

April 2, 2012

The Honorable Charles P. Sammarone
Mayor
City of Youngstown

Dear Mayor Sammarone:

On behalf of the employees of the Youngstown Water Department, I am pleased to present our annual report for the year 2011.

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.

I wish to thank you, your staff, members of City Council and the Citizens of Youngstown for supporting and cooperating with our department.

Sincerely,

A handwritten signature in black ink, appearing to read "John Casciano". The signature is fluid and cursive, with a large initial "J" and "C".

John Casciano
Water Commissioner

STRUCTURE

The Youngstown Water Department is made up of two distinct units, City Hall and West Avenue. 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.

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. Another responsibility of the meter department is that of inspection. Inspectors investigate high bills, check for leaks, perform final reads and shut-offs, and read all pit meters. At times, a water bill might be estimated for various reasons (inclement weather, sickness, meters out of repair, unable to reach meter due to fence, etc.). Meter readers not only perform this function, but also report various problems to other city departments such as police, fire, health, and demolition.

Table 1: 2011 Meter Reading Division Data

Inspections	676
Finals Taken	4,346
Pit Meters Read	2,753
Meters Read	616,985

BILLING AND INFORMATION DIVISION

This division is responsible for the billing of 52,334 water accounts monthly, and for the mailing out of these bills. Its employees are also 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 has the most contact with water customers via the phone, through the mail, or from customers coming into the office.

Frequently asked questions include:

- Arranging a payment plan.
- Reconnection of water service.
- Establishing new service in a customer's name.
- Scheduling a final reading to discontinue service.

Table 2: 2011 Billing and Information Division Data

Phone Calls	133,356
Pieces of Mail	427,234
Walk-in Customers	82,574

COLLECTIONS DIVISION

This division is responsible for disconnecting water service for delinquent accounts.

Table 3: 2011 Collections Division Data

Accounts Disconnected	6,866
Accounts Restored	4,102

MANAGEMENT INFORMATION SYSTEMS

Examples of Responsibilities

- Process meter reads and customer payments and post to accounts.
- Print work and service orders.
- Process billing information and print water bills.
- Produce legal notices and shutoff notices for delinquent accounts.
- Produce all relevant reports for payments, meter reads, billing, work orders, legal notices, 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.

To make it easier for customers to pay their bills, MIS was able to provide the department with the following services:

- Automatic deduction from a savings or checking account.
- Credit card payments (in office only).

Table 4: 2011 MIS Data

Auto Deduct	40,211
Credit Card Payments	3,613
Sky Bank Lock Box	1,315

METER DIVISION

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.
- Repair or replacement of defective/inoperative meter reading equipment.
- 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 2011, the meter shop processed the following:

Phone Calls	8,729
Meters Tested and Repaired	1,216

Work orders completed were:

Meter Maintenance/Repair	1,394
Stopped Meters	1,394
New Installations	1,873
Total Work Orders	4,661

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 & maintenance for 6 water tanks & 6 pump stations.
- Microcon pumping station & storage tank telemetry system.
- Permanent record measurements and drawings.
- New equipment procurement.
- Construction materials & 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: 2011 Engineering Division Data

Ohio Utility Protection Service Orders Completed	2,929
Engineering Work Orders Completed	1,006
Inside Leak Notices	144
Backflow Valves Tested	1,875

Main Line Extensions in 2011:

Location	Size (in)	Length (ft)
Nicolina Way	8	229
Gibson Road	12	558
Cranberry Creek	8	1048

Main Line Replacements in 2011:

Location	Size (in)	Length (ft)
Shirley Road	8	4976
Roger Lindgren Way	16	9352

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: 2011 Construction Division Work Order Data

Leaks and Breaks Repaired	203
Fire Hydrants Checked	7,447
Fire Hydrants Repaired	54
Fire Hydrants Replaced	77
Fire Hydrants Painted	1172
Water Services (tap & installed) 3/4" - 2"	13
Water Taps 4" - 12"	22
Main Line Valves Checked	609
Main Line Valves Repaired or Replaced	59
Misc. Work Orders (rods, curb boxes, etc.)	3,755
Dress & Seed (yard restoration)	1,311
Pump Stations & Storage Sites (grass and leaves, etc.)	14

Table 7: 2011 Paving Crew Data

Sidewalks	202
Driveways	137
Curbs	54
Street Cuts	333