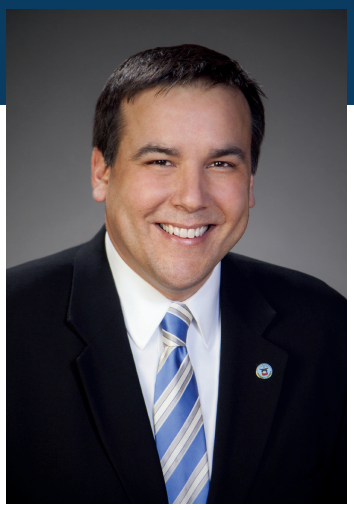
2025 ANNUAL REPORT



COLUMBUS
WATER & POWER



Andrew J. Ginther,
Mayor



Kristen Atha,
Director

DIVISION ADMINISTRATORS

Kristian Fenner, Administrator
Division of Power

John Newsome, P.E., Administrator,
Division of Water

Rob Priestas, P.E., Administrator,
Division of Water Reclamation

2025 CITY COUNCIL



Otto Beatty III, Lourdes Barroso de Padilla, Nicholas J. Bankston, Rob Dorans (President Pro Tempore), Shannon Hardin (President), Emmanuel Remy, Nancy Day-Achauer, Melissa Green, Christopher Wyche (Columbus Water & Power and Sustainability Committee Chairperson)

2025 COLUMBUS UTILITY ADVISORY BOARD

Jason Koma (Chairperson), Megan Kilgore (City Auditor), Christopher Long (Director, Department of Finance and Management), Kristen Atha (Director, Columbus Water & Power), James Bowman, Jackie Gutter, Katie White

FROM THE DIRECTOR

2025 was a year of many accomplishments for Columbus Water & Power. Rebranding to Columbus Water & Power will better convey the vital services we provide: sending clean drinking water to 1.4 million customers in central Ohio and clean wastewater back to the environment, municipal power and streetlighting services. The Division of Sewerage and Drainage was renamed the Division of Water Reclamation to better reflect their mission. Plans were being finalized to move administrative, engineering and customer service staff to our new headquarters at 37 W. Broad in early 2026. Our "Better US" strategic plan was rolled out to staff, providing a clear roadmap for our future.

We made significant progress on our Enhanced Metering Project, to be completed in early 2027. The addition of advanced metering technology allows the move to monthly billing and provide customers with better usage data and alert notifications.

Design work advanced on the future Home Road Water Plant, our fourth water plant to be constructed. To accommodate future growth, ensuring our region has safe drinking water for generations to come. Design began on two additional upground reservoirs near our existing one in Delaware County.

Our Lead Safe Columbus program continued its pilot project work on lead service line replacements. For the first time, we partnered with Service Line Warranties of America to help customers buy low-cost insurance for private property water line repairs.

We achieved a major milestone on our Lower Olentangy Tunnel project with the successful completion of the main tunnel boring. This project is a critical step toward eliminating sewer overflows and improving the health of the Olentangy River.

The Division of Power's Smart Street Lighting initiative advanced, connecting thousands of additional city streetlights to a central control system. This will improve efficiency and response time for streetlight outages.

We expanded our income-qualified discount programs to help more customers manage their bills, including the addition of a new power discount program.

A policy office and committee were created to review and update important department policies.

We were honored to receive several awards. From the National Association of Clean Water Agencies, our Jackson Pike Water Reclamation Plant received a Platinum Peak Performance Award, Southerly received the silver award, and our Blueprint Columbus program received a National Environmental Achievement Award. The Water Environment Federation recognized our biosolids program with the Utility of the Future Award. The Ohio Water Environment Association honored Compost Facility Manager Josh Lutz with the F. D. Dean Stewart Award for beneficial reuse of biosolids. The Hoover Reservoir marina, jointly managed by our Division of Water and the Department of Recreation and Parks, was recognized by the Ohio Clean Marinas Program with a Gold Tier certification.

We celebrated the 100th anniversary of our O'Shaughnessy Reservoir and 125 years of sewer service.

I am proud and grateful for our team accomplishments here at Columbus Water & Power and excited about what the future holds for us.

PROTECTING THE ENVIRONMENT

SUSTAINABILITY

This is the City of Columbus sustainability initiative, housed within Columbus Water & Power, leading efforts to address climate change and advance environmental equity. Guided by the Columbus Climate Action Plan, it supports policies and programs that promote resilience, reduce emissions 45 percent by 2030, and achieve carbon neutrality by 2050.

SUSTAINABLE COLUMBUS
ANDREW J. GINTHER, MAYOR

Sustainable Columbus continued its partnership with IMPACT Community Action and supported the Empowered! Program, a clean energy and climate jobs training program. This was the fourth year of the program. In 2025, there were three cohorts with 50 graduates who earned 200 credentials from the National Canter of Construction Education and Research, Cardiopulmonary Resuscitation, Occupational Safety and Health Administration, and Roots of Success.

Sustainable Columbus worked with the Human Service Chamber to establish a priority Resilience Hub Implementation Plan. Resilience hubs are centers operated to support residents with resource distribution, emergency shelter, and reliable power during natural disasters and extreme weather. In 2025, Sustainable Columbus funded a resilience hub effort for Maize United Methodist Church in the North Linden Area.

Sustainable Columbus also directed the Youth Climate Action Fund for its second year. The program grew and continued to reach Columbus' youth. Columbus received $100,000 in philanthropic grant funding. This allowed 17 youth lead projects focused on initiatives like e-waste recycling and repair, community garden expansion, educational workshops, and more.

PUBLIC EDUCATION AND PARTNERSHIPS

Columbus Water & Power (CWP) unveiled its second public mural on a pump station along the Olentangy Trail. The mural, titled "Waves of the Watershed", was done by local artist Andy Clarkson in partnership with Friends of the Lower Olentangy Watershed. It celebrates the vibrant natural beauty of the Olentangy Watershed, the many ways we connect with it every day, and how CWP supports these experiences by working behind the scenes to keep our environment clean, safe, and accessible.

The GreenSpot program celebrated its 17th year in 2025, continuing its mission to educate, inspire, and recognize Columbus residents, businesses, and community groups



"Waves of the Watershed" Second pump station mural.

committed to sustainability. Since its founding in 2008, membership has grown to over 30,000 people and businesses. 2025 also saw many inaugural outreach efforts which will continue to strengthen community engagement around environmental sustainability.

In partnership with Franklin Soil and Water Conservation District (FSWCD) and Solid Waste Authority of Central Ohio, GreenSpot had another productive year with its Community Backyards program. Community Backyards offers rebate vouchers for the purchase of eligible, approved backyard conservation items, like rain barrels and compost bins, to residents in Franklin County and/or participating communities. Additionally, to receive the rebate, community members learn about water and soil conservation methods for their own backyards. Over 3,500 residents participated in the program, all of whom became GreenSpot members. Through the program, the City of Columbus also provides hundreds of rebates for rain barrels and native plants and trees.

COLUMBUSGREENSPOT.ORG COLUMBUS WATER & POWER
GREEN SPOT

Our youth education partnership with FSWCD reached over 5,300 Columbus students through environmental science programs aligned with state standards. These efforts included hands-on activities focused on stormwater pollution, soil health, and conservation. The organization also enhanced its engagement with Columbus residents through lawn care messaging, social media outreach, and event participation, reaching nearly 8,800 individuals.

Business and community partnerships remained a priority, with nine organizations receiving funding through the Columbus Business Rebates program to implement green infrastructure projects. FSWCD also played a key role in coordinating watershed conservation efforts, supporting local

groups, and advancing new initiatives such as the Watershed Partner Service Agreement.

The Pick Up Poop (PUP) Program promotes responsible pet ownership by encouraging dog owners to clean up after their pets to protect water quality. Since 2014, the PUP program is part of the department's Municipal Separate Stormwater Sewer System (MS4) permit. PUP's mascot, Wooli, a Black Russian Terrier, made his appearance at various events throughout the summer including Riverfest, Westgate Wags & Whiskers, Bark Bash, and PetPromise Walk (see picture). Wooli helps make PUP community events more welcoming and engaging. Substantial changes were also made to PUP's webpage, to provide residents with more resources to help educate their neighbors about the negative impact dog waste can have on water quality.

PUP
Pick Up Poop

The Watershed Management section within the Division of Water works to protect the watersheds and reservoirs that supply drinking water for central Ohio. This is achieved through a variety of efforts, including shoreline litter cleanups, community education, and the active restoration and management of reservoir-adjacent lands. In 2025, over 6,000 native trees and shrubs were planted along reservoir shorelines, contributing to the restoration of 25 acres of city property. These efforts emphasize the value of trees and healthy vegetative buffers in preserving water quality.

Watershed staff maintained more than 26 recycling bins across reservoir park access areas, along with fishing line collection bins and educational signage designed to inform visitors about water protection. City-sponsored litter cleanups drew over 100 volunteers from the community. The reservoirs continue to provide excellent recreational opportunities, including fishing, bird watching and boating. In 2025, Hoover Reservoir Marina maintained its status as a Gold Tier Clean Marina as certified by the Ohio Department of Natural Resources, recognizing the city's strong commitment to environmental best practices in reservoir management.

REGULATORY COMPLIANCE

The department continues to strengthen its environmental programs through the ongoing implementation of its Environmental Management System (EMS). As a key part of its sustainability efforts, the EMS supports compliance with environmental regulations, including the Safe Drinking Water Act, Clean Air Act, and Ohio EPA permits, while advancing environmental goals and protecting natural resources. Achieving strong environmental performance requires active participation from staff and partners. Progress is evaluated annually through internal audits of regulatory compliance and conformance with the International Organization for Standardization ISO 14001:2015 EMS standard.



Wooli the PUP mascot at an event.

In 2025, the Industrial Pretreatment Program within the Division of Water Reclamation (DWR) continued its critical role in protecting the Columbus sewer system and wastewater treatment facilities. The program monitored discharges from 91 permitted industrial users, completing inspections and sampling of all 91 users along with additional sampling at 15 domestic/residential locations. In total, staff conducted 1,054 site visits and oversaw the reporting of 11,701 compliance parameters by the Surveillance Lab. Throughout the year, the program monitored over 2 billion gallons of wastewater discharged into the city sewer system from permitted industrial users. The staff also successfully managed the Fats, Oils, and Grease Reduction Program. They investigated 37 food service operations and distributed 766 educational door hangers, resulting in zero notices of violation. Through a strong partnership with Columbus Public Health, food sanitarians completed 3,619 grease related inspections. Additionally, the Surveillance Lab and two Water Reclamation Plant (WRP) laboratories performed a total of 67,815 analyses to support the National Pollutant Discharge Elimination System permit compliance, plant operations, and local river water quality studies.

CAPITAL REINVESTMENT

DIVISION OF POWER

The Division of Power (DOP) has maintained and operated a network of substations, transmission lines, distribution and street lighting circuits throughout Columbus since 1899. Over the past year, the division has significantly improved system reliability, street lighting, and continued customer growth.

Construction, testing, and calibration for the Parsons and Jackson Pike solar projects were completed in 2025. The division has seen savings, particularly on the capacity and transmission costs, from the combined 45MWac. In 2025, over 48,000,000 kilowatt-hour of green power was added to our grid from these projects.

The demand response program helped industrial and municipal customers cut electricity use during peak times, earning them financial incentives. The program also lowered costs and improved grid reliability. It will continue through 2028 with strong incentives. The division began exploring a similar program for residential and small business customers using smart thermostats. Customers can purchase smart thermostats at a reduced price at smartthermostatcolumbus.com.

The division expanded its customer base with 257 new accounts. 13,274 advanced meters were installed at new and existing customer premises, with a total of 17,321 meters installed by the end of 2025.

STREETLIGHTING

Street lighting standards for the city require all new streetlights to be light-emitting diode (LED). As existing streetlights fail, they are replaced with LED. The city plans to convert all existing non-LED streetlights to LED. At the end of 2025, over 14,106 streetlights in Columbus have been converted to LED.

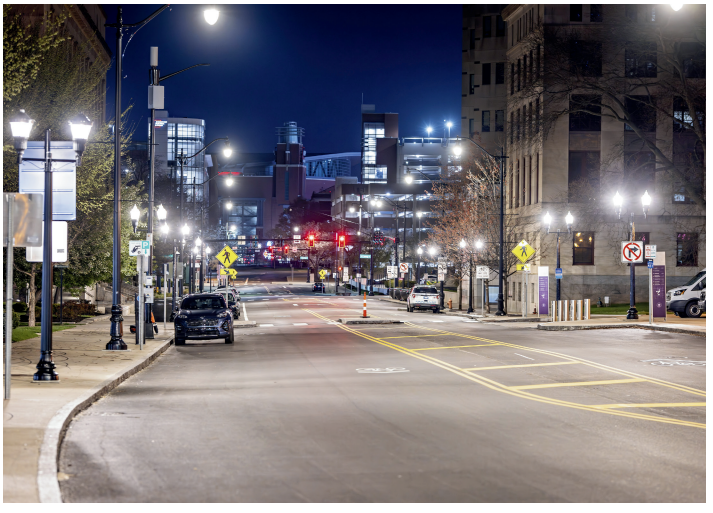
Several street lighting initiatives, including smart lighting projects, new installations, and circuit maintenance replacements advanced:

- Franklinton Active Parkways: Construction began in late 2025 on a project to install 25 new decorative streetlights along median parkway streets in Franklinton.
- Circuit #23 Street Lighting Improvements: Construction began in late 2025 on upgrades that include replacing all fixtures with LED lighting and installing new wiring.
- Circuit #237 Improvements: Construction began in fall 2025 on a full circuit rebuild that includes new poles, wiring, LED streetlights, and bridge lighting upgrades to LED along key crossings over I-70.
- Safe and Clean Corridor Project: Construction began in late 2025 on a project converting about 3,300 streetlights to LED along Parsons, Sullivant, and East Livingston avenues to improve safety, visibility, and efficiency, with completion expected in summer 2026.
- Other projects completed and accepted in 2025 included street lighting improvements on Noe-Bixby Road, Refugee Road, and circuit refurbishments in the East Broad Street area.

POWER DISTRIBUTION SYSTEM CIRCUITS

The division maintains nine substations, transmission connections between them and a distribution network serving over 18,000 customers. It is critical to perform ongoing maintenance and improvement so DOP can continue to provide safe and reliable power to its customers.

- In 2025, the division began a master plan to identify and schedule critical improvements, with Phase 1 focusing on substations and transmission.
- The Relay Upgrade Project continued, replacing over 600 aging relays with modern microprocessor relays; the 14.4 kilovolt portion reached 29% construction complete, with another 43% at 90% design.
- Circuit 14112 construction was completed in 2025, adding supply capacity and backup support for critical customers via four miles of underground conductor from the West Substation.
- The Southerly Substation relocation and rebuild project kicked off in 2025 to address growing load in south Columbus and determine the optimal future substation layout.



New LED streetlights downtown.

DIVISION OF WATER

The Division of Water (DOW) operates and maintains an extensive supply system consisting of our watersheds, reservoirs, dams, three water plants and a distribution system. Over the past year, the division made significant capital investments in these assets to maintain a safe and reliable water supply and to prepare for our future needs.

WATER DISTRIBUTION

The division legislated over $46 million in existing distribution infrastructure improvements through its Replacement and Rehabilitation (R&R) Program. This program annually prioritizes replacement of water mains that require repeated maintenance due to breakage and the need to improve flow to service areas. Major R&R projects included:

- Distribution Engineering implemented advanced drones with thermal imaging and safety features for efficient interior/exterior inspections, leak detection, tank and dam assessments, 3D/LiDAR (three dimensional/Light detction and Ranging) mapping, and environmental monitoring (see picture).
- The Stelzer Road Pressure Reducing Valve Project installed a 24-inch pressure reducing valve to create a controlled connection, allowing water to be transferred from the North Pressure District to the East Pressure District.
- The Riverview Drive Area Waterline project replaced 8,481 linear feet of aging water main (66–96 years old), fire hydrants, and service lines.
- The Lazelle South Tank Painting project blasted and re-coated a 2-million-gallon steel tank built in 1992. It also made some safety improvements.

LEAD AND COPPER

The Lead Service Line Replacement (LSLR) Program works to prevent lead exposure by removing water service lines made of lead and galvanized steel from both public and private property. Columbus, like communities nationwide, has water service lines that are over a century old. Thanks to our robust water treatment program, these lines have far exceeded their intended lifespan.

Since 1996, Columbus has replaced public lead service lines as they've been identified. The city is now mandated to proactively replace between 50,000 and 60,000 lead and galvanized service lines by 2037, installing copper pipes in their place.

In 2025, the first street-by-street replacements were scheduled in priority areas defined by the Lead Community Advisory Panel, a group of stakeholders and community members who have informed the project. Replacements will continue to be made during capital improvement projects in 2026 and beyond. Homeowners in project areas receive lead and galvanized service line replacements at no cost and will be notified when their area is scheduled. Homeowners who wish to proactively replace their lines can utilize the Local Economic Assistant Program (LEAP). Residents are encouraged to enter their address in the public map to see if their home is in an upcoming project area at columbus.gov/leadwork.



Joyce Avenue storage tank, drone thermal imaging used for monitoring.

WATER PLANTS AND WATERSHED MANAGEMENT

Water Reuse
The DOW continued its Water Reuse Study in 2025 to explore providing recycled water for non-potable uses such as irrigation and industrial processes. This initiative will help conserve the city's drinking water supplies. Work included reaching out to potential customers to understand their needs, evaluating possible locations for a recycled water treatment plant, refining treatment processes, and developing conceptual routes for a "purple pipe" distribution system to deliver the reused water.

Reservoir/Dam Improvements
The design phase for the Hoover Dam Improvements Part 2 Project was completed, and it was advertised for construction bids. A consultant team was selected to perform preliminary design services for two new upground reservoirs, which when constructed, will increase the safe yield of our Scioto River water supply system and help meet future water demands.

Dana G. "Buck" Rinehart Utilities Complex (Dublin Road)
Renovation of the Water Quality Assurance Laboratory was completed, and the lab was recertified by Ohio EPA. Laboratory staff was moved back into the renovated space and full operations resumed.

Dublin Road Water Plant
Construction began on the Caustic Feed Improvements Project and design continued on updates to the plant's educational and historical displays that will provide an improved experience for school children and other groups touring the plant. The DOW Safety Improvements project was completed, which made various improvements at the plant and other facilities to address needs related to walking/working surfaces, equipment access, signage, machine guarding, and other safety related needs.

Hap Cremean Water Plant
Construction was completed on the Basin Concrete Rehabilitation Part 2 project, a multi-year effort to structurally repair five sedimentation/softening basins, eight flocculation tanks, two raw water channels, two lime channels, and other key structures at the treatment plant. The work was done while keeping the plant fully operational, requiring close coordination with plant staff and more than 90 planned outages. Additionally, the Pump Vibration Monitoring Project and the Door and Locks Improvement Project were completed in 2025, while construction continued on the Hypochlorite Disinfection Improvements, Camera Improvements, and Lime and Soda Ash Dust Collection Improvements projects.

Parsons Avenue Water Plant
Construction was completed in 2025 on the Decant Pump Replacement Project and the Camera Improvements Project. Work continued on the Hypochlorite Disinfection Improvements Project, where a temporary hypochlorite storage and feed system was installed and placed into service, allowing the old chlorine gas system to be safely demolished. Construction also progressed on the Lime Slaker and Soda Ash Feeder Replacement Project. Additionally, the Control Room and Laboratory Renovation Project began, and design of the Roof Replacement Part 2 Project was completed and advertised for construction bids.

Residuals Management
Water treatment residuals were removed from the Hap Cremean Lagoon 1 and beneficially reused, restoring lagoon storage capacity. Work on the Parson's Lagoon 3 Residuals Removal Project was started with 71,337 tons of drinking water residuals removed over the first year of this multiyear contract. Construction work continued on the Water Treatment Residuals Turnkey Dewatering project at the McKinley Avenue quarry, which will allow the division to dewater treatment residuals for beneficial reuse.

Home Road Water Plant
Construction began on the Site Preparation contract. This phase includes controlled blasting to remove rock, rough grading, stormwater facilities, roadway improvements, and building an electrical substation.

Design of the main plant advanced to 90% completion. When finished, the new plant will add 48 million gallons per day to the Columbus water supply, helping meet central Ohio's growing demand and improving the overall reliability and resiliency of the city's water system.



Decant pump replacement at Parsons Avenue Water Plant.

DIVISION OF WATER RECLAMATION

Over the past year, the division made significant capital investments in the sewer collection system and water reclamation plants. These improvements will help ensure the system works properly for the health and safety of our community, while reducing environmental impacts and preparing for future needs.

SEWER SYSTEM ENGINEERING

Moler Street Overflow Intercepting Sewer

This Combined Sewer Overflow (CSO) Elimination Project intercepted overflows from the Moler Street Regulator into the Scioto River. This project micro tunneled a 96-inch pipe under four active rail tracks, above an abandoned brick, sewer, and other construction challenges. Construction began in 2024 and was completed in 2025, when the overflow was fully intercepted into OARS (Olentangy-Scioto-Interceptor-Sewer Augmentation Relief Sewer) Shaft 3.

Noble & 4th Street Inflow Redirection

The CSO 510 Elimination Project at Noble and 4th Street redirects overflows that previously discharged to the Scioto River in Bicentennial Park. The project separated six acres of tributary area into dedicated sanitary and storm sewers. It installed a new 10-inch sanitary sewer, while rehabilitating the existing combined sewer into a dedicated storm sewer. Permeable pavers were installed to treat surface runoff. The project was substantially completed in 2025.

Inflow Redirection at Markison

The project is a CSO Consent Order project - included in 2015 Integrated Plan and Wet Weather Management Plan Update (WWMP) - to eliminate CSOs from the Markison Street Regulator that discharged into the Scioto River. The project was completed in 2025 and redirected over 150 acres of storm sewer.

Lower Olentangy Tunnel (LOT)

As part of the city's Integrated Plan and the 2015 WWMP, construction progressed on LOT. Construction on the 17,000 linear foot, 12-foot diameter sanitary relief tunnel from the Vine Street OARS tunnel to Tuttle Park to relieve the Franklin Main, Olentangy Main, and OSIS sewers. In 2025 the team completed the main tunnel excavation, breaking into the Tuttle Park shaft. The diversion chamber and trunk connection were completed and extended the tunnel by 1,500 linear feet, finished the Vine Street shaft walls and control/flap gates. It also completed the final 12-foot tunnel lining, advanced Second Avenue baffle drop shafts and diversion chamber, and began the Harrison West Park restoration.

Big Walnut Trunk Extension

This project is an extension of the Big Walnut Sanitary Trunk Sewer north of Central College Road and east of Hoover Reservoir. The project consists of 12,300 lineal feet of shale tunneling. In 2025, mining operations were completed. Installation of 72" fiber reinforced polymer mortar pipe began and is approximately 60% complete. The trunk sewer is expected to be ready for service in 2027.



Moler Street Overflow Intercepting sewer shaft.



Roadheader tunnel part of the Lower Olentangy Tunnel project.

BLUEPRINT COLUMBUS

This program is the alternative to portions of the Wet Weather Management Plan (WWMR), submitted to the OEPA in 2005, to address sewer overflows and the 2002 and 2004 consent orders with the state. The final Blueprint Columbus integrated plan was approved in 2015. The plan utilizes greener alternatives and residential infrastructure improvements to solve wet weather problems, instead of building more costly sewer tunnels or "gray solutions." The four main strategies, or pillars, of the plan include: residential home sewer lateral lining, roof water redirection, sump pumps, and green infrastructure. For more information please call 614-645-1253 or visit columbus.gov/Blueprint. Highlights of progress in 2025 are below.

Livingston-James

The Livingston-James neighborhood entered construction with critical mainline sewer lining work to keep rainwater inflow out of our sanitary sewer system, preventing sanitary overflow events. The public meeting welcomed over 120 residents who came ready to ask questions and understand upcoming construction.

5th by Northwest | Hilltop | North Linden

Meanwhile, work continued in 5th by Northwest and North Linden with additional rain garden construction and in the Hilltop, with both permeable pavement and rain garden construction. In total, 142 rain gardens have been installed throughout these three project areas to date.

Clintonville

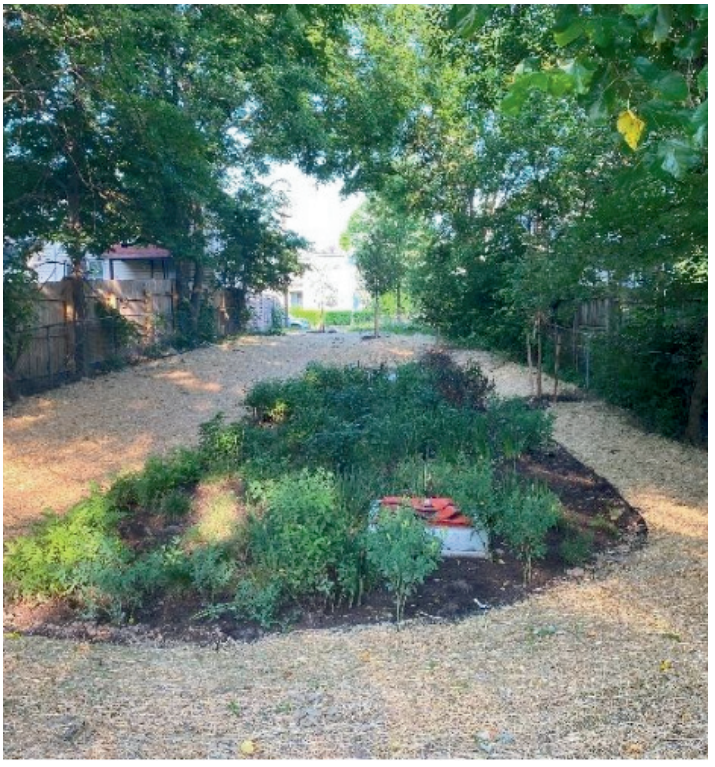
In Clintonville, with the highly anticipated Walhalla Ravine stream restoration project in final design, all easements were successfully acquired from impacted residents. In 2025, ahead of the stream restoration, the city began removal of invasive honeysuckle and tree of heaven along the entire ravine. In the nearby Clintonville 3 project area, Blueprint construction advanced to the detailed design phase. Over 300 residents joined the project team at a public meeting where resident feedback was welcomed on proposed rain garden basin locations. Restoring the eroding banks of the Walhalla Ravine eliminates large quantities of total suspended solids, allowing Blueprint to install fewer neighborhood rain garden basins in Clintonville 3.

BLUE PRINT COLUMBUS

Cleaner streams.
Stronger neighborhoods.



Blueprint team assisting residents at a public meeting.



Regional rain garden in the Hilltop.



Clintonville 3 public meeting.

WATER RECLAMATION PLANTS

Jackson Pike Water Reclamation Plant

Plant screening improvements were in design. They will upgrade the current mechanical screen dewatering and disposal systems and increase process reliability during wet weather events. Digester improvements are currently included. These improvements will upgrade the existing facility, provide a more efficient means to reduce biosolids mass, and produce methane fuel for boilers and electrical generation (see picture).

Plant Wide Control System Improvements are in design, to provide upgrades to programmable logic controllers, flow meters, and other instruments throughout the plant. The Incinerator Building Rehabilitation and Demolition of abandoned Sludge Concentration Tanks were underway, expected to be completed in 2026. Power System Upgrade and Safety Improvements went into design. This project will mitigate arc flash hazards and provide safe and reliable operation.

Southerly Water Reclamation Plant

Digestion Process Expansion Phase I project completed construction. This project rehabilitated the acid phase digesters and added operational efficiencies to the mixing pumps. The Organics Receiving and Bioenergy Utilization Facility project also began construction. This project will build two three-million-gallon digesters, a cogeneration facility, and make several improvements to the existing digestion process.

To meet growth requirements for planning, an optimization study began in 2025. Tasks will include the development of process and hydraulic models and a condition assessment to determine the true capacity of the plant, with the objective to re-rate the facility to delay the construction of a fourth train in the near future. The study will be completed in 2028.

The Varible Frequency Drive and Harmonic Filter Upgrades project completed design. This project will replace outdated drives and harmonic filters in multiple buildings. Construction will begin in 2026.

Compost Facility

Construction started on the Compost Facility Odor Control Improvements Phase-I project. These will provide improvements and repairs to the process, odor control, and electrical systems. The Compost Facility Odor Control Improvements Phase-II was in design. It will increase processing capacity with construction of a new Composting Pad #3, construct a new bulk storage/laydown area outside the facility gate for residential yard waste drop-off, upgrade site security, and other various facility improvements.

Other Improvements

Under the Small Capital Program communications at Dodge Park pump stations are being upgraded. The Raw Sewage Pump building HVAC replacement and CEPT bridge project was under construction.

Design was completed to replace the high-water warning signs and warning system at pump stations ST-24 and ST-28.

Roof replacements were completed from the Southerly Raw Sewage Pump Building and Southerly Monitoring and Control Addition.

Four HVAC contracts were under construction with two more in design, totaling 29 units upgraded to date.

The DOSD Stormwater/Sanitary Pump Stations Evaluation and Upgrade programs conducted condition assessments of ten stormwater pump stations and ten sanitary pump stations to identify and prioritize the needs of these pump stations as they are an integral part of the collection system.



New biogas treatment system at Jackson Pike Water Reclamation Plant.

CUSTOMER SERVICE & COMMUNITY RELATIONS

Customer service provided by department staff includes support for Columbus water, sewer, stormwater and electricity accounts, and for the city's contracting full-service water and sewer suburban communities. A 50 person call center answers billing questions, schedules service calls, and helps resolve issues 55 hours per week. Customers can pay their bills online, over the phone, by mail and in person at various locations.

The customer portal, originally rolled out in 2017, continued to have over 200,000 active enrolled customers. The portal provides ways for customers to sign up for paperless e-bills, to pay online, enroll in autopay, and other features.



Lead Service Line Replacement public meeting in Linden.

CUSTOMER SERVICE HIGHLIGHTS	2025	2024	2023
Total customer calls	364,448	362,934	327,442
Field/meter related service calls	91,208	76,044	71,896
Low income water/sewer discount participants	8,175	7,679	7,221
Senior water/sewer discount participants	4,246	3,689	3,554
Senior power discount participants	514	253	215
CUSTOMER ACCOUNTS BILLED			
Water (includes contracted communities)	287,233	284,610	283,347
Sewer (includes contracted communities)	284,334	286,065	280,624
Stormwater	202,858	201,099	200,349
Power	19,241	19,274	18,793

Columbus Water & Power offers financial help through the Income-Qualified Program, formerly known as the Low-Income Discount Program. This program was hard to navigate and reached only a limited number of people. Eligible customers could get a 25% discount, but many-faced complicated applications and stigma around "low-income" programs. As affordability issues grow in Columbus, CWP worked to make programs more accessible and navigable.

The program was updated, redesigned, and the following changes were made.

Centralized Operations:
A dedicated team to improve service and make processes more consistent was created.

Simplified Access:
We combined several applications into one easy intake process, making it simpler for residents to get assistance.

Inclusive Rebranding:
The program's name was changed from the low income Discount Program to the CWP Income-Qualified Program.

Enhanced Financial Support:
The discount increased from 25% to 30%, providing more support for households that qualify.

Expanded Community Partnerships:
CWP partnered with over 30 trusted community organizations to improve outreach and enrollment.

These changes led to an 18% increase in program participation, giving more residents access to support and building trust between CWP and the community. The program has shifted from reactive help to a proactive benefit aiming to prevent hardship and promote stability.

CWP is focused on making affordability a central part of its services, ensuring all residents can access safe and reliable water, sewer, and power.

For more information on the program, visit columbus.gov/PayAssist or call customer service at 614-645-8276.

DISCOUNT PROGRAM HIGHLIGHTS	2025
Income-qualified water/sewer enrollment	8,175
Senior water discount enrollment	4,246
Senior power enrollment	514
Total residential savings	$368,302



CWP Discount Program team at IMPACT community center.

Enhanced Meter Project

COLUMBUS WATER & POWER

The Enhanced Meter Project, aimed at upgrading the city's aging water and power meters, continued throughout 2025. By the end of the year over 155,000 water and 14,000 power meters had been installed. The project is scheduled to continue through early 2027.

These upgrades promise numerous benefits, including increased meter accuracy, enhanced customer service, and improved operational efficiency. A customer portal for the initiative was under design, offering new features such as setting up alert notifications for leaks. To learn more, please visit ColumbusEMP.org.

Residents continued to benefit from the Project Dry Basement sewer backup prevention program, which began in 2004. An additional 10 backflow valves were installed, bringing the total installations to 1,824.

In 2025, the Communications team supported residents, employees, and stakeholders through clear, timely, and effective communication. The team coordinated media inquiries, printed materials, annual reports, and Ohio EPA and other regulatory-required communications. Staff also represented the department at Rise Up Columbus resource fairs, City Council meetings, and community events, helping connect residents with important programs and services.

The team expanded its social media presence in 2025 by creating more engaging and informative content designed to keep residents informed and connected. In addition, Communications led two major department milestones: the rebranding of the Department of Public Utilities to Columbus Water & Power and the launch of the department's new strategic plan, which outlines the vision and priorities for the future.

COLUMBUS WATER & POWER



GreenSpot lawnmower exchange event.



Unveiling event for the second pump station mural.



CWP Rebranding Day at 910 Dublin Rd.

MAINTAINING OUR SYSTEMS

POWER DISTRIBUTION SYSTEM

The Division of Power maintains 406 miles of distribution circuits and 1,845 miles of street lighting circuits throughout Columbus. Approximately 18,800 customers enjoyed reliable city power in 2025. The revenue from selling municipal power allows the division to maintain and energize around 58,500 streetlights throughout Columbus.

The division is also responsible for maintaining the Ohio Department of Transportation's freeway lights on major highways within the city.

In 2025, crews replaced or repaired over 106,387 feet of wire/cable, 2,653 streetlight luminaires, and 5,719 streetlight lamps.

The division maintained its Reliable Public Power status in 2025 and provides a reliable, cost-competitive alternative for residents in the Columbus service area. For more information, please call 614-645-7216 or visit columbus.gov/CWP.

SEWER COLLECTION SYSTEM

The 4,625 miles of city-owned sewers are maintained by the Sewer Maintenance Operations Center (SMOC), the largest staffed section of the Division of Water Reclamation. This responsibility includes 2,637 miles of sanitary sewers, 1,824 miles of storm sewers, and 156 miles of combined sewers. An additional 45 miles of county-owned sewers are maintained under contract.

Other system responsibilities include the inspection and maintenance of the Franklinton Floodwall gates and 14 gate wells, 20 regulators, 15 siphons, 34 sluice gates, the Alum Creek Storm Tank, 15 sanitary and 16 storm pump stations monitored by a SCADA system, along with numerous stormwater control facilities, catch basins, inlets, ditches, flap gates and manholes.



Solar array at Parsons Avenue Water Plant.

SEWER MAINTENANCE	2025	2024	2023
Repairs	1,174	1,293	1,120
Catch basins/inlets inspected	21, 966	24,982	8,392
Catch basins, inlets, manholes cleaned	7,780	2,877	6,242
Miles power cleaned	174	213	113
Miles closed circuit televised	31	50	44
Total work orders	9,331	7,973	8,246

POWER MAINTENANCE	2025	2024	2023
Wire/cable repaired (feet)	106,387	119,684	138,582
Transformer kVA installed/removed	5,080	28,952	11,468
Luminaires repaired	2,653	2,255	2,098
Lamps repaired	5,719	5,879	5,790
Wooden poles replaced	262	253	322
Standard poles replaced	258	429	256
Total work orders	12,403	14,072	16,702

WATER SUPPLY AND DISTRIBUTION SYSTEM

The Division of Water maintains 3,608 miles of waterline, which includes 2,544 miles in Columbus and 1,064 miles in contracted suburban service areas. Included in the waterline repair totals are leaks discovered by pitometer survey crews, who perform proactive testing to locate underground system leaks that do not surface.

Other maintenance responsibilities include: 38 water tanks (26 in Columbus, 12 in suburban contracted areas); and 27 booster stations (15 in Columbus, 12 suburban). The division also maintains about 27,000 fire hydrants in partnership with the Columbus Division of Fire, and various valves throughout the system.

The division also maintains meters and curb boxes for over 280,000 accounts in the Columbus metropolitan area.

The division maintains three in-stream reservoirs: Hoover, Griggs and O'Shaughnessy; the John R. Doutt Upground Reservoir; and a facility on Alum Creek Reservoir owned by the U.S. Army Corps of Engineers.



Lazelle South tank painting.



Hap Cremean basin wall repair and rehab.

WATER MAINTENANCE	2025	2024	2023
MAIN LINE LEAK REPAIRS			
Columbus	390	356	287
Suburban contracted	283	231	161
Total	673	587	448
TAPS/SERVICE LINES			
Repaired	323	263	207
Replaced	1,792	1,799	1,966
Cut-off at main	46	55	47
Put in-shapes	191	293	226
New taps main line	57	63	57
VALVES			
Repaired	71	56	72
Replaced	94	165	110
HYDRANTS			
Repaired	1,634	1,256	1,180
Replaced	192	61	19
Total work orders	2,159	4,198	4,083

WATER TREATMENT

The water treatment staff, supported by the Water Quality Assurance Laboratory, ensure that the water delivered to your tap meets or exceeds all requirements of the Safe Water Drinking Act. Columbus' water plants use a complex multi-barrier treatment process to assure safe drinking water is delivered to over 1.4 million consumers in Columbus and 24 contracting entities.

Sources of Columbus' drinking water include rivers, creeks, reservoirs, and wells. Columbus water customers receive water from one of the following three plants, which have undergone many upgrades and expansions since being put into service to keep pace with OEPA regulations and population growth. The service area map is on the next page.

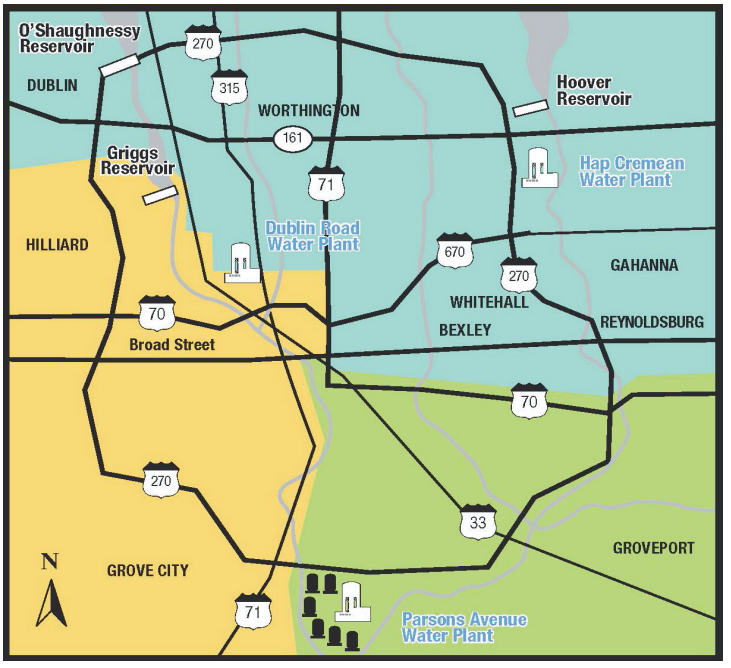
- The Dublin Road Water Plant serves downtown Columbus and the western and southwestern portions of Franklin County, using water from the Griggs and O'Shaughnessy reservoirs on the Scioto River and the John R. Doutt Upground Reservoir in Delaware County. Put into service in 1975, the current water plant replaced a 1908 plant, which had replaced the first water treatment works from 1871. This plant provided 40.1% of the water in the service area in 2025 and has a capacity of 80 million gallons per day (MGD).

- The Hap Cremean Water Plant on Morse Road, opened in 1956, serves the largest area, including northern and northeastern Franklin County and The Ohio State University. The water source is Hoover Reservoir on Big Walnut Creek, and supplemental water is pumped from the Alum Creek Reservoir (not Columbus owned) during dry periods as needed. The Hap Cremean plant provided 45.2% of water in the service area and has a 125 MGD capacity.

- The Parsons Avenue Water Plant, which went into service in 1984, draws water from wells and serves southeastern Franklin County. This plant provided 14.7% of the water in the service area and can treat up to 50 MGD.

A report on drinking water quality is released to the public annually, known as the Drinking Water Consumer Confidence Report. Please visit Columbus.gov/Water-CCR/ to view the current report or request a copy by contacting Customer Service at UtilityLeadRep@columbus.gov or 614-645-8276.

For water quality questions, please contact the Water Quality Assurance Lab at 614-645-7691 or WaterQuality@columbus.gov.



For a larger view of the water service map, visit our consumer confidence report: columbus.gov/Water-CCR

FINISHED DRINKING WATER SUMMARY	2025	2024	2023
Total billion gallons	57	55	53
Average million gallons per day	156	149	145
Estimated service population	1,418,065	1,400,741	1,383,417
Average per capita consumption gallons per day *(includes industry/business usage, total pumped divided by the estimated population)*	110	107	105
Central Ohio precipitation	39″	35″	42″

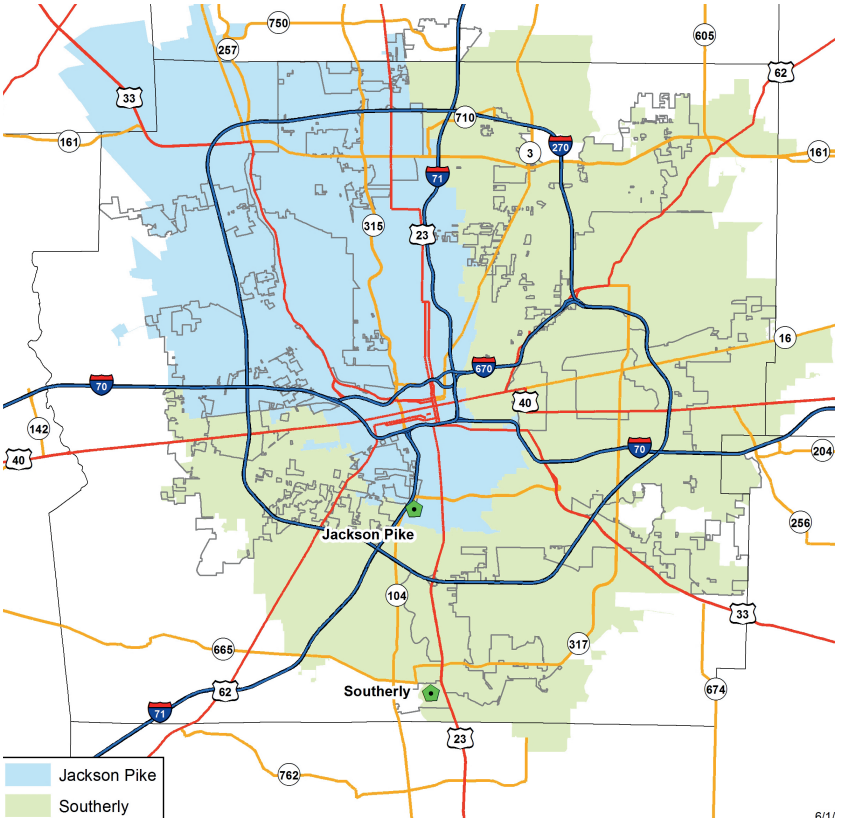
WATER RECLAMATION

The Division of Water Reclamation (DWR) operates two award-winning reclamation plants (WRPs) 24 hours a day, 7 days a week, serving the city and 26 contracting suburban communities.

The Jackson Pike WRP, located just south of downtown along I-71, was built in 1935 and can treat up to 150 million gallons per day (MGD) through a multifaceted treatment process. It serves the central and western half of Franklin County. The Southerly WRP, on the south side near Lockbourne, was built in 1967 and serves southern and eastern Franklin County. It can treat up to 330 MGD and also provides an additional 110 MGD of wet weather treatment capacity. Together, these two plants provide exceptional treatment that protects our local waterways, which have shown tremendous biological and water quality improvements over the last several decades. Both plants discharge treated water into the Scioto River and have undergone numerous upgrades to keep pace with central Ohio's growth and federal and state regulatory requirements. In 2025, they treated a total of 65 billion gallons of wastewater before discharging it. The plants are highly effective at removing many pollutants such as suspended solids, ammonia and carbonaceous biological oxygen demand.

The DWR also operates a Compost Facility, which was built in 1980 as an environmentally friendly alternative to beneficially reuse wastewater biosolids. The biosolids are made into an exceptional quality Class A mulch and soil enrichment product known as Com-Til, which is available to the public for bulk purchases, or can be purchased through several retail outlets. For more information, please visit columbus.gov/comtil or call 614-645-3153.

DWR proudly marked its 9th year of 100% Beneficial Biosolids Reuse in 2025 through its diverse portfolio of biosolids outlets in addition to the compost production. We also perform liquid land applications which apply biosolids as fertilizer to local farms and take biosolids to two tree farms for the purposes of abandoned mine reclamation and tree growth. A new biosolids outlet was developed to apply biosolids to no-till pastureland and to increase abandoned mine land usage in collaboration with the Ohio Department of Natural Resources. Biosolids undergo significant treatment at our WRPs, and the end product is full of nutrients, organic matter and moisture, which all makes for excellent soil amendments. For more information, please visit columbus.gov/comtil or call 614-645-3153.



WATER RECLAMATION SUMMARY	2025	2024	2023
Total billion gallons	65	62	66
Average millions gallons per day	179	169	181
Carbonaceous biological oxygen demand removed	98%	98%	98%
Suspended solids removed	96%	96%	98%
Central Ohio precipitation	40″	35″	42″
DRY TONS BIOSOLIDS HANDLED			
To compost	11,140	9,645	15,384
To beneficial reuse	14,574	13,396	12,681
Dry tons to energy (gas)	-	18,412	19,119
Total	25,713	41,453	47,183
COMPOST FACILITY PRODUCTION			
Incoming sludge (wet tons)	53,050	51,888	59,023
Incoming sludge (dry tons)	11,140	9,645	15,384
Average percent dry solids	21%	20%	19%
Com-Til solid/donated (cubic yards)	50,557	43,154	69,743
Total yard waste received (wet tons)	5,312	64,148	28,012
Total Com-Til revenue	$556,380	$524,550	$836,890



REVENUES AND EXPENDITURES

DIVISION OF POWER

ELECTRICITY ENTERPRISE FUND	2025	2024	2023
REVENUE			
Beginning cash balance	$22,111,565	$22,688,532	$26,027,231
Commercial	$85,468,145	$74,939,672	$70,869,354
Residential	$12,438,705	$10,024,032	$8,299,847
Investment earnings	$1,504,669	$1,522,522	$1,024,427
Kilowatt hour tax reduction	($3,783,034)	($3,475,694)	($3,360,752)
Other	$2,032,048	$2,572,725	$3,090,487
PCRA (Power Cost Reserve Adjustment) Adjustment)	$3,048,402	$5,907,220	$6,895,492
Debt refinancing	$22,324	$646,734	$19,317
Adjustments	$1,215,614	$1,042,188	$1,167,747
Transfer in	$68,116	$0	$929,273
Total revenue	$102,014,988	$93,179,399	$88,935,192
EXPENDITURES			
Personnel	$13,089,814	$10,890,694	$9,594,729
Purchase power	$59,718,093	$52,586,557	$54,615,258
Supplies and materials	$4,244,246	$5,020,860	$5,137,573
Services	$11,612,546	$11,960,514	$11,318,336
Pro rata	$4,244,252	$4,082,206	$3,861,687
Other	$408	$9,233	$5,681
Capital equipment	$7,682,679	$3,736,138	$3,140,123
Debt service	$3,435,742	$2,969,415	$1,888,940
Power share of CWP	$3,450,984	$2,500,748	$2,685,677
Total expenditures	$107,478,764	$93,756,365	$92,248,003
Ending cash balance	$16,647,788	$22,111,565	$22,714,421

DIVISION OF WATER

WATER ENTERPRISE FUND	2025	2024	2023
REVENUE			
Beginning cash balance	$186,428,600	$170,611,076	$154,782,817
Water charges	$252,731,735	$234,033,164	$218,873,767
Water billing penalties	$3,260,105	$2,767,091	$2,475,635
Investment earnings	$10,073,029	$10,267,733	$6,722,475
System capacity	$6,335,636	$8,294,907	$7,655,558
Sewer billing charges	$5,242,185	$5,509,693	$4,416,718
Meter service fees	$903,725	$1,073,153	$1,118,675
Other revenue	$16,056,213	$1,570,764	$1,983,038
Debt refinancing	$211,022	$149,337	$0
Adjustments	$0	$0	$0
Total revenue	$294,813,649	$263,685,844	$243,245,865
EXPENDITURES			
Personnel	$57,092,447	$47,387,090	$40,858,010
Supplies and materials	$38,259,657	$32,689,733	$29,879,582
Services	$47,608,198	$34,620,991	$29,517,322
Pro rata	$11,340,052	$10,998,568	$10,320,157
Other	$38,433	$65,823	$65,321
Capital equipment	$5,082,865	$3,160,669	$1,363,105
Debt service	$107,175,866	$104,291,441	$102,880,005
Water share of CWP	$21,229,190	$14,654,004	$12,535,755
Transfers	$0	$0	$0
Total expenditures	$287,826,708	$247,868,320	$227,419,258
Ending cash balance	$193,415,541	$186,428,600	$170,609,425



DIVISION OF WATER RECLAMATION

SANITARY ENTERPRISE FUND	2025	2024	2023
REVENUE			
Beginning cash balance	$259,381,914	$234,504,510	$206,457,813
Sewer service charges	$316,699,437	$286,313,058	$272,515,739
Wet weather fees	$53,780,050	$50,814,020	$48,306,216
Investment earnings	$16,001,196	$15,244,413	$10,213,883
System capacity charges	$8,901,606	$9,512,985	$9,148,987
Storm sewer reimbursements	$8,457,699	$7,896,502	$3,270,142
Other	$1,652,532	$958,154	$1,408,752
Debt refinancing	$104,048	$73,442	$191,132
Adjustments	$0	$0	$8,475
Total revenue	$405,596,568	$370,812,573	$345,063,327
EXPENDITURES			
Personnel	$49,889,112	$43,697,753	$40,958,240
Supplies and materials	$11,926,064	$12,378,401	$11,625,100
Services	$46,367,956	$47,552,547	$42,060,578
Pro rata	$16,367,500	$15,457,536	$14,710,291
Other	$81,589	$86,012	$72,750
Capital equipment	$4,090,982	$3,145,892	$831,209
Debt service	$185,830,948	$207,689,180	$193,052,909
Sewer share of CWP	$23,360,889	$15,927,849	$13,662,117
Transfers	$0	$0	$46,520,718
Total expenditures	$337,915,040	$345,935,169	$316,973,194
Ending cash balance	$327,063,442	$259,381,914	$234,547,946



STORMWATER ENTERPRISE FUND	2025	2024	2023
REVENUE			
Beginning cash balance	$47,422,268	$42,984,884	$33,557,834
Storm sewer charges	$47,639,970	$47,009,895	$46,487,739
Investment earnings	$2,626,056	$2,690,388	$1,667,446
Storm penalties	$588,403	$528,644	$466,910
Other	$2,427	$939	$1,733
Debt refinancing	$24,212	$11,604	$36,759
Adjustments	$192,540	$38,903	($20,982)
Total revenue	$51,073,607	$50,280,372	$48,639,605
EXPENDITURES			
Personnel	$3,041,676	$2,396,150	$2,231,481
Supplies and materials	$87,136	$69,087	$100,443
Services	$1,492,812	$1,145,368	$1,633,918
Pro rata	$2,071,417	$2,171,997	$2,105,216
Capital equipment	$156,139	$229,287	$0
Other	$3,695	$9,000	$0
Debt service	$13,104,389	$13,988,072	$13,653,225
Reimbursement to sanitary	$8,457,699	$7,896,502	$3,270,142
Storm share of CWP	$6,238,437	$4,190,552	$3,643,231
Department of Technology Allocation	$1,876,619	$1,705,211	$1,650,328
Street cleaning	$13,454,082	$12,041,760	$10,992,244
Transfers	$0	$0	$0
Total expenditures	$49,984,101	$45,842,988	$39,280,229
Ending cash balance	$48,511,774	$47,422,268	$42,917,211



