2024 ANNUAL REPORT

COLUMBUS
WATER & POWER

COLUMBUS WATER & POWER

- Kristen Atha, Director
- Kristian Fenner, Administrator, Division of Power
- Rob Priestas, P.E., Administrator, Division of Water Reclamation
- John Newsome, P.E., Administrator, Division of Water

Andrew J. Ginther, Mayor

Kristen Atha, Director

2024 COLUMBUS CITY COUNCIL

From left to right in photo: Nicholas Bankston, Nancy Day-Achauer, Rob Dorans (President Pro Tempore), Lourdes Barroso de Padilla, Shannon Hardin (President), Emmanuel Remy, Melissa Green, Christopher Wyche (CWP and Sustainability Committee Chairperson), Shayla Favor.

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This annual report summarizes data and events from calendar year 2024, with this exception: on May 14, 2025, the City of Columbus Department of Public Utilities began operating as Columbus Water & Power. This name change – and a corresponding new logo – resulted from work that took place during 2024 and, most importantly, is a more accurate (and shorter) reflection of the services provided by our department and its employees. Shortly before the department name change, our Division of Sewerage and Drainage changed its name to the Division of Water Reclamation. This reflects the division's roles in stormwater protection and sanitary sewer treatment, returning water from our Jackson Pike and Southerly water reclamation plants to the Scioto River -- often cleaner than the water already in the river. It also aligns the divisions of Water and Water Reclamation within the overall "One Water" concept: we are committed to the stewardship of raw water from the point where it enters our water plants, through its usage in homes and businesses, all the way to when we release it back into the environment after use. One Water, and the technology of water reuse, will play major roles in our projects and services in the coming years.

I often use this space to highlight awards presented to our department by state and national advocacy groups. These serve an important role – not to suggest one utility is better than another, but in recognition of the fact that high quality work is necessary to maintain high quality utility services. There are indeed friendly competitions, individual and team, that take place as part of some events. But the deeper meaning behind such awards and proclamations, like the ones noted below, is confirmation that we're doing our jobs. Here is a partial list of awards announced and/or received in 2024:

It's worth noting that most awards also include employees beyond the recipients (example: the Division of Power's safety award also involves our Safety Section).

Media coverage is another potential source of recognition – positive or negative. Coverage can help amplify messages beyond our own website (columbus.gov/CWP) and our social media channels, such as highlighting our Utility Discount Programs. However, reporters often have tough questions for us; our expectation for coverage is only that it be fair, not necessarily positive. So when we do receive positive coverage, this too helps confirm we're on the right track. The summer of '24 brought weeks of drought to our region, conditions that resulted in emergency declarations to more than half of Ohio's 88 counties. Our department received several requests for interviews, with reporters asking when we were going to implement water use restrictions or other emergency conservation measures. We always advocate conservation – it's responsible stewardship, and the easiest way for our customers to keep their bills low – but as days turned into weeks without rain, reporters seemed surprised that restrictions weren't yet needed. The reason: meticulous advance planning by the previous generation of water engineers, making sure both supply and treatment capabilities were robust even during an extended drought.

While no adverse weather event could ever be considered a positive, the coverage did raise awareness of the work done by engineers, and the sheer amount of planning that goes into designing projects for present needs and future growth. We're no different from anyone else in that we appreciate hearing when we've done a good job from national organizations and the media, but the most meaningful feedback comes from our customers. We promise to continue working not only on the elements that generate praise, but especially those where customers tell us improvement is needed.

Award / Presented by	Recipients	Achievement
Engineering Excellence: American Council of Engineering Companies/Ohio	Division of Water, Technical Support Section	Lockbourne Road Quarry Repair Project, to restore a berm separating Big Walnut Creek from a quarry cell
Safety Excellence (Platinum): American Public Power Association	Division of Power	Overall safe operating practices, including incidence rates, safety programs, and culture
Environmental Achievement: National Association of Clean Water Agencies	Division of Water Reclamation, Compost Facility	Biosolids program, including multiple consecutive years of 100% beneficial reuse

4 PROTECTING THE ENVIRONMENT

SUSTAINABILITY

Sustainable Columbus is the city's sustainability initiative that is based within Columbus Water & Power (CWP). The goals are to impart equity and environmental justice through bold climate action, guided by the Columbus Climate Action Plan, which commits our community to carbon neutrality by 2050 and a 45% reduction in emissions by 2030.

In partnership with IMPACT Community Action, Sustainable Columbus supported the Empowered! clean energy and climate jobs training program. In 2024, three cohorts trained 40 participants, 87% from communities of color and 40% women. Graduates secured jobs in utilities, solar manufacturing, construction, and weatherization. Sustainable Columbus also supported IMPACT's appliance replacement program, providing energy-efficient washers, dryers, refrigerators, freezers, and electric stoves to 329 income-qualified households. Seventeen additional homes benefited from expanded weatherization efforts, including insulation, sealing, and repairs to improve energy efficiency.

Sustainable Columbus continued to advance equitable clean energy access through the Clean Energy Columbus aggregation program, which saved residents $8.7 million in 2024 and launched Energy Efficiency kits for 190 participants. Solar Co-Ops, in partnership with Solar United Neighbors, had 94 members and 13 new installations this year. Sustainable Columbus helped establish a net metering policy for Division of Power customers and launched the Youth Climate Action Fund, awarding micro-grants to 10 youth-led climate projects. The team also led development of central Ohio's first regional climate plan and secured federal funding to help nonprofits reduce emissions.

PUBLIC EDUCATION AND PARTNERSHIPS

In the fall of 2024, the department unveiled a mural on a sanitary sewer pump station located on the Olentangy Trail near State Route 315 and Goodale Boulevard. Due to its location in the Olentangy Watershed, CWP worked with Friends of the Lower Olentangy Watershed in administering the project.

The mural, titled "Full Circle," was done by local artist and muralist Nick Stull (see cover). The mural is the first of its kind and is intended to serve as an educational piece to promote clean water goals, beautify a pump station, and reduce graffiti.

The GreenSpot program celebrated its 16th year in 2024, continuing its mission to educate, inspire, and recognize Columbus residents, businesses, and community groups committed to sustainability. Since its founding in 2008, membership has grown to over 26,000. This year also saw the inaugural Columbus ArborFest, hosted by Clintonville GreenSpot, which expanded community engagement around environmental sustainability. In April, the GreenSpotLight Awards honored organizations for their exceptional sustainability efforts, with Bath & Body Works receiving the large business award for their dedication to reducing transportation emissions as well as coming up with creative reuse solutions regarding waste diversion. Kimley-Horn and Ohio Native Concepts were recognized as the medium and small business winners, respectively (see photo).

In 2024, the Franklin Soil and Water Conservation District (FSWCD) continued its partnership with the City of Columbus to deliver impactful stormwater education and conservation programs. The Community Backyards program engaged 1,729 Columbus residents, offering rebates for rain barrels, native plants, and trees while providing educational workshops and online courses. Additionally, FSWCD expanded its Master Rain Gardener program, hosting two certification courses with 43 participants and contributing to 18 new rain gardens across central Ohio. Outreach efforts also extended to businesses, with targeted messaging on stormwater-friendly practices, including the "Dry It, Don't Dump It" campaign and GreenSpot business collaborations. FSWCD's youth education initiatives reached over 5,300 Columbus students through environmental science programs aligned with State of Ohio Science 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. In 2024, PUP introduced its new mascot, Wooli (see photo), a two-year-old Black Russian Terrier. Wooli made his debut at community events like Westgate Wags & Whiskers and Bark Bash, inspiring pet parents to take the PUP pledge.

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 2024, over 5,000 native trees and shrubs were planted along reservoir shorelines, contributing to the restoration of 31 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 and boating. In 2024, Hoover Reservoir Marina earned Gold Tier Clean Marina certification from the Ohio Department of Natural Resources, recognizing the city's strong commitment to environmental best practices in reservoir management.

REGULATORY COMPLIANCE

The department, our customers, and the community at large continue to benefit from improvements to our

environmental programs made through the ongoing implementation of the Environmental Management System (EMS). As a fundamental component of the department's overall sustainability efforts, the program facilitates compliance with environmental regulatory obligations, such as the Safe Drinking Water Act, Clean Air Act, permits with Ohio Environmental Protection Agency (OEPA), as well as achievement of environmental objectives and protection of natural resources. Maintaining high-level environmental performance requires the awareness and active participation of all staff and our business partners. The effectiveness of the department's efforts to continually improve environmental performance is assessed annually through internal auditing of compliance with our environmental regulatory obligations, as well as auditing our self-declared conformance of the EMS to the rigorous International Organization for Standardization (ISO) 14001:2015 EMS standard.

The Division of Water Reclamation (DWR) oversees nonpoint source stormwater pollution by administering permits with OEPA. Work in 2024 included 3,969 inspections of active construction sites, 880 inspections of post-construction best management practices, field screens of 421 storm sewer outfalls, and concluded with investigations of 262 reported spills or suspected illicit discharges to the storm sewer system. Inspections were made at 271 industrial businesses for compliance. Fines totaling $13,000 were issued for notices of violation.

The Industrial Pretreatment Program in DWR monitors discharges from permitted industries into the Columbus sewer system to ensure compliance with clean water goals. Through a partnership with Columbus Public Health, food sanitarians performed 3,396 restaurant inspections. Pretreatment staff met with 24 food service establishments as part of the Fats, Oils and Grease (FOG) Reduction Program, and distributed 473 door hangers in neighborhoods. There were four notices of violation issued for FOG related issues in 2024 and no fines or cost recoveries were issued.

6 CAPITAL REINVESTMENT

DIVISION OF POWER

The Division of Power (DOP) maintains and operates a network of substations, transmission lines, distribution circuits, and street lighting circuits throughout Columbus. Over the past year, the division has significantly improved system reliability, street lighting, and continued customer growth. DOP celebrated a milestone anniversary in 2024, marking 125 years of powering and lighting Columbus (see picture). For the first time in over 18 years, the city power rates increased for customers effective January 1, 2025. Customers will benefit from improvements to the power system and decreased frequency and duration of outages as the new rates support streetlight, circuit, and other infrastructure upgrades. Despite the rate change, DOP customers will still have some of the lowest monthly bills in the area on average, as well as prompt restoration service. In conjunction with the rate changes, the division planned for a new low income discount program to offset the impact to customers in 2025. Also planned for 2025, a citizen utility board will review rates and contemplate future adjustments for city power, as is currently done for water and sewer rates.

Street Lighting
Current standards for the City of Columbus require all new streetlights to be light-emitting diode (LED). Also, as existing lights fail, they are replaced with LED. The Smart Lighting project will convert all existing high-pressure sodium lights to LED as the project progresses. Over 11,864 streetlights are now LED, which is approximately 20% of the city's street lighting system of around 59,000 lights.

Progress on Smart Lighting projects continued:

- Phase One Construction was 99% complete. It changed out approximately 3,800 lights to LED and installed smart nodes.
- Phase Two Design was 99% complete. It will change out about approximately 3,900 lights to LED on the southeast side, construction will start in 2025.Phase Three Design reached 60% completion. It will change out approximately 3,100 lights to LED in the Hilltop, Near East and Livingston Avenue neighborhoods.
- Designs for lighting upgrades and maintenance replacements were completed for three circuits.
- New lighting construction projects were accepted for the Jasonway, Smoky Row and Kingshill areas. Construction for Noe-Bixby lighting was significantly completed and expected to be finished in 2025.

Columbus Power Distribution System Circuits
In 2024, the Division of Power initiated the design for the 69-2 Circuit Improvements Project, which aims to upgrade the aging 69 kilovolt (kV) transmission line between the Jackson Pike and Southerly substations. Planned improvements include re-conductoring the line and replacing poles to enhance the reliability of this critical infrastructure.

Additionally, design work began on the first two phases of the 7.2 kV Circuit Conversion Program. This program will convert the remaining 7.2 kV distribution circuits to 14.4 kV, reducing the load on the North Substation and ultimately allowing for its decommissioning.

Key construction milestones in 2024 included the reconstruction of a portion of a circuit along Parsons Avenue. Meanwhile, work began on relocating underground portions of two circuits in the downtown area, with completion expected in 2025.

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.

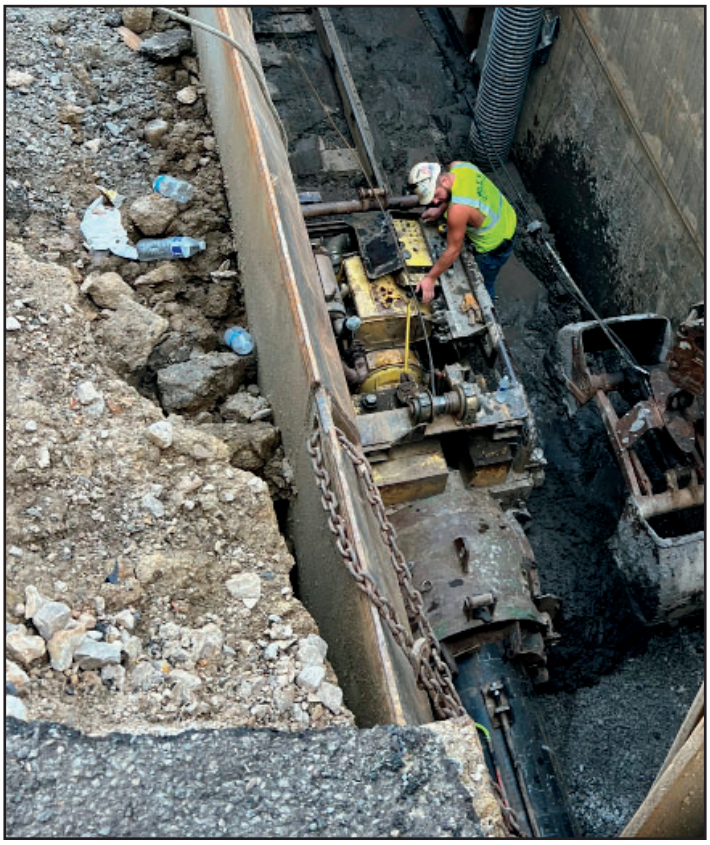
Moler Street Overflow Intercepting Sewer
The project is a Combined Sewer Overflow (CSO) Consent Order project - included in "2015 Integrated Plan and Wet Weather Management Plan Update" (WWMP) - to eliminate CSOs from the Moler Street Regulator that currently discharge into the Scioto River. It required the following components:

- Modifications to Moler Street Regulator
- Realignment of existing Moler Street Storm Sewer
- Modifications to Moler Street regulator Overflow Sewer

Linden Neighborhood Stormwater System Improvements Phase 2
This project involved installation of small-diameter stormwater infrastructure in the North Linden community, including new extensions and catch basins to improve storm sewer service to six sites in particular (see photo). Design spanned 11 years due to property acquisition challenges, while actual construction - involving open cut installation along property boundaries and streets - took one year to complete. Project costs totaled almost $3.5 million, including $2.6 million for construction and the remainder on design, land acquisition, and inspection. Despite taking a dozen years from the start of design through project completion in June, the community was very supportive of the work - and residents now benefit from improved drainage during heavy rains.

Inflow Redirection at Markison
As part of the WWMP, division engineers developed a plan to reduce system-wide CSOs to a typical year level of service - and Markison Avenue was identified as one of the priority areas. Beyond the inflow redirection elements, this project also involves modifying existing regulator structures under Markison Avenue. These local CSO solutions were incorporated to ensure the desired level of service for each location by 2025. This year started off strong with the installation of a new storm sewer downstream of the Markison Regulator, which also included collaborating with the Division of Water to upgrade the water main along Wilson Avenue. The contractor proposed a temporary bypass plan for the existing regulator which, after approval from the DWR project manager, was successfully implemented. By the end of the year, crews had progressed to Linwood Avenue and began installing the new regulator infrastructure. The project is expected to be completed by summer 2025.

Brooklyn/Cleveland/Morse Home Sewage Treatment System Elimination Project
This project involved extending an existing 8" sanitary sewer line an additional 1,400+ feet to provide service to 21 homes and businesses previously on septic tanks.Installation mostly involved open cut, though there was a 200-foot segment which utilized "jack and bore" methods to avoid impacts to a nearby communications vault. Design and construction took a total of four years, and cost approximately $2 million - though half of the principal was forgiven due to the neighborhood's location in an EPA Disadvantaged Community/Environmental and Climate Justice Program-eligible area. The entire project, including property restoration, was completed in October.



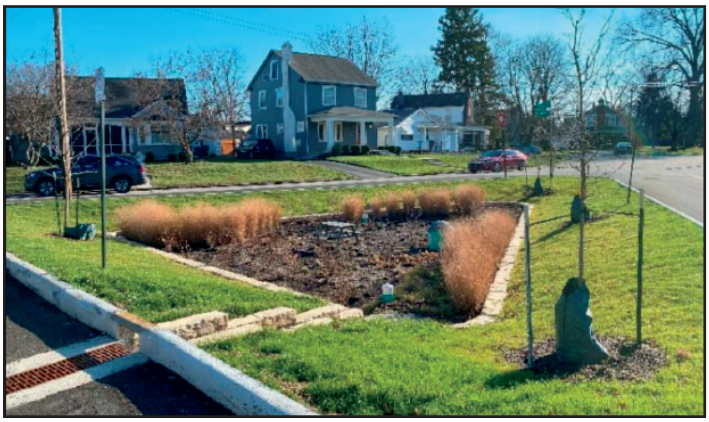
BLUE PRINT COLUMBUS
Cleaner streams.
Stronger neighborhoods.

Blueprint Columbus

Blueprint Columbus is the alternative to portions of the WWMP, 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 2024 are below.

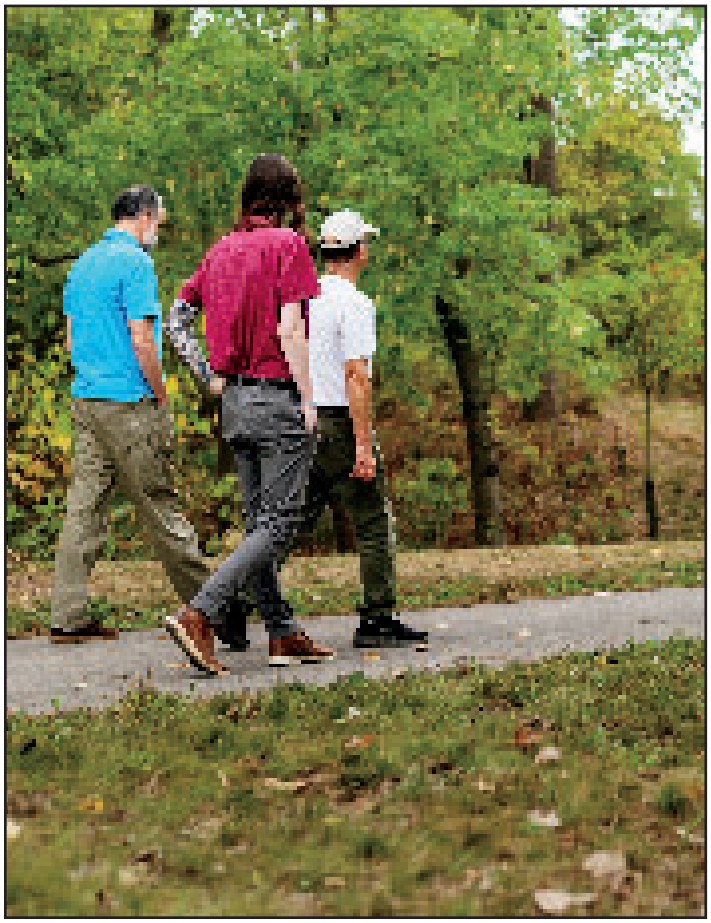
Blueprint Hilltop 1: Palmetto/Westgate Green Infrastructure

The project accounts for one pillar of the City of Columbus' integrated solution, as detailed in our 2015 Wet Weather Management Plan, to address our consent order requirements. As part of the detailed design, this project evaluated a combination of gray and green infrastructure solutions to capture and treat the removed inflow/infiltration from our sanitary sewer system. This project, in concert with the other pillars, will relieve basement backups and design sanitary reliefs within the Hilltop 1 area. The final design for the project included the construction of 21 rain gardens and 13 regional basin features, as well as the installation of nearly 4,000 linear feet of new storm sewers to facilitate the drainage of the new features and to address areas that had existing ponding or flooding concerns (see picture). The project was substantially completed in September and then started its establishment period monitoring stage which was completed in October.



Blueprint North Linden 1: Linview Park

A ribbon-cutting ceremony was held for Linview Park, a collaboration between Blueprint and the City of Columbus Recreation & Parks Department (see photos below). The 5-acre park features regional bioretention basin and a wetland, installed in summer 2024. The event celebrated the development of green space and included local music, a food truck, and Blueprint giveaways. It brought together residents, city leaders, engineers, and stakeholders to mark the completion of the park/wetland combo, made possible by community feedback and collaboration.



Water Reclamation Plants

Jackson Pike Water Reclamation Plant
The Plant Screening Improvements project will upgrade the current mechanical screen dewatering and disposal systems, and increase process reliability during wet weather events. It was in detailed design, with construction expected to begin in late 2025. The Digester Improvements project will upgrade a 35-year-old facility, providing an economical means to reduce the plant's sludge volume and produce methane fuel for boilers and electrical generation. It was in preliminary design with an expected construction start in late 2026. The Cogeneration Facility project has installed generators and other equipment to provide beneficial reuse of digester biogas. The facility will produce about half of the total electricity used at the plant and large amounts of boiler heat for the treatment process and buildings. Construction of the cogeneration facility will conclude in 2025. the Incinerator Building Rehabilitation project also got underway, expected to be completed in 2025. The Plant-Wide Control System Improvements projects moved from preliminary design to detailed design, which will provide upgrades to programmable logic controllers, flow meters, and other instruments throughout each water reclamation facility.

Southerly Water Reclamation Plant
The Digestion Process Expansion Phase 1 project began construction in 2022, resulting in the new Digester 7 and modifications to Digester 6. Construction is expected to be completed in 2025. Phase 2 was in preliminary design, with detailed design expected to begin mid-2025. This project will rehabilitate the acid phase digesters and add operational efficiencies to the mixing pumps. Studies to intensify the digestion process as well as micro-aeration are underway and, once completed, will be incorporated into the process. The Organics Receiving and Bioenergy Utilization Facility project completed design and was awarded; it will add a pair of three-million-gallon digesters as well as a gas cleaning and cogeneration facility. Continued residential and industrial growth in central Ohio have increased projected treatment demand for Southerly; in an effort to improve efficiency, we will develop detailed process and hydraulic models through the Southerly Process Optimization Study. These models will be used to design energy-efficient upgrades to existing power-hungry systems, such as aeration, in lieu of building a costly new treatment train that relies on older technology.

Compost Facility
The Compost Facility Odor Control Improvements Phase 1 project, under construction during 2024, will provide improvements and repairs to the facility's process, odor control, and electrical systems. Phase 2 was under detailed design with construction expected to begin in 2026; this phase will increase processing capacity with the construction of a new, third composting pad, expand the leachate lagoon to meet stormwater requirements, replace the current undersized discharge force-main, construct a new bulk storage/laydown area outside the facility gate for material drop-off, upgrade site security, and various other improvements. Construction is expected to begin in 2025.

Sewer Maintanence Operations Center (SMOC)
The Archive/Records Storage and SMOC Locker Room Renovations project will create a department-wide archive, records, and file storage area in the former police property room at the Fairwood Avenue facility. Construction began and is expected to reach completion in 2025.

Other Improvements
Under the Small Capital Projects Program, the Dodge Park Pump Station Radio System Upgrade project is expected to begin construction in 2025.

The HVAC and Air Purification Program was funded to address the needs of the Jackson Pike and Southerly plants, SMOC, and Compost Facility. Four contracts were under construction with two more in design, totaling 29 units upgraded since the program began. Roof replacements were completed as part of the SMOC Phase 5, Southerly West Primary Control Building, Whittier Street Control House, and Jackson Pike Digester Control Buildings 3 and 4 projects. Design was completed for the Southerly Raw Sewage Pump Building and Southerly Monitory and Control Addition projects. The Stormwater/Sanitary Pump Stations Evaluation and Upgrade programs identify and prioritize the needs of the pump stations to ensure that they remain an integral part of the collection system. The programs will create a list of maintenance and construction projects to be implemented to renovate these pump stations and ensure uninterrupted operation. The stormwater pump station team completed 10 total applicable condition assessments, and the sanitary pump station team has completed condition assessments of all 10 applicable pump stations.

10 CAPITAL REINVESTMENT

DIVISION OF WATER

The Division of Water 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. Some of the major activities and accomplishments for 2024 are summarized below.

Water Distribution

The Division of Water 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:

- Miller Avenue Area Water Line Improvements project, which included approximately 8,000 linear feet of new mains ranging in size between 6" and 12" diameter.
- Lee Ellen Place Area Water Line Improvements, which included approximately 9,900 linear feet of new mains ranging in size between 8" and 12" diameter.
- Roosevelt Avenue Area Water Line Improvements project, which included approximately 8,900 linear feet of new mains ranging in size between 6" and 8" diameter.
- Elizabeth Avenue Area Water Line Improvements project, which included approximately 10,300 linear feet of new mains ranging in size between 6" and 8" diameter.

Lead and Copper

In 2024, the Division of Water took significant steps forward toward the goal of removing all lead and galvanized service lines requiring replacement within the City of Columbus. In October, the initial inventory was submitted to Ohio EPA. The inventory submitted reflects the known quantities of lead and galvanized services that will require replacement under the recently finalized US EPA Lead and Copper Rule Improvements.

Columbus' Lead Service Line Replacement Program was established and moved forward with the passage of several key pieces of legislation. With the passage of these, the Division of Water was able to begin its Lead Service Line Replacement Pilot Program and replaced 18 service lines from the main to the residence by the end of 2024. In 2025, Columbus will start replacing lead and galvanized service lines during capital improvement projects and by scheduling other designated areas for replacement.

Water Plants & Watershed Management

Reservoir/Dam Improvements
Design work on the Hoover Dam Improvements Part 2 project continued, and construction of gatehouse improvements at the O'Shaughnessy Dam was completed. Miscellaneous structures were demolished on city owned property in Delaware County to prepare for two future upground reservoirs and the Home Road Water Plant.

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 on the Clarifier Improvements project was completed, which included installation of new flocculation drives, installation of new clarifier mechanisms, and concrete repair work throughout the basins. Design was completed and construction bids received for the Caustic Feed Improvements project. Renovation of the plant's process control laboratory was completed and the lab was recertified by OEPA.

Hap Cremean Water Plant
Construction of the Intake and Lowhead Dam Improvements project was completed. Construction continued on the Basin Concrete Rehabilitation Part 2, Pump Monitoring, Hypochlorite Disinfection Improvements, Door and Locks Improvements, and Lime and Soda Ash Dust Collection Improvements projects. Construction began on the Safety Improvements project.

Parsons Avenue Water Plant
Construction on the Well Pump Replacement project was completed, while construction continued on both the Hypochlorite Disinfection Improvements and Lime Slaker and Soda Ash Feeder Replacement projects. Design work on the Control Room and Laboratory Renovation Project was completed and the project was advertised for construction bids.

Home Road Water Plant
Design work continued on the Home Road Water Plant project. Design of site preparation work was completed and the site preparation contract was advertised for construction bids. This is the first of two construction contracts anticipated and will prepare the site for subsequent construction of the plant facilities. Design work for the second construction contract, which includes the plant treatment facilities and related infrastructure, advanced to the 60% completion stage. When completed, the new plant will add 48 million gallons per day to the city's water supply system to help meet central Ohio's increasing water demands and will increase the resiliency and reliability of the Columbus water supply system (see photo).

Residuals Management
Water treatment residuals were removed from the Hap Cremean Water Plant Lagoon 2 and beneficially reused, restoring lagoon storage capacity. The design was completed and bids were recieved for the Parsons Avenue Water Plant Lagoon 3 Residuals Removal project. Construction work began on the Water Treatment Residuals Turnkey Dewatering project at the McKinley Avenue quarry. This new facility will be capable of dewatering up to 65,000 dry tons of water treatment residuals per year for beneficial reuse. The facility includes a one-million gallon residuals holding tank, a pump building, a dewatering building with five belt filter presses, a one-acre pad for storing the dewatered residuals, and a truck scale.

12 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 normally 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.

Several programs were available to assist customers paying account balances in 2024, including payment plans and these discount/payment relief programs:

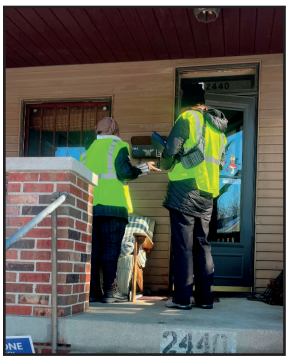
- Low Income Water/Sewer Discount Program of 20% off consumption charges. In 2024, those qualified also received a $65 one-time bill credit to help offset rate increases, which were necessary to continue addressing aging infrastructure, prepare for continued growth in central Ohio, and plan for upcoming regulatory changes.
- Low Income Water/Sewer Discount for Multi-Unit/ Master Metered Properties.
- Senior Water and Sewer Discount Program.
- Senior Electricity Discount Program.

Customer Service Highlights	2024	2023	2022
Total customer calls	362,934	327,442	341,971
Total field/meter related service calls	75,784	71,896	85,640
Low income water/sewer discount participants	7,679	7,221	5,788
Senior water/sewer discount participants	3,689	3,554	3,557
Senior power discount participants	253	215	206
Customers Accounts Billed			
Water (includes contracted communities)	284,610	283,347	281,983
Sewer (includes contracted communities)	286,065	280,624	279,192
Stormwater	201,099	200,349	199,629
Power	19,724	18,793	17,264

The Enhanced Meter Project, aimed at upgrading the city's aging water and power meters, continued throughout 2024. Residential water installations occurred in the University District, Milo-Grogan, Grandview Heights, the Hilltop, parts of the Near East Side, and Upper Arlington. The project is scheduled to continue through early 2027. By the end of the year approximately 37,000 water and 4,000 power meters had been installed.

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 40 backflow valves were installed, bringing the total installations to 1,814.



The communications team coordinated media and public records requests, printed materials and reports, and OEPA and other regulatory required communication pieces. Staff provided residents information at eight RiseUp Columbus resource fairs in 2024. Facebook, Twitter/X and Instagram social media followers continued to grow. The department also uses LinkedIn to help promote job openings.

The Division of Power maintained their Reliable Public Power Provider status in 2024.

For more information about our services, please visit columbus.gov/CWP.

14 MAINTAINING OUR SYSTEMS

Power Distribution System

The Division of Power maintains 461 miles of distribution circuits, substations, and street lighting circuits throughout Columbus. A total of 18,863 customers enjoyed reliable city power in 2024. The revenue from selling municipal power allows the division to maintain and energize around 58,000 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 2024, crews replaced or repaired over 119,000 feet of wire/cable, 2,255 streetlight luminaires, and 5,879 streetlight lamps.

The Division of Power provides a reliable and cost competitive alternative for customers in the Columbus power service area. For more information, please call 614-645-7216 or visit columbus.gov/CWP.

Sewer Collection System

The 4,650 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 2,626 miles of sanitary sewers, 1,824 miles of storm sewers, and 156 miles of combined sewers. An additional 43 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.

Sewer Maintenance	2024	2023	2022
Repairs	1,293	1,120	1,258
Catch basins/inlets inspected	24,982	8,392	8,138
Catch basins, inlets, manholes cleaned	2,877	6,242	6,805
Miles power cleaned	213	113	164
Miles closed circuit televised	50	44	52
Total work orders	7,973	8,246	8,954

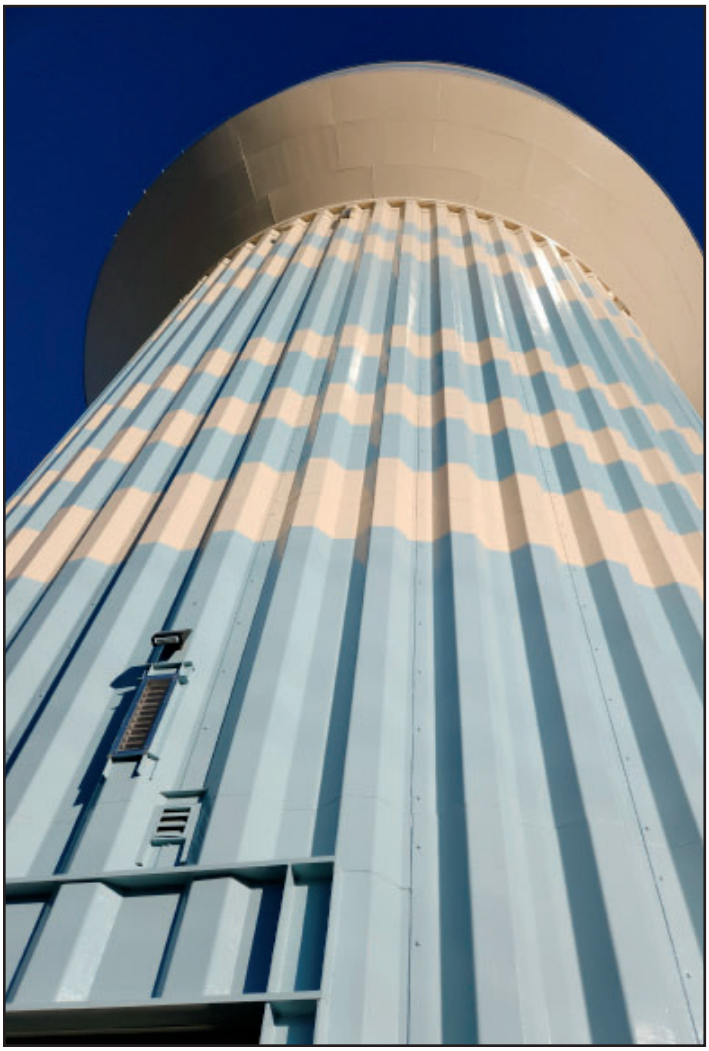
Power Maintenance	2024	2023	2022
Wire/cable repaired (feet)	119,684	138,582	120,971
Transformer kVA installed/ removed	28,952	11,468	2,888
Luminaires repaired	2,255	2,098	1,787
Lamps repaired	5,879	5,790	5,210
Wooden poles replaced	253	322	268
Standard poles replaced	429	256	209
Total work orders	14,072	16,702	14,612

Water Supply and Distribution System

The Division of Water maintains 3,600 miles of waterline, which includes 2,541 miles in Columbus and 1,059 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 maintains three in-stream reservoirs: Hoover, Griggs and O'Shaughnessy; the John R. Doutt Upground Reservoir (see photo); and a facility on Alum Creek Reservoir owned by the U.S. Army Corps of Engineers.



Water Maintenance	2024	2023	2022
Main Line Leak Repairs			
Columbus	356	287	322
Suburban contracted	231	161	210
Total	587	448	532
Taps/Service Lines			
Repaired	329	263	207
Replaced	2,065	1,799	1,966
Cut-off at main	53	55	47
Put in-shapes	326	293	226
New taps main line	65	63	57
Valves			
Repaired	65	56	72
Replaced	126	165	110
Hydrants			
Repaired	1,323	1,256	1,180
Replaced	80	61	19
Total work orders	1,851	4,198	4,083

16 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 to 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 39.2% of the water in the service area in 2024 and has a capacity of 80 million gallons per day (MGD).

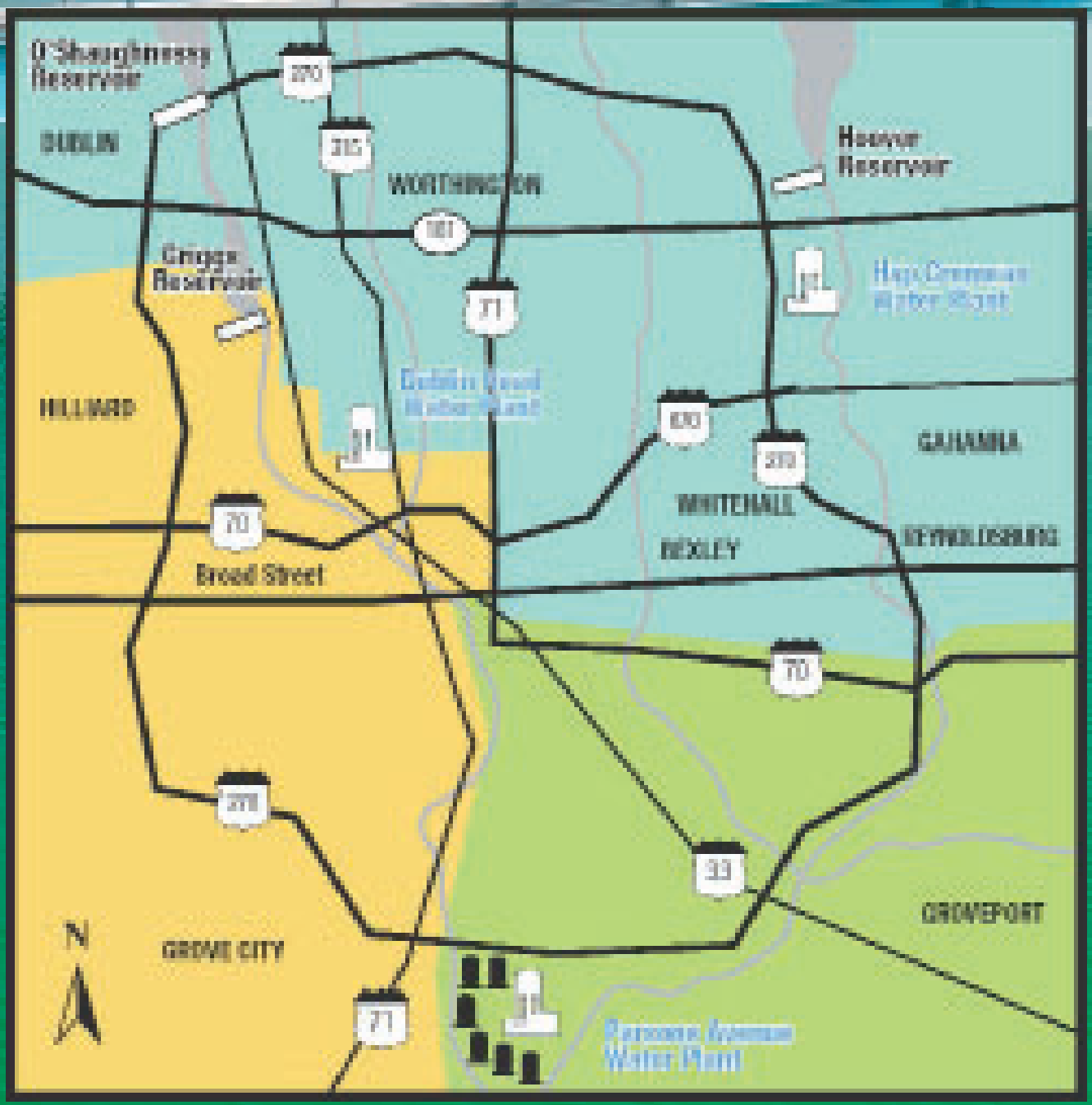
- The Hap Cremean Water Plant on Morse Road, opened in 1956, serves the largest area, including northern and northeastern Franklin County and The Ohio State University. The water source is Hoover Reservoir on Big Walnut Creek, and supplemental water is pumped from the Alum Creek Reservoir (not Columbus owned) during dry periods as needed. The Hap Creman plant provided 45% 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 15.8% 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 614-645-8276 or UtilityLeadRep@columbus.gov. For water quality questions, please contact the Water Quality Assurance Lab at 614-645-7691 or WaterQuality@columbus.gov.

Finished Drinking Water Summary	2024	2023	2022
Total billion gallons	55	53	53
Average million gallons per day	149	145	145
Estimated service population	1,400,741	1,383,417	1,366,092
Average per capita consumption gallons per day (includes industry/business usage, total pumped divided by the estimated population)	107	105	106
Central Ohio precipitation	35″	42″	45″

WATER SERVICE AREA MAP



18 WATER RECLAMATION

The Division of Water Reclamation operates two 24-hour, award-winning reclamation plants serving the city and 26 contracting suburban communities.

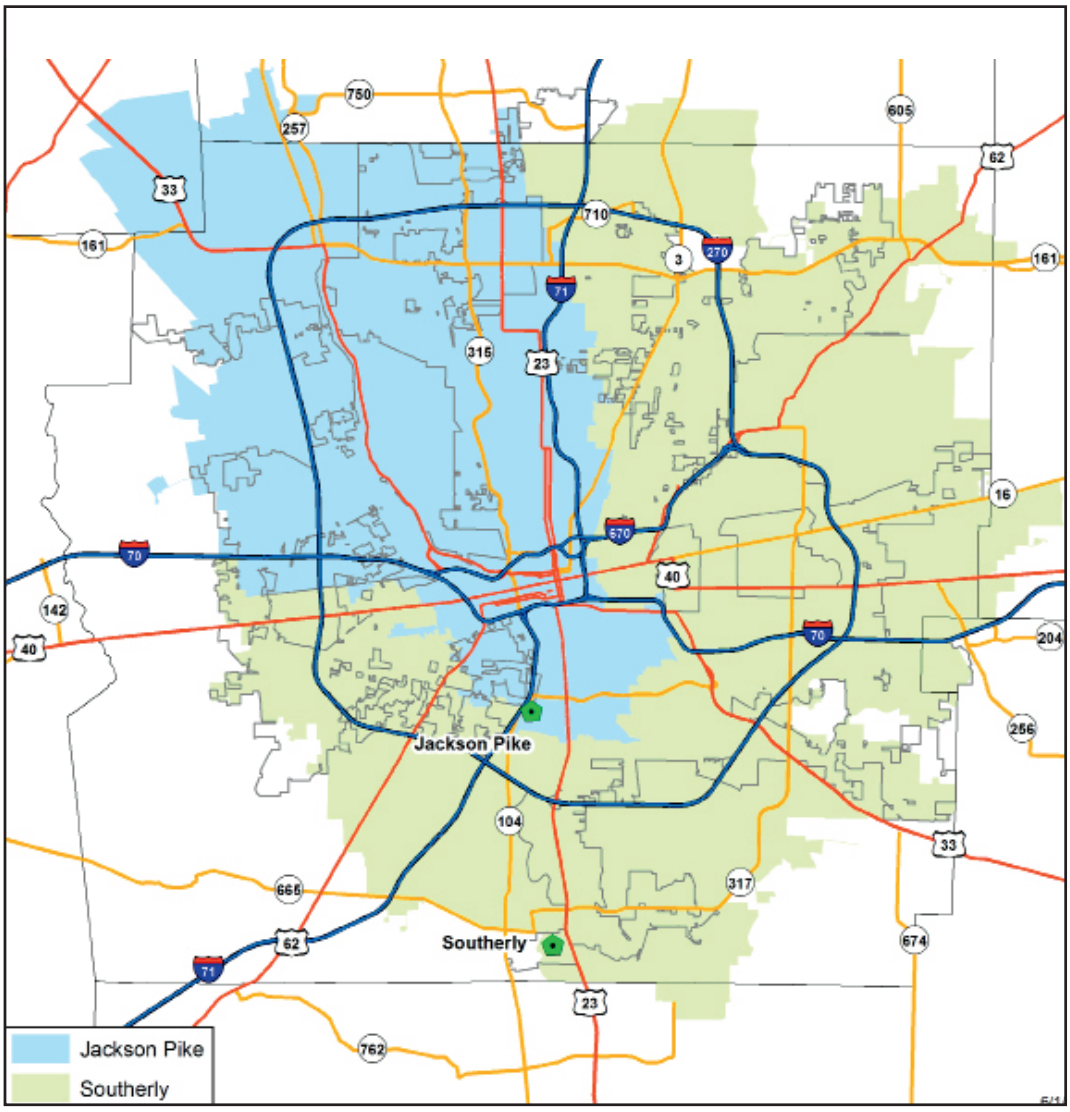
The Jackson Pike Water Reclamation Plant, located just south of downtown along I-71, was built in 1935 and has a design capacity of 68 MGD, with a peak treatment capacity of approximately 150 MGD. It serves the central and western half of Franklin County.

The Southerly Water Reclamation Plant, on the south side near Lockbourne, was built in 1967 and serves eastern Franklin County. Average daily design flow is 114 MGD with a peak capacity of 330 MGD, as well as 110 MGD of wet weather treatment capacity.

Both plants discharge treated water into the Scioto River and have undergone numerous upgrades in recent years to keep pace with central Ohio's growth and OEPA regulatory requirements.

The Division of Water Reclamation also operates a Compost Facility, which was built in 1980 as an environmentally friendly alternative to beneficially reuse wastewater residuals. The biosolids are made into a popular organic mulch and soil enrichment product known as Com-Til, which is available to the public. For more information please visit columbus.gov/comtil or call 614-645-3153.

COM-TIL COMPOST



Water Reclamation Summary	2024	2023	2022
Total billion gallons	62	66	70
Average millions gallons per day	169	181	191
Carbonaceous Biological Oxygen Demand removed	98%	98%	98%
Suspended solids removed	96%	98%	98%
Central Ohio precipitation	35″	42″	45″
Dry Tons Bio-solids Handled			
To compost	9,645	15,384	10,337
To beneficial reuse	13,396	12,681	12,021
Dry tons to energy (gas)	18,412	19,119	20,771
Total	41,453	47,183	43,129
Compost Facility Production			
Incoming sludge (wet tons)	51,888	59,023	53,021
Incoming sludge (dry tons)	9,645	15,384	10,337
Average percent dry solids	20%	19%	20%
Com-Til solid/donated (cubic yards)	43,154	69,743	64,862
Total yard waste received (wet tons)	64,168	28,012	13,615
Total Com-Til revenue	$524,550	$836,890	$786,520

20 REVENUES AND EXPENDITURES

DIVISION OF WATER RECLAMATION

Sanitary Enterprise Fund	2024	2023	2022
Revenue			
Beginning Cash Balance	$234,504,510	$206,457,813	$189,063,724
Sewer Service Charges	$286,313,058	$272,515,739	$253,107,178
Wet Weather Fees	$50,814,020	$48,306,216	$45,281,478
Investment Earnings	$15,244,413	$10,213,883	$4,053,400
System Capacity Charges	$9,512,985	$9,148,987	$8,700,565
Storm Sewer Reimbursements	$7,896,502	$3,270,142	$10,642,976
Other	$958,154	$1,408,752	$1,693,131
Debt Refinancing	$73,442	$191,132	$102,590
Adjustments	$0	$8,475	$0
Total Revenue	$605,317,084	$345,063,327	$323,581,318
Expenditures			
Personnel	$43,697,753	$40,958,240	$38,035,129
Supplies and Materials	$12,378,401	$11,625,100	$11,271,261
Services	$47,552,547	$42,060,578	$39,421,010
Pro-Rata	$15,457,536	$14,710,291	$13,968,868
Other	$86,012	$72,750	$30,476
Capital Equipment	$3,145,892	$831,209	$1,294,491
Debt Service	$207,689,180	$193,052,909	$165,757,944
Sewer Share of DPU	$15,927,849	$13,662,117	$11,356,826
Transfers	$0	$46,520,718	$25,051,046
Total Expenditures	$345,935,169	$316,973,194	$306,187,051
Ending Cash Balance	$259,381,914	$234,547,946	$206,457,992

Stormwater Enterprise Fund	2024	2023	2022
Revenue			
Beginning Cash Balance	$42,984,884	$33,557,834	$29,687,937
Storm Sewer Charges	$47,009,895	$46,487,739	$45,653,450
Investment Earnings	$2,690,388	$1,667,446	$605,213
Storm Penalties	$528,644	$466,910	$509,310
Other	$939	$1,733	$16,124
Debt Refinancing	$11,604	$36,759	$0
Adjustments	$38,903	$20,982	$8,321
Total Revenue	$50,280,372	$48,639,605	$46,775,776
Expenditures			
Personnel	$2,396,150	$2,231,481	$2,090,075
Supplies and Materials	$69,087	$100,443	$59,325
Services	$1,145,368	$1,633,918	$873,853
Pro-Rata	$2,171,997	$2,105,216	$2,100,859
Capital Equipment	$229,287	$0	$0
Other	$9,000	$0	$0
Debt Service	$13,988,072	$13,653,225	$13,132,840
Reimbursement to Sanitary	$7,896,502	$3,270,142	$10,642,976
Storm Share of DPU	$4,190,552	$3,643,231	$3,034,122
Department of Technology Allocation	$1,705,211	$1,650,328	$1,454,822
Street Cleaning	$12,041,760	$10,992,244	$9,517,006
Transfers	$0	$0	$0
Total Expenditures	$45,842,988	$39,280,229	$42,905,878
Ending Cash Balance	$47,422,268	$42,917,211	$33,557,835

22 REVENUES AND EXPENDITURES

DIVISION OF POWER

Electricity Enterprise Fund	2024	2023	2022
Revenue			
Beginning Cash Balance	$22,688,532	$26,027,231	$29,687,582
Commercial	$74,939,672	$70,869,354	$69,488,502
Residential	$10,024,032	$8,299,847	$9,813,262
Investment Earnings	$1,522,522	$1,024,427	($195,849)
Kilowatt Hour Tax Reduction	($3,475,694)	($3,360,752)	($3,358,596)
Other	$2,572,725	$3,090,487	$566,337
PCRA (Power Cost Reserve Adjustment)	$5,907,220	$6,895,492	$8,335,493
Debt Refinancing	$646,734	$19,317	$15,317
Adjustments	$1,042,188	$1,167,747	$0
Transfer In	$0	$929,273	$670,000
Total Revenue	$93,179,399	$88,935,192	$85,334,467
Expenditures			
Personnel	$10,890,694	$9,594,729	$9,383,762
Purchase Power	$52,586,557	$54,615,258	$58,032,854
Supplies and Materials	$5,020,860	$5,137,573	$2,786,864
Services	$11,960,514	$11,318,336	$8,606,241
Pro-Rata	$4,082,206	$3,861,687	$3,837,883
Other	$9,233	$5,681	$877
Capital Equipment	$3,736,138	$3,140,123	$2,875,168
Debt Service	$2,969,415	$1,888,940	$1,384,161
Power Share of DPU	$2,500,748	$2,685,677	$2,087,004
Total Expenditures	$93,756,365	$92,248,003	$88,994,814
Ending Cash Balance	$22,111,565	$22,714,421	$26,027,235

DIVISION OF WATER

Water Enterprise Fund	2024	2023	2022
Revenue			
Beginning Cash Balance	$170,611,076	$154,782,817	$143,287,139
Water Charges	$234,033,164	$218,873,767	$206,023,733
Water Billing Penalties	$2,767,091	$2,475,635	$2,654,655
Investment Earnings	$10,267,733	$6,722,475	$2,805,358
System Capacity	$8,294,907	$7,655,558	$6,549,597
Sewer Billing Charges	$5,509,693	$4,416,718	$5,063,940
Meter Service Fees	$1,073,153	$1,118,675	$856,391
Other Revenue	$1,570,764	$1,983,038	$1,851,511
Debt Refinancing	$149,337	$0	$215,155
Adjustments	$0	$0	$0
Total Revenue	$263,685,844	$243,245,865	$226,020,340
Expenditures			
Personnel	$47,387,090	$40,858,010	$39,235,625
Supplies and Materials	$32,689,733	$29,879,582	$24,289,767
Services	$34,620,991	$29,517,322	$27,496,439
Pro-Rata	$10,998,568	$10,320,157	$9,871,158
Other	$65,823	$65,321	$29,558
Capital Equipment	$3,160,669	$1,363,105	$599,564
Debt Service	$104,291,441	$102,880,005	$102,620,019
Water Share of DPU	$14,654,004	$12,535,755	$10,297,435
Transfers	$0	$0	$0
Total Expenditures	$247,868,320	$227,419,258	$214,439,565
Ending Cash Balance	$186,428,600	$170,609,425	$154,867,914