



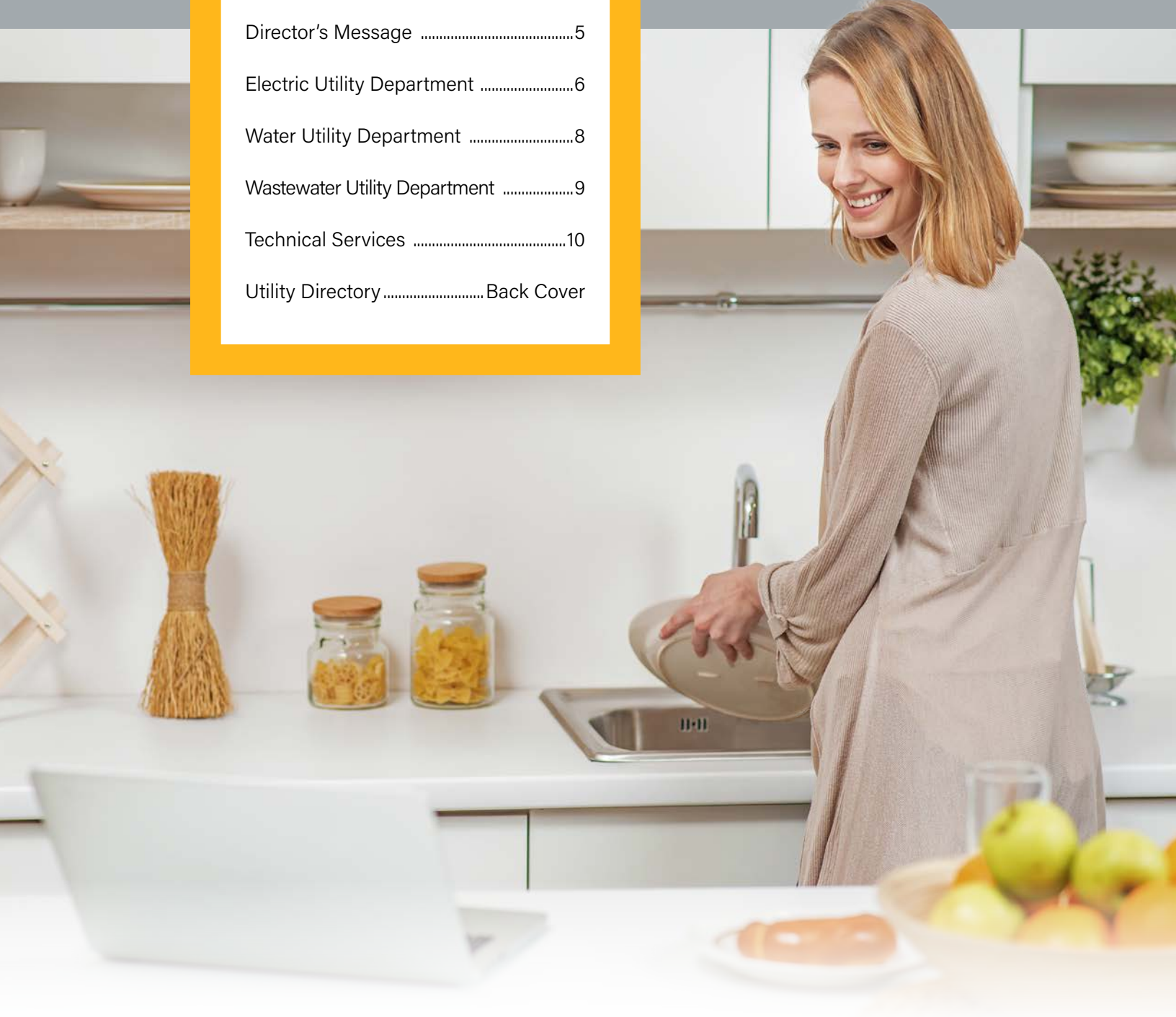
Orrville Utilities

2020 Annual Report



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Mission Statement

The Mission of the Department of Public Utilities

Provide quality services in a timely and efficient manner to ensure Orrville continues to be an exceptional Community.

To fulfill this mission, the City of Orrville is committed to:

- Attain the highest level of customer service.
- Achieve quality growth through economic development.
- Plan for the future needs of the Community.
- Ensure a safe work environment.
- Promote teamwork.
- Provide training, education, and recognition of employees.
- Maintain a responsible workforce.

Public Power Benefits Our Community

Citizens of this community receive electricity from a public power electric utility. What does that mean for you?

- Not-for-profit rates - Our utility works to provide essential electric service efficiently and at a reasonable cost to you.
- Local control - Through your elected officials and in public meetings, you have a voice in your utility's operations.
- Community ownership - Our electric system belongs to every citizen of our community, not to private owners.

Mayor's

MESSAGE



Dear Citizens of Orrville,

The 2020 summary is certainly less exciting than previous years. No new industries and no new expansions of our fine existing industries. But I am very happy to say that we still have all of our industries in operation.

2020 has indeed been a very stressful year for the largest of industries to the 3-4 employee company. Keeping employees safe and COVID-19 free, while still trying to provide all of the City and utility services that our citizens are used to, has been a challenge.

We began about the middle of March, 2020, to map out strategies and changes that we could make that would allow our employees to continue doing their job. Some were able to do their job from home, so equipped with laptops, they were on their way. For others, it meant changing how they do their job. With masks, face shields and anything else that was needed, our folks continued getting work done just like they did before. Working in smaller groups, and usually the same group each day, to limit the chances of spreading or catching the virus.

We have had some test positive and because of these precautions we have limited the spread to others pretty well.

Through it all, our folks have continued to provide electric, water, wastewater, services and our police, fire and emergency squads have dealt with many positive cases and still been able to respond to all calls. The Service Dept. has still completed many projects, kept our parks in good shape and the Orr Park pool open. Our administration continues to look for best values and best uses of our taxpayer dollars, to make Orrville the best it can be. As we continue to make our way through this pandemic, my hope is safety for you all and your families. Let's hope we will reach the end of this soon.

Dave Handwerk

Mayor Dave Handwerk

PUBLIC UTILITIES Board



Michele Abel,
President



Steve Combs,
Vice President



Don McFarlin



Russell Miller



Rich Corfman

The Public Utilities Board was established to act as the governing body in respect to developing rules and regulations for the operation of Orrville Utilities. The five member board is appointed by the Mayor and serves a five year term with an optional second and third term. Each member works very closely with the utility management team on providing the people and businesses of Orrville with exceptional service at a very low cost. The Board also maintains a strong communication link with City Council in recommending major utility expenditures and keeping council abreast of critical utility issues. Many small communities throughout the state operate under this form of government. It allows the City and Utilities to be flexible and responsive when dealing with issues confronting the Electric, Water, and Wastewater Utilities.

Officers:

President: Michele Abel

Vice President: Steve Combs

Committees:

Finance/Policy: Michele Able (Chairperson)
and Steve Combs

Electric: Don McFarlin (Chairperson)
and Rich Corfman

Personnel: Steve Combs (Chairperson)
and Russell Miller

Water: Russell Miller (Chairperson)
and Michele Abel

Wastewater: Rich Corfman (Chairperson)
and Don McFarlin

Director's

MESSAGE



Dear Customers of Orrville Utilities:

COVID 19. Need I say more. The Utility and our customers have been weathering the pandemic better than I expected. It's not over, but things are looking up. The economic downturn impacted everything and everyone. The adaptations we made, on the fly in the beginning, kept services uninterrupted and secure, allowed us to protect our employees as we all learned more and provided economic relief to many customers. All Utilities were focused on maintaining core activities, deferring lower priority projects and cutting costs due compensate for lower revenues. Not to downplay our activities, our real accomplishments were attributed to the unprecedented efforts made by our

employees to provide the expected in order that other things could be done during the uncertain times.

The Electric Utility continued to keep the rates stabilized at the September 2016 levels to minimize the impacts of COVID and increased transmission costs. Our energy resources were 27.2% Fremont gas project, 24.2% market purchase, 6.7% Power Plant, 9% Prairie St project, 13.9% Hydro projects, 1.2% Blue Creek Wind project and 1.3% Solar projects. Renewables made up 15.2% of the total energy delivered.

The Water & Wastewater utilities continued to meet EPA requirements. The Utility implemented a new utility trouble reporting service in June. This system allows us to better collect information and provide feedback during high volume call events. The toll-free number, 1-844-734-6366, allows you to leave a message or speak with a service representative. We will be adding texting features this year.

Orrville Utilities will continue to provide our community with reliable, exceptional services that are safe, environmentally responsible and competitively priced. We're glad to be part of the continuing success that makes living and doing business in Orrville so beneficial and are looking forward to putting COVID in the rear-view mirror.

It is our pleasure to serve you as we work to improve our community and businesses.

Stay well.

Sincerely,

Jeff Brediger

Jeff Brediger

Electric

DEPARTMENT



Dean Kallenborn
Electric Utility
Manager



Jeff Vogelhuber
Distribution
Superintendent

The Power plant met all peak shaving obligations this year without fail. The Covid-19 pandemic significantly altered the electric power industry markets.

The regional and local power demand was reduced, thus peak power demand days were more frequent although less dramatic. Which created more start / stop operations for the plant. Sales revenue was also impacted due to 'work from home' opportunities for our customers along with the impacted economy.

During this time of 'limited' face to face interactions, we completed all unit inspections, renewed the 3 year R-stamp certificate (allows for coded weld repairs on our high pressure boilers), and continued with design discussions on the second high voltage transmission line, as well as keeping other state licenses and certifications for the Employees.

The purchase of the former AMP diesel generators was completed; this has added 5.4 MW to our generation portfolio for peak shaving and black start capability.

All obligations have been completed for the Consent Agreement and Final Order (CAFO) that began in 2016 with the Region V, Federal EPA.

The new ERP software upgrade is still ongoing and significant steps have been taken on improving the implementation and configuration of it. The Power Plant team has been driving and supporting the revisions. Training should start taking place early in 2021.

Accomplishments:

- Successful year of peak shaving
- Purchase of 3 diesel generators
- Completion of CAFO
- Workforce development – enhanced training programs

Upcoming and continuing work:

- Continuation of second tie point discussions
- New electric system improvement project dovetailed with the second tie point – Including new large transmission transformers (Bid Specs)
- Work Management Software implementation and training

The Power plant met all peak shaving obligations this year without fail. The Covid-19 pandemic significantly altered the electric power industry markets.

Electric Utility Department

Operating Income and Expense Report 3 - Year Summary

Description	2020	2019	2018
Electric Utility Operating Revenue	\$40,518,846	\$34,176,811	\$41,334,529
Electric Utility Operating Expenses	\$37,551,526	\$29,598,510	\$37,669,012
Debt Service	\$0	\$0	\$0
Transfers	\$7,701,289	\$0	\$5,676,305

Operating Statistics Report 3 - Year Summary

Description	2020	2019	2018
System Sales (retail), kWh	285,158,261	302,308,852	308,865,106
Total Revenues	\$40,393,710	\$33,998,626	\$41,181,847
Gross Generation, kWh	32,359,792	16,488,008	34,960,226
Wholesale Sales, kWh	59,592,579	39,634,000	32,480,000
Wholesale Revenues	\$1,470,110	\$1,156,758	\$2,062,090
Total Expenses	\$37,551,495	\$29,598,509	\$37,669,012
Fund Cash Balances			
Revenue	\$10,800,647	\$13,919,656	\$7,623,667
Replacement and Improvement	\$3,015,161	\$2,982,030	\$2,938,463
Utility Reserve	\$36,509,320	\$30,046,814	\$30,252,997
Total Fund Balance	\$50,325,128	\$46,948,500	\$40,815,127
Coal Burned, tons	10,501	6,870	9,299
Natural Gas Burned, MCF	259,834	104,297	247,322
Peak System Demand, kW	60,340	59,090	63,060



Water

DEPARTMENT



Todd Fetty
Superintendent

The Orrville Water Department treated an average of 1.4 million gallons of water per day in 2020. The department continues to produce a high quality of water while meeting or exceeding all EPA requirements. The Orrville water system has approximately 3,200 residential services and 350 commercial and industrial customers. The major focus for the upcoming year will be to maintain production requirements.

Projects completed in 2020

Distribution System Upgrades:

- Upgraded the service lines and taps on various streets around town.

Ongoing preventative maintenance programs including:

- Roadway valve maintenance
- Water meter maintenance
- Fire hydrant maintenance
- Distribution system flushing

Had three of our production wells cleaned and rebuilt the pumps and motors.

- Installed a new roof on the Water Plant.

Upcoming projects in 2021:

Ongoing preventative maintenance programs including:

- Distribution system flushing
- Roadway valve maintenance
- Water meter maintenance
- Fire hydrant maintenance

Continue with the distribution system upgrade program.

Clean and recondition three production wells.

Replace the roof on the maintenance garage.

Replace the two lime feeders.

Clean and inspect the clearwell and the 2 M gallon reservoir.

Water Department

Operating Income and Expense Report

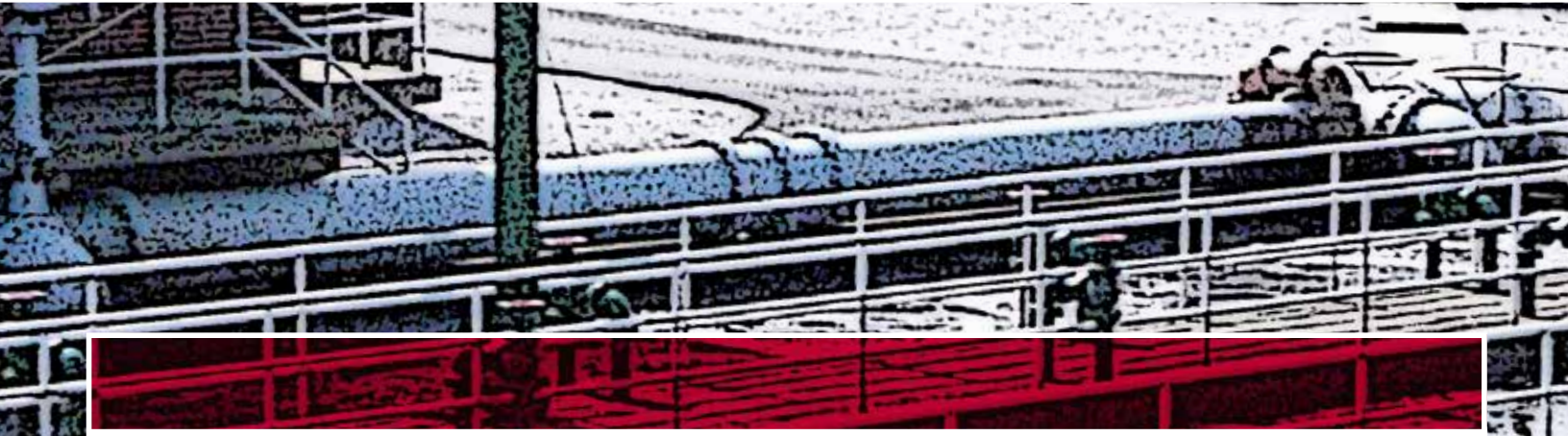
3 - Year Summary

Description	2020	2019	2018
Water Utility Operating Revenue	\$4,738,646	\$4,367,541	\$4,023,621
Water Utility Operating Expenses	\$3,935,435	\$4,313,868	\$3,775,547
Debt Service	\$335,000	\$325,000	\$738,933
Transfers	\$1,056,686	\$599,698	\$30,555



Wastewater

DEPARTMENT



Robert Auten
Superintendent

In 2020 our Wastewater Division treated 843 million gallons of residential, industrial and commercial wastewater. 445 tons of Bio-solids were land applied to agricultural fields, returning their nutrients to the soil. Our facility is currently operating at approximately 60% of its rated capacity.

We continue to maintain our facility and collection system to assure reliable wastewater service to Orrville's residents, businesses and industries. Meeting the requirements of our OEPA discharge permit, in the most cost efficient manner possible, continues to be our primary objective.

Nine employees operate and maintain our wastewater treatment plant, lift stations and more than 42 miles of sanitary sewers.

Significant 2020 Accomplishments

Met all Major Discharge Requirement.

Major Goals for 2021

Acquire OEPA approval of new Pretreatment Limits as required by new NPDES (Discharge) Permit

Wastewater Department

Operating Income and Expense Report

3 - Year Summary

Description	2020	2019	2018
Wastewater Utility Operating Revenue	\$2,858,558	\$2,918,334	\$2,800,602
Wastewater Utility Operating Expenses	\$2,378,887	\$2,571,552	\$2,297,952
Debt Service	\$0	\$0	\$0
Transfers	\$331,913	\$518,374	\$436,782

Technical Services

DEPARTMENT



Jeff Fenningsdorf
Manager

The Technical Services department provides a variety of critical services in support of the three Utilities as well as providing IT services to the entire organization. Technical Services is comprised of the following groups:

- **Information Technologies (IT)** – IT is responsible for maintaining the computer network, private cloud, applications, network storage, backup system, workstations, printers, phone system and door controllers for the entire organization.
- **Telecommunications** – Telecom is responsible for the installation and maintenance of our fiber optic and copper network cabling, industrial metering reading interfaces, phones and door controllers.

The major work for 2020:

IT Group

- Provided continued support for the implementation of the new ERP
- Provided support for yearly IT audit being performed by the state
- Moved email system to Google Workspace
- Migrated cluster storage system from a SAN to local w/replication. This allowed us to simplify support, reduce costs, and improve recovery times
- Supported system to allow “work from home” due to Covid-19

Telecommunications

- Supported and maintained city wide fiber-optic and copper network
- Preparing fiber documentation for the ESRI GIS system
- Assist Distribution with electric meter support

2021 Projects:

IT Department

- Provide continued implementation support for the new ERP system
- Provide support for the annual state IT audit
- Implement new Proxmox backup software
- Continue to implement network redundancy

Telecommunications

- Add metering connections to industrial customers as required
- Enhance documentation of the field equipment
- Learn ESRI GIS system
- Document fiber network into the ESRI system



Director of Utilities

Jeff Brediger

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Electric Utility Manager

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Superintendent of Electric Distribution

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