

# 65 Water Services

## Administration Line of Business

The purpose of the Administration Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

### Nonallocated Program

Central adjustments related to internal service fees, pay adjustments, fringe benefits, non-programmatic changes and departmental "to be determined" budget reductions are reported here. These adjustments will be allocated to individual programs by the department in the upcoming fiscal year.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	5,000	1,622	5,000	5,000	0	0.0%
Total	\$5,000	\$1,622	\$5,000	\$5,000	\$0	0.0%

## Executive Leadership Program

The purpose of the Executive Leadership Program is to provide business policy and decision products to this department so it can deliver results for customers.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	11,407,400	3,733,282	10,944,200	11,521,500	577,300	5.3%
Total	\$11,407,400	\$3,733,282	\$10,944,200	\$11,521,500	\$577,300	5.3%

## Finance Program

The purpose of the Finance Program is to provide financial management to this Metro Department so it can effectively manage its financial resources.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	3,285,100	3,019,747	3,279,600	3,581,500	301,900	9.2%
Total	\$3,285,100	\$3,019,747	\$3,279,600	\$3,581,500	\$301,900	9.2%

## Human Resources Program

The purpose of the Human Resources Program is to provide employment products to department employees so they can receive adequate training, equitable benefits, accurate compensation, safety enhancement and appropriate safety training products that are designed to prevent accidents and injuries more effectively and respond to accidents and injuries that occur.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	816,000	798,746	1,030,100	1,085,700	55,600	5.4%
Total	\$816,000	\$798,746	\$1,030,100	\$1,085,700	\$55,600	5.4%

## IT Applications Support Program

The purpose of the IT Applications Support Program is to provide business recommendations, applications, and project reporting products to MWS Divisions so they can use technologies and technology applications to improve their business processes.

	FY22	FY22	FY23	FY24	FY23-FY24	FY23-FY24
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<b>Budget Summary</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Budget</b>	<b>Difference</b>	<b>% Change</b>
Water & Sewer Operating	5,449,200	4,879,696	6,086,400	6,116,800	30,400	0.5%
Total	\$5,449,200	\$4,879,696	\$6,086,400	\$6,116,800	\$30,400	0.5%

### Operations Administration Program

The purpose of the Operations Administration Program is to provide management information products to Metro Water Services employees so they can produce quality water and wastewater products.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	2,246,300	1,599,193	2,555,900	2,725,700	169,800	6.6%
Total	\$2,246,300	\$1,599,193	\$2,555,900	\$2,725,700	\$169,800	6.6%

### Procurement Program

The purpose of the Procurement Program is to provide purchasing transaction support products to this Metro department so it can obtain needed goods and services in a timely and efficient manner.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	442,800	417,814	468,900	468,900	0	0.0%
Total	\$442,800	\$417,814	\$468,900	\$468,900	\$0	0.0%

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## Customer Service Line of Business

The purpose of the Customer Service Line of Business is to provide billing and collections, meter reading, lobby and cash operations, field activities, phone services, and permits/customer connection products to rate payers so they can conduct business with the utility.

### Billing and Collections Program

The purpose of the Billing and Collections Program is to provide billing and collections products to the utility so it can receive proper and timely payments for delivered products, reduce bad debt, and continue efficient operations for ratepayers.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	2,042,300	1,931,150	2,045,600	2,355,500	309,900	15.1%
Total	\$2,042,300	\$1,931,150	\$2,045,600	\$2,355,500	\$309,900	15.1%

### Field Activities Program

The purpose of the Field Activities Program is to provide meter information and maintenance products to the utility so it can issue accurate bills in a timely manner, respond to customer requests and provide uninterrupted water service.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	4,756,200	4,437,878	5,791,000	9,078,000	3,287,000	56.8%
Total	\$4,756,200	\$4,437,878	\$5,791,000	\$9,078,000	\$3,287,000	56.8%

### Lobby and Cash Program

The purpose of the Lobby and Cash Program is to provide customer assistance products to water and wastewater users so they can receive services and make payments using convenient customer assistance venues.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	322,900	388,123	330,700	338,000	7,300	2.2%
Total	\$322,900	\$388,123	\$330,700	\$338,000	\$7,300	2.2%

### Meter Reading Program

The purpose of the Meter Reading Program is to provide meter readings to the Billing and Collections Program so they can provide utility customers with accurate and timely bills.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	979,700	1,098,553	1,117,500	973,000	(144,500)	-12.9%
Total	\$979,700	\$1,098,553	\$1,117,500	\$973,000	-\$144,500	-12.9%

### Permits and Customer Connections Program

The purpose of the Permits and Customer Connections Program is to provide infrastructure and connection assistance products to utility contractors and developers so they can connect to our water and wastewater systems in a timely manner and proceed with their desired projects.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
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Water & Sewer Operating	0	-129,122	0	0	0	0.0%
Total	\$0	-\$129,122	\$0	\$0	\$0	0.0%

### Phone Center Program

The purpose of the Phone Center Program is to provide customer assistance products to water and wastewater users so they can receive services and make payments using convenient telephone customer service methods.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	2,706,500	1,578,903	1,734,700	2,161,200	426,500	24.6%
Total	\$2,706,500	\$1,578,903	\$1,734,700	\$2,161,200	\$426,500	24.6%

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## Distribution and Collection Line of Business

The purpose of the Distribution and Collection Line of Business is to provide planning, and sewer and water maintenance products to the utility in order to deliver water and collect and transport wastewater.

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### Planning Program

The purpose of the Distribution and Collection Planning Program is to provide field investigation and maintenance scheduling products to MWS, other utility personnel and contractors so they can provide scheduled maintenance and timely repairs to the distribution and collection systems.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	11,398,200	11,728,651	11,681,600	12,837,700	1,156,100	9.9%
Total	\$11,398,200	\$11,728,651	\$11,681,600	\$12,837,700	\$1,156,100	9.9%

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### Sewer Maintenance Program

The purpose of the Sewer Maintenance Program is to provide sewer system repair and maintenance products to MWS (Metro Water Services) so it can provide maintenance at a competitive cost.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	6,266,300	3,538,361	6,887,600	7,195,500	307,900	4.5%
Total	\$6,266,300	\$3,538,361	\$6,887,600	\$7,195,500	\$307,900	4.5%

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### Water Maintenance Program

The purpose of the Water Maintenance Program is to provide water system repair and maintenance products to MWS so it can minimize emergency repairs.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	12,093,700	9,393,886	12,007,900	14,610,200	2,602,300	21.7%
Total	\$12,093,700	\$9,393,886	\$12,007,900	\$14,610,200	\$2,602,300	21.7%

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## Engineering Line of Business

The purpose of the Engineering Line of Business is to provide new development review and approval, master planning, design, contract and construction administration, and customer advocacy products to customers requesting connection to our systems and to MWS so that they can connect to our systems and/or receive timely and accurate technical support.

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## Contract Administration Program

The purpose of the Contract Administration Program is to provide contract administration, property rights, acquisitions, customer advocacy, and technical/legislative support products to citizens, elected officials, government agencies and the development community so they can have cost-effective, environmentally safe and reliable water and wastewater systems.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	1,757,000	1,051,658	1,502,300	1,828,100	325,800	21.7%
Total	\$1,757,000	\$1,051,658	\$1,502,300	\$1,828,100	\$325,800	21.7%

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## Design and Development Review Program

The purpose of the Design and Development Review Program is to provide engineering design and technical guidance products to MWS' Engineering Inspections Program and developers so they can build projects within established timelines and according to specified plans.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	1,507,700	1,024,464	3,068,600	2,329,400	(739,200)	-24.1%
Total	\$1,507,700	\$1,024,464	\$3,068,600	\$2,329,400	-\$739,200	-24.1%

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## Wastewater Operations Line of Business

The purpose of the Wastewater Operations Line of Business is to provide treatment, maintenance, security and laboratory services to MWS and its customers so that they can have safe water resources.

### Collection Facilities Operations and Maintenance Program

The purpose of the Collection Facilities Operations and Maintenance Program is to provide operations and technical maintenance products to MWS Operations, Engineering and System Services Divisions so they can provide wastewater collection and treatment services for MWS customers.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	12,040,800	11,571,322	12,362,300	12,693,200	330,900	2.7%
Total	\$12,040,800	\$11,571,322	\$12,362,300	\$12,693,200	\$330,900	2.7%

### Laboratory Compliance Program

The purpose of the Laboratory Compliance Program is to provide water quality and compliance reports, analytical data and support products to MWS (Metro Water Services) so they can have timely and accurate data that enables them to operate efficiently and in compliance with regulations.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	2,659,600	2,808,324	3,225,100	3,483,600	258,500	8.0%
Total	\$2,659,600	\$2,808,324	\$3,225,100	\$3,483,600	\$258,500	8.0%

### Plant Maintenance Program

The purpose of the Plant Maintenance Program is to provide preventive and corrective maintenance products to MWS Operations so they can have plants that operate at optimum required capacity.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	7,238,000	7,160,135	8,288,600	9,996,900	1,708,300	20.6%
Total	\$7,238,000	\$7,160,135	\$8,288,600	\$9,996,900	\$1,708,300	20.6%

### Wastewater Treatment Plant Operation Program

The purpose of the Wastewater Treatment Plant Operation Program is to provide wastewater treatment products for the community so they can be assured of fishable and swimmable water resources.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
Water & Sewer Operating	32,651,200	33,395,699	35,407,600	39,174,400	3,766,800	10.6%
Total	\$32,651,200	\$33,395,699	\$35,407,600	\$39,174,400	\$3,766,800	10.6%

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## Water Operations Line of Business

The purpose of the Water Operations Line of Business is to provide treatment, maintenance, security and laboratory services to MWS and its customers so that they can have a safe drinking water supply of reliable quantity with sufficient water pressure.

### Distribution Facilities Operations and Maintenance Program

The purpose of the Distribution Facilities Operations and Maintenance Program is to provide operations, technical maintenance services and monitoring of the distribution system to MWS Operations, Engineering and System Services Divisions so they can provide safe drinking water of reliable quantity for Metro Water Services' customers.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	6,881,000	6,924,966	7,496,600	8,259,700	763,100	10.2%
Total	\$6,881,000	\$6,924,966	\$7,496,600	\$8,259,700	\$763,100	10.2%

### Laboratory Compliance Program

The purpose of the Laboratory Compliance Program is to provide water quality and compliance reports, analytical data and support products to MWS (Metro Water Services) so they can have timely and accurate data that enables them to operate efficiently and in compliance with regulations.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	1,048,600	1,108,569	1,156,500	1,276,600	120,100	10.4%
Total	\$1,048,600	\$1,108,569	\$1,156,500	\$1,276,600	\$120,100	10.4%

### Plant Maintenance Program

The purpose of the Plant Maintenance Program is to provide preventive and corrective maintenance products to MWS Operations so they can have plants that operate at optimum required capacity.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	3,141,600	2,901,929	2,999,100	3,616,000	616,900	20.6%
Total	\$3,141,600	\$2,901,929	\$2,999,100	\$3,616,000	\$616,900	20.6%

### Water Treatment Plant Operation Program

The purpose of the Water Treatment Plant Operation Program is to provide a safe supply of drinking water for community use and fire protection to all MWS customers so they can have potable and aesthetically pleasing water of reliable quantity and pressure.

Budget Summary	FY22 Budget	FY22 Actual	FY23 Budget	FY24 Budget	FY23-FY24 Difference	FY23-FY24 % Change
Water & Sewer Operating	19,572,000	21,692,938	20,815,600	24,634,200	3,818,600	18.3%
Total	\$19,572,000	\$21,692,938	\$20,815,600	\$24,634,200	\$3,818,600	18.3%