer Fund Subtotal	260,023,940	267,036,256	293,985,759	282,346,233	311,849,171	
Storm Sewer Operating Fund						
Director's Office	1,848,278	2,704,119	3,649,243	3,205,294	3,924,644	
Storm	38,916,844	37,865,262	42,099,135	41,656,639	41,910,647	
Storm Sewer Fund Subtotal	40,765,122	40,569,381	45,748,378	44,861,933	45,835,291	
Department Total	\$ 573,923,696	\$ 579,302,393	\$ 632,887,172	\$ 608,196,949	\$ 670,930,387	



Utilities

Financial Summary by Area of Expense														
Division	2017 Actual		2018 Actual		2019 Budget	2019 Projected	2020 Proposed							
Directors Office														
Water Operating Fund														
Personnel	\$ 5,121,987	\$ 7,305,111	\$ 8,761,689	\$ 8,111,727	\$ 9,389,722									
Materials & Supplies	72,047	97,757	441,862	129,580	327,558									
Services	858,349	1,515,367	3,349,919	2,567,294	3,635,913									
Other	281	897	970	710	2,134									
Capital	27,760	9,342	55,950	-	-									
Transfers	113,404	-	-	73,440	-									
Water Operating Fund Subtotal	6,193,827	8,928,474	12,610,390	10,882,750	13,355,327									
Electricity Operating Fund														
Personnel	815,132	1,157,085	1,377,508	1,275,297	1,476,276									
Materials & Supplies	11,368	15,454	26,236	20,372	17,148									
Services	137,154	207,292	509,837	380,576	573,885									
Other	44	141	153	112	336									
Capital	4,364	1,469	8,797	-	-									
Transfers	17,829	-	-	11,546	-									
Electricity Operating Fund Subtotal	985,891	1,381,441	1,922,531	1,687,902	2,067,645									
Sanitary Sewer Operating Fund														
Personnel	6,010,476	8,521,396	9,822,755	9,094,333	10,527,097									
Materials & Supplies	80,868	109,611	187,078	145,276	137,525									
Services	956,615	1,542,403	3,839,323	2,997,418	4,076,530									
Other	315	1,006	1,088	796	2,393									
Capital	31,123	10,474	62,728	-	-									
Transfers	127,141	-	-	82,336	-									
Sanitary Sewer Operating Fund Subtotal	7,206,537	10,184,891	13,912,972	12,320,159	14,743,545									
Storm Sewer Operating Fund														
Personnel	1,529,433	2,193,478	2,619,369	2,425,155	2,807,257									
Materials & Supplies	21,642	29,141	49,888	38,740	32,605									
Services	254,915	478,439	962,969	719,230	1,084,144									
Other	84	268	290	212	638									
Capital	8,299	2,793	16,727	-	-									
Transfers	33,904	-	-	21,956	-									
Storm Sewer Operating Fund Subtotal	1,848,278	2,704,119	3,649,243	3,205,294	3,924,644									
Director's Office Subtotal	16,234,533	23,198,925	32,095,136	28,096,105	34,091,161									

Financial Summary by Area of Expense, cont.					
Division	2017 Actual	2018 Actual	2019 Budget	2019 Projected	2020 Proposed
Water					
Personnel	50,192,804	46,209,375	46,985,381	45,239,372	48,728,503
Materials & Supplies	17,061,301	17,735,996	20,226,475	20,077,507	19,801,970
Services	33,352,550	32,607,471	36,447,279	36,420,805	38,054,337
Principal	53,298,881	55,044,872	55,255,954	55,068,841	60,426,283
Other	51,995	669,026	112,500	33,401	91,000
Capital	1,761,845	1,110,294	1,571,000	1,533,282	2,059,000
Interest	28,173,275	24,532,806	30,548,028	24,186,695	33,669,605
Transfers	1,422,823	-	-	-	-
Water Subtotal	185,315,475	177,909,841	191,146,617	182,559,902	202,830,698
Power					
Personnel	9,996,989	10,338,536	11,507,832	10,717,763	12,642,916
Materials & Supplies	56,584,934	58,549,470	58,262,000	58,000,252	62,313,650
Services	10,206,306	9,999,864	12,781,746	12,728,814	15,005,532
Principal	1,331,021	984,000	418,271	418,271	553,271
Other	2,087	-	20,000	20,000	21,000
Capital	2,498,104	3,429,664	4,220,000	3,972,312	4,062,000
Interest	20,000	175,466	263,648	818	393,886
Power Subtotal	80,639,441	83,477,000	87,473,497	85,858,229	94,992,255
Sanitary					
Personnel	44,629,409	45,543,167	45,515,855	43,582,421	47,467,905
Materials & Supplies	6,669,527	7,194,613	10,918,075	10,918,075	12,467,311
Services	48,457,660	44,927,944	53,151,985	55,104,288	56,286,676
Principal	92,730,520	100,609,015	101,887,574	97,303,949	105,955,564
Other	69,116	130,263	186,650	263,804	165,800
Capital	3,265,583	2,789,329	5,072,300	4,600,260	4,761,500
Interest	37,888,595	38,040,021	45,092,373	36,493,114	46,912,895
Transfers	19,106,994	17,617,013	18,247,975	21,760,163	23,087,975
Sanitary Subtotal	252,817,403	256,851,365	280,072,787	270,026,074	297,105,626
Storm					
Personnel	1,600,528	1,844,017	2,485,452	2,408,659	2,818,224
Materials & Supplies	46,743	32,523	117,290	116,564	101,415
Services	22,726,664	21,693,830	24,234,452	24,153,151	24,368,458
Principal	10,057,200	10,493,700	10,549,000	10,549,000	10,113,010
Other	-	100,000	20,000	-	20,000
Capital	11,495	-	115,000	102,000	31,000
Interest	4,474,215	3,701,192	4,577,941	4,327,265	4,458,540
Storm Subtotal	38,916,844	37,865,262	42,099,135	41,656,639	41,910,647
Department Total	\$ 573,923,696	\$ 579,302,393	\$ 632,887,172	\$ 608,196,949	\$ 670,930,387

Utilities

Department Personnel Summary								
	2017 Actual		2018 Actual		2019 Budget		2020 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
Dept of Public Utilities								
Director's Office	194	5	207	3	220	4	239	11
Water	431	7	426	8	443	23	468	45
Power	88	0	91	0	104	12	110	4
Sanitary	438	1	416	0	437	3	471	3
Storm	16	0	17	0	24	2	26	2
Total	1,167	13	1,157	11	1,228	44	1,314	65

Please note: In addition to the positions listed above in the 2019 column, funding was included for two positions in the Office of Diversity and Inclusion.

Operating Budget by Program					
Program	2019	2019	2020	2020	
	Budget	FTEs	Proposed	FTEs	
Utilities Administration	\$ 11,325,710	20	\$ 16,410,396	27	
Fiscal	4,713,347	38	7,189,143	39	
Human Resources	4,004,886	33	4,344,407	35	
Internal Services	88,204,944	0	93,564,934	0	
Regulatory Compliance	4,212,184	30	4,188,957	29	
Public Relations	556,579	4	570,103	4	
Sustainability	936,031	5	889,787	6	
Emergency Preparedness	1,383,096	10	1,225,148	11	
Septic Tank Elimination Program	160,000	0	160,000	0	
Customer Service	30,600,304	223	31,070,265	243	
Maintenance	23,565,997	159	23,879,604	176	
Engineering and Development	76,096,569	121	79,139,373	128	
Fleet Management	3,070,213	25	2,883,994	26	
Water Distribution	57,018,517	264	55,014,129	275	
Wastewater Treatment	39,901,326	204	42,536,878	215	
Stormwater Management	3,907,103	24	4,067,182	26	
Electricity Distribution	11,035,263	46	14,104,246	48	
Street Lighting	5,354,339	22	5,518,598	26	
Debt Management	266,840,764	0	284,173,243	0	
Department Total	\$ 632,887,172	1,228	\$ 670,930,387	1,314	

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.



2020 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.

INTERNAL SERVICES

To account for the internal service charges of the department to maintain operations.

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.

SEPTIC TANK ELIMINATION PROGRAM

A partnership with Columbus Public Health to protect area water sources by eliminating onsite sewage treatment systems and connecting these properties to the city's sanitary sewer. The city offers a no-interest loan program to assist homeowners with associated expenses.

Utilities

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.
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 MANAGEMENT	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.