

# YOUNGSTOWN<sup>SM</sup>

W A T E R   D E P A R T M E N T



ANNUAL REPORT 2017

# 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,*

A handwritten signature in dark ink, appearing to read "H. L. Johnson III", with a stylized flourish at the end.

*Harry L. Johnson III  
Water Commissioner*

# METER READING DIVISION

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**

Finals Taken	4,796
Pit Meters Read	1,835
Meter Reader Reads	467,055
Tower Reads	99,478

# BILLING AND INFORMATION DIVISION

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**

Phone Calls	124,067
Pieces of Mail Processed	208,940
Walk-in Customers	45,800

# COLLECTIONS DIVISION

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

**TABLE 3: 2017 Collections Division Data**

Accounts Disconnected	6,141
Accounts Restored	4,139

# 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**

Auto Deduct	48,048
Credit Card Payments	124,143
Huntington Bank Lock Box	98,756

# METER DIVISION

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## *Examples of Responsibilities*

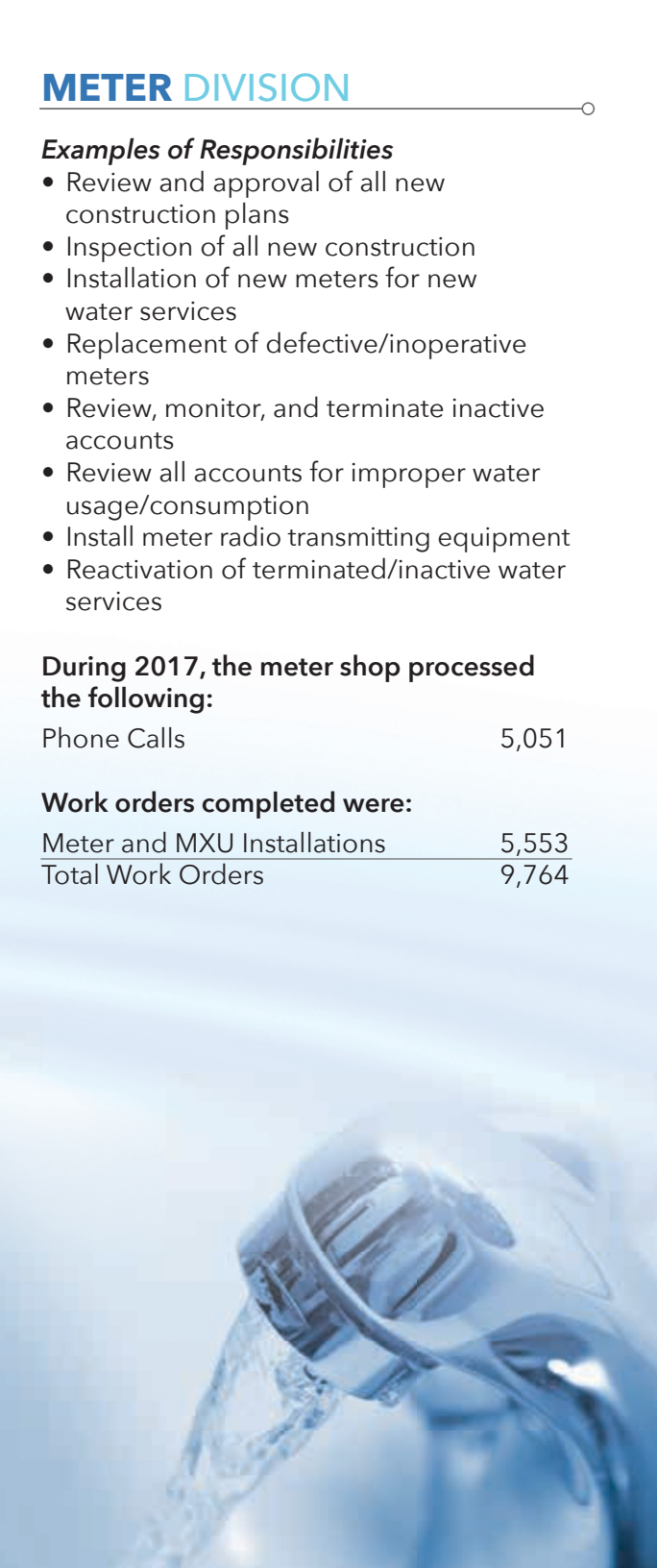
- Review and approval of all new construction plans
- Inspection of all new construction
- Installation of new meters for new water services
- Replacement of defective/inoperative meters
- Review, monitor, and terminate inactive accounts
- Review all accounts for improper water usage/consumption
- Install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

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

Phone Calls	5,051
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## **Work orders completed were:**

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



# ENGINEERING DIVISION

## 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	
Service Orders Completed	9,000
Engineering Work Orders	
Completed	975
Inside Leak Notices	117
Backflow Valves Tested	2,149

## Main Line Extensions in 2017:

Location	Size (in)	Length (ft)
Clarkins	8	1,659
Fox Den	8	653
Adams (between Andrews & Meadow)	8	114
My Way Drive	8	575

## Main Line Replacements in 2017:

Location	Size (in)	Length (ft)
N. Meridian	12	6,321

# CONSTRUCTION DIVISION

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**

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

**TABLE 7: 2017 Paving Crew Data**

Sidewalks	210
Driveways	135
Curbs	53
Street Cuts	293

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