

June 30, 2011

The Honorable Jay Williams  
Mayor  
City of Youngstown

Dear Mayor Williams:

On behalf of the employees of the Youngstown Water Department, I am pleased to present our annual report for the year 2010.

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: 2010 Meter Reading Division Data**

Inspections	771
Finals Taken	4,959
Pit Meters Read	2,664
Meters Read	573,413

## **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: 2010 Billing and Information Division Data**

Phone Calls	131,106
Pieces of Mail	426,806
Walk-in Customers	85,998

## COLLECTIONS DIVISION

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

**Table 3: 2010 Collections Division Data**

Accounts Disconnected	6,400
Accounts Restored	4,308

## 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: 2010 MIS Data**

Auto Deduct	39,058
Credit Card Payments	2,990
Sky Bank Lock Box	1,328

## 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 2010, the meter shop processed the following:

Phone Calls	8,709
Meters Tested and Repaired	1,190

Work orders completed were:

Meter Maintenance/Repair	1,649
Stopped Meters	1,596
New Installations	1,796
Total Work Orders	5,041

## 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: 2010 Engineering Division Data**

Ohio Utility Protection Service Orders Completed	2,346
Engineering Work Orders Completed	1,057
Inside Leak Notices	165
Backflow Valves Tested	2,012

**Main Line Extensions in 2010\*:**

Location	Size (in)	Length (ft)

**\* No extensions were constructed.**

**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: 2010 Construction Division Work Order Data**

Leaks and Breaks Repaired	252
Fire Hydrants Checked	11,481
Fire Hydrants Repaired	95
Fire Hydrants Replaced	118
Fire Hydrants Painted	905
Water Services (tap & installed) 3/4" - 2"	29
Water Taps 4" - 12"	7
Main Line Valves Checked	736
Main Line Valves Repaired or Replaced	83
Misc. Work Orders (rods, curb boxes, etc.)	3,572
Dress & Seed (yard restoration)	1,797
Pump Stations & Storage Sites (grass and leaves, etc.)	14

**Table 7: 2010 Paving Crew Data**

Sidewalks	247
Driveways	124
Curbs	54
Street Cuts	394