

# 65 Water & Sewer Services Fund-At a Glance

**Mission** The mission of Metropolitan Water Services is to provide drinking water, wastewater treatment, and storm water management services to our community so we can enjoy a vital, safe, and dependable water supply and protected environment.

**Budget Summary**

	<u>2013-14</u>	<u>2014-15</u>	<u>2015-16</u>
<b>Expenditures and Transfers:</b>			
Water & Sewer Operating	\$ 116,169,500	\$ 119,176,900	\$ 119,176,900
Water & Sewer Debt	64,954,200	67,530,800	62,488,400
Operating Reserve	20,300	120,300	0
Water & Sewer Extension	35,588,100	30,272,500	39,725,700
Stormwater Funds	14,630,400	14,443,200	14,443,200
<b>Total Expenditures and Transfers</b>	<u>\$ 231,362,500</u>	<u>\$ 231,543,700</u>	<u>\$ 235,834,200</u>
<b>Revenues and Transfers:</b>			
Program Revenue			
Charges, Commissions, and Fees	\$ 23,794,200	\$ 23,794,200	\$ 27,112,200
Other Governments and Agencies	0	0	0
Other Program Revenue	0	0	0
<b>Total Program Revenue</b>	<u>\$ 23,794,200</u>	<u>\$ 23,794,200</u>	<u>\$ 27,112,200</u>
Non-program Revenue	0	0	0
Transfers From Other Funds and Units	207,381,100	207,749,500	208,722,000
<b>Total Revenues</b>	<u>\$ 231,175,300</u>	<u>\$ 231,543,700</u>	<u>\$ 235,834,200</u>
<b>Expenditures Per Capita</b>	\$ 356.88	\$ 351.57	\$ 352.86

<b>Positions</b>	Total Budgeted Positions	809	807	807
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## Accomplishments

- For 2014: Water treatment plants were 100% compliant with the Safe Drinking Water Act and wastewater plants were 98.9% compliant with the Clean Water Act. The total amount of water treated was 37.4 billion gallons and the total amount of wastewater treated was 61.7 billion gallons.
  - Opened the Development Services Center.
  - Facilitated the delisting of 32 miles of Metro streams from the 2014 "303(d) list" coordinating with TDEC – including the de-posting and de-listing of the lower section of Whites Creek, coordinated with Mayor's Office, Cumberland River Compact and Nature Conservancy in pursuing a coordinated Watershed Stewardship Plan - to include our related SUSTAIN Modeling and Watershed Improvement Fund Projects, and partnered with Cumberland River Compact, the Nature Conservancy, and Parks in the removal of the Richland Creek low-head dam.
  - Completed the construction of the new Route Services building and achieved LEED Gold Certification.
  - There were 47,145 WebConnect customers who view and pay their bills online, the call answer rate was 92% with an average hold time of one minute, and the IVR answer rate was 50%.
  - Five planning/distribution system optimization projects and eight water Infrastructure and rehabilitation projects totaled more than 8,000 feet of water line replacement were completed.
  - Reduced employee IOD's to a seven year low of 36 incidents.
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## Goals

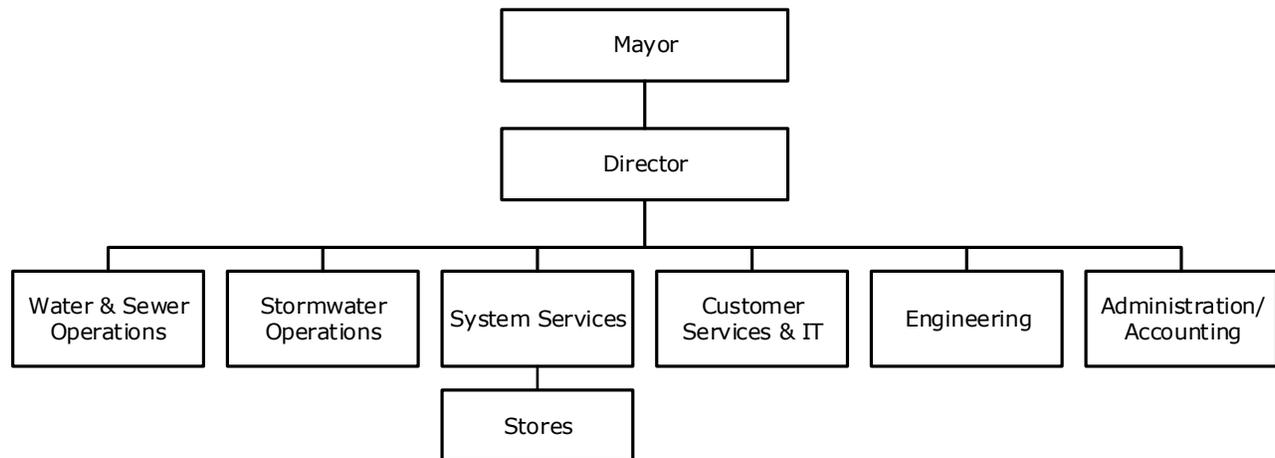
- MWS customers will continue to enjoy recreational activities using streams that are swimmable and fishable (according to state and federal criteria.)
  - Customers of MWS will continue to have clean, safe, drinkable water, at levels meeting EPA (Environmental Protection Agency) water production and distribution water quality standards.
  - MWS customers will continue to find it easier to do business with MWS.
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## Strategic Issues

- Be in compliance with all Federal, State, and Local regulatory requirements.
- Maintain cost containment - meet budgetary goals established by Metro Council.
- To proudly serve our community by providing vital, safe, and dependable water, wastewater, and stormwater services in an innovative and competitive manner.

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## Organizational Structure




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## Programs

### Administration

- Executive Leadership
- Finance
- Human Resources
- IT Applications Support
- Non-allocated Financial Transactions
- Operations Administration
- Procurement

### Customer Service

- Billing and Collections
- Field Activities
- Lobby and Cash
- Meter Reading
- Permits and Customer Connections
- Phone Center

### Distribution and Collection

- Planning
- Sewer Maintenance
- Water Maintenance

### Engineering

- Contract Administration
- Design and Development Review
- Inspection
- System Improvements and Planning

### Stormwater

- Development Review and Permitting
- Master Planning
- Remedial Maintenance
- Routine Maintenance
- Water Quality

### Wastewater Operations

- Collection Facilities Operations and Maintenance
- Laboratory Compliance
- Plant Maintenance
- Security
- Wastewater Treatment Plant Operation

### Water Operations

- Distribution Facilities Operations and Maintenance
- Laboratory Compliance
- Plant Maintenance
- Security
- Water Treatment Plant Operation

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## Budget Changes and Impact Highlights

Recommendation			Impact	
<b>Water &amp; Sewer Operations</b>				
Administrative Expenses		SPF**	\$74,300	Continue to deliver wastewater treatment and water distribution management
<b>Stormwater Operations</b>				
Administrative Expenses		SPF	(26,600)	Continue to provide Stormwater services
<b>Non-allocated Financial Transactions</b>				
Insurance Billings	Water & Sewer	SPF	(60,900)	No impact on performance. Represents direct charges to departments for insurance costs.
	Stormwater	SPF	1,800	
Internal Service Charges*	Water & Sewer	SPF	30,700	Delivery of centrally provided services including information systems, fleet management, radio, and surplus property
	Stormwater	SPF	(30,200)	
LOCAP Adjustments	Water & Sewer	SPF	412,200	No impact on performance
	Stormwater	SPF	55,000	
IOD Adjustments	Water & Sewer	SPF	(456,300)	To ensure a safe workplace for employees
<b>Water Operating Fund Total</b>			\$0	
<b>Stormwater Operating Fund Total</b>			\$0	
<b>Extension &amp; Replacement Fund Total</b>			\$9,453,200	
<b>Debt Service Fund Total</b>			\$(5,042,400)	
<b>Operating Reserve Fund Total</b>			\$(120,300)	
<b>TOTAL Special Purpose Funds</b>			\$4,290,500	

\* See Internal Service Charges section for details

\*\* SPF – Special Purpose Funds