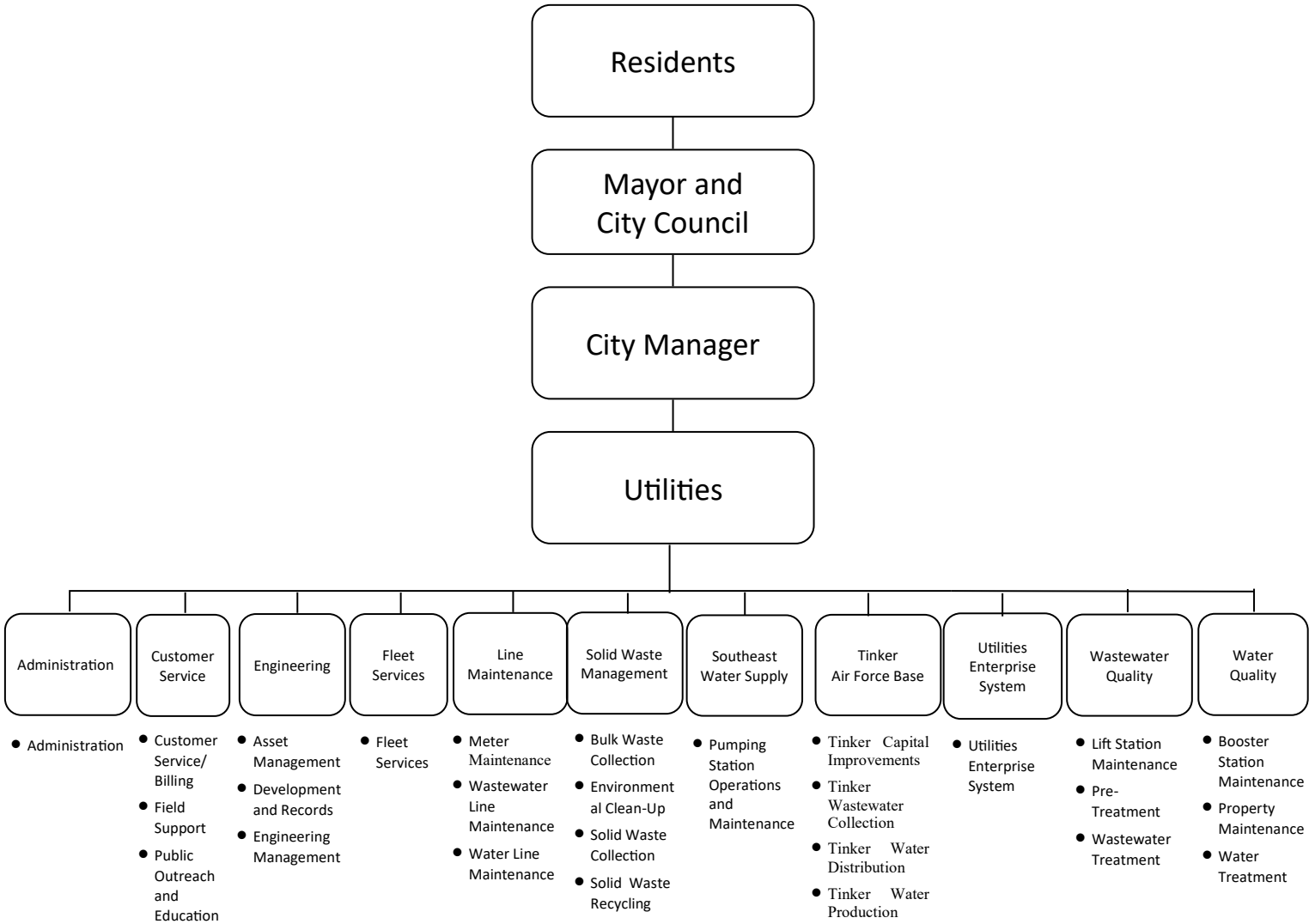


Utilities



Director	Budget	Positions
Chris Browning	\$115,762,022	808

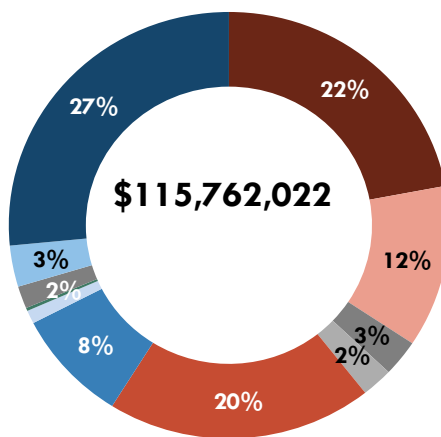
DEPARTMENT INTRODUCTION

MISSION STATEMENT

The mission of the Utilities Department is to provide water, wastewater, and trash collection services for customers throughout central Oklahoma to safeguard public health and the environment, support public safety, and enable economic prosperity.

DEPARTMENT BUDGET

- Administration
- Customer Service
- Engineering
- Fleet Services
- Line Maintenance
- Solid Waste Management
- Southeast Water Supply
- Tinker Air Force Base
- Utilities Enterprise System*
- Wastewater Quality
- Water Quality



Department Facts

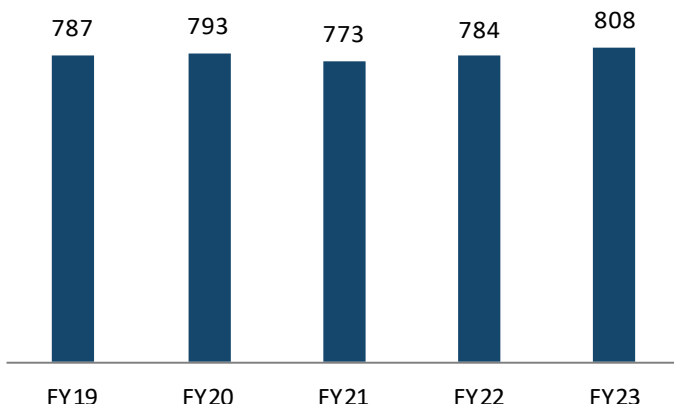
- The Utilities Department operates on rate-payer funds, that is money received when utility bills are paid.
- The Utilities Department serves 1.4 million people.
- Pumped 35.8 billion gallons of water and treated 29.5 billion gallons of wastewater.
- Sold 2.8 billion gallons of reuse water.
- Recycling program diverted 16,260 tons of waste from landfills in FY22.

DEPARTMENT OVERVIEW

The Utilities Department has a total budget of \$115,762,022, which is an increase of 4.55%. There are 808 positions authorized in the FY23 budget, an increase of 24 positions over the FY22 budget.

* The Utilities Enterprise System Line of Business was added during the FY23 budget development process.

POSITION HISTORY



To review performance information, please see the attached supplemental performance report or visit our website: www.okc.gov/performance

MAJOR BUDGET CHANGES

Utilities Department Major Budget Changes	Amount	Positions
1. Changes in personnel related costs such as salaries, merit, retirement, health insurance, and other benefits	\$1,991,911	
2. Adds a Field Customer Service Representative to the Field Support Program to help meet the increase in demand	\$64,999	1.0
3. Adds a Pretreatment Coordinator to the Wastewater Quality Pretreatment Program to oversee sampling, inspection, documentation, and enforcement of pharmaceuticals	\$89,991	1.0
4. Adds a Revenue Auditor position to the Administration Program to support the growing debt management program and federal funding opportunities	\$86,519	1.0
5. Adds a System Analyst II to the Utilities Enterprise System Program for pressure system management	\$93,694	1.0
6. Adds a Utility Planner & Scheduler to the Field Support Program to take over duties such as planning and scheduling operation	\$80,083	1.0
7. Adds an Administrative Coordinator to the Development and Records Program to assist with administrative duties	\$66,448	1.0
8. Adds an Administrative Specialist to the Public Outreach and Education Program to help identify program improvements to better serve those who need assistance	\$77,070	1.0
9. Adds an Assistant Superintendent to the Customer Service, Solid Waste Management and Water Quality for business continuity	\$101,488	1.0
10. Adds an Assistant Water Quality Superintendent to the Water Treatment Program to oversee 78 positions and provide operational management of the water distribution facilities	\$101,488	1.0
11. Adds an Engineering Projects Manager to the Tinker Water Distribution Program to manage outsourced water and	\$105,672	1.0
12. Adds an Environmental Unit Specialist to the Wastewater Quality Commercial Pretreatment Program to monitor commercial pretreatment and enforcement of regulatory requirements	\$71,529	1.0
13. Adds an Unit Operations Leader to the Customer Service Billing Program to supervise the seven new Utilities Customer Service Representatives	\$74,195	1.0
14. Adds an Utilities Assistant Superintendent to the Solid Waste Program to supervise 102 employees	\$101,488	1.0
15. Adds an Utilities Business System Manager to the Utilities Enterprise Program to lead initiatives that impact the design, operations, and support of business-critical systems	\$114,754	1.0
16. Adds an Utility Planner & Scheduler to the Administration Program to oversee that timely safety and regulatory training are	\$80,083	1.0
17. Adds seven Customer Service Representatives to the Customer Service Billing Program to help meet increasing service demands	\$389,333	7.0
18. Adds two Refuse Collector III to the Bulky Waste Program to meet service demands	\$111,238	2.0
19. Decreases line maintenance materials to centralize all line maintenance inventory in the Oklahoma Water Utilities Trust	(\$1,307,691)	
20. Increases to risk chargebacks	\$751,249	
21. Increases chemical's budget to address contract price increases and additional treatment requirements	\$805,000	
22. Increases funding to repair and maintenance parts at the Draper and Hefner Water Treatment Plants	\$200,000	
23. Increases salary reserve in Solid Waste Management	\$350,000	

EXPENDITURES

Summary of Expenditures by Purpose	FY21 Actual	FY22 Adopted Budget	FY23 Adopted Budget	Percent Change
Operating Expenditures				
Administration	\$20,726,896	\$24,808,438	\$25,520,588	2.87%
Customer Service	11,023,176	13,127,262	14,225,284	8.36%
Engineering	2,236,768	2,887,913	3,183,828	10.25%
Fleet Services	2,345,135	2,627,666	2,653,582	0.99%
Line Maintenance	20,075,628	23,911,193	22,606,366	-5.46%
Solid Waste Management	8,698,755	9,204,681	9,856,511	7.08%
Southeast Water Supply	743,925	1,164,037	1,162,777	-0.11%
Tinker Air Force Base	3,540	258,253	269,718	4.44%
Utilities Enterprise System*	0	0	1,962,221	N/A
Wastewater Quality	3,201,619	3,398,422	3,617,496	6.45%
Water Quality	25,601,792	29,339,840	30,703,651	4.65%
Total Operating Expenditure	\$94,657,234	\$110,727,705	\$115,762,022	4.55%
Department Total	\$94,657,234	\$110,727,705	\$115,762,022	4.55%

*Added during the FY23 budget development process

Summary of Expenditures by Funding Source	FY21 Actual	FY22 Adopted Budget	FY23 Adopted Budget	Percent Change
Solid Waste Mgmt Fund*	\$10,106,974	\$0	\$0	N/A
Utilities - Solid Waste Fund	0	10,581,978	11,691,733	10.49%
Utilities - Wastewater Fund	27,220,227	32,004,991	33,171,533	3.64%
Utilities - Water Fund	57,330,033	68,140,736	70,898,756	4.05%
Total All Funds	\$94,657,234	\$110,727,705	\$115,762,022	4.55%

* The Solid Waste Fund moved from fund 370 to 399



POSITIONS

Summary of Positions by Purpose	FY21 Actual	FY22 Adopted Budget	FY23 Adopted Budget	Percent Change
Administration	71.00	70.00	56.00	-20.00%
Customer Service	156.00	158.00	170.00	7.59%
Engineering	26.00	27.00	28.00	3.70%
Fleet Services	22.00	22.00	22.00	0.00%
Line Maintenance	227.00	226.00	226.00	0.00%
Solid Waste Management	107.00	107.00	110.00	2.80%
Southeast Water Supply	5.00	9.00	9.00	0.00%
Tinker Air Force Base	0.00	3.00	3.00	0.00%
Utilities Enterprise System*	0.00	0.00	19.00	N/A
Wastewater Quality	27.50	30.50	32.50	6.56%
Water Quality	131.50	131.50	132.50	0.76%
Department Total	773.00	784.00	808.00	3.06%

*Added during the FY23 budget development process

Summary of Positions by Funding Source	FY21 Actual	FY22 Adopted Budget	FY23 Adopted Budget	Percent Change
Solid Waste Mgmt Fund*	107.00	0.00	0.00	N/A
Utilities - Solid Waste Fund	0.00	107.00	110.42	3.20%
Utilities - Wastewater Fund	262.05	266.95	277.66	4.01%
Utilities - Water Fund	403.95	410.05	419.92	2.41%
Department Total	773.00	784.00	808.00	3.06%

* The Solid Waste Fund moved from fund 370 to 399



UTILITIES LINES OF BUSINESS

ADMINISTRATION

- **The Administration Program** provides planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Administration Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Administration	71.00	\$20,726,896	70.00	\$24,808,438	56.00	\$25,520,588
Line of Business Total	71.00	\$20,726,896	70.00	\$24,808,438	56.00	\$25,520,588

CUSTOMER SERVICE

- **The Customer Service/Billing Program** provides account, billing, and customer issue resolution services to Utility customers so they can receive correct account information, accurate billing, and prompt issue resolution.
- **The Field Support Program** provides meter reading, water service response, inspection, and enforcement services to metro area residents, businesses, other communities, as well as internal customers so they can receive a prompt and accurate resolution of water billing discrepancies and customer requests.
- **The Public Outreach and Education Program** provides consistent and timely internal and external communication to customers so they can more effectively access utility services.

Customer Service Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Customer Service/Billing	83.52	\$6,057,497	85.52	\$7,569,231	90.02	\$7,653,857
Field Support	72.48	4,965,679	72.48	5,558,031	74.98	6,045,376
Public Outreach and Education*	0.00	0	0.00	0	5.00	526,051
Line of Business Total	156.00	\$11,023,176	158.00	\$13,127,262	170.00	\$14,225,284

*Added during the FY22 Strategic Business Plan update process

ENGINEERING

- **The Asset Management Program** provides management the most cost effective and efficient manner to maintain the Utilities infrastructure, so ratepayers can maintain low rates.
- **The Development and Records Program** provides water and wastewater plan review, information requests, and record services to the public so they can effectively and timely implement private improvements to the utility system.
- **The Engineering Management Program** provides water and wastewater improvement design oversight, review, and project management services to individuals, businesses, and communities so they can have funded capital improvement projects completed in a timely manner.

Engineering Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Asset Management*	0.00	\$0	0.00	\$0	4.00	\$473,248
Development and Records**	0.00	0	0.00	0	12.50	1,079,528
Engineering Management	14.32	1,188,592	13.50	1,655,784	11.50	1,631,052
Infrastructure Records	3.34	318,275	0.00	4,126	0.00	0
Private Development	8.34	729,901	13.50	1,228,003	0.00	0
Line of Business Total	26.00	\$2,236,768	27.00	\$2,887,913	28.00	\$3,183,828

*Added during the FY22 Strategic Business Plan update process

**Infrastructure Records Program was combined with the Private Development Program and created the new Development and Records Program during the FY22 Strategic Business Plan Update Process

FLEET SERVICES

- **The Fleet Services Program** provides fleet services for Utilities Department employees, so they have safe and reliable vehicles and equipment.

Fleet Services Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Fleet Services	22.00	\$2,345,135	22.00	\$2,627,666	22.00	\$2,653,582
Line of Business Total	22.00	\$2,345,135	22.00	\$2,627,666	22.00	\$2,653,582

LINE MAINTENANCE

- **The Meter Maintenance Program** provides water meter maintenance services for accurate meter reading and safe operations.
- **The Wastewater Line Maintenance Program** provides sanitary sewer line operation and maintenance services to Utility customers so they can have uninterrupted sanitary sewer service.
- **The Water Line Maintenance Program** provides operations and maintenance to the distribution system for Utility customers so they have water with minimal disruption in service.

Line Maintenance Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Meter Maintenance	32.00	\$1,879,577	31.00	\$2,742,059	31.00	\$2,682,110
Wastewater Line Maintenance	89.00	8,808,121	89.00	10,183,186	89.00	9,638,073
Water Line Maintenance	106.00	9,387,930	106.00	10,985,948	106.00	10,286,183
Line of Business Total	227.00	\$20,075,628	226.00	\$23,911,193	226.00	\$22,606,366



SOLID WASTE MANAGEMENT

- **The Bulk Waste Collection Program** provides bulk solid waste removal services to Oklahoma City residents so they can have their bulk waste disposed of in a satisfactory manner.
- **The Environmental Clean-Up Program** provides litter and illegal dumping removal services to Oklahoma City residents and visitors so they can enjoy a clean, healthy environment.
- **The Solid Waste Collection Program** provides solid waste removal, transport and disposal services to Oklahoma City residents and businesses so they can have their refuse collected and disposed of in a satisfactory and environmentally safe manner on a weekly basis.
- **The Solid Waste Recycling Program** provides recycling services to Oklahoma City residents so they can have their recycling collected and disposed of in a satisfactory and environmentally safe manner.

Solid Waste Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Bulk Waste Collection	30.50	\$2,042,145	30.50	\$2,245,083	32.75	\$2,360,980
Environmental Clean-Up	8.50	619,248	8.50	624,003	8.75	663,966
Solid Waste Collection	68.00	6,037,363	68.00	6,335,595	68.25	6,806,193
Solid Waste Recycling*	0.00	0	0.00	0	0.25	25,372
Line of Business Total	107.00	\$8,698,755	107.00	\$9,204,681	110.00	\$9,856,511

*Added during the FY22 Strategic Business Plan update process

SOUTHEAST WATER SUPPLY

The Pumping Station Operations and Maintenance Program provides reliable transportation of fresh water from Southeast Oklahoma to the entire Oklahoma City metro region so they can benefit from an adequate water supply.

Southeast Water Supply Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Pumping Station Operations and Maintenance	5.00	\$743,925	9.00	\$1,164,037	9.00	\$1,162,777
Line of Business Total	5.00	\$743,925	9.00	\$1,164,037	9.00	\$1,162,777

TINKER AIR FORCE BASE

- **The Tinker Capital Improvement Program** provides project management services to Tinker Air Force Base to ensure capital improvement projects are completed in a timely manner to minimize the likelihood of distribution in service.
- **The Tinker Wastewater Collection Program** provides operations, maintenance, and repair services to the collection system for Tinker Air Force Base so they can receive reliable water service.
- **The Tinker Water Distribution Program** provides operations, maintenance, and repair services to the distribution system for Tinker Air Force Base so they can receive reliable water service.
- **The Tinker Water Production Program** provides operations, maintenance, and repair services of water wells and booster stations for Tinker Air Force Base so they can receive reliable water service.

Tinker Air Force Base Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Tinker Capital Improvement*	0.00	\$0	0.00	\$0	0.00	\$0
Tinker Wastewater Collection*	0.00	0	0.00	0	0.00	0
Tinker Water Distribution	0.00	3,540	3.00	258,253	3.00	269,718
Tinker Water Production*	0.00	0	0.00	0	0.00	0
Line of Business Total	0.00	\$3,540	3.00	\$258,253	3.00	\$269,718

*Added during the FY22 Strategic Business Plan update process

UTILITIES ENTERPRISE SYSTEM

- **The Utilities Enterprise System Program** provides the department the ability to optimize the utilization of technology systems throughout the Utilities Department by creating value in their use, modernizing and computerizing functions, achieving quality improvements in those processes and making Utilities programs more effective.

Utilities Enterprise System Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Utilities Enterprise System*	0.00	\$0	0.00	\$0	19.00	\$1,962,221
Line of Business Total	0.00	\$0	0.00	\$0	19.00	\$1,962,221

*This program was added during the FY23 budget development process

WASTEWATER QUALITY

- **The Lift Station Maintenance Program** provides properly operating and maintained wastewater lift stations to ensure system reliability.
- **The Pre-Treatment Program** provides permitting, monitoring, and information services to commercial and industrial users so they can discharge their treated waste into the sanitary sewer system in an environmentally safe manner.
- **The Wastewater Treatment Program** provides contract monitoring for outsourced treatment plant operations and biosolids disposal services provided to City residents, businesses and other communities so they can have environmentally safe wastewater disposal.

Wastewater Quality Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Lift Station Maintenance	13.50	\$1,759,695	15.50	\$1,651,189	15.50	\$1,709,465
Pre-treatment	10.00	939,034	12.00	1,282,329	14.00	1,477,770
Wastewater Treatment	4.00	502,890	3.00	464,904	3.00	430,261
Line of Business Total	27.50	\$3,201,619	30.50	\$3,398,422	32.50	\$3,617,496

WATER QUALITY

- **The Booster Station Maintenance Program** provides adequate supply and pressure to customers throughout the water distribution system.
- **The Property Maintenance Program** provides lake property and facility maintenance services to City treatment plants and property users so they receive timely responses to their maintenance requests.
- **The Water Treatment Program** provides potable water services to customers so they can receive a safe, continuous supply of water.

Water Quality Positions and Budget

Program	FY21		FY22		FY23	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Booster Station Maintenance*	0.00	\$0	0.00	\$0	0.00	\$0
Property Maintenance	42.00	3,914,861	42.00	4,271,568	43.00	4,420,380
Water Treatment	89.50	21,686,931	89.50	25,068,272	89.50	26,283,271
Line of Business Total	131.50	\$25,601,792	131.50	\$29,339,840	132.50	\$30,703,651

*This program was added during the FY22 Strategic Business Plan update process



The City of
OKLAHOMA CITY