

ORRVILLE

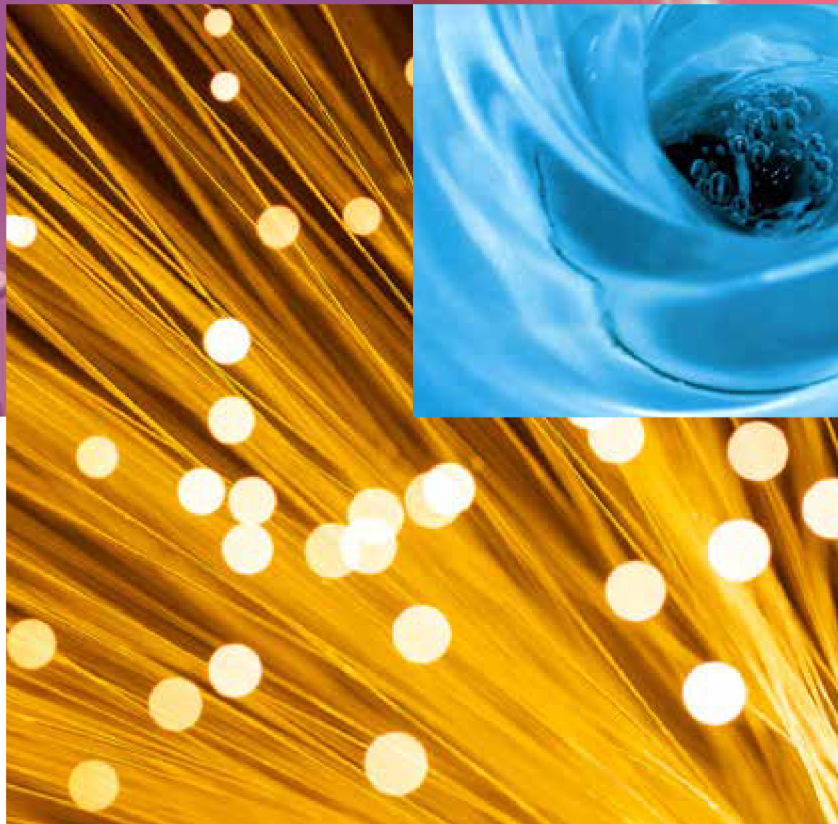
UTILITIES

2021

ANNUAL REPORT

Mission Statement	2
Mayor's Message	3
The Orrville Utilities Board	4
Director's Message	5
Electric Utility Department	6
Water Utility Department	8
Wastewater Utility Department	9
Technical Services	10
Utility Directory	Back Cover

Table of Contents



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 year 2021 has offered a little bit of everything. Winter of 2021 felt a good bit like 2020. Covid was still a heavy hitter and affecting our daily lives in many ways.

As Spring brought warm weather, flowers and vaccine shots, things seemed to be coming back close to normal. Vacations were planned, masks were stored away, Summer ball games were back in play. Summer brought a normal Memorial Day Service, 4th of July festivities and fireworks, Orrville Lions Rib & Music Fest, OHS all class reunion, Community Day at Orr Park, the Fall Festival at Orr Park and Home for the Holidays downtown. Unfortunately, as we got closer to the end of the year during Fall, Covid began to raise its ugly head in the form of another variant. Booster shots were being distributed but many more Covid illnesses were changing people's lives forever.

Unlike 2020 when just keeping our industries open was a big concern, 2021 did bring some expansions. McElroy Packaging started an expansion to their business in our first industrial park. REFCOTEC, also in our first industrial park, has plans for a possible addition. Also, Hardwood Solutions on Church Street added a large addition to their facility.

On the commercial side, Dunkin Donuts will begin the construction of a new building on West High Street, across the street from Dairy Queen. The Bell Store on West High Street completed a new car wash and store renovation. The Bell Store on North Main Street will also be doing a major renovation this year. Also in 2021, Heather's Studio moved to North Market Place Plaza and Wiles Hanzie Realty continues to renovate their new location downtown.

Perhaps, most importantly, with all this going on our electric, water and wastewater remained open and operational all year. No shutting down for inventory or a week at Christmas. Our goal is for our customers to have working electricity, running water and disappearing wastewater. We know that whether you are at work or at home watching TV, these are things our customers expect and our guys will do their best to keep the lights on and water running. Orrville Utilities are working for you!

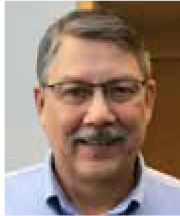
Dave Handwerk

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

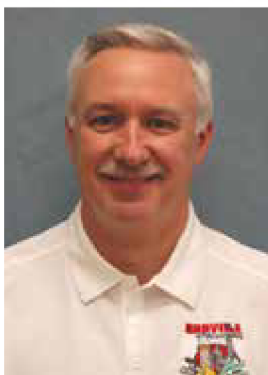
Electric: Don McFarlin (Chairperson)
and Rich Corfman

Personnel: Steve Combs (Chairperson)
and Russell Miller

Water: Russell Miller (Chairperson)
and Michele Abel

Wastewater: Rich Corfman (Chairperson)
and Don McFarlin

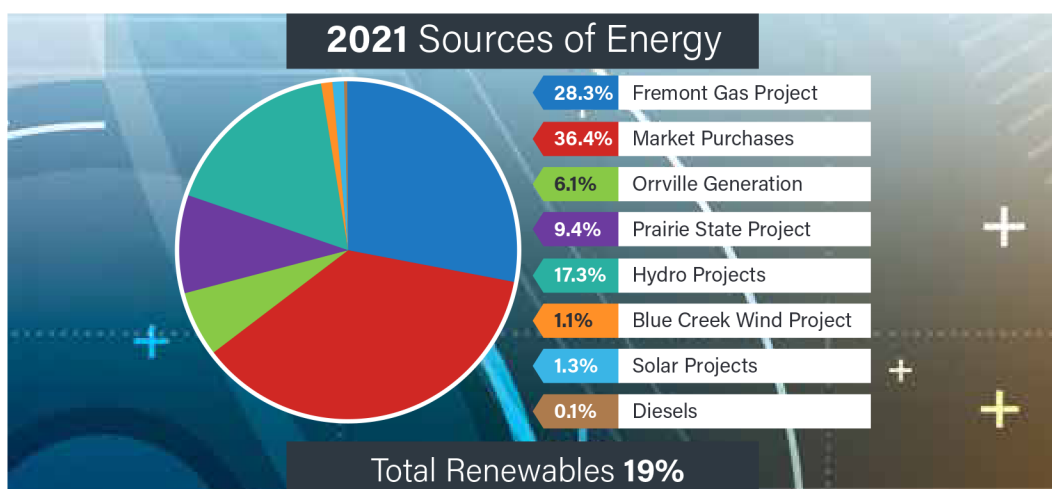
Director's MESSAGE



Dear Customers of Orrville Utilities:

In 2021, we began to rebound from the impacts of COVID 19. We shifted our attention to addressing unprecedented supply chain issues and resulting price and delivery increases that will carry forward into next year to make sure we have the materials we need to provide high-quality services. We were fortunate to secure excellent replacements for two long-time superintendents in the Water and Wastewater utilities. We began to reinstitute our capital investments in the utilities to ensure our ability to provide for our customers in the years to come.

The Electric utility industry continues to be more complex and challenging. Climate change, increased focus on coal plants and age have made it more difficult for us to operate to maintain the benefits and flexibility our customers have come to expect. We continue to evaluate diverse power supply options to position us for the future. The chart below shows the resources we used to help us maintain rate stability again 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.

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

Sincerely,

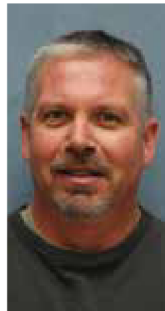
Jeff Brediger

Jeff Brediger

Electric DEPARTMENT



Dean Kallenborn
Electric Utility
Manager



Jeff Vogelhuber
Distribution
Superintendent

Electric Department - Overcoming many significant distractions, the Power Plant generators were cycled in service and met all peak shaving opportunities for the year. The Covid-19 variant along with the ERP Software implementation were the two major challenges in 2021. The Power Plant staff maintained focus and completed operational and maintenance activities as necessary, with zero lost time accidents.

With the purchase of the former AMP Diesels completed in 2020, the plant incorporated the maintenance inspections and operation into its routine. Fiber communication to the units for start / stop and all run activities has been brought to the control room for remote operation of the units.

The three coal units completed emissions testing to satisfy the OEPA permit requirements. The units are required to test twice within the five year permit period. All three units were well below the threshold of particulate limit.

The converted natural gas unit had suffered some burner heat fatigue on some components. Plant staff was able to procure parts from the OEM and the parts were installed with plant technicians. This unit had also completed its emission testing for NOx, an annual EPA requirement.

The ERP software upgrade has been quite taxing to our staff. All preventative maintenance work and SOP procedures had to be hand entered into the system, along with testing and training on the system. Developing solutions and reporting back to the software managers and developers were critical in getting working solutions to the issues.

The Electric System Improvement study was completed and recommendations were instituted for the coordination of the Orrville system protection relays. This had a near immediate impact on customer reliability in reducing the outage area impacts of isolated incidents.

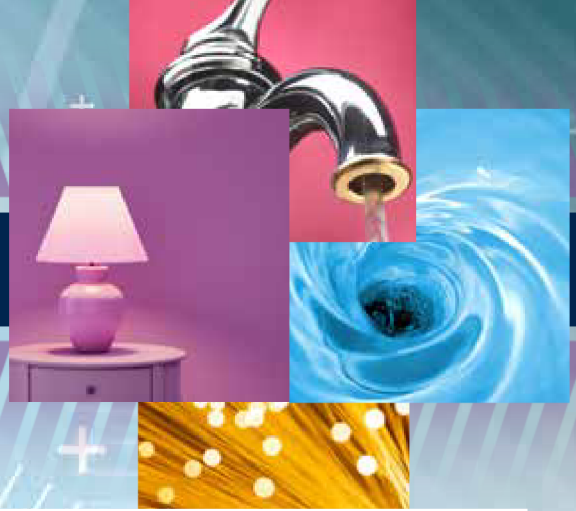
Accomplishments:

- Successful year of peak shaving of capacity and transmission for maximum financial credits.
- Implemented maintenance and operations practices for the diesel generators.
- Instituted the relay coordination recommendations for increased customer reliability.
- Completed emissions testing on all boilers.

Upcoming and continuing work:

- Continuation of second tie point discussions and sale of transmission assets.
- Buss loading and substation transformer balancing for new customer growth.
- New substation transformer purchases.

Electric DEPARTMENT



Electric Utility Department

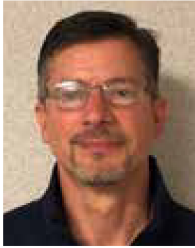
Operating Income and Expense Report 3 - Year Summary

Description	2021	2020	2019
Electric Utility Operating Revenue	\$34,387,393	\$40,518,846	\$34,176,811
Electric Utility Operating Expenses	\$36,529,438	\$37,551,526	\$29,598,510
Debt Service	\$0	\$0	\$0
Transfers	\$4,672,850	\$7,701,289	\$0

Operating Statistics Report 3 - Year Summary

Description	2021	2020	2019
System Sales (retail), kWh	296,744,018	285,158,261	302,308,852
Total Revenues	\$34,387,393	\$40,393,710	\$33,998,626
Gross Generation, kWh	30,340,643	32,359,792	16,488,008
Wholesale Sales, kWh	67,750	59,592,579	39,634,000
Wholesale Revenues	\$3,256,718	\$1,470,110	\$1,156,758
Total Expenses	\$36,529,438	\$37,551,495	\$29,598,509
Fund Cash Balances			
Revenue	\$8,048,421	\$10,800,647	\$13,919,656
Replacement and Improvement	\$3,032,490	\$3,015,161	\$2,982,030
Utility Reserve	\$40,491,346	\$36,509,320	\$30,046,814
Total Fund Balance	\$51,572,257	\$50,325,128	\$46,948,500
Coal Burned, tons	9,805	10,501	6,870
Natural Gas Burned, MCF	211,339	259,834	104,297
Peak System Demand, kW	59,360	60,340	59,090

Water DEPARTMENT



Kevin Givins
Superintendent

The Orrville Water Department treated 520 million gallons in 2021 for an average of 1.4 million gallons of water per day. The peak day occurred on June 29th when 2.96 million gallons were pumped into the distribution system. 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 and update areas of concern in the water distribution system.

Projects completed in 2021:

Distribution System Upgrades:

- Abandoned an old cast iron water main on West High Street and transferred services to the newer ductile iron line.

Ongoing preventative maintenance programs including:

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

Two production wells were cleaned and the pumps and motors rebuilt.

Replaced a service vehicle; installed a new lime feeder; cleaned, made repairs and performed inspections on four underground water storage tanks; rebuilt a lime sludge pump and restored the parking lot west of the treatment plant.

Upcoming projects in 2022:

Ongoing preventative maintenance programs including:

- Distribution system flushing.
- Roadway valve maintenance (1/3 of system).
- Water meter maintenance.
- Fire hydrant maintenance.

Continue with the distribution system upgrade program.

Clean and recondition two production wells.

Replace the roof on the Water Plant maintenance garage.

Install variable speed drive to #1 high service pump.

Replace 4 gate valves and the altitude control valve in the central water tower vault.

Water Department

Operating Income and Expense Report 3 - Year Summary

Description	2021	2020	2019
Water Utility Operating Revenue	\$4,897,236	\$4,738,646	\$4,367,541
Water Utility Operating Expenses	\$3,643,204	\$3,935,435	\$4,313,868
Debt Service	\$335,000	\$335,000	\$325,000
Transfers	\$1,172,207	\$1,056,686	\$599,698

Wastewater DEPARTMENT



Steve Carathurs
Superintendent

In 2021 the City of Orrville's Wastewater Treatment Plant treated 906 million gallons of residential, industrial and commercial wastewater.

Three hundred dry tons of bio-solids were removed from the influent flow and land applied to local farm fields as soil amendment, saving on commercial fertilizer. The facility operated at 60% of its rated capacity.

Nine employees maintain and operate the facility, along with two lift stations on the system and forty two miles of sanitary sewer line.

Significant 2020 Accomplishments:

- All major discharge requirements were met.
- Replaced diffusers in the first stage aeration tanks.

Major Goals for 2021:

- Work with Burgess & Niple Engineering on completing local limits sampling, designing a second influent screen and evaluate the Industrial Per-Treatment program.
- Complete Infiltration & Inflow (I&I) study on the sanitary sewer system with Duke's Root Control.

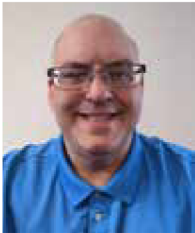
Wastewater Department

Operating Income and Expense Report

3 - Year Summary

Description	2021	2020	2019
Wastewater Utility Operating Revenue	\$2,526,708	\$2,858,558	\$2,918,334
Wastewater Utility Operating Expenses	\$2,504,031	\$2,378,887	\$2,571,552
Debt Service	\$0	\$0	\$0
Transfers	\$461,257	\$331,913	\$518,374

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)** – 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 2021:

IT Group

- Completed the implementation of the Harris Innoprise ERP system.
- Provided support for yearly IT audit being performed by the state.
- Implemented a hyper-converged private cloud and storage system to support all vendor applications.
- Completed the electronic doors locks at city hall.
- Installed the Proxmox private cloud backup system.

Telecommunications

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

2022 Projects:

IT Department

- Install new Proxmox private cloud servers to replace old units.
- Provide support for the annual state IT audit.
- Switch phone system software from Sagnoma PBX to VitalPBX.
- Implement new core switches to provide network redundancy and replace aging units.
- Evaluate switching applications to a hybrid private/public cloud system.
- Evaluate moving file storage to the public cloud.

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

330.684.5012

207 N. Main Street

Electric Utility Manager

Dean Kallenborn

330.684.5109

1100 Perry Street

Superintendent of Electric Distribution

Jeff Vogelhuber

330.684.5140

1100 Perry Street

Superintendent of Water Utility

Kevin Givins

330.684.5130

300 Mineral Spring Street

Superintendent of Wastewater Utility

Steve Carathurs

330.684.5160

1530 N. Main Street

Manager of Technical Services

Jeff Fenningsdorf

330.684.5103

207 N. Main Street

**Office of Orrville Economic
Development**

Mike Hedberg

330.684.5080

207 N. Main Street

Billing Office

330.684.5010

125 W. Water Street