

**CITY OF BLOOMINGTON UTILITIES**  
Administration

Dear 2013 Citizen's Academy Participants:

It is with great pleasure that we are able to host your visit to the Utilities Administrative Services Building.

The City of Bloomington Utilities is a municipally-owned water, wastewater and stormwater utility under the guidance of the seven-member Utilities Service Board, which is appointed by the Mayor and City Council.

The City of Bloomington Utilities is responsible for the production and distribution of high quality drinking water, the collection and treatment of wastewater, and the operation and maintenance of the City's stormwater system.

We hope you find the presentations to be of interest. Should you wish to learn more about other Utilities Department facilities, please contact us at 812-349-3650 or visit our website at <http://bloomington.in.gov/utilities>.

Thank you for your interest in our department and your participation in the Citizen's Academy.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Murphy". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Patrick Murphy  
Director, City of Bloomington Utilities

# THE CITY OF BLOOMINGTON UTILITIES AT A GLANCE



- CBU supplies water to Monroe County and portions of Brown County with the help of 9 rural water companies. The water utility serves 24,000 customers with an average flow of 15 million gallons a day from the Monroe Water Treatment Plant through more than 400 miles of water distribution piping, 8 water storage tanks and 6 booster stations.
- CBU provides wastewater collection service to more than 21,600 customers with a combined average flow of 16 million gallons a day from the Blucher Poole and Dillman Road Wastewater Treatment Plants through 320 miles of pipe and 45 lift stations.
- CBU is the Stormwater Utility for the City of Bloomington. The jurisdiction is set to the municipal boundary. The Stormwater System inventory is made up of approximately 17 miles of road side ditches, approximately 4 miles of box culverts, 84 miles of piping infrastructure, 975 manholes, and 5,437 inlets.
- CBU is governed by the seven-member Utilities Service Board which establishes utility policy. Major decisions are also reviewed by the Common Council of the City of Bloomington.



# **DEPARTMENTS WITHIN THE CITY OF BLOOMINGTON UTILITIES**

## ***Utility Service Board***

The Utility Service Board has board oversight of City of Bloomington Utilities policies and activities and is governed by nine members. Four are appointed by the Mayor, three are appointed by the Common Council and two serve in an ex-officio capacity, representing the interests of the Council and the Mayor.

## ***Administration***

The City of Bloomington Utilities Administration oversees the daily operation of all CBU departments. The Director develops policy with the Utility Service Board and the Mayor and is directly responsible for implementing that policy.

## ***Accounting***

The Accounting Department has five primary responsibilities including income tracking, operation and maintenance, accounting, debt management, and capital financing. Accounting is responsible for the processing of all daily financial transactions of the Water, Wastewater and Stormwater Utilities, including the daily deposits and reconciliation of revenues; processing, paying and reporting CBU payroll; and processing and paying for CBU expenditures.

## ***Purchasing***

Purchasing and Materials Management provides all CBU departments with overall procurement services. This includes purchasing, inventory and facilities management, warehousing, records retention, mobile devices, fleet inventory, courier services, master key management, surplus, and equipment accountability. Purchasing strives to purchase the best quality of goods and services at the lowest price to meet CBU goals.

## ***Customer Relations***

The Customer Relations Department seeks to provide the best possible service to CBU customers. This includes assisting customers with starting and stopping water and wastewater service, making sure that paperwork is completed correctly, assisting customers on the phone and in person with billing questions or concerns, selling septage tickets to waste haulers for dumping at Dillman Road Wastewater Treatment Plant, assisting customers with paperwork for new service, and working closely with the engineering, T&D and meter services regarding new services.

## ***Billings and Collections***

Billings and Collections processes and manages all collections (collection of outstanding debt) due to CBU; establishing customer payment plans; billing, address changes and online payments through Aqua-Pay; and the processing of adjustments, lien letters and non-sufficient fund items. These tasks are completed through data entry and the maintenance of electronic and paper files.

## ***Engineering***

The Engineering Department is responsible for engineering oversight for design construction and maintenance of all water, wastewater, and storm sewer pipelines that are owned, or will be owned, by CBU. Other functions include maintaining informational data bases and computer mapping of all CBU pipelines; calculating appropriate service pipe sizes to be installed; issuing permission for service connections to CBU wastewater and water mains; keeping records on and securing needed easement rights and property ownership for all CBU projects; providing long-range planning vision and involvement in the budget process to ensure infrastructure improvements can be made; and interacting with and providing information to the general public, engineers, architects, designers, other City departments and governmental agencies.

### ***Blucher Poole Wastewater Treatment Plant***

Blucher Poole Wastewater Treatment Plant is responsible for treating wastewater generated in the northern part of the Bloomington collection system. Employees strive to maintain levels of discharges lower than those required by the state and produce a safe byproduct of operations for disposal (sludge).

### ***Dillman Road Wastewater Treatment Plant***

Dillman Road is Bloomington's largest wastewater treatment plant, processing an average of 10 million gallons per day. Like Blucher Poole, the Dillman Road Plant is monitored by the State of Indiana for compliance with their respective National Pollutant Discharge Elimination (NPDES) permits.

## ***Laboratory***

The Dillman Road Laboratory is a key component of the department's environmental compliance program. The laboratory either conducts or arranges testing for all water and wastewater programs. The Laboratory Director works closely with the Utilities Director and Deputy Director to resolve regulatory and environmental policy issues.

### ***Monroe Water Treatment Plant***

The Monroe Water Treatment Plant is the primary source of drinking water for Monroe County. Nine rural water corporations rely on CBU for water. Monroe employees conduct laboratory analyses, operate and maintain the system to ensure reliable delivery of high quality water.

## ***Griffy/Lemon***

**Griffy Reservoir:** CBU assists the Parks and Recreation Department in maintaining the property and conducting large maintenance projects. In addition, CBU uses the property for supplemental storage.

**Lake Lemon:** CBU provides property management services for the city-owned property and equipment of Lake Lemon; oversees the contract with Lake Lemon Conservancy District; assists the Conservancy with various projects; reports to the Utilities Service Board and the Mayor on all matters related to the Conservancy activities.

## ***Transmission & Distribution***

T&D is responsible for maintenance and installation of water and wastewater lines throughout the service area. T&D also installs and reads meters, initiates and terminates water service to customers and troubleshoots customer complaints. T&D manages CBU's communications operators who respond to customer telephone calls.

Typical activities in the Communications Department include scheduling after hours emergency work and responding to calls for services from other city department (Street, Public Works, Animal Shelter) and the American Red Cross.

## ***Stormwater***

The Stormwater system is comprised of about 17 miles of ditches, approximately 4 miles of box culverts, 84 miles of piping infrastructure, 975 manholes, and 5,437 inlets.



**The CBU Administrative Services Building includes many sustainable features that adhere to the LEED program**



**-Heat Island Effect-Roof  
-Light Pollution  
Reduction**



**-Stormwater Design  
-Water Efficient  
Landscaping**



**-Public Transportation  
-Bicycle Storage  
-Changing Rooms**



**-Water Use Reduction**



**-Environmental Tobacco  
Smoke Control  
-Outdoor Air Monitoring**



**-Minimum Energy  
Performance  
-Measurement & Verification**



**-Storage & Collection of  
Recyclables  
-Materials Reuse**



**-Lighting  
-Thermal Comfort  
-Daylight & Views**



**LEED  
Accredited  
Professional**

**The U.S. Green Building Council (USGBC)** is a non profit organization that certifies sustainable businesses, homes, hospitals, schools, and neighborhoods. USGBC is dedicated to expanding green building practices and education, and its LEED® (Leadership in Energy and Environmental Design) Green Building rating system™.

**The Leadership in Energy and Environmental Design (LEED)** Green Building Rating System is a voluntary, consensus-based national rating system for developing high-performance, sustainable buildings. LEED addresses all building types and emphasizes state-of-the-art strategies in five areas: sustainable site development, water savings, energy efficiency, materials and resources selection, and indoor environmental quality.

## MASTER MOTOR EQUIPMENT OPERATOR

### Duties of the position:

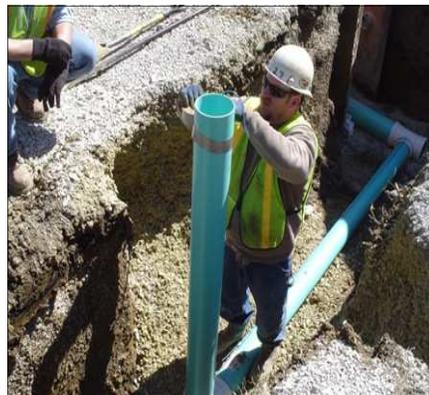
These individuals operate various pieces of equipment, including a backhoe, dump truck, street saw, blacktop roller, air compressor, sewer cleaning truck, and related attachments in effecting the general maintenance, repair and construction of water, sewer, and storm lines. Their responsibilities entail digging and refilling ditches; and patching roads using appropriate equipment. They assist with repairing and replacing pipes; loading and dumping crushed stone, sand, and asphalt from trucks as assigned. They occasionally assist Laborers in completing assigned duties; and sometimes serve as the temporary leader of work crews.



## LINEMAN

### Duties of the position:

These persons supervise assigned work crews on a daily basis according to instructions from the Assistant Superintendent. They monitor crews to ensure compliance with assigned instructions and safety rules. They help maintain or repair water, sanitary sewer, and storm sewer services using appropriate equipment and tools. They also help install and repair water lines, fire hydrants, roads, sidewalks, and yards. They also assist in the installation of new water services; and perform related duties as assigned.



## Laborer

### Duties of the position:

These individuals operate various equipment; including a dump truck, street saw, shovels, jack hammer, pipe saw, and related attachments in effecting the general maintenance and repair of water and sewer lines. They haul, dump, and shovel crushed stone, sand, dirt, and asphalt from trucks using appropriate equipment. They dig and refill ditches; repair and/or replace pipes; patch roads, sidewalks, and/or soil; and clean work sites as needed.



## Working Conditions

The majority of duties are performed outside in varying weather and work conditions. These duties can occur during all hours of the day and night.



## Water Main Breaks

City of Bloomington Utilities maintains 400 miles of water distribution infrastructure. When a break occurs in the system, the response is prompt and repairs are completed in a timely fashion. It is CBU policy to accomplish the restoration without shutting off water service to customers or disrupting traffic flow.



## Worker Safety is Always the First Priority

All work is performed in accordance with established CBU safety standards adapted from AWWA and OSHA recommendations. Safety precautions are used at all times to avoid injury to self and others.



## Monroe Water Treatment Plant



The Monroe Water Treatment Plant was built in 1967 and is located at 7470 Shields Ridge Road, near Lake Monroe. The plant is the primary source of drinking water for Monroe County. Nine rural water corporations rely on CBU for water. The plant was expanded to a production rate of 24 million gallons per day in 1990. Work commenced in 2012 to expand the plant's production rate to 30 million gallons per day. This will ensure CBU is able to meet the current and future demand of its customers. The purity of the drinking water produced by the Monroe WTP is rigorously monitored, and meets or exceeds all Federal and Indiana water quality standards.

## Blucher Poole Wastewater Treatment Plant



The Blucher Poole WWTP is located about 5 miles north of Bloomington on Bottom Road at the intersection of Bottom Road and Maple Grove Road. The plant was placed in operation in 1970 to serve the northern part of Bloomington. The Blucher Poole WWTP has a design capacity of 6 million gallons per day, and a peak hydraulic capacity of 12 million gallons per day. The plant uses the complete mix modification of the activated sludge treatment process, and composting of the bio-solids for final stabilization.

Public services at Blucher Poole include accepting yard waste (grass clippings and leaves). Commercial yard waste is not acceptable, nor are tree limbs or branches.

## Dillman Road Wastewater Treatment Plant



The Dillman Road Wastewater Treatment Plant is located south of Bloomington at the intersection of Bypass 37 and Dillman Road. It was placed in operation in May of 1982. Solids handling operations began in 1985, and the landfill opened in 1986. The plant has a design capacity of 15 million gallons daily and a peak hydraulic capacity in excess of 30 million gallons daily. It is a two-stage complete mix activated sludge plant with tertiary anthracite filtration. Disinfection and phosphorus removal are also required during the summer and fall months. Plant effluent is discharged to Clear Creek.

Public services at the lab include performing bacteria tests on samples from swimming pools and private well water. Samples can be brought in for testing or empty sample bottles picked up from 8:00 am-5:00 p.m., Monday-Wednesday and 8:00 am -10 am on Thursdays.



## City of Bloomington Utilities Frequently Asked Questions

### **What services does the City of Bloomington Utilities provide?**

The City of Bloomington Utilities provides water, wastewater and storm water services to Bloomington and part of the surrounding area. The City of Bloomington Utilities **does not** provide electrical, gas or cable TV service.

### **When is my Utility bill due?**

All utility bills are due on the same date, near the end of each month. The exact day will vary slightly from month to month.

### **I lost or didn't receive my bill. How do I know how much I owe?**

Call our Customer Service department at 812.349.3930 or sign in to our online system at <https://esuite.bloomington.in.gov/esuite.utilities> and log on with your account number and name as they appear on your bill.

### **Is it possible to receive a "paperless" monthly bill?**

Yes, you can choose to receive your monthly bill online by signing up for eBilling. To sign-up for eBilling, go to our site at <https://esuite.bloomington.in.gov/esuite.utilities> and log on using your account number and name as they appear on your current bill. Click on eBill Enrollment, enter your e-mail address, choose your delivery preference (select email and deselect paper), click on "ENROLL NOW".

### **How can I pay my water bill?**

You have five basic options:

**AQUA Pay**--Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.

Sign up for Aqua Pay if not already using this option:

<http://bloomington.in.gov/media/media/application/pdf/158.pdf>

**Online Payments**--You may also pay your water/wastewater bill online with a debit or credit card. To sign in, go to <https://esuite.bloomington.in.gov/esuite.utilities> and log on with your account number and name as they appear on your bill. Click on the "Make a Payment" link in the Billing Status box, fill in the form, and click the "COMPLETE PAYMENT" button. **Be sure to only click the button once!**

**Mail**--Payment stubs should be mailed in the envelopes provided to:

CITY OF BLOOMINGTON UTILITIES  
ACCOUNTS RECEIVABLE  
P O BOX 2500  
BLOOMINGTON IN 47402-2500

**Drop box**--You may use the drop box at our office at 600 E. Miller Drive (corner of Henderson & Miller).

**In Person**--You may pay in person at our office at 600 E. Miller Drive (corner of Henderson & Miller), Monday through Friday between 8 am and 5 pm.

**What if I can't pay my bill by the due date?**

Options are available. Please contact Customer Service to discuss your specific needs at 349-3930.

**How much is a typical water and sewer bill?**

The bill is calculated based on the size meter you have and the amount of water you use. Most residential households are served by 3/4 inch meters. The following table shows the calculations for a typical residential customer in the city limits with two people and four people living in the household. Please see the rate schedule for more information. These rates effective as of February 1, 2012.

Number in Household	<i>2 People</i>	<i>4 People</i>
<b>Meter Size</b>	3/4"	3/4"
<b>Gallons Used</b>	5,000	10,000
<b>Units Used</b>	5	10
<b>Fixed Water Charges-Meter</b>	\$6.55	\$6.55
<b>Fixed Water Charges-Fire Protection</b>	\$2.44	\$2.44
<b>Water Charges-Usage</b>	$\$3.11 \times 5 = \$15.55$	$\$3.11 \times 10 = \$31.10$
<b>Water Charges-Tax</b>	$(\$15.55 + \$8.99) \times 7\% = \$1.72$	$(\$31.10 + \$8.99) \times 7\% = \$2.81$
<b>Wastewater Charges-Meter</b>	\$6.52	\$6.52
<b>Wastewater Charges-Usage</b>	$\$6.36 \times 5 = \$31.80$	$\$6.36 \times 10 = \$63.60$
<b>Stormwater Charge</b>	\$2.70	\$2.70
<b>Total Bill</b>	\$67.28	\$115.72

### **How do I connect to sewer if my house is on a septic system?**

The first step is to call City Utilities Engineering at 812.349.3650 to determine if your residence is close enough to the sewer system to connect. If it is not, the engineers will evaluate the feasibility of getting your neighborhood served by analyzing maps of the sewer system. If sewers can be extended to serve your neighborhood and 60% of the property owners request service and put up deposits, a project will be implemented to extend sewer to your neighborhood. The total cost of the project is divided evenly among the number of homes served. The City of Bloomington Utilities budgets about \$100,000 annually to its neighborhood sewer program.

### **Where does our drinking water come from?**

Monroe Reservoir, commonly referred to as Lake Monroe, is the sole source of water for Bloomington. It is located six miles southeast of the city, has a drainage area of 441 square miles and a surface area of 10,750 acres at normal pool level. The lake is owned by the State of Indiana Department of Natural Resources and maintained by the Federal Army Corps of Engineers. According to the Indiana Department of Natural Resources, the dependable yield from the reservoir is 122 million gallons per day. Of this amount, 25% is committed to withdrawal by all users of the reservoir. The Army Corps of Engineers maintains the pool elevation of Lake Monroe, which is usually 538 feet above sea level. The City purchases water from the State of Indiana for use at the Monroe Water Treatment Plant.

### **What happens to the water I flush?**

Sanitary sewage wastewater normally flows by gravity through underground pipes to one of Bloomington's wastewater treatment plants where the water is treated physically, chemically, and biologically before being discharged back to the environment. The pipes follow the natural drainage of the land and get larger as you go downstream and more land is served. Gaps in the gravity sewer system are overcome by installing sewer lift stations at low points in the area or neighborhood where the wastewater collects in large manholes and is pumped to gravity sewers further downstream. Most residential neighborhoods are served by 8 inch diameter gravity sewers; the largest gravity sewer in Bloomington is a 48 inch pipe. People who live north of 12th Street are served by the Blucher Poole Wastewater Treatment Plant. The majority of the city is served by the Dillman Road Wastewater Treatment Plant.

### **What is an easement?**

*An easement is the right afforded a person or company to make limited use of another's real property.* Utility companies obtain easements for the installation and maintenance of power lines, telephone or television cables, and gas, water, and sewer mains.

New development is required to grant easement to the City of Bloomington Utilities for all public sewer and water lines within the development. Certain water, sanitary sewer, or drainage projects involve acquisition of easements from property owners by CBU. Depending on the nature of the project, the City of Bloomington Utilities may require that the easements be contributed in order to allow the project to proceed, or may offer fair market value compensation.



## **Attention City of Bloomington Utilities Customer:**

Reduce paper waste and clutter. Sign up for eBilling today!

You can now choose to receive your monthly bill online, utilizing the new electronic bill or “eBill” from the City of Bloomington Utilities. Convenient, confidential and secure, “eBill” allows you to easily view your bill anytime, anywhere.

### **Why sign up for eBill?**

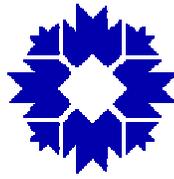
- Save time and reduce clutter by viewing your bill online
- Store and view your bills online for up to 12 months
- Never forget a bill payment when you sign up for scheduled e-mail alerts
- eBilling reduces waste and paper clutter
- You have access to charts detailing water consumption, which are helpful in formulating conservation efforts.

### **Easily sign up**

1. Go to our site at <https://esuite.bloomington.in.gov/esuite.utilities>
2. **Log on using your account number and name as they appear on your current bill**
3. Click on eBill Enrollment
4. Enter your email address
5. Choose your delivery preference. Select email and deselect paper
6. Click on “ENROLL NOW”

### **Questions?**

If you have any questions or issues regarding the new “e-Bill” system, please contact us via email at [utilities.ar@bloomington.in.gov](mailto:utilities.ar@bloomington.in.gov) or phone at 812.349.3930.



## ***Water Conservation Tips***

*25 ways you can reduce water usage*

- Turn the water off when brushing your teeth and save 4 gallons a minute. That's 200 gallons a week for a family of four.
- Turn the water off when you shave and you can save more than 100 gallons a week.
- Time your shower to keep it under 5 minutes. You'll save up to 1000 gallons a month. Also install low-flow shower heads.
- Turn the water off while you shampoo and condition your hair and you can save more than 50 gallons a week.
- Wash your car on the lawn, and you'll water your lawn at the same time.
- Operate your washing machine and dish washer only when they are full and you could save 1000 gallons a month.
- When doing laundry, match the water level to the size of the load.
- Washing dark clothes in cold water saves both on water and energy while it helps your clothes to keep their colors
- Soak your pots and pans instead of letting the water run while you scrape them clean.
- Wash produce in the sink or pan that is partially filled with water instead of running water from the tap.
- Don't use running water to thaw food.
- Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks.
- Designate one glass for your drinking water each day. This will cut down on the number of times you run your dishwasher.
- Use the garbage disposal sparingly. Compost instead and save gallons every time.
- Use a commercial car wash that recycles water.
- Check for leaks in taps, pipes and hoses. One slow drip can waste 20 gallons of water a day (7,000 gallons a year)
- Use a broom instead of a hose to clean your driveway and sidewalk and save water every time.
- Bathe your young children together.
- When washing your hands, don't run the water while you lather.
- Insulate hot water pipes so you don't have to run as much hot water to the faucet.
- When running a bath, plug the tub before turning the water on, then adjust the temperature as the tub fills up.
- Cut back on rinsing if your dishwasher is new. Newer models clean more thoroughly than older ones.
- Make sure your toilet flapper doesn't stick after flushing.
- Put food coloring in your toilet tank. If it seeps into the toilet bowl, you have a leak. It's easy to fix and you can save more than 600 gallons a month.
- Use 5 percent less water. Read your latest utility bill and note how many gallons you consumed. Simply multiply the number of gallons by .05---that's your 5 percent goal. For example, 5000 gallons multiplied by .05 = 250 gallons.

***For more water conservation ideas, contact the  
City of Bloomington Utilities at 812.349.3940***