Utility Billing Activity Report

For the year of: 2024

Revenue collected:	Water:	$2,845,475.74
	Sewer:	$3,221,625.95
	Storm:	$430,223.62
	Recycle:	$453,549.81
	Total Revenue:	$6,950,875.12
	Total Gallons Billed:	379.661 MG
Customer Service:	Total Bills Sent Out:	67,700
	Average # of Customers:	5,642
	E-check Payments:	6,115
	Payments via Mail:	21,884
	of Walk-up Customers:	7,256
	ACH Payments:	6,111
	Invoice Cloud:	18,543
	Total Payments Processed:	59,909
	Total Work Orders:	1358
	Leak notifications:	601
Delinquency:	Delinquent Notices Sent:	5,125
	Shut Offs completed:	172
	Collection from Shut Offs:	$36,316.16
	Total Delinquent 120+ Days:	$72,549.77
	Total outstanding balances 120+ Days applied to property taxes:	$57,583.75
Recycle:	Recyclables Collected	932.31 Tons

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Portage Co:		
	Sewer Revenue:	$537,900.22
	Gallons of Sewage Treated:	175.819 MG
Top Users:		
Top 5 Water Users:	Novo Health	41.287 MG
	UHPMC	18.238 MG
	Horizon Land Mgmt	10.523 MG
	PMHA	6.922 MG
	UMH Properties	6.455 MG
Top 5 Sewer Users:	Novo Health	41.287 MG
	UHPMC	14.251 MG
	Parker Hannifin	5.922 MG
	Smurfit-Stone	5.850 MG
	Performance Elastomers	5.289 MG
Bulk Water Sales Total		$38,981.32
		3,898,132 Gallons

Utility Billing/ Meter Departments 2024 in Summary

- Meters communications continue running optimally at a 99.6% daily read rate.
- 2024 saw an increase to overall revenue by 2.5%
- 2024 on time payments: 76.4% of payments were made on time which was a slight increase over 2023
- On average, within 60 days of an invoice being billed we have collected 94% of the revenue, after 90 days 98% of the billed revenue has been collected.

Looking ahead at 2025

We do not anticipate any major changes to procedures, equipment, or personnel in 2025. We are replacing our large commercial water meters as they approach their projected end of life. This is an incremental process as they were originally installed incrementally. Although we don't anticipate any major changes, as we do each year we look forward to what 2025 will bring and will tackle any challenges as we always have, which is find the best solution for the well-being of our citizens and our City.

Safety Department 2025

In 2025 have many initiatives planned.

- First, we are conducting a city facility hazardous materials round up and disposal
- Month long safety themes, we will focus on a safety topic with trainings and encourage a safety-first culture.
- Initiate an employee lead safety committee to hear the unique needs of departments, ideas, and collaborate together. Again, this will help promote a safety culture within our departments.
- Standardize first aid kits in city facilities and all city vehicles.
- Standardize basic PPE in each city vehicle to help protect from the most common hazards. (example: hearing/ eye/ respiratory protection, gloves, high-viz vest)
- Update fire evacuation and lockdown plans and practice drills with each facility
- Institute emergency communications systems within select city facilities
- Customized equipment and vehicle safety checklists

The above are just a few of the many items planned, we are looking forward to a busy year working to make the City a safer place for our employees.