Dear 2015 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,

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 nine rural water companies. The water utility serves 24,600 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, nine water storage tanks and seven booster stations.

- CBU provides wastewater collection service to more than 22,000 customers with a combined average flow of 16 million gallons a day from the Blucher Poole and Dillman Road Wastewater Treatment Plants through 321 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 four miles of box culverts, and 84 miles of piping infrastructure.

- 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

The Blucher Poole Wastewater Treatment Plant is responsible for treating wastewater generated in the northern part of the Bloomington collection system. It has a wastewater treatment capacity of 5 million gallons per day. 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, 86 miles of piping infrastructure, 1,035 manholes, and 5,695 inlets.

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

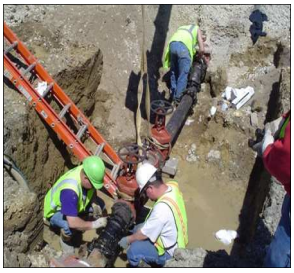
The majority of duties are performed outside in varying weather and work conditions. These duties can occur during all hours of the day and night.

Water Main Breaks

The City of Bloomington Utilities maintains 420 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 whenever possible.

Worker Safety is Always the First Priority

All work is performed in accordance with established CBU safety standards adapted from AWWA and OHSA 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. Work commenced in 2012 to expand the plant's production rate from 24 million gallons per day to 30 million gallons per day. This expansion ensures 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 –10:00 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	***2 People***	***4 People***
Meter Size	3/4"	3/4"
Gallons Used	5,000	10,000
Units Used	5	10
Fixed Water Charges-Meter	$6.55	$6.55
Fixed Water Charges-Fire Protection	$2.44	$2.44
Water Charges-Usage	$3.11 x 5 = $15.55	$3.11 x 10 = $31.10
Water Charges-Tax	($15.55 + $8.99) x 7% = $1.72	($31.10 + $8.99) x 7% = $2.81
Wastewater Charges-Meter	$6.52	$6.52
Wastewater Charges-Usage	$6.36 x 5 = $31.80	$6.36 x 10 = $63.60
Stormwater Charge	$2.70	$2.70
Total Bill	$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 or phone at 812.349.3930.

Appliances

WaterSense Products are independently tested and certified and meet EPA's specification for water efficiency and performance. When replacing household appliances, check for the WaterSense label.

Dishwashing Machines are more efficient than washing by hand, especially if you run full loads. New dishwasher models run on less than 6 gallons per load. If you must hand wash, fill one side with dish soap and the other with rinse water. This will prevent the need to continuously run water.

Laundry accounts for almost 22% of our home water usage. Cut back on this by installing an energy efficient washer, which only uses an about 15 gallons per load. If this isn't an option, make sure to only wash full loads, saving water and energy!

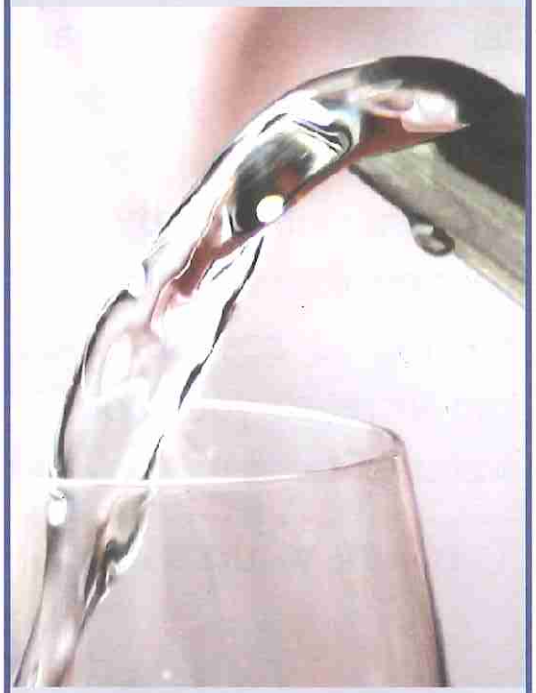
Daily Water and Money Saving Tips

- ***Turn off the water when brushing your teeth. This saves over 4 gallons per minute***
- ***Keep drinking water in the fridge so you don't have to continuously run water waiting for it to get cold***
- ***Shorten showers***
- ***Do not needlessly flush the toilet***
- ***Turn off the water when you shave and you could save over 100 gallons a week***
- ***Use the garbage disposal sparingly. Compost and save gallons every time***

Cover Photo Source: Jenny Downing flickr.com

City of Bloomington
Utilities Department
600 E. Miller Dr.
Bloomington, Indiana 47401
(812) 349-3930

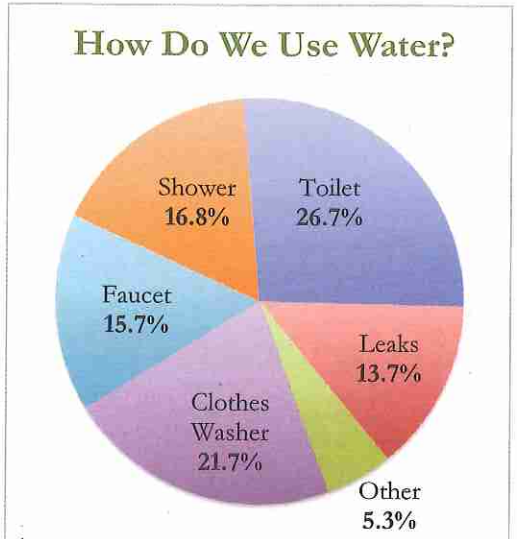
City of Bloomington Utilities



Indoor Water Conservation Manual

Printed on 100% Recycled Paper

The average American household uses over ***300 gallons*** of water per day. Cutting back on water use in day-to-day activities can significantly reduce your impact on the environment and the impact on your wallet. Keep reading to see how you can increase your home's water efficiency!



Source: American Water Works Association Research Foundation, "Residential End Uses of Water." 1999

Conservation Tips for the Home

Toilets account for 27% of the water used in our homes, making them the largest indoor user. Starting here can greatly increase your water savings. Look below to see available options.

Low-Flow Toilets could cut your toilet water usage in half. The newer models use only 1.6 gallons per flush or less, saving thousands of gallons per year. Not ready to replace your toilet? Not a problem.

Retrofit your old toilet with a displacement bottle that will save you half a gallon per flush. It's simple and easy to do. Take a half gallon plastic container, fill half with rock or something similar, and then top it off with water. Place it in the tank making sure it doesn't interfere with the flushing mechanism.

The Shower Test determines if you would benefit from a low-flow showerhead. Place a bucket under it for 20 seconds. If more than 1 gallon is collected you need a new showerhead.

Leaks from faucets and toilets are an unnecessary waste of water and one of the simplest fixes.

Test if your toilet is leaking by placing a few drops on food coloring into the tank. Wait 10-15 minutes and if the coloring is visible in the bowl, you have a leak. This can be fixed by cleaning or replacing the flush valve (flapper) in the tank.

Source: Environmental Protection Agency, "Water Sense Savings Tips" 2014

Faucet Leaks are more noticeable than toilet leaks and just as easy to fix. They are usually caused by worn out washers and only cost pennies to replace. One drip every second adds up to 5 gallons per day!