





WATER & SEWER











The Water & Sewer Department is dedicated to providing quality, reliable, customer-convenient water and sewer service to its customers that represents extraordinary value. We will remain the premier Water & Sewer utility in the region.

DEPARTMENT GOALS AND OBJECTIVES

1. Provide a safe and adequate supply of drinking water. *(Strategic Priority II and III)*
 - a. Meet or exceed all drinking water standards 100% of the time.
 - b. Meet demand 365 days per year.
 - c. Maintain adequate supply to support future growth.
2. Ensure that all wastewater effluent released into the Arkansas River has been adequately treated. *(Strategic Priority II and III)*
 - a. Be in compliance with all NPDES requirements 100% of the time.
3. Satisfy customers by providing reliable, courteous and convenient services. *(Strategic Priority III)*
 - a. Minimize the number of main breaks.
 - b. Minimize the number of sewer stoppages.
 - c. Decrease telephone response time.
4. Operate the Water & Sewer Utilities in a financially responsible manner. *(Strategic Priority III)*
 - a. Maintain a Utility debt service coverage ratio of at least 1.2.
 - b. Minimize the average monthly residential water & sewer bill.
5. Support the City's economic and social development strategies. *(Strategic Priority I)*
 - a. Provide infrastructure for economic development.

PERFORMANCE MEASURES

	Environmental Protection Agency (EPA)		Peer City
	City of Wichita - Internal Benchmark		American Water Works Association

Dept. Objective	Program Measure Description	Benchmark	2004 Actual	2005 Projected	2006 Target	2007 Target
1a	% of days met drinking water standards	 100%	100%	100%	100%	100%
1b	% of daily demand met	 100%	100%	100%	100%	100%
1c	% of maximum capacity used	 ≤ 80%	66.9%	66%	70%	70%
2a	% of days in compliance with NPDES	 100%	100%	100%	100%	100%
3a	# of main leaks per 100 miles of main	 50 <i>(Midwest avg)</i>	30	28	27	26
3b	# of sewer stoppages & backups per 100 miles	 8 <i>(Midwest avg)</i>	20	19	18	18
3c	% of telephone calls abandoned	 14.1% <i>(10 year avg.)</i>	6.3%	6.0%	5.5%	5.0%
4a	Combined debt service coverage ratio	 1.2	1.44	1.39	1.33	1.37
4b	Monthly avg. residential water & sewer bill	 \$36.20	\$25.23	\$26.82	\$28.16	\$29.57
5a	Amount spent on development-related infrastructure	 N/A	\$4 million	\$7 million	\$16 million	\$10 million



RECENT ACCOMPLISHMENTS

- An AA- bond rating from Standard & Poor's, one of the few such ratings for any utility in the country. This reflects a high degree of fiscal and operational management; regular and systematic infrastructure maintenance, replacement and renewals; and a willingness to invest as needed to maintain a healthy utility.
- Water Taste & Odor Control: Following a series of extended taste and odor events related to algae in Cheney reservoir, the City began feeding Powdered Activated Carbon to the drinking water until ozonation facilities could be designed and constructed. These facilities were constructed in the spring and went on-line June 2005.
- Future Water Supply: The City has a multi-year, more than \$300 million, multi-faceted plan to ensure adequate water supply through the year 2050. Efforts to-date include a successful pilot program to determine the feasibility of an Aquifer Recharge Program, among other on-going programs. The Aquifer Recharge Program is currently in the permitting process; once permits are obtained, actual construction will begin.
- Rehabilitation of Sewage Treatment Plant 1: Extensive rehabilitation involved additional odor control, pumping solids to Plant 2 for processing, improvements to primary treatment and an upgrade of the electrical system.
- Sewage treatment plant siting studies: The City Council recently approved the purchase of two sites for additional sewage treatment plants.
- IVR – Customer Information Telephone Access: Customers may now use a brief telephone touch menu to obtain account information without having to wait for a customer representative to assist them.
- Credit card bill payment: Customers may now pay bills using credit or debit cards.
- Web access to account information: Customers may now access their account information online, and will soon be able to pay their bill online.
- Water Distribution and Sanitary Sewer System Rehabilitation: The utility has a systematic program for rehabilitating infrastructure. Water leaks and sewer stoppages have decreased significantly over the past few years due to these ongoing efforts.

- Hess Motor replacements: The motors at Hess Pump Station have all been replaced with automated motors, resulting in smoother reaction to changes in system demand which in turn causes less stress to the distribution system and fewer leaks.
- Sewage Treatment Plant #3 Awards: The recently constructed Cowskin Creek Water Quality Reclamation Facility has won several awards for innovative design.
- NE Elevated Storage Tank: An elevated storage tank was recently completed to increase water pressure in far northeast Wichita, where there is ongoing industrial, medical and residential development.



The water treatment plant at Sim Park.

OVERVIEW

The Water and Sewer Department supplies and distributes high quality water, and collects and treats wastewater for the City of Wichita and areas surrounding Wichita which are part of the Water and Sewer Utilities. Services provided include pumping and purifying water, maintaining the water distribution and wastewater collection systems, treating wastewater and planning for future needs.

The Water Utility produces, treats, and distributes more than 20 billion gallons of water per year, on average, for its customers. In 2004, the Utility delivered 20.6 billion gallons of water to customers. The Sewer Utility collects and treats more than 15 billion gallons per year from its customers. In 2004, the Utility treated 14.0 billion gallons. Service levels, and water consumption in particular, are driven primarily by system growth rates as well as weather conditions that

Water produces, treats and distributes more than 20 billion gallons per year. Sewer collects and treats more than 15 billion gallons per year.



affect consumption patterns. Despite the large volume of water produced and sewage treated, the Water & Sewer Utilities consistently exceed environmental regulations, often before such regulations are put into effect. This proactive approach assists in planning and helps to ensure that Utility customers receive excellent service value.

Extensive capital improvement planning ensures the Water and Sewer Utilities will continue to provide high quality water production and distribution, and sewage collection and treatment well into the future. Currently the City has a Water Supply Plan in place to support growth and development through 2050. Additional sewerage facilities are also planned to respond to increasing needs and to continue to meet or exceed environmental regulations.

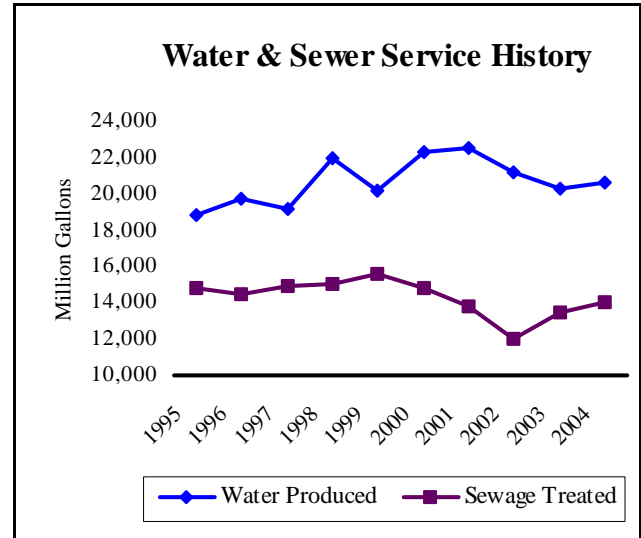
DIVISION DESCRIPTIONS

The Water & Sewer Department is organized into six divisions: Administration; Customer Service; Water Distribution; Production and Pumping; Sewer Maintenance; and Sewage Treatment.

ADMINISTRATION: Administration provides direction and service for the entire utility. The Director focuses the efforts of the utility so that the mission is accomplished in accord with City Council direction, as well as State and Federal regulations, and with future needs always in mind. The Director also monitors the fiscal health of the utility as well as operational efficiency and policy compliance. The System Planning and Development section maintains records of underground water & sewer lines, as well as storm sewers and traffic light cables. In addition, they monitor the capacity of the system, plan capital improvements, and maintain and upgrade extensive infrastructure databases.



Water is delivered to citizens, thanks to dedicated staff and investments in equipment such as this 2,000 horsepower pump at Hess Pump Station. This pump alone handles approximately 30,000 gallons of water per minute.



CUSTOMER SERVICE: Customer Service is responsible for the revenue management functions of the Water and Sewer Utilities. This includes reading and billing over 135,000 customers each month and annual generation of over sixty million dollars in revenue. The Division's 81 employees read approximately 6,500 meters each day; take 800 phone calls from customers; and work roughly 300 customer service requests daily. Division personnel also staff 2nd shift and weekend dispatch and emergency response functions.

WATER DISTRIBUTION: Water Distribution operates and maintains the pipe network that transports potable water from the Water Treatment Plant to customers in an approximately 200 square mile area of Kansas. The goal of the division is to provide the maximum level of service by responding promptly to customer requests for service, maintain water appurtenances in the system for dependable fire protection, modify the distribution system as needed for building and road projects, and extend the useful life of the entire potable water system.

Service Crews install and maintain two-inch and smaller piping from the water mains to the service meter for approximately 161,000 customers. Mains Crews install, maintain, and modify 1900 miles of water mains, ranging in size from two inch to 24 inch, 12,000 fire hydrants, and 40,000 water valves. The Division maintains two crews on standby during weekends and holidays to respond to emergency calls of customers. Water Distribution also administers the Cross Connection/Backflow Prevention Program.

PRODUCTION AND PUMPING: The Production & Pumping division monitors the raw water supply in the Equus Beds Wellfield and Cheney Reservoir, as well as several local wells, and operates and maintains the delivery system that transports the raw water to the water treatment plant. They also operate

