

# Village of Bentleyville

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## UTILITIES MINUTES January 16, 2019

### ATTENDEES

- ☒ Ryan Rubin, Chair
- ☒ Terry Hemmelgarn
- ☒ Alex Goetsch
- ☒ Ken Kvacek
- ☒ Kathleen Hale
- ☒ Kathleen Esposito
- ☒ Mayor Spremulli

### Residents:

Rachel Medhurst and Tim Moran

### Summary:

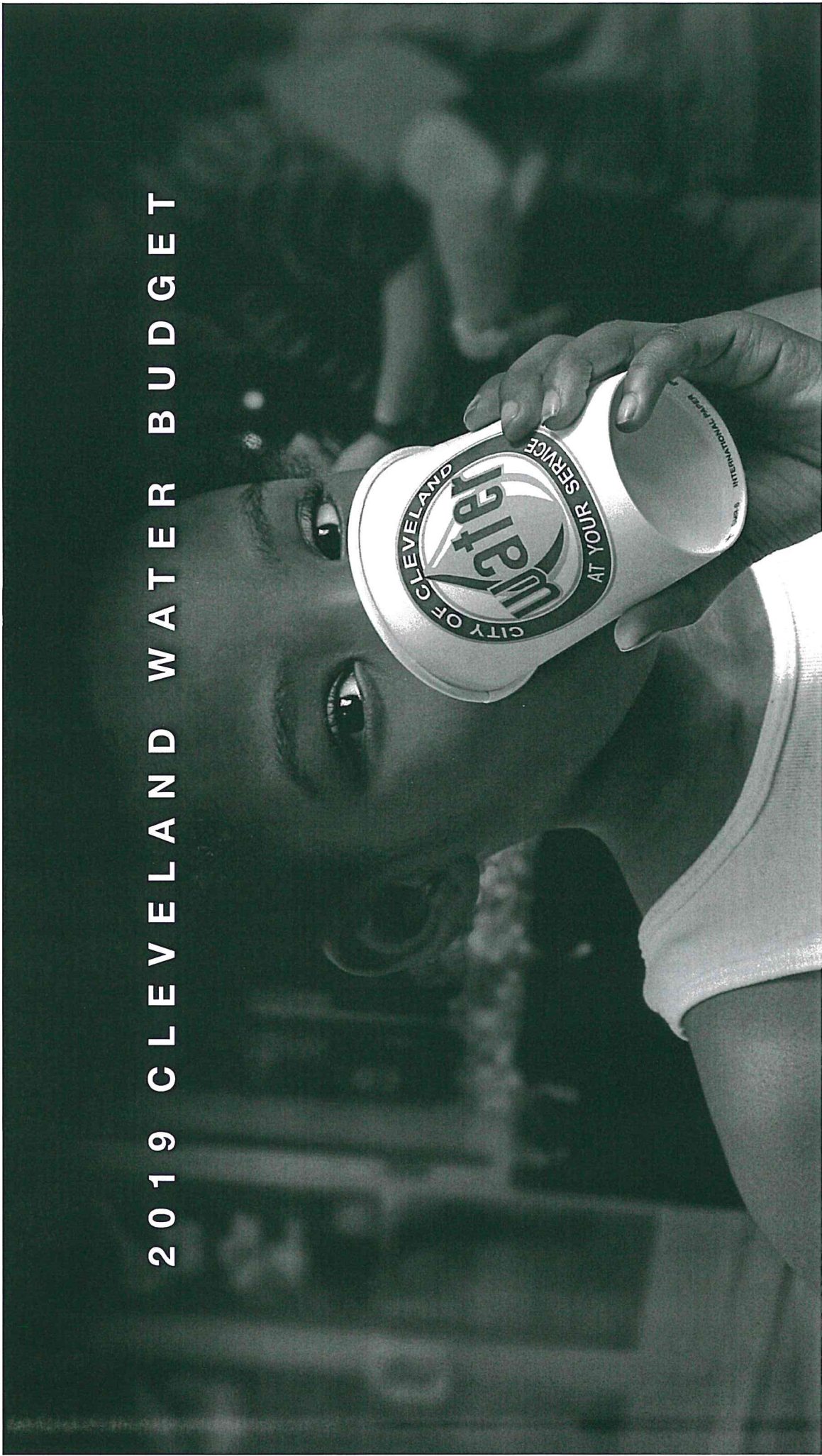
Residents of Chagrin Valley Trails reported complaints regarding increases to already high water/sewer bills. After conversation with Village Engineer Jeff Filarski and additional research, it was concluded there is little Bentleyville can do to combat such utility rates charged by Chagrin Falls. Chagrin Falls services numerous communities, beyond Chagrin Valley Trails and/or Bentleyville. Some of the additional communities reportedly include Chagrin Falls Township, Moreland Hills and South Russell.

The recent increases impacted all users of such services. Bentleyville residents, like all non-Chagrin Falls village residents, pay a 25-percent premium for their water and sewage. This year, costs for all users increased by 5 percent, which Chagrin Falls Village Council voted by ordinance in 2016. Additionally, non-Chagrin Falls Village residents saw an increased meter charge, due to new digital meter readers.

More than 100 homes in Bentleyville, including those in the Chagrin Valley Trails, receive water and sewer services from the Chagrin Falls. They must receive both services from Chagrin Falls and cannot choose only one. Other Bentleyville residents receive water service from the Cleveland Division of Water and sewage service from the city of Solon. Specific to Chagrin Valley Trails, the decision to use Chagrin Falls for water and sewer was made by developers of the neighborhood. According to the Village Engineer, the cost to connect Chagrin Valley Trails to Cleveland water and Solon sewer would likely cost far more and is not feasible.

Utilities appreciated the community involvement and attendance at the meeting. Utilities also provided general recommendations to assure that people are not wasting water given the already high rates, and such standard measures include but are not limited to assuring that toilets are not

2019 CLEVELAND WATER BUDGET





# OUR CUSTOMERS

We provide water to  
80 communities

70

Direct (Retail) Customers

7

Master (Wholesale) Customers

3

Emergency (Back-up) Customers

1,400,000  
Customers

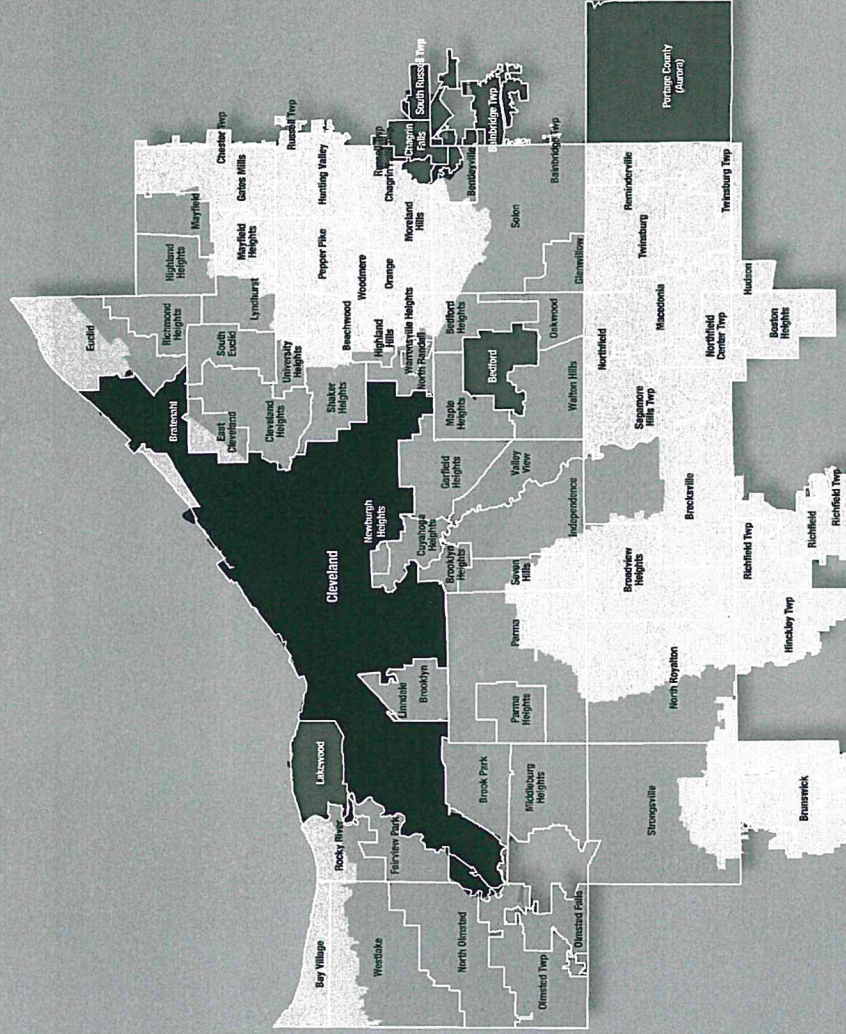
9<sup>TH</sup>

Largest Water System in the U.S.

446,121

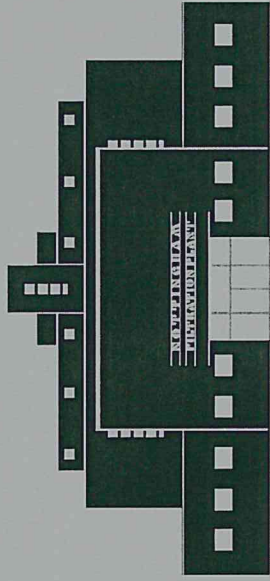
Accounts

- LEGEND**
- City & Suburbs
  - Corporation Limits
  - Service Suburbs
  - Low Service
  - 1st High
  - 2nd High
  - 3rd High
  - Cleveland



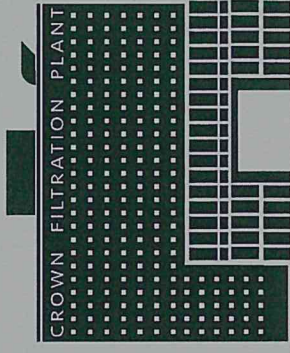
# NOTTINGHAM

WATER TREATMENT PLANT



# CROWN

WATER TREATMENT PLANT



**4**  
Water Plants

**5,300**  
Miles of Mains

**16**  
Pump Stations

**21**  
Tanks & Towers

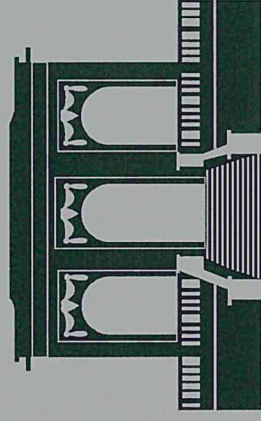
# MORGAN

WATER TREATMENT PLANT



# BALDWIN

WATER TREATMENT PLANT



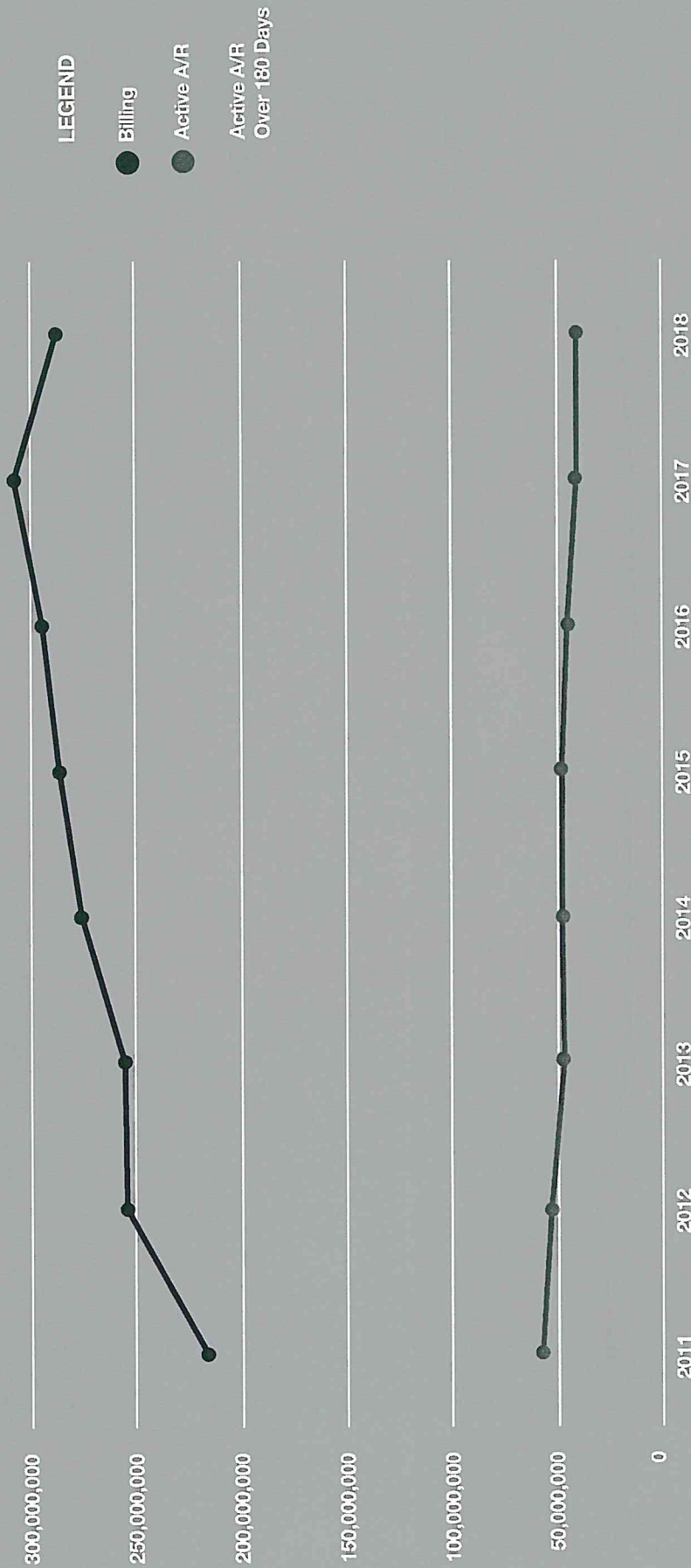


# 2019 BUDGET

CLEVELAND WATER	
Total Budgeted Employees	1,205
Beginning Balance	\$194,398,113
Revenue Estimate	\$314,243,912
Total Resources	\$508,642,025
Expense Estimate	\$389,976,157
Projected Ending Balance	\$118,665,868
Debt Service Coverage	2.66
Bond Rating Revenue – Moody's	Aa1
Bond Rating Revenue – S&P	AA+

CATEGORY	BUDGETED EXPENDITURES
Salaries and Wages	\$63,800,715
Benefits	\$25,143,777
Other Training & Professional Dues	\$664,389
Utilities	\$34,937,277
Contractual Services	\$21,216,885
Materials and Supplies	\$21,216,885
Maintenance	\$21,962,833
Claims, Refunds, Maintenance	\$5,156,089
Interdepartmental Charges	\$14,344,144
Interfund Subsidies	\$32,500,000
Capital Outlay	\$62,774,000
Debt Service	\$75,278,579

# ACTIVE ACCOUNTS RECEIVABLE 2011-2018

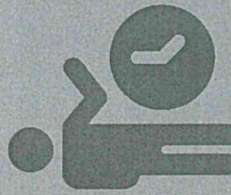




# CUSTOMER SERVICE KEY PERFORMANCE INDICATORS

99.7%

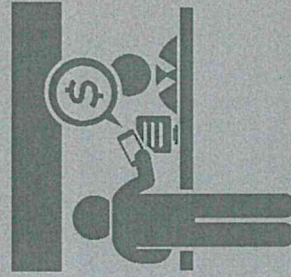
Goal: 99.5%



Bills on Time

96.9%

Goal: 97%



Collection Rate

96.9%

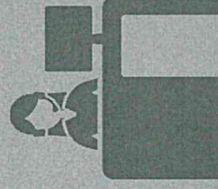
Goal: 98%



AMR Bills Based  
on Actual Reads

74.1%

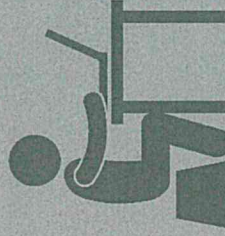
Goal: 80%



Calls Answered in  
90 Seconds or Less

30,098

Total: 143,146



New Portal Enrollments

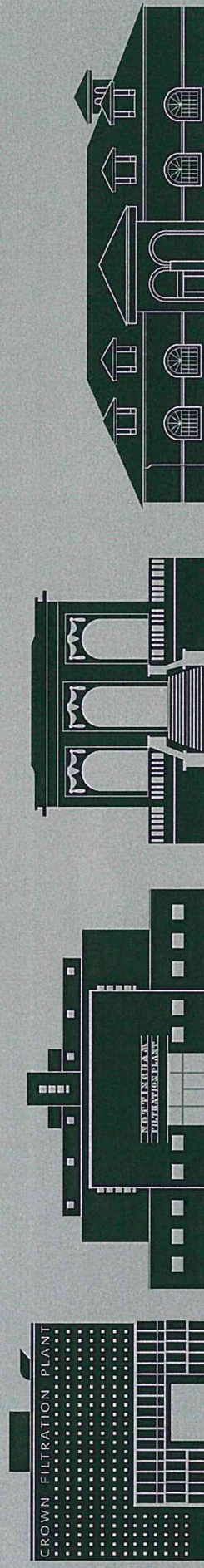


# WATER QUALITY KEY PERFORMANCE INDICATORS

## Zero Ohio EPA Treatment Technique Violations

### Cleveland Water participates in the Partnership for Safe Drinking Water

- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant received a Phase IV award in 2015





## DISTRIBUTION, MAINTENANCE & ENGINEERING KEY PERFORMANCE INDICATORS

**70.5%**  
main breaks repaired  
in 8 days or less

Goal: 76%

**93.4%**  
utility cuts restored  
in 45 days

Goal: 90%

**98.8%**  
dig ups completed  
within 21 days

Goal: 80%

**100%**  
capital projects  
completed on time &  
within budget

Goal: 100%





***Cleveland Water***

1201 Lakeside Avenue • Cleveland, Ohio 44114  
[clevelandwater.com](http://clevelandwater.com)



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**VILLAGE OF BENTLEYVILLE, OHIO**  
**PARKS, FACILITIES AND BEAUTIFICATION COMMITTEE**  
**2020 MEETING**  
**10:00 AM BENTLEYVILLE VILLAGE HALL**

**MINUTES**

**ATTENDEES**

- Kathleen Hale
- Kathleen Esposito
- Bonnie Borman
- Ken Kvacek
- Chief Gabe Barone joined the meeting in process

**CALLED TO ORDER 10:05**

**REVIEW OF PREVIOUS MINUTES:**

**SERVICE DIRECTOR'S REPORT:**

Due to Lake Effect snow and being short-staffed, the Service Director was not in attendance, because he was plowing snow. The Committee commended the Service Department for taking down and storing the Village Holiday ornaments.

**NEW BUSINESS**

- Ken Kvacek suggested that we explore a "pole drop" electrical connection, to add extra convenience and accessibility for future Holiday lighting. The Illuminating Company should be contacted, perhaps through the Utilities Committee. Other areas that might benefit are Daffodil Hill and the crabapple trees lining Solon Road from Quarry Rock to Daffodil Hill. Kathleen Hale will discuss with the Utilities.
- Kathleen Hale suggested setting up a Bentleyville Neighbors Facebook page, along the lines of Chagrin Block Club or Chagrin Valley Trails Facebook, to foster resident communication.
- Ken Kvacek tells us that there may be three Eagle Scout projects in the pipe for 2020, and invited the Committee to think of what projects we would like to pursue, and prioritize them.
- Kathleen Esposito will rough out a Parks Calendar for 2020. We will probably have one concert in the Park in the summer. And yoga is planned for the summer of 2020, from the middle of June through the middle of August, on Tuesdays. Bocce will be scheduled as well.