

The members of the City of Findlay Water/Sewer Billing Office are a team of 9 seasoned professionals who are privileged to serve 18,239 customers in the City of Findlay and the Village of Van Buren. We also serve sewer only accounts with the Village of Arcadia and residents of Red Hawk.

In an average month, the billing office answers 2,300 incoming calls, assists 2,000 people through the door, processes 5,000 checks, audits and balances \$1.5 million of the City's revenue while effectively monitoring and maintaining over 20,000 water meters and remote read transmitters.

In 2018, we continued adjusting to the new features and interface of the billing software that was fully implemented in November 2017. The City saw some growth this year which resulted in an additional 223 water customers from last year thus increasing collections by 1% for both water and wastewater.

We found that the bi-monthly billing structure of north and south made the amount of payments processed in the office each month very one sided. This, in addition to the regular daily tasks, proved to be taxing on a staff of 4 billing clerks. In April of 2018 we made the decision of moving 200 business accounts from bi-monthly billing to monthly. Additionally, we restructured our bill processing dates to release bills to the public 5 days earlier. As a result, the amount of payments processed in the office were streamlined and our accounts receivable of over 120 days past due were reduced by 35%.

The Water/Sewer Billing Office also saw some cosmetic changes in 2018. Using the skills and talents of Water Distribution staff, we combined our imaginations that resulted in an open workspace that improved communication and workflow immensely. We also proudly display historical office equipment and Water Works ledgers with entries dating back to September 1889.

It is an honor to serve our customers while collecting the revenue that protects and maintains the water system. One of the ways we diligently serve our public is by dedicating one of our 3 Meter Technicians to monitor water usage on a daily basis. We provide courtesy calls to customers who use more than 750 gallons of water in a 24 hour period. In 2018, more than 750 calls were made.

Discussions with the Hancock County Health Department resulted in changing responsibility of monitoring the Backflow Prevention Program from the Health Department to the City. It was mutually agreed that the City's billing software held the most current data of the properties with backflow devices. The end of 2018 resulted in further development of the billing software to include all of the backflow devices in the City of Findlay. Strategy behind development includes the ability to properly report the maintenance and inspections of each device to remain in compliance with the Environmental Protection Agency.

In the coming year, the Water Department will take on the responsibility of the administrative tasks of notifying property owners of impending mandatory inspections, regulate the list of certified testers, manage the Containment Backflow Devices that are directly connected to the City’s water distribution system as well as maintaining records of more than 3,200 devices located throughout the City.

We are excited to kick of 2019 with a fresh new look of the Water/Sewer billing statements complete with 12 months of consumption details in a graph at the top of its colorful page. The new bills will go out in February. It is our goal to keep moving forward with improved ways to view and analyze usage and pay for your water utilities.

By the end of 2019, the Water/Sewer Billing Office has a vision of obtaining and managing billing and metering systems that will not only allow users to access water utility information and pay their bill using any device, but will also allow the City to send alerts to our customers. It is our goal to strengthen the network of communication between the City and our public to keep them well informed of situations concerning their health and safety.

We respectfully submit the following reports and details supporting usage and revenue information collected in 2018. Thank you for allowing us to serve our community through the vessel of the City of Findlay Water/Sewer Billing Office and we look forward to providing excellent customer service again in 2019.

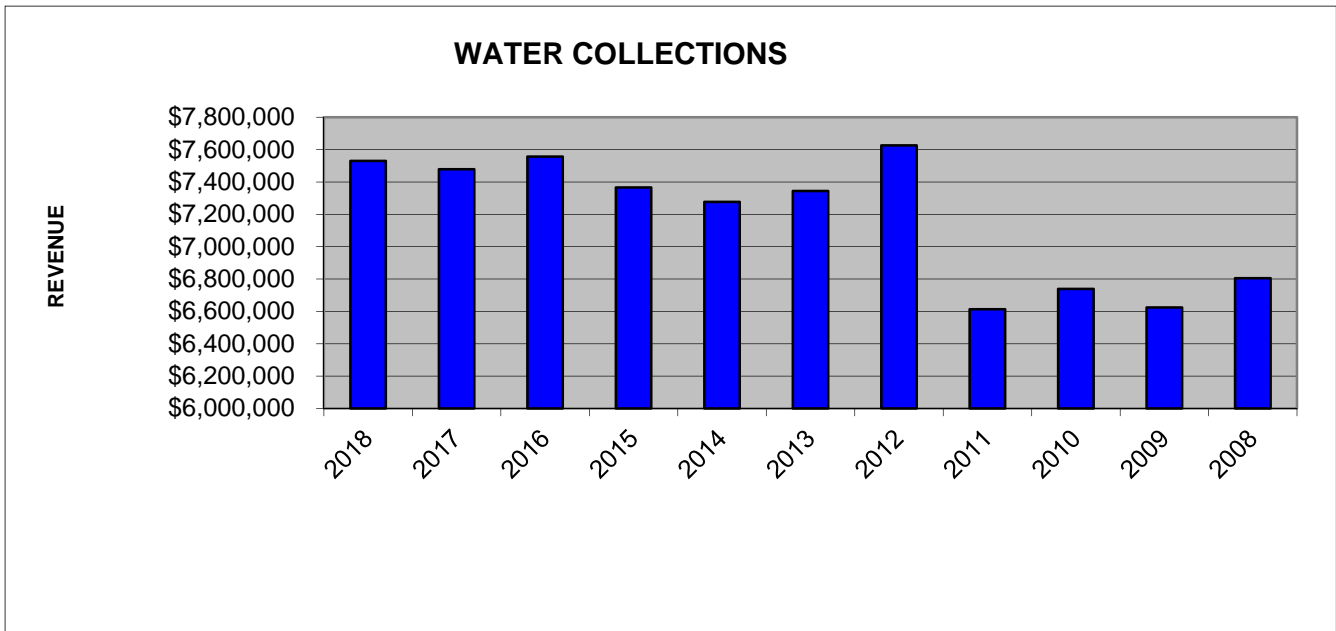
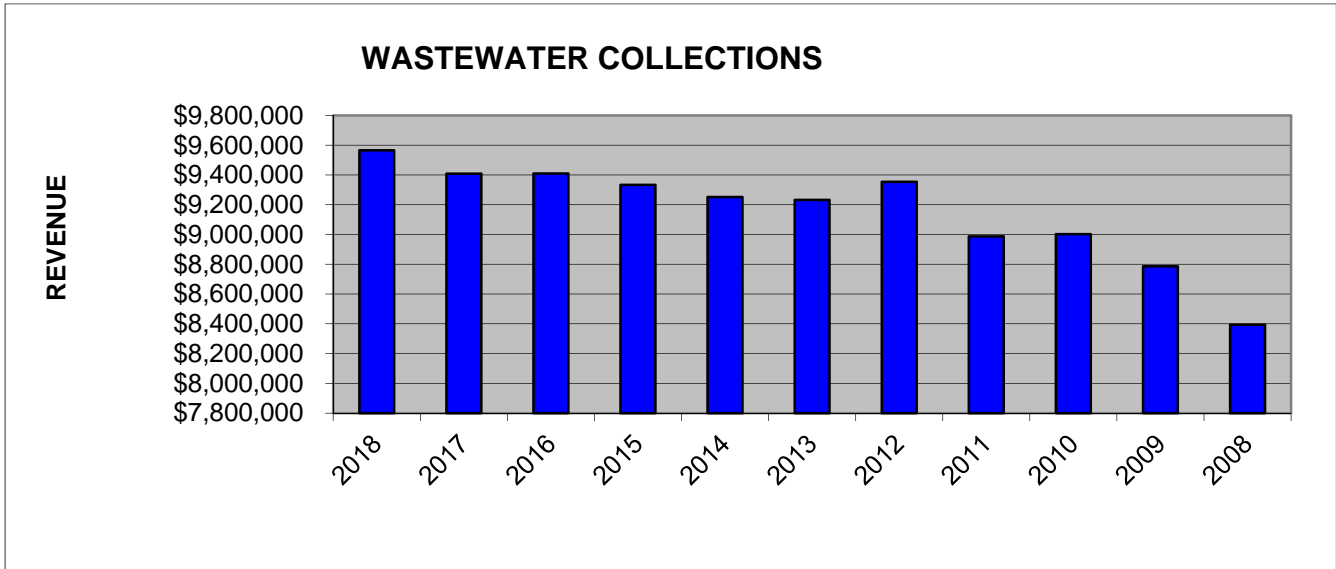
Collections were obtained in the following manner

CASH           \$ 863,271.24  
 CREDIT CARD \$ 1,340,721.87  
 CHECK         \$ 9,318,593.97  
 AR BOX\*      \$ 1,970,110.35  
 AUTOPAY     \$ 3,498,582.08

BILLED	\$16,801,896.92
COLLECTED	<u>\$16,991,279.51</u>
DIFFERENCE	\$ 189,382.59

\*AR Box is using your banks bill pay options.

YEAR	# ACTIVE WATER CUSTOMERS	# ACTIVE SEWER CUSTOMERS
2018	18,239	19,506
2017	18,016	17,427
2016	17,884	17,318
2015	17,803	17,229
2014	17,650	17,062
2013	17,584	16,999
2012	17,474	16,926
2011	17,385	16,815
2010	17,381	16,809
2009	17,273	16,734
2008	17,486	15,557
2007	17,377	14,545



<b>TEN LARGEST SINGLE WASTEWATER CUSTOMERS</b>		
<b>Customer Account</b>	<b>Revenue</b>	<b>% of Total Revenue</b>
Whirlpool Corp	\$ 125,085	1.46
BVHS	73,544	0.86
Sanoh America Inc.	66,950	0.78
Village of Arcadia	59,905	0.70
Nissin Brake Ohio Inc.	48,601	0.57
Ball Metal	48,028	0.56
Marathon Petroleum	43,753	0.51
Kramer Enterprises	43,353	0.51
Cooper Tire	41,462	0.48
Riverview Terrace	33,778	0.39
<b>Total Top Ten</b>	<b>\$ 584,459</b>	<b>6.81</b>
<b>All Other Customers</b>	<b>\$ 7,996,870</b>	<b>93.19</b>
<b>Total</b>	<b>\$ 8,581,329</b>	<b>100.00</b>

<b>TOTAL CUSTOMER USE BY CLASS AND LOCATION</b>		
<b>Customer Class</b>	<b>Revenue</b>	<b>% of Total Revenue</b>
Inside City/Residential	\$ 4,054,556	47.25
Inside City/Commercial	2,328,318	27.13
Inside City/Industrial	494,346	5.76
Outside City/Residential	1,115,542	13.00
Outside City/Commercial	324,519	3.78
Outside City/Industrial	264,049	3.08
<b>Total</b>	<b>\$ 8,581,329</b>	<b>100.00</b>
TOTAL WASTEWATER CUSTOMERS INSIDE CORP		16,459
TOTAL WASTEWATER CUSTOMERS OUTSIDE CORP		3,012
TOTAL WASTEWATER CUSTOMERS		19,471

<b>TEN LARGEST SINGLE WATER CUSTOMERS</b>			
<b>Customer Account</b>	<b>Volume HCF</b>	<b>Revenue</b>	<b>% of Total Revenue</b>
Whirlpool	124,017	\$ 498,902	6.83
Cooper Corp	54,260	146,763	2.01
Ball Metal	52,502	211,425	2.90
Blanchard Valley Hospital	35,054	95,900	1.31
Sanoh America, Inc	33,521	90,068	1.23
Createc	27,432	74,188	1.02
Marathon Petroleum	21,405	51,519	0.71
Nissin Brake	21,270	58,693	0.80
City Laundry/Kramer Ent	20,217	57,479	0.79
Riverview Terrace	17,422	70,142	0.96
<b>Total Top Ten</b>	<b>407,100</b>	<b>\$ 1,284,938</b>	<b>17.60</b>
<b>All Other Customers</b>	<b>1,700,004</b>	<b>\$ 6,015,049</b>	<b>82.40</b>
<b>Total</b>	<b>2,107,104</b>	<b>\$ 7,299,987</b>	<b>100.00</b>

<b>TOTAL CUSTOMER USE BY CLASS &amp; LOCATION</b>			
<b>Customer Class</b>	<b>HCF Water Use</b>	<b>Revenue</b>	<b>% of Total Water Use</b>
Inside City/Residential	721,843	\$ 2,489,284	34.10
Inside City/Commercial	685,821	2,083,628	28.54
Inside City/Industrial	256,703	709,233	9.72
Outside City/Residential	157,591	795,778	10.90
Outside City/Commercial	77,182	371,023	5.08
Outside City/Industrial	207,964	851,042	11.66
<b>Total</b>	<b>2,107,104</b>	<b>\$ 7,299,987</b>	<b>100.00</b>
TOTAL WATER CUSTOMERS INSIDE CORP			16,924
TOTAL WATER CUSTOMERS OUTSIDE CORP			3,202
TOTAL WATER CUSTOMERS			20,126

WATER ACCOUNTS RECEIVABLE					
	<u>2018*</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2014</u>
Current	\$ 276,172.17	\$ 151,558.51	\$ 123,466.24	\$ 146,729.73	\$ 138,102.58
PAST DUE					
31-60 days**	43,444.65	3,440.81	3,316.14	4,773.17	4,089.31
61-90 days	1,340.83	1,682.30	3,226.95	1,953.62	1,872.18
91-120 days	688.38	627.49	638.19	865.03	1,285.80
Over 120 days	1,624.50	4,626.55	3,251.25	4,450.85	7,905.60
Aged Accounts Receivable	\$ 323,270.53	\$ 161,935.66	\$ 133,898.77	\$ 158,772.40	\$ 153,255.47

\*April 2018 Moved 201 Bi-Monthly accounts to Monthly

\*\* May 2018 changed bill processing schedule 5 days earlier allowing customers 2 weeks to submit payment prior to due date versus only 5 days in the past.

2018 USAGE TOTALS							
BILL DUE DATE	RESIDENTIAL INSIDE	RESIDENTIAL OUTSIDE	INDUSTRIAL INSIDE	INDUSTRIAL OUTSIDE	COMMERCIAL INSIDE	COMMERCIAL OUTSIDE	GRAND TOTAL ALL ACCOUNTS
1/12/2018	65,080	14,391	18,177	19,409	57,377	76,786	251,220
2/12/2018	59,497	11,987	20,554	16,838	51,661	68,499	229,036
3/12/2018	58,492	12,610	18,059	14,009	55,994	70,003	229,167
4/12/2018	51,555	10,497	21,172	15,002	50,463	65,465	214,154
5/14/2018	65,456	11,889	22,300	17,812	54,365	72,177	243,999
6/12/2018	60,067	12,822	23,566	19,167	57,719	76,886	250,227
7/12/2018	71,566	16,696	19,830	19,275	64,752	84,027	276,146
8/13/2018	62,600	13,374	23,260	19,727	66,769	86,496	272,226
9/12/2018	69,834	16,393	25,173	20,640	72,744	93,384	298,168
10/12/2018	57,394	12,157	20,928	16,170	59,555	75,725	241,929
11/12/2018	61,721	14,200	20,769	14,812	50,096	64,908	226,506
12/12/2018	52,473	10,971	22,586	15,103	47,422	62,525	211,080
TOTALS	735,735	157,987	256,374	207,964	688,917	896,881	2,943,858