

Greater Cincinnati Water Works

Budget & Finance Committee

March 26, 2025

Agenda

- Mission Statement and Services
- Budget and FTE History
- FY25 Performance Agreement
- FY25 Performance Measures
- Other Service Delivery Challenges
- Accomplishments

Mission Statement and Services

GCWW employees provide customers with a plentiful supply of high-quality water, support environmental sustainability, and deliver excellent services in a financially responsible manner.

- **Water Quality/ Treatment**
- **Water Supply**
- **Distribution System – City**
- **Fire Hydrant Maintenance and Support**
- **Development Review**
- **Billing and Collections**
- **Services to Neighboring Communities**

Budget and FTE History

Greater Cincinnati Water Works - Water Works Fund 101*	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Personnel Compensation	40,405,469	41,340,370	43,725,650	42,962,550	50,123,330
Fringe Benefits	16,045,610	16,374,850	16,334,590	16,555,830	19,150,860
Non-Personnel Expenses	40,187,460	40,769,090	50,791,810	60,247,830	52,034,150
Total Water Works Fund	96,638,539	98,484,310	110,852,050	119,766,210	121,308,340

*Total does not include debt service.

Greater Cincinnati Water Works - FTEs by Agency	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
301 - Business Services	83.00	75.00	75.00	69.00	73.00
302 - Commercial Services	124.14	107.95	109.52	110.29	111.83
303 - Water Supply	138.46	134.73	133.19	134.00	133.00
304 - Water Distribution	145.46	141.65	140.46	136.00	139.46
305 - Water Quality and Treatment	43.92	41.00	41.00	41.00	45.00
306 - Engineering	98.46	94.73	92.00	91.00	95.00
307 - Information Technology	34.00	40.00	39.00	38.00	39.50
FTE Total	667.44	635.06	630.17	619.29	636.79

FY25 Performance Agreement

City Goal	Objective	Service Group	Service	Performance Goal
Fiscal Sustainability	Financial Resilience	Departmental Support Services	Accounting Finance	450 days worth of cash on hand
	Asset Management		Asset Management	1% of system water mains replaced annually
Public Safety & Health	Health-Protective		Lead Education, Testing and Removal	Replace 1200 lead service lines per USEPA regulatory standards
Excellent & Equitable Service Delivery	Customer Experience		Meter to Cash	>90% customer communication responsiveness

FY25 Performance Measures

Accounting Finance

Q1: July-September

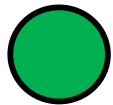
Q2: October-December

894

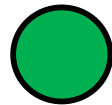
Days Cash on Hand

858

Days Cash on Hand



100%



100%

450 days worth of cash on hand

GCWW continues to earn high marks for fiscal responsibility.

Asset Management

Q1: July-September

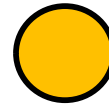
Q2: October-December

6

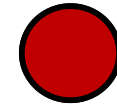
Miles of Water Mains Replaced

2

Miles of Water Mains Replaced



0.19%



0.06%

1% (31 miles) of system water mains replaced annually

Replacements are underway to meet the goal, but data for the fiscal year lags up to 6 months behind.

FY25 Performance Measures

Lead Education, Testing, and Removal

Q1: July-September

Q2: October-December

462

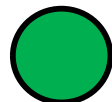
Lead Lines Replaced

364

Lead Lines Replaced



38%



30%

Replace 1,200 lead service lines per USEPA regulatory standards

GCWW is on track to remove approximately 1,600 lead service lines this year.

Meter to Cash

Q1: July-September

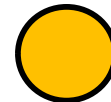
Q2: October-December

49,957

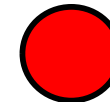
Communications Received

46,998

Communications Received



80%



78%

>90% customer communication responsiveness

Very few customers (<0.5 %) completed the satisfaction survey, making it difficult to draw conclusions from this metric.

Other Service Delivery Challenges

- **Substantial Regulatory Compliance for Lead and PFAS**
- **Attracting and Retaining Employees/Vacant Positions**
- **Inflation and Water Rates**

Accomplishments

- **GCWW achieved full compliance with USEPA and Ohio EPA regulations to ensure water quality, public health, and effective water system management and planning.**
- **GCWW continued as a national and statewide leader in the water industry, source water protection, and emergency response.**
- **GCWW strengthened its award-winning community engagement efforts.**

Questions?

Stormwater Management Utility

Budget & Finance Committee

March 26, 2025

Agenda

- Mission Statement and Services
- Budget and FTE History
- FY25 Performance Agreement
- FY25 Performance Measures
- Other Service Delivery Challenges
- Accomplishments

Mission Statement and Services

The mission of the Stormwater Management Utility (SMU) is to protect the lives and property of the citizens of Cincinnati by capturing, controlling, and conveying stormwater runoff efficiently and providing flood protection.

- Stormwater Management
- Flood Protection

Budget and FTE History

SMU - Stormwater Management Fund 107*	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Personnel Compensation	2,842,610	2,997,080	3,011,520	3,242,270	3,482,000
Fringe Benefits	1,052,550	1,157,830	1,201,890	1,254,810	1,317,840
Non-Personnel Expenses	5,773,370	6,301,660	6,584,890	7,630,540	7,609,740
Stormwater Management Fund Total	9,668,530	10,456,570	10,798,300	12,127,620	12,409,580

*Does not include properties or debt service.

Stormwater Management Utility - FTEs by Agency	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	34.00	34.00	34.00	34.00	35.00

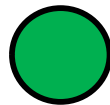
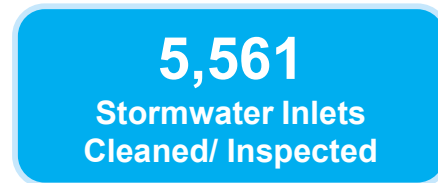
FY25 Performance Agreement

City Goal	Objective	Service Group	Service	Performance Goal
Growing Economic Opportunities	Conducive Infrastructure	Stormwater Management Utility	Stormwater Management	100% of 15,000 inlets are inspected and cleaned annually

FY25 Performance Measures

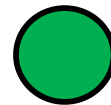
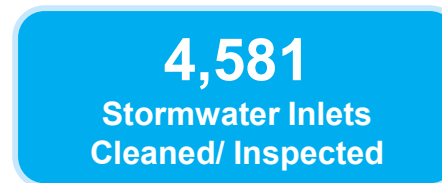
Stormwater Management

Q1: July-September



37%

Q2: October-December



31%

100% of 15,000 inlets are inspected and cleaned annually

SMU exceeded the goal of cleaning and inspecting more than 3,750 stormwater inlets each quarter.

Other Service Delivery Challenges

- **Challenge 1: Aging Infrastructure and Asset Management Backlog**
- **Challenge 2: Increasing Flood Risks and Climate Impacts**
- **Challenge 3: Financial Constraints and Rising Costs**

Accomplishments

- **SMU enhanced its flood protection and infrastructure resilience efforts.**
- **SMU advanced its stormwater system inspection and rehabilitation efforts.**

Questions?