

2010 ANNUAL REPORT

**Public Utilities Bureau
Department of Public Service
City of Akron**

**People providing quality, cost-effective
water and sewer services to protect
our communities' health and environment.**

Richard A. Merolla
Service Director



Michael L. McGlinchy, P.E.
Public Utilities Bureau Manager

DONALD L. PLUSQUELLIC
Mayor

September 14, 2011

Mr. Richard A. Merolla, Director
Department of Public Service
City of Akron, Ohio

Dear Mr. Merolla:

The Annual Report of the Akron Public Utilities Bureau (APUB) for 2010 is hereby submitted in accordance with the provisions of Sections 84 and 127 of the Charter of the City of Akron. This report presents APUB water and sewer system activities, financial operations, and conditions. The water and sewer service area for the Akron Public Utilities Bureau includes Akron and many suburban communities and townships as indicated within this report.

Providing water and sewer services is a 24 hours per day, 7 days per week, 365 days per year operation. It is through the professionalism and dedication of the 257 talented employees in the Public Utilities Bureau that this quality service is provided. Our employees endeavor throughout the year to enhance the environment in which we all live. The expanse of projects and employee participation in teams, professional organizations, and in community activities is evidence of their dedication to Akron water and sewer customers.

The Public Utilities Bureau mission is to provide the best possible water and sewer service at affordable rates to all of our customers, utilizing all facets of our integrated operations. Meeting that mission requires us to continually change and improve the way we perform our business. The Continuous Improvement initiative builds on programs, studies, assessments and reports focused on improving every area of Public Utilities Bureau operations. A list of APUB 2010 significant accomplishments is attached to this letter.

Our ultimate success requires the commitment, honest input, and active participation of our many knowledgeable and talented employees. This input will further the success of work teams, task forces, and other study groups. We will continue to build upon and implement water and sewer utility best practices, such as the team-based organization implemented at the Water Pollution Control Station in 2006. We continue our efforts to implement improved organization structures in other APUB divisions to further leverage improved technology and work practices.

In addition to City of Akron sponsored activities, APUB employees participate in water and sewer industry related activities at schools and with community groups, including making numerous presentations. Also, tours of the Water and Wastewater Treatment Plants are given.

Ongoing succession planning is a critical process as 25%+ of APUB employees retired/resigned during 2007-2010, and a similar number of employees are or will become eligible for retirement within the next few years (2011-13). A Utilities Intern program was implemented in 2006 that places seniors in Akron Public Schools at APUB facilities to gain valuable work experience and become eligible to become a permanent City employee upon graduation. This program brings new employees in at the entry level with a high level of needed skills, training and energy to the APUB organization. Fortunately, despite financial uncertainty resulting from the recession, APUB was able to hire several of these talented individuals as permanent employees.

The Customer Information and Billing System (CIS) for water, sewer and curb service billing with an integrated Interactive Voice Response (IVR) system continues to be an important tool to increase customer service levels. The enQuesta system, furnished by Systems & Software, Inc., continues to be successful. Customer service levels were increased with the startup of online account information, bill presentment and bill payment options. The Automated Meter Reading (AMR) program now includes substantially all of residential, commercial and industrial customers.

APUB employees, along with our vast array of treatment processes, work to consistently meet and exceed current federal and state water treatment requirements for drinking water. Our water delivery system continues to meet the water supply needs of our customers, provide an ample supply of water for firefighting purposes, all while maintaining treated water quality. APUB employees also operate a reliable sewage collection system and wastewater treatment system that meets all current federal and state wastewater treatment requirements. Recycling of water and sewage treatment residuals into beneficial, environmentally acceptable and usable byproducts has further demonstrated our progressive commitment to improving the environment.

As shown within this report, the 2010 treated drinking water met the current Maximum Contaminant Levels (MCLs) for EPA regulated and unregulated contaminants at all times by a substantial margin. The Public Utilities Bureau's Annual Consumer Confidence Report (CCR) provides our customers with specific information on water quality based on laboratory analysis of EPA listed contaminants and is published annually by July of each year. In 2010, the CCR was mailed with the City Newsletter, reduce overall costs for both publications.

Through the combined efforts of many talented and dedicated employees at the WPCS, the effluent from the Wastewater Treatment Plant consistently met the NPDES permit limits during 2010. The WPCS achieved a Silver Award (five or less violations) from the National Association of Clean Water Agencies (NACWA) for the year 2010. The history of no raw (untreated) bypasses at WPCS since 1988 continued during 2010. Observations, recordings, and analyses of sampling for water quality in the Cuyahoga River showed no significant

impacts from the WPCS effluent. Operations at the Sludge Composting Facility continue under a ten-year contract for operations, maintenance and capital with KB Compost Services, Inc. This contract is estimated to save \$13 million over the ten-year contract period. As a result of a five-year contract extension executed in 2005, operation of an Anaerobic Digestion System (ADS) as an alternative means of biosolids processing continued in 2010. This project is proving that the small footprint, high solids anaerobic digestion technology is a viable technology for processing of biosolids for the long term.

Improvements for water supply perimeter security continue along with other improvements to water and sewer system security as funding permits. Additional grant funding through Homeland Security is needed to fund important security improvements.

Priority investment to comply with regulations, maintain existing service levels, and improve reliability and performance of the system will require a substantial increase in funding beyond current levels. This reinvestment will ultimately pay large dividends for our customers and employees. The major capital program projects outlined in the 2010 Projects Report reflect this commitment to our shareholders – our present and future customers.

The challenges facing the City of Akron in the Public Utilities Bureau in the next several years are immense. The U.S. Department of Justice filed a complaint against the City of Akron in March 2009. Faced with expensive and effort-intensive litigation, Akron entered into negotiations on Consent Decree language with the Department of Justice, USEPA HQ and Region V, the State of Ohio Attorney General and Ohio EPA. The Consent Decree language was finalized in October 2009, and lodged in Federal Court in November 2009. The public notice period ran through January 2010, with many comments filed by customers concerned about the drastic increase in projected sewer rates.

Implementation of the Consent Decree to perform the CSO Long Term Control Plan (CSO LTCP) and Capacity, Management, Operations and Management (CMOM) programs will have major adverse impacts on the capital program and operations of the sewer system over the Consent Decree term of 19 years and beyond. The first major LTCP project completed was the Rack 40 Storage Basin in 2006 at a cost of \$22 million – reducing the annual CSO volume for the Akron system by 33%. The initial LTCP submittal was based on 12 overflows per typical year at each storage basin and two tunnels with an estimated cost of \$500+ million. The submittal represented what Akron believes is the upper limit of customer affordability.

Anticipated regulations on Watershed-based Total Maximum Daily Loads (TMDLs), Whole Effluent Toxicity (WET) testing, nutrients reduction, dramatically reduced mercury levels, anti-backsliding, and anti-degradation regulations will further impact the sewer utility operations and capital program. Compliance with the NPDES Permit effective September 2010 will bring increased costs as well.

The new requirements of the August 6, 1996, reauthorized Federal Safe Drinking Water Act, the Microbial/Disinfection By-Product Rules, and regulations on depressurization, nickel,

radon, radionuclides, the revised Lead and Copper Rule, pesticides, Ground Water Rule, Filter Backwash Recycling Rule, operator certification, and Public Notification Rule will have far reaching effects on the capital program, operations, and rates of the water system for years to come.

A key goal of the Public Utilities Bureau is the planned reinvestment in the water and sewer systems to keep them viable and physically sound for this and future generations. It is imperative that future users not be burdened with a deteriorated system or one well beyond its generally accepted life expectancy. With the water and sewer systems created in 1880 and 1916, respectively, and with a large percentage of the water system constructed during 1910-1920, planned reinvestment at proper levels continues to be an immense challenge. It is critical that the City charts a course to strengthen the financial condition of both the Water and Sewer Funds to ensure that adequate funds are available to meet federal/state requirements, leverage available grants and low-interest loans, and reduce the gap of needed capital investment.

I, along with the entire Public Utilities Bureau, wish to express appreciation to you, the Mayor, City Council, officials within the City Administration and APUB employees for their continued interest, assistance, and dedication in the operation of this Bureau as we strive to continue serving our customers at a high level.

Sincerely,



James Andrew Hewitt
Acting Public Utilities Bureau Manager

JAH:mh

Attachment

AKRON PUBLIC UTILITIES BUREAU 2010 ACCOMPLISHMENTS

Administration

- Substantially completed upgrade of Infor EAM work order management system to improve functionality and ensure compatibility with related applications.
- Substantially completed upgrade of GIS software and operating system to improve functionality and ensure compatibility with related applications.
- Consolidated APUB field heavy equipment maintenance at one location (Sewer Maintenance) to optimize work capacity of existing APUB garage staff.
- Transferred maintenance of APUB fleet vehicles to Motor Equipment to centralize fleet car maintenance.
- Worked with members of Akron's U.S. Senators and Representatives to introduce legislation to have US EPA update its Financial Capability Assessment Guidance for determining financial burden and consent decree schedules. If passed, US EPA would be forced to update the Guidance to reflect additional financial and affordability parameters, resulting in more appropriate consent decree timeframes and level of control.
- Joined the Ohio WARN (Wide Area Response Network), a mutual assistance network for Ohio water and sewer utilities.
- Assisted establishment of a cooperation agreement with Mei-Netanya (Israel) water and sewer utility, including reciprocal delegation visits. This agreement supports Akron's overall economic development initiative to attract and retain employers/jobs.
- Completed all Sewer System Consent Decree submittals in compliance with all deadlines.
- Implemented a three year water rate package. Akron water rates increased 9.5% in May 2010, and will increase 8 percent in May 2011 and May 2012. The increased revenue will be used for regulatory compliance and capital investment.
- Produced an informative brochure for the Sewer System Consent Decree and included it with the City Newsletter. The brochure educates and informs the public on the background and extent of the Consent Decree.
- Published the 2009 Water Quality Report and included the report with the City Newsletter.
- Provided water service to Community Gardens Program sites to support community interaction.
- Provided water for the Road Runner Marathon hydration stations.
- Filed an appeal of the Ohio EPA Water Quality Standards Rule with ERAC to protect Akron's interests related to wet weather discharges.
- Filed an appeal of the new Ohio EPA NPDES Permit for the wastewater system with ERAC to contest the new requirements that may cost over \$30 million over the life of the permit.

Business Services

- Processed over 200 applications from Akron homeowners approved for HEAP to provide sewer rate reductions to low income customers.
- Acquired the Copley Square water and sewer system, resulting in increased revenue outside of raising rates.
- Identified and processed \$900,000 in unpaid final bills for collection through property tax certification, resulting in increased revenue outside of raising rates.

Utilities Field Operations - Sewer

- Cleaned 100 miles of sewer in 2010. This was an increase of 219% from 2009.
- Televised 118 miles of sewer in 2010. This was an increase of 190% from 2009.
- Reduced sewer blockages/failures/overflows from 43 in 2009 to 32 in 2010. This is a 25% reduction from 2009 and 88% reduction from 2004.
- Investigated and procured alternative means to televise sewers. Contracted with Red Zone Robotics to deploy self propelled robotic cameras in the sewer system. These cameras televised nearly 48 miles of sewers in eight (8) weeks.
- Developed central warehouse to store sewer video inspection for use by APUB and AEB staff.
- Trained and certified 20 employees in NASSCO PACP. This is an industry standard system to uniformly review and classify sewer defects found during video inspection.
- Developed and submitted a Sewer Overflow and Emergency Response Plan to the Department of Justice, United States EPA, and Ohio EPA in accordance with the Federal Consent Order.
- Developed and submitted a CMOM plan to the Department of Justice, United States EPA, and Ohio EPA in accordance with the Federal Consent Order.
- Successful integration of the Copley Square sewer system into the Akron Sewer service area.

Utilities Field Operations – Water

- Repaired 312 water main breaks with zero depressurization incidents
- Repaired or replaced over 200 fire hydrants
- Repaired or replaced 56 faulty water main valves
- Preventative maintenance operation of over 534 underground water main valves.
- Performed hydrant flushing on 13,122 fire hydrants
- Repaired, located or raised over 1,183 water service curb box assemblies and 106 curb meter pits.
- Installed, renewed, transferred or disconnected 370 water services.
- Recorded only 3 reportable PERRP injuries
- Nearing completion of installation of all remaining phases of the Water Distribution SCADA Project
- Performed underground leak detection as requested, internally and for many city offices utilizing newly acquired computerized electronic equipment.

Utilities Field Operations – Water (continued)

- Submitted all Monthly Operating Reports to Ohio EPA in a timely manner, receiving written praise from Ohio EPA as “The content and detail in these reports is unparalleled by any water system in the Northeast District”.
- Construction management and oversight of 4,274 feet contractor-installed new and replacement water main.
- Completed 2,055 water distribution system sample collection and testing events in compliance with OHIO EPA regulations.
- Successfully transitioned water quality sampling duties and responsibilities to the Water Maintenance Worker II section in Water Distribution
- Prepared a Water Quality Monitoring revised plan for submission to the Ohio EPA in 2011 in conjunction with the Akron Water Supply Plant.
- Received only 131 water quality complaints for over 88,000 accounts, and successfully investigating and resolving all.
- Combined the separate Water and Sewer Section Garages into one central garage at the Sewer Maintenance facility, obtaining substantial cost savings for the Public Utilities Bureau through consolidation.
- Designed, bid and constructed Johnston St. Roof replacement
- Designed and bid Fairlawn High service district pump station replacement
- Designed Johnston St. facility emergency power generator installation.
- Designed emergency generator system for 5 water pumping stations.
- Successful integration of the Copley Square water system into the Akron Water service area.
- Removed over 20 aged, unused or obsolete vehicles from the Water Distribution fleet by replacement, transfer to other division, or auction.
- Performed water distribution system enhancements including flow check valve installations and flow testing necessary to decommission the aged Village of Mogadore water tank.
- Participated in ongoing discussions with the Coca-Cola bottling plant for the expanded use of Akron Water for plant production purposes.
- Provided CDL training and assisted 7 employees to receive a CDL license to assist in snow and ice removal throughout the city.
- Provided training for all employees including, Trench and Excavation safety, Fork Lift certification, Dump Truck/Backhoe safety, First Aid, Fall Protection and Confined Space.
- NIMS – completed additional 43 NIMS certifications

Water Pollution Control Division

- Completed three capital projects that were awarded a total of \$587,500 in principal forgiveness (grant) funding made possible by the American Recovery and Reinvestment Act of 2009. Those projects included the rebuild of an influent screen, installation of a wood truss roof on the Primary treatment building, and an upgrade of the plant’s computerized process control system.

Water Pollution Control Division (continued)

- Totaled nearly \$500,000 in revenue from receipt of trucked-in liquid waste. The Division continues to explore opportunities to raise revenue to offset increasing costs by carefully utilizing under-used capacity.
- Produced an average of 220,000 kwh per month of electricity from the high-solids anaerobic digestion system, enough electricity to supply 250 homes. The final design is nearly complete to expand the system to process all of the biosolids generated by the wastewater plant.
- Incurred only one reportable injury in 2010 as defined by the State of Ohio PERRP Log of Work-Related Injuries and Illnesses. This injury did not result in any lost time, thereby extending the number of days without a lost time injury to over 700 days by years-end!

Water Supply Division

Operations Related:

- There were no drinking water quality monitoring or reporting violations for all of 2010.
- Received Ohio EPA approval throughout 2010 to utilize ACH. Staff became more familiar with how ACH reacts to high pH raw water compared to how Alum reacts. We also used basin rate adjustments to take greater advantage of the higher ACH pH levels and reduce caustic soda use even further.
- Implementation of filter Auto Backwash which is very effective for consistent filter washes. Auto Backwash provides operators with additional time for other tasks and uses less water preventing additional flow from overloading the lagoons
- Tested the use of alum and ACH as filter aids with the approval of Ohio EPA.
- Improved spreadsheets used by operations including the chemical inventory sheet, sludge total sheet and the new improved pump program.
- Provided a professional response and reaction to our customers for the force main breaks and the toxic algae concerns.
- Implementation of bleach storage tank use/fill rotation to prevent stagnation of old bleach.
- Clear labeling of sludge valves for an SOP of valve positions
- Eliminated old and unnecessary radio communication with distribution system staff and now utilize existing daily logs to get elevations on the City network.
- Optimized usage of channel sluice gates to control settled water flow to provide flow mixing from basins to filters.
- Operations staff assisted in the responsibility of getting biweekly lagoon samples.
- Developed SOPs for night shift operations staff related duties
- Successfully operated for extended periods of time with only three sedimentation basins in service.
- Revised and reinstated the hourly Pump Schedule Program to record and recommend Water Plant treatment flow rates to maintain proper water storage elevations at the in-town reservoirs.

Water Supply Division (continued)

- Began charting chemical costs to help analyze daily and seasonal water treatment chemical costs per day and per million gallons treated.
- Provided Operators and Supervisory Personnel with Push To Talk capable phones for improved communication.

Maintenance Related:

- Significantly improved the plants appearance including the addition of a new plant entry sign, East Chemical Building lettering, fence painting, new walkway, new building number signs consistent with CMMS, identification on Haz-Mat trailer and housekeeping.
- KMnO₄ improvements including a new carry water line to consistently feed KMnO₄ when a batch operation is happening, new SCADA improvements to view and make adjustments to KMnO₄ operations and installed a KMnO₄ Residual Monitor immediately prior to rapid mix in an effort to dose KMnO₄ based on real-time demand.
- Installed new roof over the High Lift Pump Station and over the Laboratory corridor, protecting the High Service Pumps and computer equipment.
- Installed new HVAC vents and fans at the Pump Station to improve safety and keep areas dry around the electrical panels. The fans also help to regulate temperatures in the building.
- Installed new drive sprockets and chains on basins 1&2 sludge collectors.
- Improved Carbon Feed Building wiring.
- Removed media from Filter #10 in preparation for the Filter Media replacement Project in 2011.
- Cleaned Alum Storage Tank and Day Tanks
- Demolished buildings and improved appearance on three different Watershed properties
- Dried and removed 18,497 tons of alum residuals from the Drying Basins
- Readjusted filter valves to make it easier for operators to help keep water from leaking through during a power outage.
- Installed a guest friendly security entrance door, as opposed to the old turnstile we had previously. It makes it easier for deliveries and for employees to enter without compromising security.
- Invested significant funds to repair and rebuild the SCAT aerator
- Kept the obsolete boilers running for another year

Technical, Maintenance, Operations and Laboratory Support Related:

- Utilized the Community Service Worker Program to obtain approximately 4000 man-hours at minimal cost to perform minor maintenance and housekeeping tasks throughout 2010.
- Utilization of the Summit County YES Program to obtain approximately 1000 man-hours at minimal cost to perform housekeeping tasks throughout 2010.

Water Supply Division (continued)

- Installed a new Water Plant K: Drive server which provides for improved performance, improved file management and reliability.
- Executed a contract with AT&T to replace the current T1 connection with downtown Akron with a new fiber optic communication line which will be more reliable and have significantly higher bandwidth.
- Reduced the Ohio EPA required sampling for chlorites in the distribution system from monthly to quarterly.
- Specified, installed and tested two (2) filter effluent turbidity meters of a new type as approved by OHIO EPA to determine if this lower maintenance cost meter is accurate.
- New security screens and camera improvements consisting of converting all existing analog cameras to digital to assist operations and to provide better views of the plant, KMnO₄ building and other watershed structures.
- Implemented a landscape maintenance contract to help increase our staff's ability to focus on critical water treatment activities.
- New improvements to the SCADA Plant Data Summary page make life easier for the operators, or for anyone who needs quick information for the plant.
- Reestablished the role of Contracts Administrator to oversee numerous Water Supply contracts, agreements and leases
- Established a much improved communication method with the CT station via a radio link
- Revised and streamlined the Standard Operating Procedures manual for preparing the Ohio EPA Monthly Operating Report for drinking water to interface seamlessly with the new Ohio EPA e-Biz electronic submittal forms.
- Filters can now be reset from the filter office after a power outage.
- Further reduced nuisance alarms.

Watershed Related:

- Installed over 4,700 feet of new fence and many new signs to reestablish Akron's property boundary around Lake Phippen and around the Rockwell property at a significantly reduced cost utilizing the CSW program for labor and City of Akron trees for fence posts.
- Initiated LT2 Program to obtain compliance with US and Ohio EPA regulations on Cryptosporidium. This included but was not limited to working with the Engineering Bureau for cartography purposes and drafting several reports as well as the actual draft Watershed Control Plan for review.
- Installation of Watershed Telemetry Panels to provide constant communication with Water Supply reservoirs.
- Continued to provide exceptional watershed maintenance including clearing concrete toe drains and access roads at LaDue and Black Brook of all vegetation, cutting and installing nearly 400 locus posts for fencing projects at Lake Rockwell and Lake Phippen and assisting in maintenance issues at Mogadore Dam.

- Monitored grass mowing contract with A&C on Watershed properties
- Revised SWAM site monitoring & documentation processes
- Completed Mogadore Reservoir Property Line evaluations on foot
- Portion of Watershed Management duties previously performed by Collin Coy were distributed to Watershed Ranger Staff
- Completed Dam inspections at Rockwell, East Branch, LaDue & Mogadore
- Met with Muskingum Conservancy District Forester (Jim Bishop) and ODNR Service Forestry Coordinator (Mark Wilthew) to initiate Forestry Program Timber Stand Improvement Program
- Gave presentations at local schools on Water Supply & Watershed Protection
- Completed Farmland lease inspections
- Attended meeting with Friends of the Crooked River regarding a water trail along Cuyahoga River
- Attended Algae Toxin seminar
- Prepared newly developed watershed related training program for new operators.
- Canoed majority of Cuyahoga River
- Began discussion with Geauga Parks about wildlife management at East Branch reservoir.
- Sat on board of Burton Headwaters Park committee and attended meetings on the development of jointly owned property, making sure improvements are within conservation easement guidelines.
- Inspected conservation easements to make sure they are maintained within agreement guidelines.
- Assisted with major hazmat spill on State Route 44 in coordination with local fire/rescue and police departments, using Geauga County Hazmat trailer.
- Inspected all reservoir shorelines by boat checking for encroachment and erosion. Some encroachments found and eliminated with combined effort between Akron Watershed Rangers and ODNR Wildlife Officers.

Safety and Training:

- All Water Supply employees are now NIMS 700 and NIMS 100 Compliant.
- Coordinated and held strategy meetings with Akron and Kent Fire Departments to improve safety and emergency response at the plant.
- Joined OHIO WARN subcommittee with other Ohio water supply member utilities to help and assist in emergency situations using Akron equipment and personnel
- Provided on-site training from historical records of potassium permanganate addition, chlorine dioxide as a pre-oxidant, and alum and ACH as coagulants utilizing the Water Plant's "Expert Program" to demonstrate effects of different doses under different raw water conditions.
- Instituted centralized data storage on the computer K-drive to make several computer programs more readily accessible to different employees at different computers.
- Purchased an e-learning program to provide 25 Water Supply staff member's unlimited access to 60+ water treatment related training classes.

Water Supply Division (continued)

- Prepared and finalized the only currently approved Division specific addenda to the City of Akron Safety Manual.
- Prepared a First Responders Handbook and installed a KNOX Box for emergency personnel.
- Installed the TOP View Alarm Program to communicate critical alarms to Supervisor and Operator Phones.
- Coordinated safety training at both East Branch and LaDue Dams with local fire departments.
- Collaborated with AWWA and Texas A&M University to provide a very valuable Water and Wastewater Utility Disaster Training Course at no cost to City employees.
- Provided numerous training opportunities including Chemical Use Safe Handling, AWS Plant Budgeting, Purchasing and Banner, First Aid/CPR w/AED, Hazard Communication Training, Personal Protective Equipment, Incident Investigation, Disaster Management for Water and Wastewater Utilities, Sodium Chlorite and Chlorine Dioxide Chemical Use and Employee Safety Orientation.

Miscellaneous:

- Many Water Supply staff members took on new roles, responsibilities and additional tasks throughout 2010 and performed these duties well.
- Collaborated with Habitat for Humanity of Portage County to deconstruct abandoned rental homes as a green initiative and to lower disposal costs.
- Critical hiring and successful training of four new Operators, a Water Plant Mechanic and the addition of two new Utility Interns.
- Secured approval for two employees to be submitters for e-Biz electronic submittals of Ohio EPA Monthly Operating Reports as backup submitters.
- Secured Great Lakes Canning (Coca Cola) as a major water customer by demonstrating the quality and reliability of the Akron Water system.

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Mission

People providing quality, cost-effective water and sewer services to protect our communities' health and environment.

Vision

To be a recognized leader of innovative, competitive water and sewer services.

To achieve the vision means:

- Workers at all levels are well trained, enthused and motivated.
- Productivity and efficiency are optimized and sustainable.
- Customers recognize water and sewer services as high quality.
- Systems, methods and tools for best practices, such as strategic planning, performance management, and technology, are in place.
- Meeting and/or exceeding regulatory compliance requirements.
- Financial plan is in place to ensure adequate operating and capital revenue.
- Asset management plan is in place to optimize life of physical and technological assets.
- Effective working relationships are in place with key stakeholders.
- Recognized by industry associations for high performance among comparable-sized utilities.

Our Service Area

The Akron Public Utilities Bureau provides water and sewer service to the City of Akron and all or portions of 18 cities or townships in Summit County. Additional details on our water and sewer service areas can be found in the Akron Water Service Area map and the Akron Sewer Service Area map included in this report. We also bill for curbservice and recycling collection to residents of one, two and three family freestanding residential units. The Sanitation Services Division of the Public Works Bureau provides this service.

2010 Capital Projects

Water Supply

Natural Gas Metering Installation

Water Distribution

Johnston Street Facility Second Story Roof Replacement
Water Main Replacement Program – 2009

Sewer Collection

Sand Run Parkway Sanitary Sewer Lining
Annual Sanitary Sewer Reconstruction Program
Martha Avenue Sanitary Sewer Reconstruction
Baird/Kipling Combination Sewer Reconstruction
Waterloo/Wright Sanitary Sewer Reconstruction
Hickory Street CIPP Sanitary Sewer Lining
Rack 34 CIPP Lining

JEDD

Cleveland-Massillon/Ridgewood Road Sanitary Sewer Construction

WPCS

Primary Settling Building Roof Replacement
Distributed Control System Upgrade

Water Supply Division Divisional Report



The Water Supply Division manages, operates, and maintains the City of Akron's drinking water treatment plant and source water supply. The division's mission is to provide consumers with an ample supply of high-quality drinking water that meets all regulatory requirements at affordable rates. The Akron Water Supply Plant is located about 12 miles northeast of Akron and two miles northeast of Kent, Ohio. The plant is adjacent to its source of supply, Lake Rockwell, which is formed by a dam on the Cuyahoga River. The average pumping rate in 2010 was 34.7 million gallons per day (MGD), a 1.0% increase compared to 2009

(34.3 MGD). The maximum approved capacity of the water plant is 67 MGD. Akron's source water system, comprised of Lake Rockwell in Portage County, Wendell R. LaDue Reservoir and East Branch Reservoir in Geauga County, and the Cuyahoga River connecting these reservoirs, provided a sufficient supply of water to all customers for the entire year. The safe yield of Akron's reservoir system is approximately 55 MGD.

The Akron Water Supply Division continues to be proactive in reservoir management practices and treatment techniques to minimize the occurrence of tastes and odors in the finished water. There was not a significant taste and odor event in Akron's water supply in 2010. Further, Akron continues its utilization of ACH continuing to reduce cost by reducing the need for Sodium Hydroxide.

Water Utilities Field Operations Division Divisional Report

The Utilities Field Operations Division is comprised of three sections – Utilities Engineering, Water Distribution, and Sewer Maintenance. Utilities Engineering designs and inspects capital improvement projects, Water Distribution operates and maintains the City of Akron Water Distribution System, and Sewer Maintenance operates and maintains the City’s sewer collection system.

The water distribution system includes the underground network of water force mains, transmission mains, feeder mains, and local mains and their associated valves, fire hydrants, and service connections. It also includes the normal service storage reservoirs, the high service booster pumping stations and their corresponding standpipes and elevated tanks.

Water Distribution also operates and maintains the distribution systems in the cities of Fairlawn, Mogadore, and portions of Hudson, and in the Joint Economic Development Districts in Bath, Copley, Coventry, and Springfield Townships. Additionally, Water Distribution is responsible for the mains serving Chrysler LLC and Great Lakes Canning in Twinsburg Township, and miscellaneous customers in Boston Township and Cuyahoga Falls.

As of December 31, 2010, the water distribution system contained approximately 1,223 miles of water mains (including 43.1 miles of force mains), ranging in size from 4 inches to 54 inches in diameter, approximately 94,000 active water services, 30,439 valves, 12,458 hydrants, three active elevated tanks, six standpipes, five storage reservoirs, and 12 high service booster pumping stations. Treated water is delivered from the Akron Water Supply Plant at Lake Rockwell in Portage County to the Distribution System via three large diameter force mains.



Business Services Division Divisional Report

The Business Services Division performs the customer service, billing, collection, accounting, meter reading and meter maintenance functions of the Bureau.

We purchased the water and sewer lines of the Copley Square Water and Sewer Company during June 2010. This utility provided water and sewer service to approximately 700 accounts in Copley Township. The utility connected its water and sewer lines to Akron's water and sewer system as a condition of the purchase. We are serving these accounts on a retail basis.

During 2010, we disconnected water service due to delinquency to an average of 440 accounts each month. This figure reflects a six percent decrease from the previous year. The decline in water service disconnections is due in part to increasing use of pay-by-phone and online bill payment and implementation of several new customer payment assistance programs including a HEAP sewer rate and flexible due dates.

The HEAP sewer rate is a 25% discount on the sewer rate increases enacted in 2009. This rate is available to Akron homeowners who have been determined by the State of Ohio to be eligible for the Home Energy Assistance Program (HEAP).

Elderly homeowners on fixed income often have payment due dates that do not coincide with their monthly checks. These customers can now receive a payment due date that will help them better manage their finances.

We will routinely evaluate the effectiveness of our customer payment assistance programs against metrics including the number of turnoffs each year and the number of delinquent accounts per year. We will introduce new programs and revise existing programs as necessary.

We began studying wireless work order systems this year. Our goal is to provide our field customer service technicians with a wireless/mobile device to receive and complete work in the field. We plan to pilot of this technology during 2011.



Sewer Utilities Field Operations Division Divisional Report

The Utilities Field Operations Division is comprised of three sections, i.e., Utilities Engineering, Water Distribution, and Sewer Maintenance. Utilities Engineering designs and inspects capital improvement projects, Water Distribution operates and maintains the City of Akron water distribution system, and Sewer Maintenance operates and maintains the City's sewer collection system.

The sewer system includes the sanitary, storm, and combined sewer systems, which collect and transport sanitary and combined sewage to the Akron Water Pollution Control Station on Akron-Peninsula Road, or storm water to points of discharge to streams. The system consists of main sewer lines, manholes, inlets, inlet leads, lateral connections, combined sewer overflow racks and overflows, pump stations, force mains, and retention tanks. Sewer Maintenance also maintains ditches that receive storm water from City standard storm sewers.

Sewer Maintenance also operates and maintains sanitary sewers and pump stations owned by the City of Akron in the Joint Economic Development Districts in Bath, Copley, Coventry, and Springfield Townships.

As of December 31, 2010, the sewer system included 1,366.3 miles of sewer (703.8 miles of sanitary sewers, 494.6 miles of storm sewers, and 167.9 miles of combined sewers.) 28,846 manholes, 22,820 inlets, 38 pump stations, and two (2) combined sewer retention tanks.



Water Pollution Control Division Divisional Report

The Water Pollution Control Division of the Public Utilities Bureau is responsible for the maintenance and operation of the Akron Water Pollution Control Station, the Environmental Compliance Section, which includes the Industrial Pretreatment Program, as well as the management of a long term agreement for the operation and maintenance of the Akron Compost Facility.

The effluent from the Akron Water Pollution Control Station is authorized by a National Pollution Discharge Elimination System (NPDES) permit issued by the Ohio Environmental Protection Agency. This permit requires monitoring of the influent, plant bypasses, plant effluent and the Cuyahoga River above and below the plant as well as several points within the sewerage system.

The Akron Water Pollution Control Division treated 25.564 billion gallons of wastewater in 2010 or an average of 70.0 million gallons per day (MGD). This is slightly lower than the average of the most recent 10 year's flow to the treatment plant of 74.7 MGD. There was a total of 12,128 dry tons of sludge produced that resulted in 69,000 cubic yards of compost sold through bag and bulk sales. The anaerobic digestion system produced sufficient biogas to generate 1,925 megawatt hours of electricity.

The total cost of operation of the Division for the year 2010 amounted to \$11,934,000 for a cost per million gallons treated of \$466.82. Removal efficiencies remained high with 96.9% of incoming suspended solids removed and 97.1% of incoming carbonaceous biochemical oxygen demand (CBOD₅) removed.

The City and the federal government continued negotiations in 2010 to identify a plan for the control of combined sewer overflows into local waterways. The scope of the projects have been identified including the installation of ten storage basins located throughout the city; two large-diameter storage tunnels; and upgrades to the wastewater treatment plant. The issue at hand is to what level are the overflows controlled and at to what cost to the users of the system. A federal judge is expected to rule on the consent decree agreed to by the city and the federal government. That ruling is expected in early 2011. One of the early items in the consent decree is to modify secondary treatment unit no. 6 in order to fully treat 130 MGD through all of secondary treatment. That design was nearly completed in 2010 and construction should begin fourth quarter next year.

The local economy continued to languish in 2010, prompting a continued retraction of spending in the city through mandatory furloughs, limited overtime, and unfilled job vacancies. The forecast for 2011 shows some improvement that hopefully will result in additional funds for the operation.

The staff of the Water Pollution Control Division is dedicated to providing continued effective and efficient wastewater treatment in spite of the many challenges that lie ahead.



2010 Employment Summary as of 12/31/2010	
Water Utility	Full-Time Employees
PUB Administration	2
Water Supply	36
Utilities Field Operations - Water	72
Business Services	50
TOTAL	158
Sewer Utility	Full-Time Employees
Utilities Field Operations - Sewer	54
Water Pollution Control Division	43
TOTAL	97
GRAND TOTAL	255

Financial Overview

The Akron Public Utilities Bureau has two enterprise funds: Water Fund and Sewer Fund. The General Fund finances our storm water maintenance program. This report is prepared on a modified cash basis.

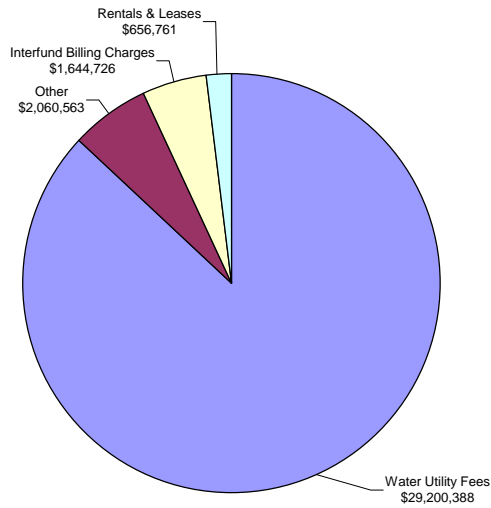
Water Fund Overview

Total Expenditures \$35,529,920
 Total Revenue \$33,562,438

Change in cash balance \$1,967,482
 Beginning cash balance \$11,434,593
 Cash balance as of 12/31/10 \$9,467,111

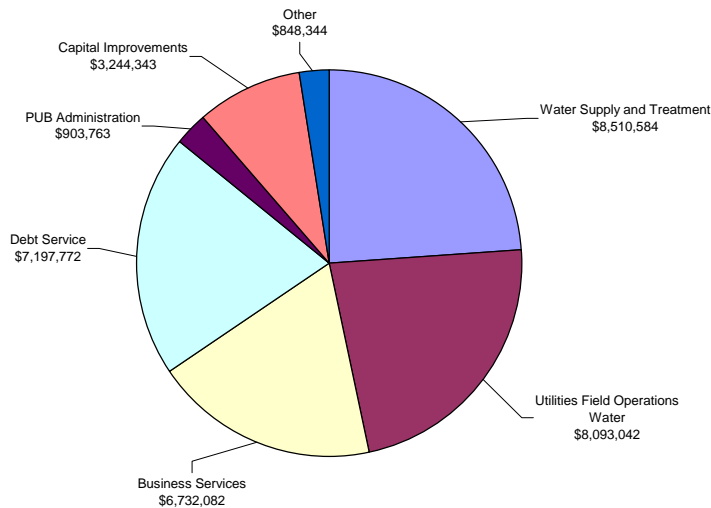
Revenue Summary

\$33,562,438



Expenditure Summary

\$35,529,920



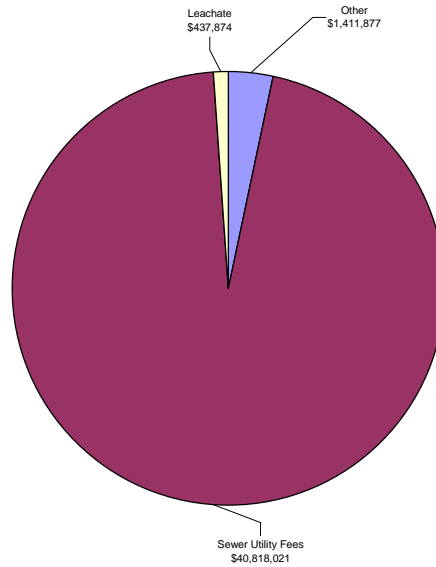
Sewer Fund Overview

Total Expenditures \$40,462,657
 Total Revenue \$42,667,772

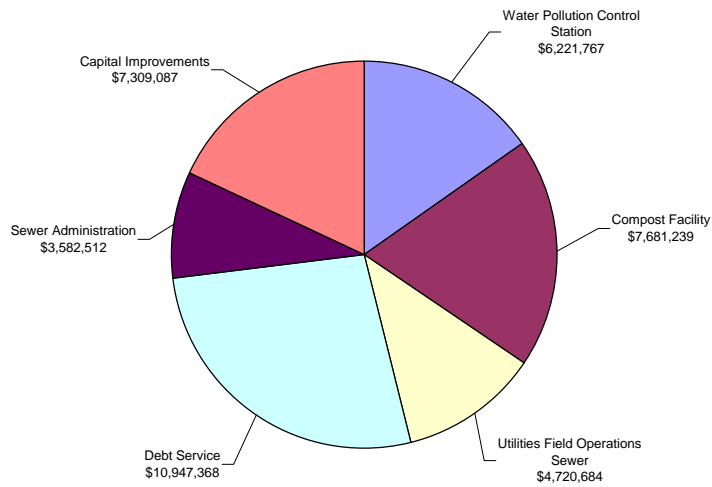
Change in cash balance
 Beginning cash balance
 Cash balance as of 12/31/10

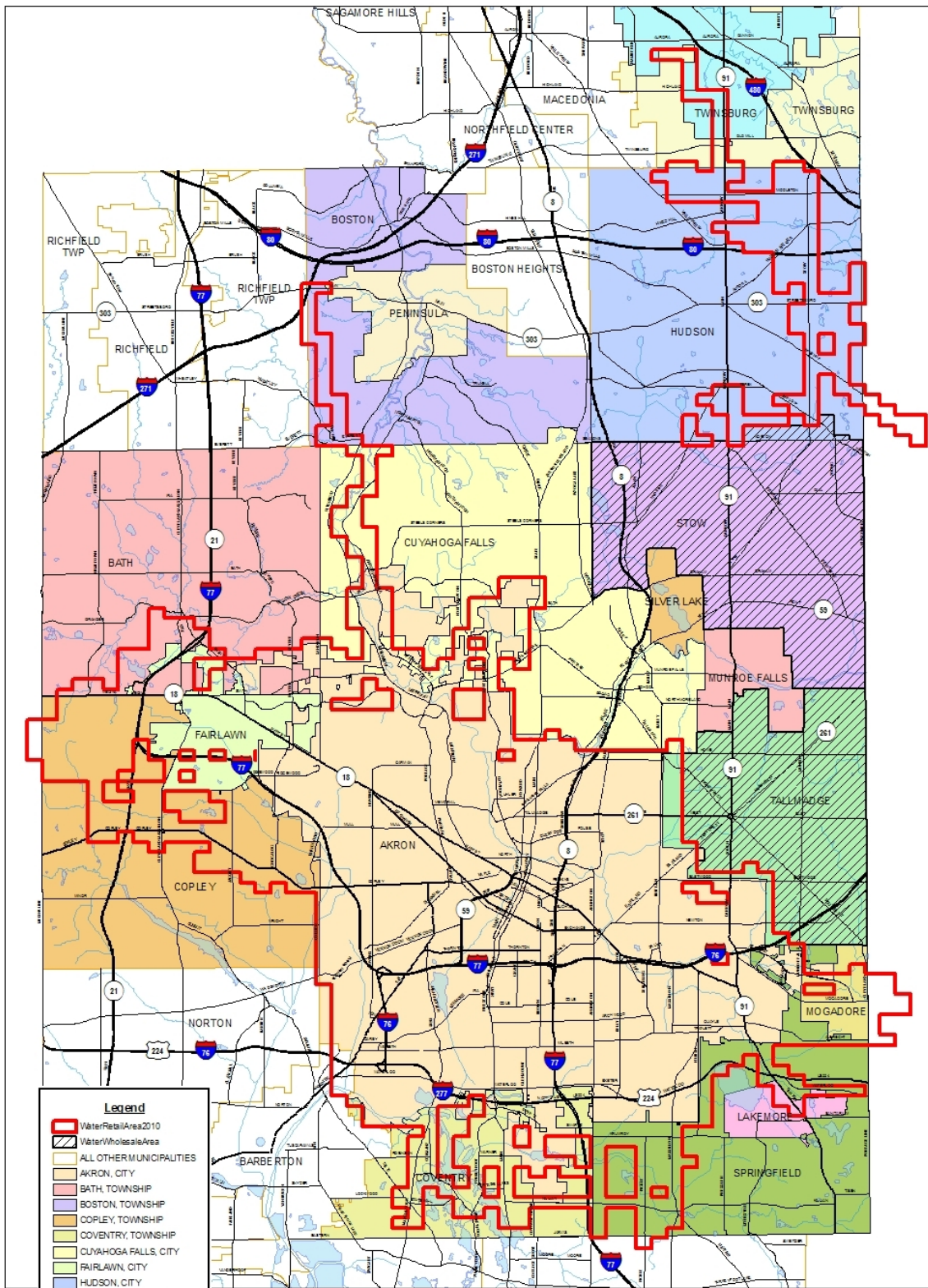
\$2,205,115
 (\$4,097,410)
 (\$1,892,295)

**Revenue Summary
 \$42,667,772**




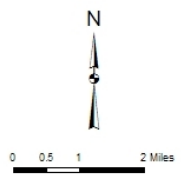
**Expenditure Summary
 \$40,462,657**





- Legend**
- Water Retail Area 2010
 - Water Wholesale Area
 - ALL OTHER MUNICIPALITIES
 - AKRON, CITY
 - BATH, TOWNSHIP
 - BOSTON, TOWNSHIP
 - COPLEY, TOWNSHIP
 - COVENTRY, TOWNSHIP
 - CUYAHOGA FALLS, CITY
 - FAIRLAWN, CITY
 - HUDSON, CITY
 - LAKEMORE, VILLAGE
 - MOGADORE, VILLAGE
 - MUNROE FALLS, CITY
 - PENINSULA, VILLAGE
 - SILVER LAKE, VILLAGE
 - SPRINGFIELD, TOWNSHIP
 - STOW, CITY
 - TALLMADGE, CITY
 - TWINSBURG, CITY
 - TWINSBURG, TOWNSHIP

 **Akron Water Service Area, 2010**
City of Akron, Public Utilities Bureau



Water – Metered Billings, Metered Consumption and Number of Accounts

In 2010, the aggregate dollar value of water billings to accounts in the City of Akron constituted 76% of total billings in our service area while billings to other retail service areas and our master meter communities constituted 15% and 9% respectively. The aggregate metered consumption of water in the City of Akron constituted 74% of total metered consumption in our service area, while consumption in other retail service areas and our master meter communities constituted 12% and 14% respectively. The aggregate number of water accounts in the City of Akron constituted 86% of total accounts in our service area while aggregate accounts in other retail service areas constituted 14%.

Water – Metered Billings, Metered Consumption and Number of Accounts						
Service Area	Water Billings	Percentage of Total Billings	Metered Consumption (HCF)	Percentage of Consumption	Total Accounts	Percentage of Accounts
Akron	\$23,922,302	75.75%	10,173,366	73.54%	72,577	86.04%
Retail Service Areas						
Fairlawn	\$1,131,132	3.58%	389,685	3.01%	2,756	3.58%
Copley Township	1,265,806	4.01%	414,424	2.84%	2,922	3.55%
Hudson	757,114	2.40%	179,515	1.30%	1,615	1.91%
Mogadore	496,534	1.57%	160,396	1.16%	1,471	1.74%
Bath Township	447,309	1.42%	152,360	1.10%	1,002	1.19%
Summit County – Mud Brook	217,484	.68%	85,794	.62%	601	.71%
Coventry Township	216,968	.69%	77,671	.56%	412	.48%
Summit County – Montrose	51,971	.16%	19,014	.14%	355	.04%
Springfield Township	170,939	.54%	66,163	.48%	383	.45%
Cuyahoga Falls	50,277	.16%	18,183	.13%	143	.17%
Tallmadge	61,989	.20%	21,310	.15%	82	.10%
Boston Township	24,631	.08%	8,966	.03%	22	.03%
Kent	2,380	.01%	2,996	.02%	3	0.00%
Subtotal	\$4,894,534	15.50%	1,596,483	11.54%	11,767	13.95%
Master Meter Areas						
Stow	1,948,839	6.17%	1,507,594	10.90%	N/A	N/A
Tallmadge	813,557	2.58%	556,014	4.02%	N/A	N/A
Subtotal	2,762,396	8.75%	2,063,608	14.92%	N/A	N/A
Grand Total	31,579,232	100.00%	13,833,457	100.00%	84,348	100%

2010

CITY OF AKRON WATER SYSTEM AS OF 12/31/10

A. Water Pressure

Currently 2 percent of the City of Akron water system has water pressures exceeding 100 psi.

B. Construction of Water Mains - Through 2010

<u>Description</u>	<u>Percent</u>
Concrete & PCCP	2.7
Cast Iron	51.6
Ductile Iron	44.9
Steel	0.8
	<u>100.0</u> Percent

C. Size of pipe in Akron water system including force mains from Water Plant and also fire hydrant runs.

<u>SIZE OF MAIN</u>	<u>LENGTH (MILES)</u>
4	28.42
6	513.60
8	282.31
10	27.38
12	178.43
16	104.29
20	23.49
24	12.58
30	10.81
36	18.48
42	2.09
48	17.96
54	<u>3.54</u>
Total Miles of Pipe	1,223.38

D. New water mains placed in service - 2010

New Construction	1.16 miles
Water Main Replacement	1.70 miles

WATER MAINS LAID 2010

<u>Street</u>	<u>Limits</u>
Marion Avenue	Mogadore to S. of Herbert
Curtis Street	Marion to Meadowridge
Dick Street	Marion to W. End
Herbert Street	at Marion
Frank Boulevard	Ayers to White Pond
Hilbish	at Springfield Center
Executive Drive	Innovation Way to Tech Way
Tech Way	Kelly to Executive
Duffield Drive	N. of Weston to N. End
Hilbish	at Cramer
W. Bartges Street	W. of Main @ Bridge
Girard Street	Archwood to Firestone
Seiberling Street	at Little Cuyahoga River
Carroll Street	Annadale to Fountain
Lethbridge Drive	Lethbridge to Rotili
Rotili Lane	Lethbridge to SR 18
Mill Street	Lincoln to Price
Brittain Road	Tallmadge to Independence
Easton Drive	Corwin to Belden

Water Comparative Statistics		
ITEM	2010	2009
AVERAGE DAY	34.69 MGD*	34.33 MGD*
MAXIMUM DAY	48.43 MG**	42.01 MG**
(DATE)	7/17/10	06/09/2009
MINIMUM DAY	22.56 MG**	22.66 MG**
(DATE)	5/23/10	12/10/2009

*MGD – million gallons per day

**MG – million gallons

AKRON DRINKING WATER ALL WATER TESTS - 2010

This table is available on-line at akronohio.gov/PubUtil/pdf/2010allwatertests.pdf
Tables for other years are available at the same internet address by changing the year

INORGANIC CHEMICALS	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	
Antimony	<0.004	<0.004	<0.004	0.006	yes
Arsenic	<0.003	<0.003	<0.003	0.01	yes
Barium	0.028	0.028	0.028	2	yes
Beryllium	<0.001	<0.001	<0.001	0.004	yes
Cadmium	<0.001	<0.001	<0.001	0.005	yes
Chlorine, free residual	2.67	1.70	3.97	0.2 minimum	yes
Chlorine, combined	0.30	0.09	0.79	no EPA limit	not applicable
Chromium	<0.004	<0.004	<0.004	0.1	yes
Copper	<0.010	<0.010	<0.010	1.3	yes
Cyanide	<0.005	<0.005	<0.005	0.2	yes
Fluoride	0.96	0.76	1.21	4.0 primary 2.0 secondary	yes yes
Manganese	0.024	0.011	0.077	0.05 secondary	not applicable
Mercury	<0.0002	<0.0002	<0.0002	0.002	yes
Nickel	<0.004	<0.004	<0.004	0.1	yes
Nitrate	0.26	0.01	0.62	10	yes
Selenium	<0.004	<0.004	<0.004	0.05	yes
Sodium	48.9	48.9	48.9	no EPA limit	not applicable
Thallium	<0.001	<0.001	<0.001	0.002	yes

INORGANIC DISINFECTION BYPRODUCTS (DBPs)	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	
Chlorite, at plant tap	0.66	0.01	0.98	no EPA limit	not applicable
Chlorite, average of 3 samples in distribution system	0.394	0.139	0.774	1.0	yes
Chlorate, at plant tap	0.34	0.13	0.69	no EPA limit	not applicable

DISINFECTANT RESIDUALS	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	
Free Chlorine, of 2052 routine distribution samples	1.17	0.05	3.10	no EPA limit	not applicable
Free Chlorine, percent less than 0.2 milligrams per liter for each month, distribution samples	0.2%	0.0%	1.8%	5%	yes
Total Chlorine, running annual average calculated quarterly, distribution system	1.42	1.41	1.46	4.0	yes
Chlorine Dioxide, plant tap, lowest of 2 consecutive days	0.09	0.03	0.19	0.8	yes
Chlorine Dioxide, closest customer, highest of 3 readings, 6 hrs apart, after a daily plant tap over 0.8 mg/L	no test required, because no plant tap readings above 0.8 mg/L	no test required, because no plant tap readings above 0.8 mg/L	no test required, because no plant tap readings above 0.8 mg/L	0.8	yes

VOLATILE ORGANIC CHEMICALS (VOCs)	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	
Benzene	<0.50	<0.50	<0.50	5	yes
Bromobenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Bromochloromethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
Bromodichloromethane	5.4	5.4	5.4	no EPA limit	not applicable
Bromoform	<0.50	<0.50	<0.50	no EPA limit	not applicable
Bromomethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
n-Butylbenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
sec-Butylbenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
tert-Butylbenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Carbon Tetrachloride	<0.50	<0.50	<0.50	5	yes
Chlorobenzene (Monochlorobenzene)	<0.50	<0.50	<0.50	100	yes
Chloroethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
Chloroform	8.6	8.6	8.6	no EPA limit	not applicable
Chloromethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
2-Chlorotoluene	<0.50	<0.50	<0.50	no EPA limit	not applicable
4-Chlorotoluene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Dibromochloromethane	1.6	1.6	1.6	no EPA limit	not applicable
Dibromomethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,2-Dichlorobenzene, (o-Dichlorobenzene)	<0.50	<0.50	<0.50	600	yes
1,3-Dichlorobenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,4-Dichlorobenzene, (p-Dichlorobenzene)	<0.50	<0.50	<0.50	75	yes
Dichlorodifluoromethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,1-Dichloroethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,2-Dichloroethane	<0.50	<0.50	<0.50	5	yes
1,1-Dichloroethene (1,1-Dichloroethylene)	<0.50	<0.50	<0.50	7	yes
cis-1,2-Dichloroethene (cis-1,2-Dichloroethylene)	<0.50	<0.50	<0.50	70	yes
trans-1,2-Dichloroethene (trans-1,2-Dichloroethylene)	<0.50	<0.50	<0.50	100	yes
Dichloromethane	<0.50	<0.50	<0.50	5	yes
1,2-Dichloropropane	<0.50	<0.50	<0.50	5	yes
1,3-Dichloropropane	<0.50	<0.50	<0.50	no EPA limit	not applicable
2,2-Dichloropropane	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,1-Dichloropropene	<0.50	<0.50	<0.50	no EPA limit	not applicable
cis-1,3-Dichloropropene	<0.50	<0.50	<0.50	no EPA limit	not applicable
trans-1,3-Dichloropropene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Ethylbenzene	<0.50	<0.50	<0.50	700	yes
Hexachlorobutadiene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Isopropylbenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
4-Isopropyltoluene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Methyl-t-butyl ether	<0.50	<0.50	<0.50	no EPA limit	not applicable
Napthalene	<0.50	<0.50	<0.50	no EPA limit	not applicable
n-Propylbenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
Styrene	<0.50	<0.50	<0.50	100	yes
1,1,1,2-Tetrachloroethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,1,2,2-Tetrachloroethane	<0.50	<0.50	<0.50	no EPA limit	not applicable
Tetrachloroethene (Tetrachloroethylene)	<0.50	<0.50	<0.50	5	yes
Toluene	<0.50	<0.50	<0.50	1,000	yes
1,1,1-Trichloroethane	<0.50	<0.50	<0.50	200	yes
1,2,3-Trichlorobenzene	<0.50	<0.50	<0.50	no EPA limit	not applicable
1,2,4-Trichlorobenzene	<0.50	<0.50	<0.50	70	yes
1,1,2-Trichloroethane	<0.50	<0.50	<0.50	5	yes
Trichloroethene (Trichloroethylene)	<0.50	<0.50	<0.50	5	yes
Trichlorofluoromethane	<0.50	<0.50	<0.50	no EPA limit	not applicable

DISINFECTION BYPRODUCTS STAGE 1 MONITORING DISTRIBUTION SYSTEM	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	
Trihalomethanes, total, running annual average	57.5	55.5	59.0	80	yes
Haloacetic acids, HAA5, running annual average	39.6	34.8	43.3	60	yes

MICROBIOLOGY TOTAL COLIFORM DISTRIBUTION SYSTEM	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
Coliform positives, percent per month	0.2%	0.0%	1.8%	5%	yes
Repeat coliform positives per month	0	0	0	0	yes

TURBIDITY	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	TURBIDITY UNITS	TURBIDITY UNITS	TURBIDITY UNITS	TURBIDITY UNITS	
Turbidity, daily grab sample	0.069	0.041	0.146	1	yes
Turbidity, % of continuous tests greater than 0.3 Turbidity Units for each month	0.06%	0.00%	0.70%	5%	yes

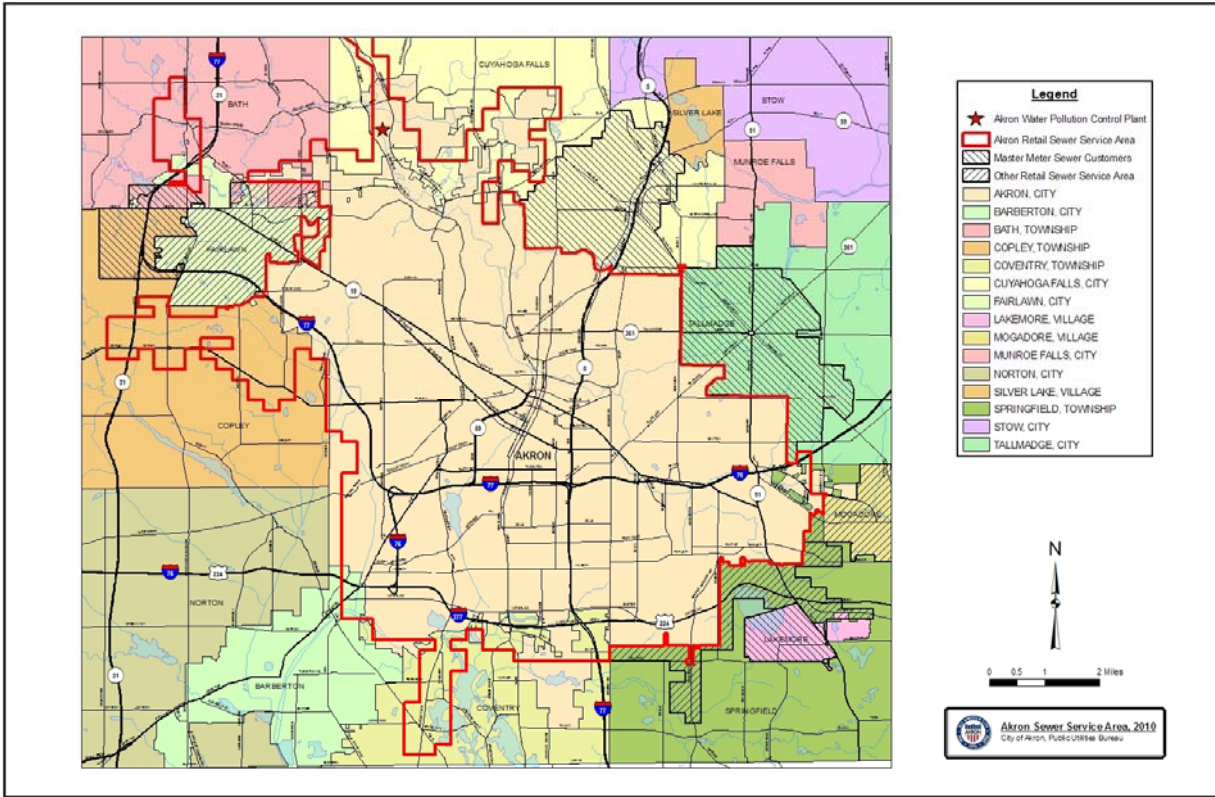
PESTICIDES, INTERMEDIATES, SYNTHETIC ORGANIC CHEMICALS (SOCs)	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	MAXIMUM LIMIT	
	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	MICROGRAMS PER LITER	
Alachlor	<0.20	<0.20	<0.20	2	yes
Atrazine	<0.30	<0.30	<0.30	3	yes
Simazine	<0.35	<0.35	<0.35	4	yes

OTHER PARAMETERS	AKRON WATER	AKRON WATER	AKRON WATER	OHIO EPA	Did Akron water meet EPA limit?
	AVERAGE LEVEL	MINIMUM LEVEL	MAXIMUM LEVEL	GUIDELINE	
	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	MILLIGRAMS PER LITER	LEVEL	
Alkalinity	85	42	111	no EPA limit	not applicable
Hardness in milligrams per liter	121	58	164	no EPA limit	not applicable
Hardness in grains per gallon	7.1	3.4	9.6	no EPA limit	not applicable
Orthophosphate	0.893	0.580	1.459	0.6 or more for 90% of samples	yes
pH	7.32	7.10	7.62	7.0-10.5 for 90% of samples	yes
Total solids in milligrams per liter	275 one sample	NA	NA	500 secondary limit	yes
Temperature, degrees C	13.8	1.1	27.7	no EPA limit	not applicable
Temperature, degrees F	57	34	82	no EPA limit	not applicable
Total Organic Carbon	3.05	2.04	4.03	no EPA limit	not applicable

DEFINITIONS:

"Plant tap" is the sampling point at the water treatment plant after the last treatment process. All samples are taken at the plant tap unless otherwise indicated.

A "primary EPA limit" is an enforceable regulation for contaminants to protect the public health.



Sewer – Billings and Number of Accounts

In 2010, the aggregate dollar value of sewer billings to accounts in the City of Akron constituted 73% of total billings in our service area while billings to other retail service areas and our master meter communities constituted 10% and 17% respectively. The aggregate number of sewer accounts in the City of Akron constituted 90% of total accounts in our service area while aggregate accounts in other retail service areas constituted 10%.

Sewer – Billings and Number of Accounts				
Service Area	Sewer Billings	Percentage of Total Billings	Total Accounts	Percentage of Accounts
Akron	33,008,238	73.33%	71,338	90.25%
Retail Service Areas				
Fairlawn	1,181,059	2.62%	2,579	3.26%
Springfield Township	858,891	1.91%	1,295	1.64%
Mogadore	698,341	1.55%	1,469	1.86%
Summit County-Mud Brook	615,867	1.37%	523	.66%
Copley Township	556,642	1.24%	659	.83%
Bath Township	270,252	.60%	627	.79%
Coventry Township	121,026	.27%	119	.15%
Cuyahoga Falls	81,443	.18%	122	.15%
Lakemore	87,050	.19%	295	.37%
Tallmadge	83,980	.19%	15	.02%
Barberton	5,986	.01%	2	0.00%
Boston Township	802	0.00%	4	0.00%
Subtotal	4,561,339	10.13%	7,709	9.75%
Master Meter Areas				
Summit County-Mud Brook	3,294,420	8.72%	N/A	0.00%
Cuyahoga Falls	1,907,263	4.24%	N/A	0.00%
Tallmadge	1,095,312	2.43%	N/A	0.00%
Summit County-Montrose	831,571	1.85%	N/A	0.00%
Lakemore	315,887	.70%	N/A	0.00%
Subtotal	7,444,453	16.54%	N/A	0.00%
Grand Total	45,014,030	100.00%	79,047	100.00%

City of Akron				
Water Pollution Control Station				
2009 OPERATION DATA SUMMARY				
MIN. flow rate, Wastewater Treated, MGD	32			
MAX. flow rate, Wastewater Treated, MGD	269			
AVG. flow, Wastewater Treated, MGD	69.14			
Total Wastewater Treated, MG	25,123			
Total Raw Wastewater Bypassed, MG	0			
Total Secondary Wastewater Bypassed, MG	641.1			
Total Sludge to Compost, MG	64.7			
Total Influent Screenings Removed, Tons	610			
Total Influent Grit Removed, Tons	1015			
Precipitation Inches (AWPCS)	41.0			
	RAW	EFFLUENT	REMOVED %	30-DAY LIMITS
SUSPENDED SOLIDS mg/L	172	7.3	95.7	15 mg/L
CBOD mg/L	101	3.5	96.6	10 mg/L
PHOSPHORUS mg/L	2.76	0.67	75.9	1 mg/L
AMMONIA NITROGEN ug/L	10.94	0.23	97.5	Jun-Sep 1.5 mg/L Mar-May 4.8 mg/L Oct-Nov 4.8 mg/L Dec-Feb 7.5 mg/L
CADMIUM ug/L	0.40	0.16	60.00	2 ug/L
COPPER ug/L	45.7	6.34	86.13	28 ug/L
LEAD ug/L	8.48	<1.44	83.02	22.4 ug/L
NICKEL ug/L	<24.2	<18.6	23.1	344 ug/L
ZINC ug/L	197	53	73	231 ug/L
MERCURY ug/L	<0.23	<0.20	-	0.02 ug/L
	MIN	MAX	AVERAGE	
DISSOLVED OXYGEN mg/L	4.9	-	7.5	5 mg/L
pH (S.U.)	6.9	7.3	-	6.5 to 9.0 S.U.
Total Blended Sludge Produced, Th. Dry Tons +	11.93			
Total Daily Avg. Sludge Produced, Dry Tons +	32.69			
% Primary Sludge in Total Blend	55.4			
% Secondary Sludge in Total Blend	44.6			
Compost Product Shipped, Th. Cubic Yards	107.8			
TOTAL COST OF TREATMENT	\$12,120,233.00			
TOTAL COST OF TREATMENT PER MILLION GALLONS	\$482.44			