



# Marion Utilities

## 2014 Annual Report

The Mission of Marion Utilities is to bring added value to the City of Marion by providing excellent customer service, maintaining the highest of standards for the lowest possible cost, and promoting environmental stewardship to ensure the future of our community.

# Letter from the Director

As I have taken the time to look back at 2014 and reflect on the challenges and accomplishments of the year, I am reminded of what makes the Marion Utilities organization great. Great people make a great organization. I have observed the individual efforts of great people throughout our organization who see themselves as public servants. These servants understand the value of their paychecks from the perspective of those who are often forced to do without in order to pay their utility bill. I have witnessed these individual efforts transform into the greater accomplishments of a team. Vince Lombardi was correct when he said, **“The achievements of an organization are the results of the combined effort of each individual.”**

Of the many accomplishments that I could highlight, I am most proud of the success and effort associated with the H2O Community initiative. H2O Community is about people helping and serving other people. Employee giving and personal time devoted to fundraising efforts creates available funds so that others will not have to struggle as much. Many in our community have found help as a result of the combined effort and personal sacrifice of great individuals throughout our organization who truly understand the concept of public service.



If you see us out in the community, or if you stop by our campus on North Washington Street, please let us know how we might serve you more effectively. We appreciate hearing your thoughts and would love to chat with you more about H2O Community, and how we might partner together to make an even bigger impact in our community.

**Chuck Binkerd**  
Director

THE REPORT THAT FOLLOWS ATTESTS TO AND ILLUSTRATES MANY OF THE GOOD THINGS THAT MARION UTILITIES HAS COMPLETED AND IS ORGANIZED AS FOLLOWS:

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Our goals & your partnership

# Who We Are

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## UTILITY SERVICE BOARD

The Marion Utility Service Board is the steward of the money that you pay for utility services. These private citizens represent you in determining the future of your utilities and how the money that you pay can best be used to ensure reliable services, now, and for generations to come.

Listed below are the individuals currently serving you as the Marion Utilities' Service Board:

**ROBERT LOGAN**, *CHAIRMAN*

**DOUGLAS CARL**, *VICE CHAIRMAN*

**WILLIAM DORSEY**, *Member*

**ALAN MILLER**, *Member*

**ROGER SMITH**, *Member*

**BRYAN HARRIS**, *Member*

**HERSCHEL LEWIS**, *Member*

**MICHAEL CONNER**, *Utility Attorney*

**CHUCK BINKERD**, *Utility Director*

**MISTY HUMPHRIES**, *Board Secretary*

## OUR HISTORY

The Water Utility was first established in Marion in 1877 as a means of providing fire protection and potable water supply for a growing and thriving community.

For almost 100 years, the utility services grew and evolved to meet the ever-changing and demanding needs of the city. Sewer installation began in the late 1800's, followed by the construction of the wastewater treatment plant beginning in 1938.

In 1975, Marion Utilities was officially established and assumed responsibility for managing, operating, and maintaining water and wastewater services for the community, followed by the addition of the storm water service in 1995.

## FACTS

### Water Treatment

*Daily Capacity: 12 million gallons*

*Daily Production: 4.2 million gallons*

### Water Distribution System

*180 Miles Underground Pipe*

*3 Overhead Storage Tanks*

*2 Booster Pump Stations*

*1,700 Fire Hydrants*

*2,000 Control Valves*

### Wastewater Treatment

*Daily Capacity: 17 million gallons*

*Avg. Daily Flow: 7 million gallons*

*Collection System: 180 miles underground pipe*

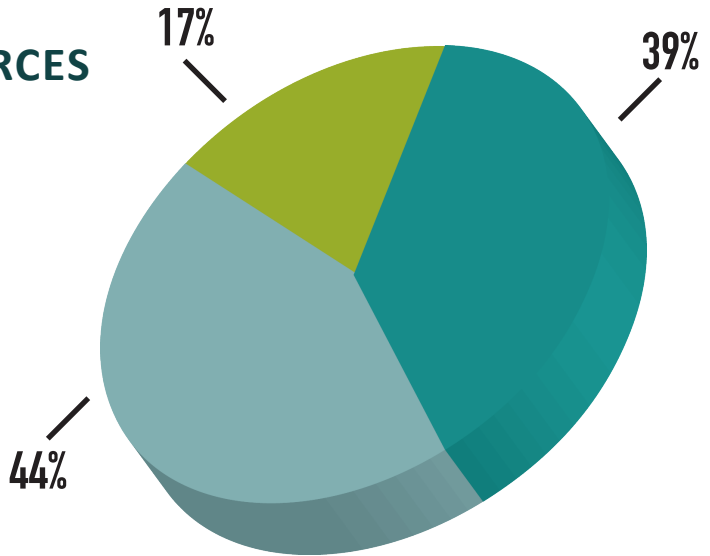
### Storm Water System

*120 miles underground pipe*

# 2014 Fiscal Year

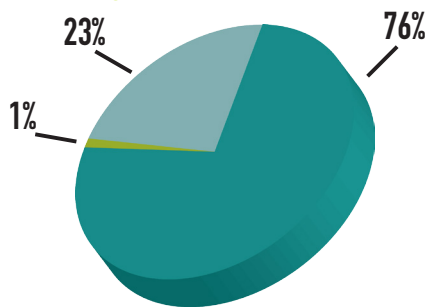
## 2014 YEAR-END REVENUE BY SOURCES

- WATER UTILITY - \$4,289,610.13
- WASTEWATER UTILITY - \$4,913,696.35
- STORM WATER UTILITY - \$1,915,232.74



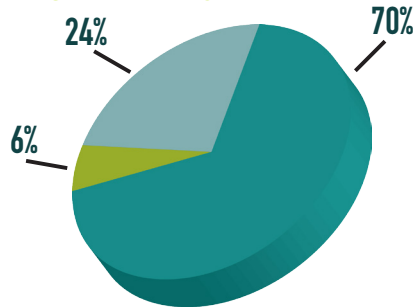
## 2014 YEAR-END EXPENSES BY SOURCES

### WATER UTILITY



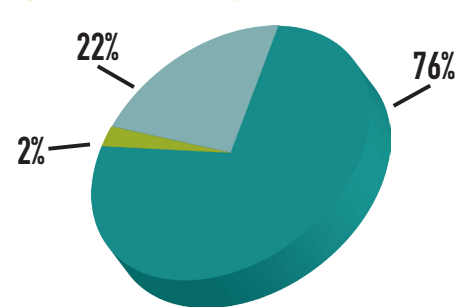
- GENERAL OPERATING COSTS - \$ 3,279,979.38
- DEPRECIATION - \$1,014,467.93
- CAPITAL CONSTRUCTION - \$ 47,129.72

### WASTEWATER UTILITY



- GENERAL OPERATING COSTS - \$3,067,435.09
- DEPRECIATION - \$ 1,067,628.73
- CAPITAL CONSTRUCTION - \$ 259,252.61

### STORM WATER UTILITY



- GENERAL OPERATING COSTS - \$ 1,107,221.32
- DEPRECIATION - \$ 35,715.95
- CAPITAL CONSTRUCTION - \$ 317,772.17

# Water Quality

**FLUORIDE...89 mg/l**

*Water additive that promotes strong teeth.*

**SODIUM...37 mg/l**

*Erosion of natural deposit in ground water source.*

**PH LEVELS...8.4**

*The acidity measure of water.*

**CHLORINE...2.32 mg/l**

*Water additive used to disinfect & control microbiological organism.*

**WATER HARDNESS...147 mg/l**

*Hardness refers to the amount of lime or calcium carbonate in the water.*

Each year, we are required to provide a water quality report to our consumers. This report contains important information about the water that you drink.

Listed are a few test results from the report for the city of Marion's water supply, as required by the Safe Drinking Water Act of 1996.

The Water Utility is pleased to supply clean, safe, and reliable drinking water for all of our customers. Marion's drinking water is obtained from wells in the historic Teays River Valley. The groundwater table is over 400 feet deep and an excellent source of water supply.

# 2014 Accomplishments

## AWARDS

**1** The **National Oceanic & Atmospheric Administration** awarded the following employees: Jeff Mast: *25 Year Length of Service Award*, Jason Reece: *20 Year Length of Service Award*. ● **2** Project Coordinator, Pam Kirklin, received the **John Craddock Award** at the 78th IWEA Conference. This prestigious, international award is given for outstanding contributions in the field of industrial wastewater. ● **3** We were awarded the **Groundwater Guardian Award** for continuing our groundwater awareness activities in the community.

**4** IDEM (Indiana Department of Environmental Management) awarded us the **Hoosier Guardian Award with Distinction** because of our active Wellhead Protection program in Marion and the surrounding areas. ● The **Indiana Water Environment Association (IWEA)** awarded the following employees: Chuck Binkerd: *35 Years of Service Award*, Robin Lockridge: *Safety Excellence Award*, Lorie Ehmer: *Laboratory Excellence Award*.



## GROWTH

We completed the third and final phase to our **Water Plant Facility** which includes, **5** cleaning our aerators, as well as **6** installing new filters to improve the treatment process for Marion's drinking water. This final step helps to produce crystal clear water that we deliver to your faucet! ● The **Winter of 2014** set record-breaking, low temperatures and snow levels which affected the underground piping of Marion. Our crews responded to 28 water main breaks and 600 house calls that reported frozen meters, busted pipes, and no water.

**7** Employee Scott Cox works hard to fix a broken water meter and piping in a Marion resident's front yard. We are proud of all of our teams for "digging in the trenches" to provide the best service to our customers that we can! ● Our Accounting Assistant, Joyce Frederick, retired on December 27 after 17 years of service. We congratulate Joyce on this new and exciting stage of her life! ● We hired Brittany Riner as our new Communications Specialist. With our goal to effectively communicate to our community, we created this position to direct all of our communication pieces and projects.





## COMMUNITY INVOLVEMENT

**1** Visitors from the community attended the first **Earth Day Celebration** at Matter Park in April, where they could enjoy various workshops, learn more about the earth, and take home a free tree! ● **2** Community members visited our booth at **First Friday** in downtown Marion in May.



On August 27, we held our first **5K Fun Run** and **Open House**, inviting the community to experience our facilities by exploring different displays, buildings, and speaking with our team members. **3** Wastewater Supervisor, Robin Lockridge, takes visitors on a tour around the Water and Wastewater Treatment facilities at the Open House. **4** Walkers and runners line up to begin the first annual H2O Community Fun Run. ● **5** Among many of our employees, Joe Turner Sr. (far right) and Joe Turner Jr. (far left) with friends volunteered to **place flags at the Marion VA** for Memorial Day.





**6** Employee Dustin Rinehart shows a little girl how to cast a line at the second annual **Go FishIN workshop**, an event in which we partner with the Department of Natural Resources and the Marion Parks Department to invite the community to fish at Matter Park. ●

**7** Employee Cindy Hawkins (far left) and family members participated in the annual **Walk of Hope** for Cancer Services of Grant County in downtown Marion. ● In December, we held various **community workshops** to discuss winter prevention topics. ● **8** In December, employees conducted a canned food drive and donated over 2,200 pounds of food to the **St. Martin's Community Center** in Marion.



## INITIATIVES

Our recent **8th Street and Miller Project**, on the west side of Marion, is completed in its renovation. The project will help to meet EPA mandates, as well as improve the living conditions for the neighborhood, including facelifts to the street. We began working on storm water piping on 8th street and Miller due to the EPA mandates for Combined Sewer Overflow Elimination. The project is part of the “**Long-Term Control Plan**”, in which we are required to reduce Combined Sewer Overflow events to fewer than six a year. The City of Marion currently has seven Combined Sewer Overflows structures which discharge as many as 30 times a year.



**FOR MORE INFORMATION ABOUT THE LONG-TERM CONTROL PLAN**, contact our Engineering Department at 765.664.2391, ext. 121.

# H<sub>2</sub>O COMMUNITY

## SERVING THOSE IN OUR COMMUNITY

Within our community of Marion, we understand that many households are struggling to keep food in their kitchen cabinets, let alone pay for their utility bills.

Our employees decided they wanted to help these struggling families by making a positive, life-changing impact on the community. In 2013, they established and implemented **H2O Community**, with the thought of giving these struggling families a chance to make ends meet. The program provides financial assistance to households in the form of paying their utility bill (water, wastewater, storm water, and solid waste). When households qualify for assistance, they receive up to \$75 for one billing cycle throughout the course of 12 months.

The program also supplies financial education classes that recipients are required to attend. Learning simple money-handling skills, such as budgeting and saving, will help these families begin handling their finances in wiser ways.

We believe these simple steps are the starting foundation in motivating each individual in supporting themselves. \$75 in a year may not seem like much, but it can be the start for a family that is on the downward cycle. Even one payment from the **H2O Community Fund** can impact a family's budget for the next month, allowing them time to catch up on their bills. A \$75 gift could be the start to breaking the poverty cycle in Marion, Indiana.

We hope that many more will join us in future opportunities for giving back to those in need in our community!



**"H2O Community is about people helping and serving other people. Employee giving and personal time devoted to fundraising efforts create available funds so that others will not have to struggle."**





## STORIES FROM H2O FAMILIES

In 2014, the H2O Community Fund helped 489 individuals, including 176 families, in our Marion community. We would like to share a few of their stories with you.

● A young woman named Cathy\* was a social services worker and accustomed to helping others. However, one day, she found herself without a job and struggling to pay her bills. During this time, Cathy applied for assistance and received the help she needed. “The H2O Fund really helped when I needed it, and I really appreciated it,” she said.

● Chante\* was unemployed and pregnant. She heard about the H2O Fund at just the right time. “I really needed the help that day and felt fortunate to get it.”

● Dennis\* was suffering from a neck injury and was unable to work. With the cost of his medicine, he was struggling to pay his other expenses. He said, “The H2O Fund really helped.”

● Maddie\*, a single mom who goes to school and struggles to find help with her three children, sometimes has to choose to pay one bill over another. She shared, “The H2O Fund provided relief when I needed it.”

*\*For privacy regulations, different names are used for these individuals.*

**TO LEARN MORE OR MAKE A CHARITABLE DONATION**, contact Debbie Jenkins, *Lead Customer Service Representative*, at [djenkins@marionutilities.com](mailto:djenkins@marionutilities.com) or 765.664.2391, ext.116.

# COMMITTED TO GROWING & SERVING OUR COMMUNITY

## FIVE GREAT WAYS MARION UTILITIES IS TAKING ACTION

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1

**COMMUNITY OUTREACH...**We are committed to reaching out to our community through a variety of ways that will best serve, educate, and inform. We will always strive to communicate with the clearest of voice and genuineness of heart.

2

**LONG-TERM CONTROL & ADVANCEMENT...**As we comply with government mandates in updating our sewer system, we will always work to ensure that new projects and street renovations are completed correctly with as little disturbance to the community as we are able.

3

**GROWTH & RELIABILITY...**As we take on new services and grow our infrastructure, we will always do our best to maintain a high level of service while assuming additional responsibilities.

4

**SOLID WASTE UTILITY DEVELOPMENT...**Taking on this new utility in 2015, we have learned, and will continue to learn many things. We will do our best in responding to the needs of the community as we discover new ways to effectively provide this service.

5

**MAINTAINING COST-EFFECTIVENESS...**We will work to stabilize increasing costs and continue the ongoing analysis of rising costs with as little financial impact to our community as possible.

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# WAYS YOU CAN PARTNER WITH MARION UTILITIES

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## HOST A COMMUNITY WORKSHOP

We speak to many groups, organizations, and associations on a variety of topics, including water pipes, pollution prevention, winter readiness, and our newest service, solid waste. If you would like us to come share with your group about our programs, initiatives, or anything we offer, contact our Communications Specialist, Brittany Riner, at 765.664.2391, ext. 117 to set up a time!

## SCHEDULE A TOUR

We enjoy giving tours of the plant process to students and groups! Tours include a scavenger hunt and more hands-on activities to engage students from elementary to collegiate levels. If you would like to schedule your group for a tour, please contact us and we'll get it on our calendar!



@MarionUtilities



facebook.com/MarionUtilities

## ATTEND AN EVENT

We have several events throughout the year, including Go FishIN, Earth Day, First Fridays, and the Annual 5K Fun Run. These are great opportunities for us to get out into the community and we would love to see you! Check out our website to see our events calendar for the year!

## SUPPORT H2O COMMUNITY

You can show your support of the Marion community families by giving to the H2O Community Fund. In 2013, our employees created an assistance program for Marion families that struggle to pay their utility bills during financial hardships. Your gift to the H2O Community Fund is a direct way of helping those who need a helping hand. Or do you know someone who needs assistance? Ask them to contact us and we will give them the information they need to get started! If you would like to make a tax-deductible donation, please contact the Salvation Army at 765.664.6536.



# Marion Utilities

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To find out more about Marion Utilities, get involved, or learn more about our services and programs,  
visit us at [www.marionutilities.com](http://www.marionutilities.com) or call us at 765.664.2391.