



# **Greater Cincinnati Water Works**

## **AMWA 2017 Executive Management Conference**

### **Sunday Roundtable Regional Authorities and Regionalization**

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# GCWW Overview



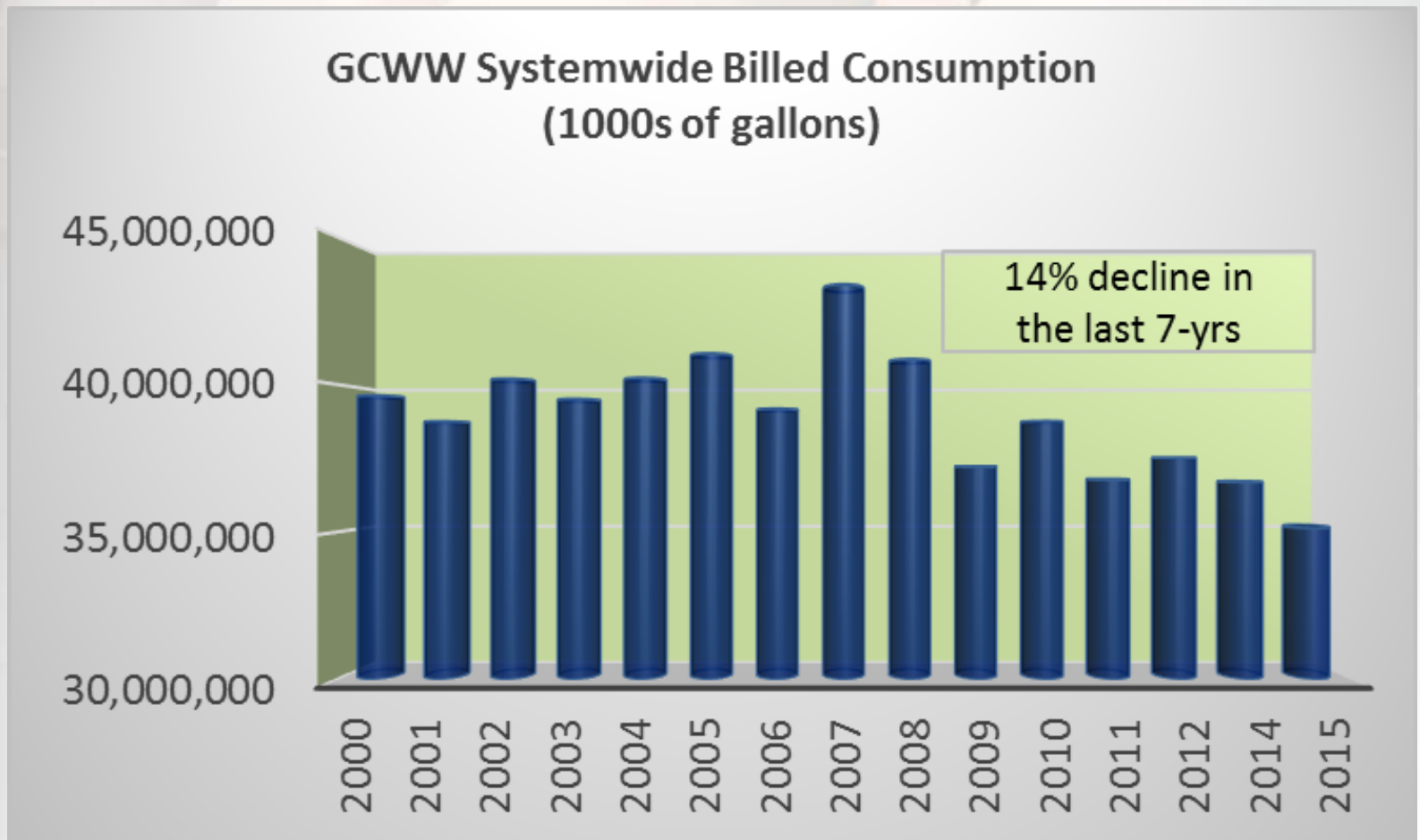
- 241,000 residential and commercial accounts
- 1.1 million customers in the Greater Cincinnati region
- 2 Treatment plants
  - Richard Miller Water Treatment, surface water (240 MGD capacity), 102.5 MGD average finished water production (FY16), GAC treatment with onsite carbon reactivation, state of the art UV Treatment installed in 2013
  - Charles M. Bolton Water Treatment Plant (40 MGD capacity), ground water, 14.3 MGD average finished water production (FY16)
- 26 pumping stations and 36 storage facilities
- Over 3,200 miles of water mains and 35,319 valves.

# Greater Cincinnati Water Works



- Adopted an aggressive growth (expansion) strategy in the 1990's to compensate for the decline in city customers' water consumption.
- Because of this,
  - became a regional provider of retail and wholesale water
    - able to take advantage of treatment plant capacity to share the benefits of economy of scale
  - also provider of laboratory, monitoring, and billing services

# Decline in Consumption over the years



## What else happened?



- **Surrounding areas came to GCWW for help vs. building out their systems and building brand new treatment plants**
  - Rapid growth in some areas
  - Expansion to provide water service to other areas
  - Billing services

# How did we approach this?



- Deliberate
  - 1996-2000 Strategic Business Plan (SBP)
  - Goal: Make Wise and timely investments in technology and infrastructure
    - Objective: Create, implement and annually update a ten year capital improvement plan
      - Strategy: Define the long-term service area, the department's ability to serve as a regional water supplier, and the capital improvements necessary to meet the area's needs
- Regional Stewardship
  - Taking care of the region's needs
  - Deliberate in SBPs and GCWW values
  - The most known strategy by GCWW employees

# Water Service Contracts



- 1994 City of Reading, OH. Wholesale, average, 1 MGD
- 1996 Village of Arlington Heights, OH. Converted from wholesale to retail. Expansion of water service into Western Hamilton County. 200,000 gallons per day.
- 1999 Western Water Company in Warren County, OH. Wholesale service. 1.2 MGD
- 2000 Warren County and City of Mason (South Zone) began wholesale service. 2.4 MGD
- 2002 City of Mason. Converted from wholesale to retail and included North Zone. 3.2 MGD

# Water Service Contracts



- 2003, Northern Kentucky – service to Boone County, KY and the City of Florence, KY
  - Pipe under the Ohio River to take GCWW water to KY
  - Since wholesale service began in 2003, consumption and billed water revenue has increased to 10.2 MGD in FY2016 from 6.9 MGD in 2003.
  - Northern Kentucky remains a strong growth area in the region.

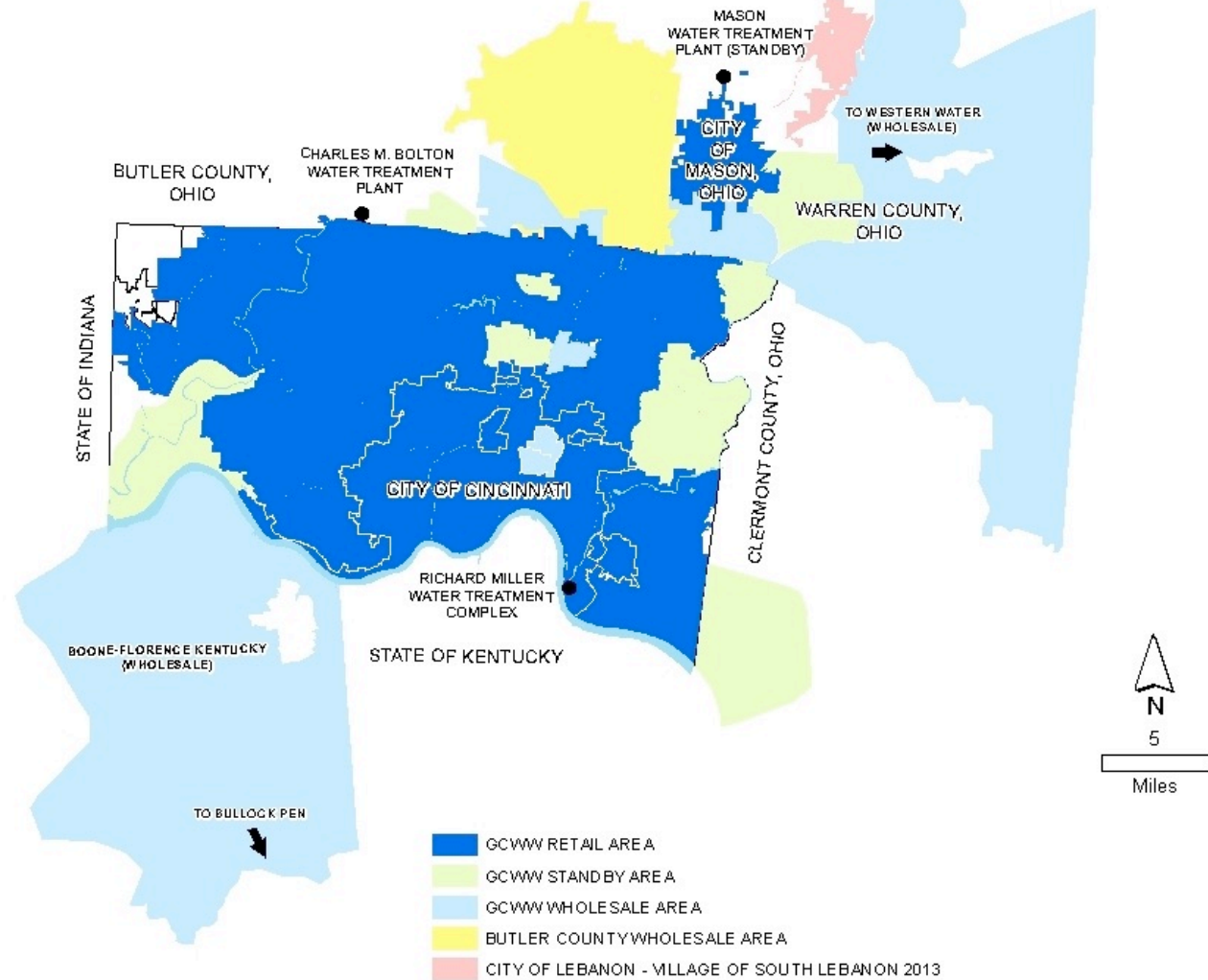
# Water Service Contracts



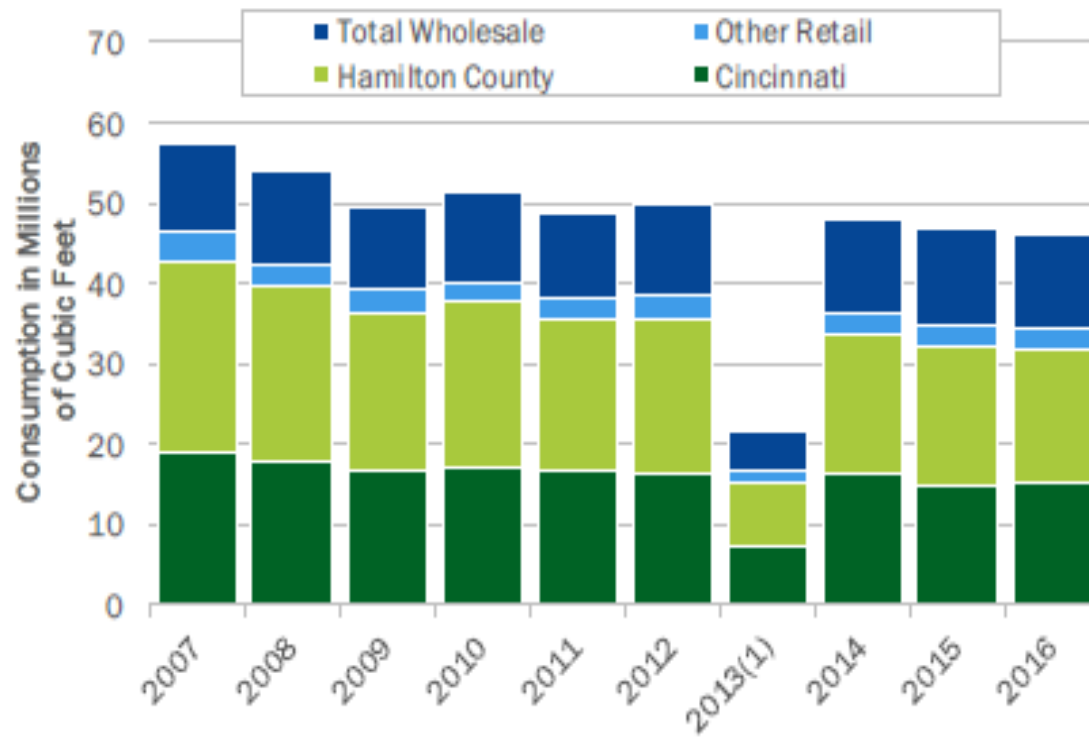
- 2008, Lebanon, OH.
  - 40-year contract to provide wholesale water.
  - 100% of its water service requirements with an initial average daily usage of 2.3 MGD and a maximum daily usage of 6.9 MGD.
- 2010, Village of South Lebanon, OH.
  - 40-year contract to provide wholesale water.
  - 100% of its water service requirements.
  - On June 5, 2014 the agreement was amended to extend the term of the original contract through June 2058.
  - Pumpage is estimated to be a minimum 0.23 MGD beginning January 2017 and increase to a minimum of 0.43 MGD over the life of the agreement.

# GCWW Service Area

## Current Facilities and Service Area



# Consumption by Category



## What has this done?



- Changed customer distribution of GCWW's total water consumption
  - In 1999, expansion efforts represented < 1% of total consumption
  - Now, > 27% of total consumption from expansion areas
- The decline in Cincinnati and Hamilton County retail consumption has been offset by the continued increase in wholesale consumption, and service area expansion
- 2001, served 940,000 people in region, 400 square miles, 2800 miles of water mains
- 2010, served 1.1M people in region, 800 square miles, 3200 miles of water mains

## Was it easy?



- Not at all
- Many meetings, long discussions, proposals
- Internal teams to determine needs and terms of contracts, lots of spreadsheets and analysis
- New, different discussions and partnerships with City Law department
- Candid discussions about our relationship after the contract was signed
  - Areas didn't want to be involved, directly connected to City of Cincinnati politics

# Other Services Provided



- Billing Services
- Maintenance Services
- Call Center Services
- Laboratory Services
- Monitoring Services

## Various GCWW Billing Contracts

<b><u>Community</u></b>	<b><u>Service</u></b>
Amberley Village	Stormwater
<b><i>Arlington Heights</i></b>	<b><i>Waste Collection</i></b>
Butler County	Water & Sewer
<b><i>Deer Park</i></b>	<b><i>Waste Collection</i></b>
Lincoln Heights	Fire Hydrant Fee
<b><i>Mason</i></b>	<b><i>Water, Sewer, Stormwater, Waste Collection</i></b>
<b><i>Silverton</i></b>	<b><i>Waste Collection</i></b>
<b><i>Woodlawn</i></b>	<b><i>Waste Collection</i></b>

# Service Bureau Options



- 2012-2014 Strategic Business Plan
  - Service Bureau Offerings
- New 2018-2021 Strategic Business Plan
  - Goal: Financial Viability-Manage financial resources effectively and explore innovative opportunities to assure long-term viability
    - Strategy: Identify and evaluate new opportunities to increase revenue and reduce cost.

# Service Bureau Options



- **2011 City of Cincinnati Children's Hospital**
  - GCWW became the Operator of Record for Hospital
  - OEPA sent them to us after hospital decided to treat their water
- **March 2012-Lexington KY**
  - contract for billing and collection services for the City's sewer, landfill, and water fees to GCWW.
  - Found out about need through networking meetings
- **April 2012-Alexandria, VA Sanitation Authority**
  - contract for billing and collection services for the City's sewer services.
  - Found out about need through networking meetings

# Moving Forward



- Because of
  - our strategic focus for the organization,
  - needs of the Greater Cincinnati region,
  - needs of other utilities,
- GCWW will continue to be a Regional Water System and expand its water services and other system offerings