

WATER

MISSION STATEMENT

The Norfolk Department of Utilities enhances the quality of life by providing excellent water and wastewater services at the best possible value for our customers.

DEPARTMENT OVERVIEW

The Department of Utilities is responsible for the operation of two enterprise funds, the Water Fund and the Wastewater Fund. The department, which is comprised of eight divisions and over 391 employees, is organized as follows:

Water Production: Responsible for providing safe, clean drinking water to City of Norfolk customers by operating and maintaining the Moores Bridges and 37th Street Water Treatment Plants, as well as raw water pumping and transmission systems.

Water Quality: Ensures the provision of high quality, safe, clean drinking water through compliance monitoring, testing, analysis, reporting and management of city-owned reservoirs and adjacent watershed properties.

Wastewater: Responsible for the maintenance and repair of wastewater mains and wastewater pumping stations that convey sewage from Norfolk's homes and businesses to the Hampton Roads Sanitation District for sewage treatment.

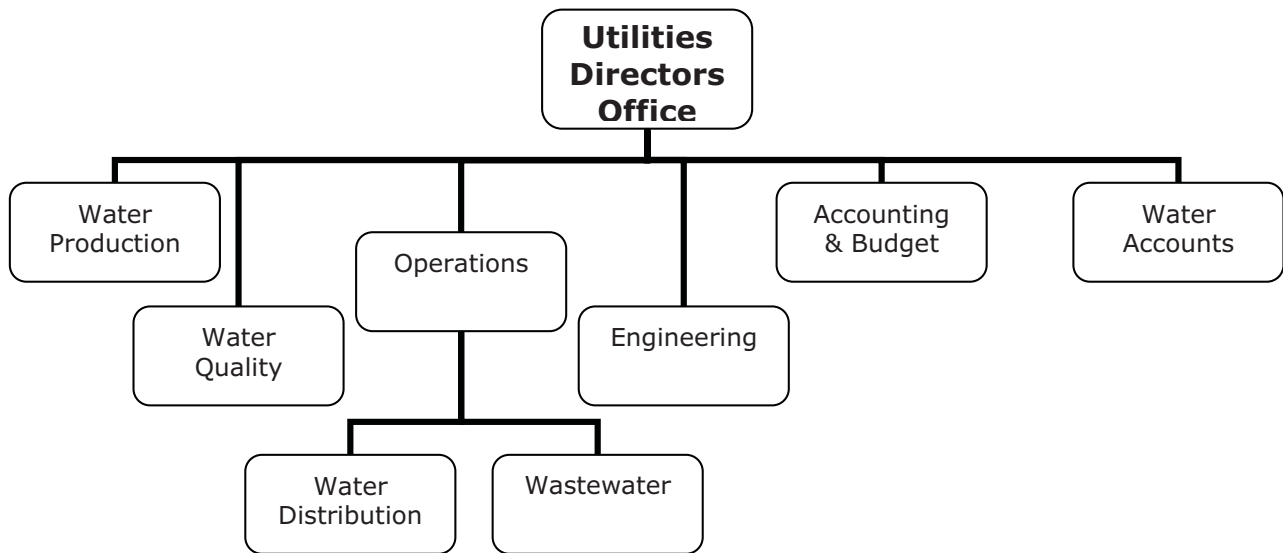
Water Distribution: Responsible for the maintenance and repair of the water distribution system, fire protection facilities, meter reading, and meter maintenance.

Water Accounts: Provides customer services to all users of Norfolk's utility system including billing, collections and response to customer service inquiries.

Engineering: Responsible for the management of the department's capital improvement program.

Accounting & Budget: Provides technical support, accounting and financial services to the department.

Director's Office: Provides administrative, leadership and management services to the department. The Director's Office also provides support services such as: Human Resources, Public Relations, Communications, and Grants Administration.



BUDGET HIGHLIGHTS

The total FY 2010 budget for the Water Fund is \$78,477,200. This is a \$560,200 increase over the approved FY 2009 budget. This is just a 0.7 percent increase over the prior year's approved budget. The Water Fund approved budget for FY 2010 incorporates the gradual and predictable multi-year rate structure adopted by City Council in 2003 aimed at maintaining the physical infrastructure and financial viability of the system.

The total FY 2010 budget for the Wastewater Fund is \$26,561,600. This is a \$1,017,300 increase over the approved FY 2009 budget. This 4 percent increase incorporates the gradual and predictable multi-year rate structure adopted by City Council in 2003 to support a multi-year wastewater system improvement plan intended to reduce failing pipes over a 10-year period.

KEY GOALS AND OBJECTIVES

- To provide clean, safe, reliable drinking water to the customers of the Norfolk water system: Perform monitoring, analyses, and reporting as required by the Safe Drinking Water Act.
- To provide reliable and efficient collection of wastewater from Norfolk homes and businesses: To comply with all Federal and State environmental regulations.
- To continue implementation of long-term infrastructure improvement plan.
- To maintain the credit quality and financial stability of the funds: Maintain financial indicators and benchmarks.
- To secure grant funding and low interest loans: Monitor sources for availability; apply as applicable.
- To provide expanded opportunities for customer service such as web based payments.

PRIOR YEAR ACCOMPLISHMENTS

- Produced 24.3 billion gallons of water, 100% of which met Safe Drinking Water Act requirements.
- Met all requirements of DEQ Consent Order.
- Minimized sanitary sewer overflows.
- Obtained \$17.0 million of zero percent interest rate loan financing from the Virginia Department of Environmental Quality's Wastewater Revolving Loan Fund for wastewater infrastructure improvements.
- Repaired and repainted Chesterfield Heights and Little Creek Ground Water Storage Tanks.
- Replaced or rehabilitated approximately 11 miles of sanitary sewer mains.
- Replaced five miles of treated water mains.
- Installed 1,241 manhole inserts to reduce infiltration and inflow.
- Provided water to the City of Portsmouth to assist them during the drought.
- Met the region's demands for Norfolk's water during the drought conditions without implementing mandatory water restrictions.
- Earned wastewater pre-treatment award from HRSD.
- Completed neighborhood water and sewer pipe replacements in the following areas: Bicounty Road area including Elk and Moose streets, Fairmount Park, Glencove and Lockhaven, Kensington, Willoughby, Park Place, Pinewell, Pamlico, Talbot Park, Granby Shores, Colonial Place, Huntersville and Glengariff.
- Installed effluent flow meters on several pump stations around the City of Norfolk.
- Completed Phases 1 and 2 of fire hydrant replacement projects to provide improved fire protection for several areas of the City of Norfolk.
- Installed fixed bypass pumps at several sewer pump stations around the city.
- Initiated design phase for 37th Street Treatment Plant rehabilitation phase 3.
- Replaced portions of the 36" and 48" raw water mains, which supply water to our two treatment plants.
- Completed pilot area of GIS data conversion project and continue with the conversion of data to GIS/Hansen format.
- Completed dam safety improvements at Lake Burnt Mills Reservoir.

Revenue Summary

	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved
Permits, Fees & Licenses	22,675	18,975	29,400	29,400
Use Of Money & Property	2,062,350	1,645,638	1,564,386	1,564,386
Charges For Services	68,843,895	73,148,801	73,493,785	74,261,985
Miscellaneous Revenue	412,298	14,630	118,000	15,000
Miscellaneous-Enterprise	2,767,471	2,860,707	2,581,029	2,581,029
Special Assessments	52,578	21,756	125,000	20,000
Other Financing Sources	15,984	1,800	5,400	5,400
Operating Transfers In	0	0	0	0
Total	74,177,251	77,712,306	77,917,000	78,477,200

Expenditure Summary

	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved
Personnel Services	14,259,418	14,547,033	15,708,030	16,467,792
Materials, Supplies & Repairs	9,869,672	12,427,534	11,478,031	12,487,032
Contractual Services	9,561,481	9,153,245	10,438,679	9,778,770
Equipment	411,347	383,980	534,850	262,095
All Purpose Appropriations	8,500,000	8,519,295	10,428,086	10,152,187
Debt Service	15,331,007	15,069,408	29,329,324	29,329,324
Total	57,932,925	60,100,495	77,917,000	78,477,200

Programs & Services

	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Positions
Director's Office				
Administrative And Leadership Services	9,559,438	12,462,725	11,785,839	11
Provide the best possible quality and value in water supply for the Hampton Roads region, and in water treatment/ distribution and wastewater conveyance throughout the City of Norfolk.				
Division Of Accounting & Budgeting				
Technical Support And Accounting Services	769,975	815,841	809,174	11
Provide quality financial services to all external and internal customers in a fiscally responsible and cost effective manner.				
Division Of Engineering				
Engineering Services	3,061,202	3,960,870	3,837,282	46
Provide quality service to all customers through the management of CIP and maintenance of the City's water and wastewater infrastructure.				
Division Of Water Accounts	3,091,124	2,046,050	1,870,922	18
Accounting, Billing and Collection Services provide excellent customer service to Norfolk water customers in the areas of billing, collections and dissemination of information.				
Division Of Water Distribution				
Distribution System Services	6,291,336	8,011,517	8,225,127	96

Programs & Services

	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Positions
Provide seamless water service for Norfolk residents by ensuring the proper operation and maintenance of the water distribution system as well as meter reading and meter replacements.				
Water Production Services	21,483,261	20,003,874	21,477,377	99
Provide a reliable and safe water supply to customers by operating and maintaining the water treatment facilities, raw water pumping and transmission facilities, water storage tanks, and distribution pumping facilities.				
Division Of Water Quality				
Water Quality Services	755,456	1,286,799	1,142,155	9
Provide high quality water that meets or exceeds all state and federal regulations through careful assessment and monitoring of the raw water and treated water and the management of City-owned reservoirs and adjacent watershed properties.				
Water Fund Debt Service				
Debt Service	15,069,408	29,329,324	29,329,324	0
Pay principal and interest for bond issuances that fund the improvement of water plant facilities and infrastructure.				
Total	60,081,201	77,917,000	78,477,200	290

Strategic Priority: Community Building

Tactical Approach					
Provide high quality water that meets all drinking water standards.					
Program Initiatives	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Change
Treated water pumpage (million gal/day).	67.3	67.3	66	66.4	0.4
Raw water pumpage (million gal/day).	7	7	7	7	0
Compliance with Safe Drinking Water Act (days).	365	365	365	365	0
Tactical Approach					
Provide top quality customer service.					
Program Initiatives	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Change
Number of meters replaced.	2,492	1,529	1,793	3,000	1,207
Percentage of bills with meters accurately read.	99.9	99.9	99.8	99.5	-0.3

Position Summary

	Pay Grade	Minimum	Maximum	FY 2009 Approved Positions	Change	FY 2010 Approved Positions
Accountant I	OPS010	32,456	51,882	1		1
Accountant II	OPS011	35,182	56,247	1		1
Accounting Supervisor	MAP009	46,289	74,003	1		1
Accounting Technician	OPS007	25,622	40,963	23		23
Administrative Analyst	MAP008	43,481	69,509	1		1
Administrative Assistant II	MAP003	32,158	51,407	2		2
Administrative Secretary	OPS009	29,968	47,912	1		1
Application Dev Team Supv	ITM006	56,672	90,598	1		1
Asst Dir of Customer Svcs & Mgmt	SRM007	69,095	121,607	1		1
Asst Director Utilities	SRM007	69,095	121,607	1		1
Asst Supt of Utility Division	MAP012	56,106	89,693	3		3
Automotive Mechanic	OPS009	29,968	47,912	1		1
Business Manager	MAP008	43,481	69,509	1		1
Chief of Construction Oper	MAP012	56,106	89,693	1		1
Civil Engineer I	MAP007	40,874	65,345	3		3
Civil Engineer II	MAP010	49,317	78,839	2		2
Civil Engineer III	MAP011	52,582	84,061	2		2
Civil Engineer IV	MAP012	56,106	89,693	2		2
Civil Engineer V	MAP013	59,911	95,776	1		1
Collection Coord	MAP005	36,200	57,872	2		2
Construction Inspector I	OPS009	29,968	47,912	7		7
Construction Inspector II	OPS011	35,182	56,247	5		5
Construction Inspector III	MAP007	40,874	65,345	3		3
Contract Monitoring Spec	MAP005	36,200	57,872	1		1
Crew Leader I	OPS008	27,697	44,276	15		15
Cross-Connection Specialist	OPS009	29,968	47,912	3		3
Data Quality Control Manager	OPS010	32,456	51,882	1		1
Director of Utilities	EXE003	86,070	148,838	1		1
Electronics Technician II	OPS010	32,456	51,882	4		4
Engineering Aide	OPS005	21,987	35,150	2		2
Engineering Manager	SRM006	64,848	114,132	1		1
Engineering Technician I	OPS009	29,968	47,912	7		7
Engineering Technician II	OPS010	32,456	51,882	5		5
Engineering Technician III	OPS011	35,182	56,247	1		1
Engineering Technician IV	OPS012	38,172	61,021	1		1
Enterprise Controller	MAP012	56,106	89,693	1		1
Equipment Operator II	OPS006	23,724	37,926	12		12
Equipment Operator III	OPS008	27,697	44,276	7		7

Position Summary

				FY 2009 Approved Positions	Change	FY 2010 Approved Positions
	Pay Grade	Minimum	Maximum			
General Utility Maint Supv	MAP008	43,481	69,509	9		9
Maintenance Supervisor II	MAP007	40,874	65,345	1		1
Maintenance Worker I	OPS003	18,939	30,279	6		6
Maintenance Worker II	OPS004	20,397	32,611	26		26
Management Analyst III	MAP009	46,289	74,003	1		1
Manager of Budget & Accounting	SRM004	57,362	100,958	1		1
Messenger/Driver	OPS003	18,939	30,279	1		1
Mgmt Services Administrator	SRM004	57,362	100,958	1		1
Office Assistant	OPS003	18,939	30,279	1		1
Personnel Specialist	MAP005	36,200	57,872	1		1
Programmer/Analyst III	ITM002	43,682	69,831	1		1
Programmer/Analyst IV	ITM003	46,586	74,474	2		2
Programmer/Analyst V	ITM005	53,063	84,826	1		1
Project Coordinator	MAP008	43,481	69,509	1		1
Project Manager	MAP010	49,317	78,839	1		1
Public Information Spec II	MAP006	38,452	61,471	1		1
Reservoir Manager	MAP005	36,200	57,872	1		1
Safety Specialist	OPS011	35,182	56,247	1		1
Senior Codes Specialist	OPS012	38,172	61,021	1		1
Senior Utility MaintenanceSupv	OPS012	38,172	61,021	5		5
Senior Water Chemist	MAP007	40,874	65,345	3		3
Staff Technician II	OPS009	29,968	47,912	1		1
Support Technician	OPS006	23,724	37,926	3		3
Utility Construction Inspector	OPS011	35,182	56,247	1		1
Utility CustomerServiceManager	SRM004	57,362	100,958	1		1
Utility Maintenance Mech I	OPS007	25,622	40,963	26		26
Utility Maintenance Mech II	OPS008	27,697	44,276	3		3
Utility Maintenance Mech III	OPS009	29,968	47,912	2		2
Utility Maintenance Supervisor	OPS011	35,182	56,247	11		11
Utility Operations Manager	SRM005	60,947	107,266	1		1

Position Summary

				FY 2009 Approved Positions	FY 2010 Approved Positions
	Pay Grade	Minimum	Maximum	Change	
Water Chemist	MAP005	36,200	57,872	4	4
Water Production Manager	SRM005	60,947	107,266	1	1
Water Quality Manager	SRM003	54,063	95,153	2	2
Water Treatment Supervisor	MAP011	52,582	84,061	2	2
Water TreatmentPlantMaintTech	OPS008	27,697	44,276	14	14
Waterworks Operator I	OPS006	23,724	37,926	2	2
Waterworks Operator II	OPS008	27,697	44,276	5	5
Waterworks Operator III	OPS010	32,456	51,882	2	2
Waterworks Operator IV	OPS011	35,182	56,247	15	15
Total				290	290

This page intentionally left blank.

WASTEWATER

Revenue Summary

	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved
Use Of Money & Property	285,455	549,558	14,000	14,000
Charges For Services	22,307,306	25,213,705	25,430,564	26,447,864
Miscellaneous Revenue	0	0	0	0
Miscellaneous-Enterprise	358,080	98,990	3,536	3,536
Special Assessments	105,221	76,150	94,200	94,200
Other Financing Sources	0	0	2,000	2,000
Total	23,056,062	25,938,402	25,544,300	26,561,600

Expenditure Summary

	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved
Personnel Services	4,844,566	4,910,676	5,076,865	5,264,388
Materials, Supplies & Repairs	3,364,456	2,816,927	3,340,853	3,158,635
Contractual Services	2,287,172	2,385,598	2,643,810	2,431,448
Equipment	36,570	430,602	554,401	328,101
All Purpose Appropriations	1,500,000	1,500,000	1,994,150	3,444,807
Debt Service	8,969,197	2,966,117	11,934,221	11,934,221
Total	21,001,961	15,009,920	25,544,300	26,561,600

Programs & Services

	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Positions
Wastewater				
Wastewater Construction & Maintenance	12,043,802	13,610,079	14,627,379	103
Contribute to the quality of life and health of Norfolk residents through the operation, maintenance, and repair of the wastewater collection system.				
Wastewater Fund Debt Service	2,966,117	11,934,221	11,934,221	0
Pay bond principal and interest for bond issues that fund the improvement of wastewater infrastructure.				
Total	15,009,920	25,544,300	26,561,600	103

Strategic Priority: Community Building

Tactical Approach

Continue the wastewater capital improvement program in an effort to reduce the number of emergency repair requests.

Program Initiatives	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Change
Emergency repair requests.	10,033	10,413	10,220	10,200	-20

Tactical Approach

Foster a healthy and safe environment for residents by minimizing the number of sanitary sewer overflows.

Program Initiatives	FY 2007 Actual	FY 2008 Actual	FY 2009 Approved	FY 2010 Approved	Change
Sanitary sewer overflows.	47	17	17	17	0
Enhanced main line cleaning program (linear feet).	777,205	727,202	667,640	700,000	32,360

Position Summary

	Pay Grade	Minimum	Maximum	FY 2009 Approved Positions	Change	FY 2010 Approved Positions
Accounting Technician	OPS007	25,622	40,963	3		3
Asst Supt of Utility Division	MAP012	56,106	89,693	2		2
Crew Leader I	OPS008	27,697	44,276	15		15
Engineering Technician I	OPS009	29,968	47,912	3		3
Environmental Specialist II	OPS012	38,172	61,021	1		1
Equipment Operator II	OPS006	23,724	37,926	6		6
Equipment Operator III	OPS008	27,697	44,276	19		19
General Utility Maint Supv	MAP008	43,481	69,509	2		2
Maintenance Worker I	OPS003	18,939	30,279	3		3
Maintenance Worker II	OPS004	20,397	32,611	25		25
Painter I	OPS007	25,622	40,963	1		1
Senior Custodian	OPS005	21,987	35,150	1		1
Senior Utility MaintenanceSupv	OPS012	38,172	61,021	4		4
Utilities System Technician	OPS012	38,172	61,021	1		1
Utility Maintenance Mech I	OPS007	25,622	40,963	6		6
Utility Maintenance Supervisor	OPS011	35,182	56,247	11		11
Total				103		103