TABLE 5:

- Coordinate with O.D.O.T., Mahoning
- Locating our facilities per Ohio Utility
- Check water leaks
- Construction materials and supplies
- New equipment procurement
- Permanent record measurements and
- Micro-Comm pumping station and
- Operation and maintenance of 7 water mains

Examples of Responsibilities:

ENGINEERING

- Consulting engineering services for new
- Federal and State E.P.A. regulations
- Water volume and quality issues

CONSTRUCTION

- All aspects of construction and repair for the
- The construction division is responsible for

METER READING

- Tower Reads 99,478
- Pit Meters Read 1,835
- Finals Taken 4,796

Examples of Responsibilities:

- Process meter reads, apply customer
- Produce all relevant reports for payments,
- Accounts Restored 4,139

INFORMATION

- Process billing information and print
- Produce reports and data for affiliated
- Accounts Restored 4,139
- Pay Center through your bank
- Auto Deduct Bank Draft
- Auto Deduct 48,048

INFORMATION SYSTEMS

- Accounts Restored 4,139
- Pay Center through your bank
- Auto Deduct Bank Draft
- Auto Deduct 48,048
- Forward to the Post Office
- Mail Collection

COLLECTIONS

- Accounts Restored 4,139
- Pay Center through your bank
- Auto Deduct Bank Draft
- Auto Deduct 48,048
- Forward to the Post Office
- Mail Collection

METER DIVISION

- Initials taken were:
- Fire Hydrants Painted 2,625
- Fire Hydrants Checked 7,353
- Leaks and Breaks Repaired 285

Examples of Responsibilities:

- Reactivation of terminated/inactive water
- Review and approval of all new
- Example: meter changes
- Reinstatement of service
- Review and approval of all new
- New service installations
- Reactivation of terminated/inactive water
- Review and approval of all new
- New service installations

INFORMATION

- Accounts Restored 4,139
- Pay Center through your bank
- Auto Deduct Bank Draft
- Auto Deduct 48,048
- Forward to the Post Office
- Mail Collection

INFORMATION SYSTEMS

- Accounts Restored 4,139
- Pay Center through your bank
- Auto Deduct Bank Draft
- Auto Deduct 48,048
- Forward to the Post Office
- Mail Collection
STRUCTURE
The Youngstown Water Department is made up of two distinct units. The City Hall unit performs the functions of: meter reading, billing, collections, and information systems management. The responsibilities of the West Avenue unit include: construction, engineering, meter installation, and vehicle maintenance.

April 1, 2018

To Our Valued Customers:

On behalf of the Mayor, City Council and the employees of the Youngstown Water Department, I am pleased to present our Annual Report for 2017. We believe that communication is a critical component of providing quality service to the more than 150,000 customers who count on us.

This information was compiled to raise awareness about how our operation impacts your daily life. The report contains information on the various operations of the department including construction, meter reading, inspection, collection, meter installation, management information systems, and clerical activities.

Thank you for being supportive of our department and the work we do.

Sincerely,

Harry L. Johnson III
Water Commissioner
This division is responsible for reading the meters in the City of Youngstown and Austintown Township and in parts of Liberty Township, Boardman Township, Canfield Township, and Mineral Ridge. At times, a water bill might be estimated for various reasons (inclement weather, available staff, meters out of repair, unable to reach meter due to fence, etc.). The City of Youngstown is currently in Year 2 of a five year plan to change all meters within the system. This will allow for consistent meter reading while minimizing the need for estimates.

**TABLE 1: 2017 Meter Reading Division Data**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finals Taken</td>
<td>4,796</td>
</tr>
<tr>
<td>Pit Meters Read</td>
<td>1,835</td>
</tr>
<tr>
<td>Meter Reader Reads</td>
<td>467,055</td>
</tr>
<tr>
<td>Tower Reads</td>
<td>99,478</td>
</tr>
</tbody>
</table>

This division is responsible for the monthly billing and mailing of 52,150 water accounts. Employees are responsible for handling any questions and/or concerns that the general public may have regarding the water bill. Another function of this division is to balance and post payments that are received on a daily basis. This division’s primary customer contact is via phone, mail, and/or office visit.

**TABLE 2: 2017 Billing and Information Division Data**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>124,067</td>
</tr>
<tr>
<td>Pieces of Mail Processed</td>
<td>208,940</td>
</tr>
<tr>
<td>Walk-in Customers</td>
<td>45,800</td>
</tr>
</tbody>
</table>
COLLECTIONS DIVISION

This division is responsible for enforcing payment via service disconnection of delinquent accounts.

**TABLE 3: 2017 Collections Division Data**

<table>
<thead>
<tr>
<th>Accounts Disconnected</th>
<th>6,141</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Restored</td>
<td>4,139</td>
</tr>
</tbody>
</table>

MANAGEMENT INFORMATION SYSTEMS

**Examples of Responsibilities:**
- Process meter reads, apply customer payments and post to accounts
- Process billing information and print water bills
- Produce all relevant reports for payments, meter reads, billing, work orders, shutoff notices and other related reports
- Produce reports and data for affiliated departments and outside agencies
- Maintain software and equipment for all data processing and online access for office staff
- Backup data and archive all billing and financial information

Customers now have the ability to electronically pay their bills through three accepted methods:
1. On-line Credit Card directly on the YWD website
2. Bill Pay Center through your bank
3. Auto Deduct Bank Draft

**TABLE 4: 2017 MIS Data**

<table>
<thead>
<tr>
<th>Auto Deduct</th>
<th>48,048</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Payments</td>
<td>124,143</td>
</tr>
<tr>
<td>Huntington Bank Lock Box</td>
<td>98,756</td>
</tr>
</tbody>
</table>
**Examples of Responsibilities**

- Review and approval of all new construction plans
- Inspection of all new construction
- Installation of new meters for new water services
- Replacement of defective/inoperative meters
- Review, monitor, and terminate inactive accounts
- Review all accounts for improper water usage/consumption
- Install meter radio transmitting equipment
- Reactivation of terminated/inactive water services

**During 2017, the meter shop processed the following:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>5,051</td>
</tr>
</tbody>
</table>

**Work orders completed were:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter and MXU Installations</td>
<td>5,553</td>
</tr>
<tr>
<td>Total Work Orders</td>
<td>9,764</td>
</tr>
</tbody>
</table>
Examples of Responsibilities:
- Water volume and quality issues
- Federal and State E.P.A. regulations
- Engineering inspection services for new water mains
- Operation and maintenance of 7 water tanks and 6 pump stations
- Micro-Comm pumping station and storage tank telemetry system
- Permanent record measurements and drawings
- New equipment procurement
- Construction materials and supplies procurement
- Check water leaks
- Locating our facilities per Ohio Utility Protection Services
- Coordinate with O.D.O.T., Mahoning County, Trumbull County, Austintown Twp., Liberty Twp., Canfield Twp., and Boardman Twp., for construction projects

TABLE 5:
2017 Engineering Division Data
Ohio Utility Protection

<table>
<thead>
<tr>
<th>Service Orders Completed</th>
<th>9,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering Work Orders</td>
<td>975</td>
</tr>
<tr>
<td>Inside Leak Notices</td>
<td>117</td>
</tr>
<tr>
<td>Backflow Valves Tested</td>
<td>2,149</td>
</tr>
</tbody>
</table>

Main Line Extensions in 2017:

<table>
<thead>
<tr>
<th>Location</th>
<th>Size (in)</th>
<th>Length (ft)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarkins</td>
<td>8</td>
<td>1,659</td>
</tr>
<tr>
<td>Fox Den</td>
<td>8</td>
<td>653</td>
</tr>
<tr>
<td>Adams (between Andrews &amp; Meadow)</td>
<td>8</td>
<td>114</td>
</tr>
<tr>
<td>My Way Drive</td>
<td>8</td>
<td>575</td>
</tr>
</tbody>
</table>

Main Line Replacements in 2017:

<table>
<thead>
<tr>
<th>Location</th>
<th>Size (in)</th>
<th>Length (ft)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N. Meridian</td>
<td>12</td>
<td>6,321</td>
</tr>
</tbody>
</table>
The construction division is responsible for all aspects of construction and repair for the Water Department. **Examples of Responsibilities:**

- Repairing water breaks
- Installing water services (3/4" - 2") including the tap
- Tapping water mains (4" - 12")
- Repairing and installing main line valves
- Installing and repairing fire hydrants
- Installing and repairing all fittings and valves from the water main to the curb cock including the curb box and rod
- Checking and painting fire hydrants
- Dress and seed (yard restoration)
- Repairing roads, driveways, and sidewalks (curbs included)
- Maintaining tanks and pump stations (grass cutting, leaves)

### TABLE 6: 2017 Construction Division Work Order Data

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaks and Breaks Repaired</td>
<td>285</td>
</tr>
<tr>
<td>Fire Hydrants Checked</td>
<td>7,353</td>
</tr>
<tr>
<td>Fire Hydrants Repaired</td>
<td>112</td>
</tr>
<tr>
<td>Fire Hydrants Replaced</td>
<td>79</td>
</tr>
<tr>
<td>Fire Hydrants Painted</td>
<td>2,625</td>
</tr>
<tr>
<td>Water Services (tap &amp; installed) 3/4&quot; - 2&quot;</td>
<td>61</td>
</tr>
<tr>
<td>Water Taps 4&quot; - 12&quot;</td>
<td>16</td>
</tr>
<tr>
<td>Main Line Valves Checked</td>
<td>667</td>
</tr>
<tr>
<td>Main Line Valves Repaired or Replaced</td>
<td>56</td>
</tr>
<tr>
<td>Misc. Work Orders (rods, curb boxes, etc.)</td>
<td>2,294</td>
</tr>
<tr>
<td>Dress &amp; Seed (yard restoration)</td>
<td>2,307</td>
</tr>
<tr>
<td>Pump Stations &amp; Storage Sites (maintaining grass and leaves, etc.)</td>
<td>14</td>
</tr>
</tbody>
</table>

### TABLE 7: 2017 Paving Crew Data

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sidewalks</td>
<td>210</td>
</tr>
<tr>
<td>Driveways</td>
<td>135</td>
</tr>
<tr>
<td>Curbs</td>
<td>53</td>
</tr>
<tr>
<td>Street Cuts</td>
<td>293</td>
</tr>
</tbody>
</table>
TABLE 5:

Examples of Responsibilities:

- Coordinate with O.D.O.T., Mahoning
- Locating our facilities per Ohio Utility
- Check water leaks
- Construction materials and supplies
- Permanent record measurements and
- Federal and State E.P.A. regulations
- Water volume and quality issues

ENGINEERING

DIVISION

N. Meridian 12 6,321

Main Line Replacements in 2017:
Andrews & Meadow) 8 114
Boardman Twp., for construction projects
County, Trumbull County, Austintown
Protection Services
drawings
storage tank telemetry system
tanks and 6 pump stations
water mains
35252_City of Youngstown_Water Dept Bro_P8_OUT.pdf   1   3/14/18   11:31 AM

Street Cuts 293
Curbs   53
Driveways 135
Sidewalks 210

TABLE 7:
2017 Paving Crew Data

Examples of Responsibilities:

- Maintaining tanks and pump stations (grass
- Repairing roads, driveways, and sidewalks
- Dress and seed (yard restoration)
- Checking and painting fire hydrants
- Installing and repairing fire hydrants
- Tapping water mains (4" - 12")
[Image...to 529x629]
[27x97]WWW.YOUNGSTOWNOHIO.GOV/WATER
[62x135]YOUNGSTOWN, OH 44501
[489x-0]ANNUAL REPORT 2017
[489x-0]ANNUAL REPORT 2017
[1049x-687]Walk-in Customers 45,800
Pieces of Mail Processed 208,940
Phone Calls 124,067
2017 Billing and Information

division’s primary customer contact is via
division is to balance and post payments
that the general public may have regarding
handling any questions and/or concerns
accounts.  Employees are responsible for
billing and mailing of 52,150 water

BILLING AND

Meter Reader Reads 467,055
Pit Meters Read 1,835
Finals Taken 4,796
2017 Meter Reading Division Data

TABLE 1:
allow for consistent meter reading while
change all meters within the system. This will
due to fence, etc.). The City of Youngstown
meters in the City of Youngstown and
This division is responsible for reading the
DIVISION
METER READING

Tower Reads 99,478

TABLE 4:
2017 MIS Data

Examples of Responsibilities:

- Process meter reads, apply customer
- Produce all relevant reports for payments,
- Maintain software and equipment for all
- Backup data and archive all billing and
- Produce reports and data for affiliated
- It also handles financial information

INFORMATION SYSTEMS

Accounts Restored 4,139
Accounts Disconnected 6,141

TABLE 3:
2017 Collections Division Data

Examples of Responsibilities:

- Reactivation of terminated/inactive water
- Installation of new meters for new
- Inspection of all new construction
- Replacement of defective/inoperative
- Review, monitor, and terminate inactive
- Review all accounts for improper water

COLLECTIONS

METER

DIVISION

Phone Calls 5,051
the following:
During 2017, the meter shop processed

Total Work Orders 9,764
Meter and MXU Installations 5,553
Phone Calls 5,051
the following:
During 2017, the meter shop processed

Total Work Orders 9,764
Meter and MXU Installations 5,553