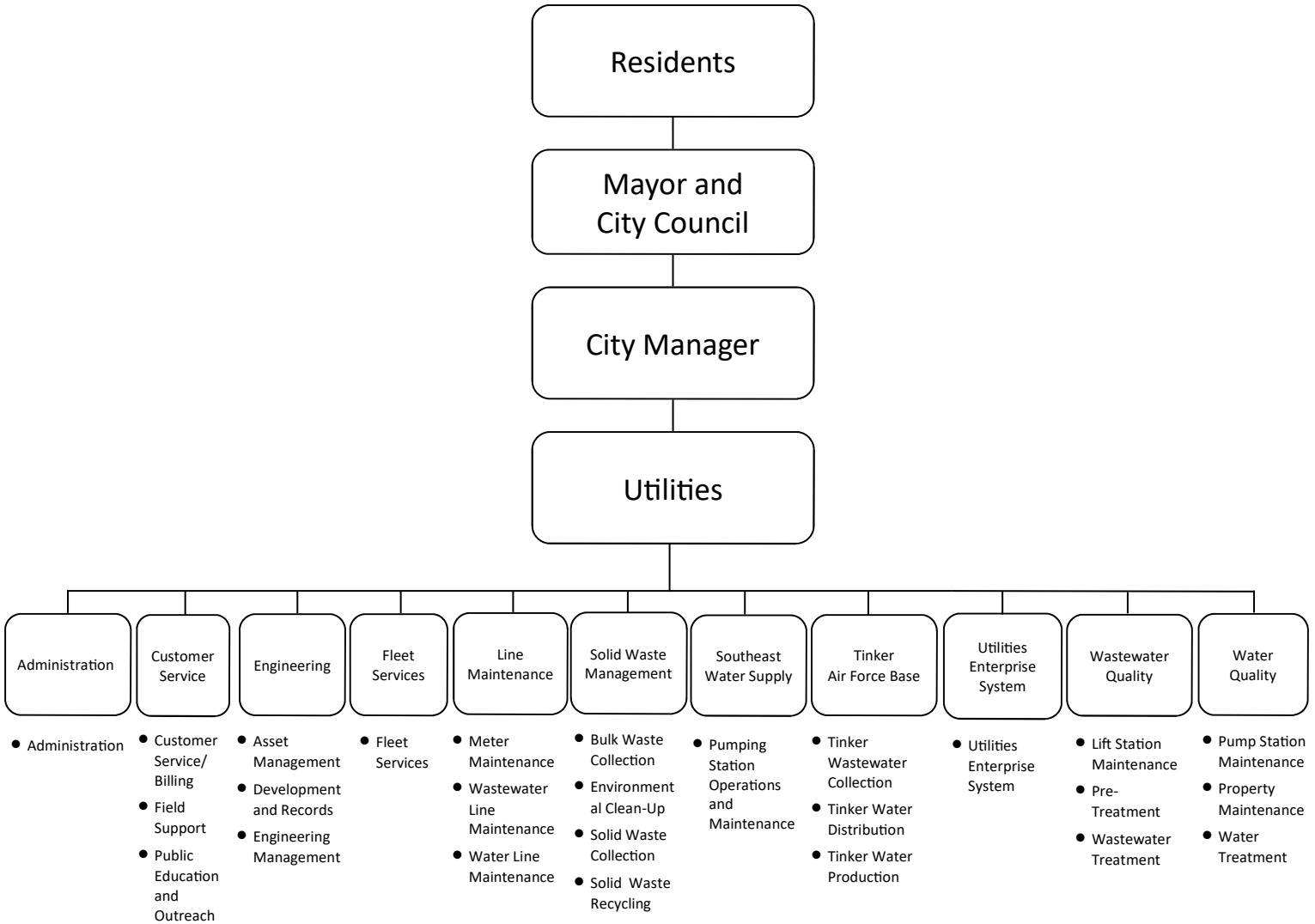


Utilities



Director	Budget	Positions
Chris Browning	\$112,769,203	826

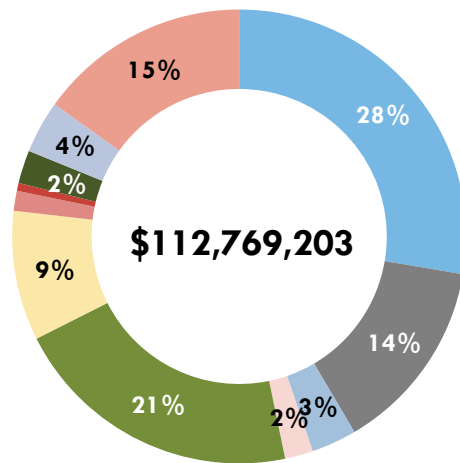
DEPARTMENT INTRODUCTION

MISSION STATEMENT

The mission of the Utilities Department is to provide water, wastewater, and solid waste services to metro area residents, businesses, and other communities so they can enjoy public health protection through safe drinking water and environmentally safe waste disposal.

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

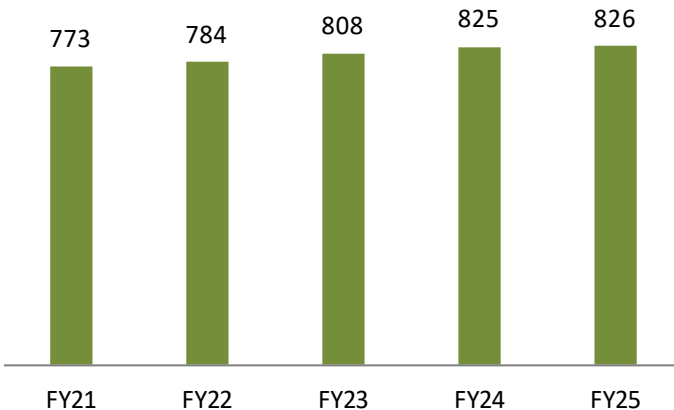


Department Facts

- 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 37.07 billion gallons of water and treated 24.4 billion gallons of wastewater.
- Sold 2.5 billion gallons of reuse water.
- Recycling program diverted 16,312 tons of waste from landfills in FY23.

DEPARTMENT OVERVIEW

The Utilities Department has a total budget of \$112,769,203, which is an increase of 2.69%. There are 826 positions authorized in the FY25 budget, an increase of one position over the FY24 budget.



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.	\$5,553,641	
2. Decreases the budget for Root Control and Fats, Oils, and Grease (FOG) reduction services to the Trust, allocating \$800,000 for FOG reduction treatments and \$900,000 for Root Control programs.	(\$1,700,000)	
3. Adjusts Utilities Salary Reserves.	(\$926,509)	
4. Risk Management Chargebacks for Property, Liability, and Workers Compensation.	(\$578,542)	
5. Decreases the cellular service and equipment budgets and centralizes them in the Trust.	(\$226,188)	
6. Information Technology Chargebacks.	(\$98,138)	
7. Increases funding to the services and supplies budget due to price increases due to inflation.	\$913,000	
8. Adjusts Utilities Administrative Chargebacks.	\$682,847	
9. Adds funding for one Assistant Municipal Counselor I to Utilities Administration program to assist in providing Trust legal services in day-to-day operations for the Utilities Department.	\$100,086	
10. Adds one SCADA Systems Analyst to the Tinker Air Force Base program to support the Enterprise SCADA System with Tinker AFB.	\$96,187	1.0
11. Increases funding to part time wage funding for Utilities Customer Service.	\$84,000	
12. Print Services Chargebacks.	\$32,630	
13. Deletes one SAP Application Support Specialist and adds one System Analyst III to the Utilities Enterprise Systems program to enable more efficient comprehensive technical and operational management of Customer Service Systems and functions.	\$24,331	
14. Deletes one SCADA Systems Analyst and adds one Systems Analyst III to the Utilities Enterprise Systems program to address Risk and Resilience Assessment mitigations and regulatory compliance.	\$16,993	
15. Deletes one Administrative Coordinator and adds one Administrative Specialist to the Utilities Line Maintenance program to maintain effective daily operations, compliance with policies, financial resource optimization, and enhanced oversight of facility maintenance in the Line Maintenance Division.	\$12,048	
16. Deletes one Civil Engineer III and adds one Civil Engineer IV to the Treatment Facilities & Building Program to manage day-to-day execution of capital improvement projects for facilities and buildings.	\$9,840	

EXPENDITURES

Summary of Expenditures by Purpose	FY23 Actual	FY24 Adopted Budget	FY25 Adopted Budget	Percent Change
Operating Expenditures				
Administration	\$22,998,766	\$30,840,544	\$31,197,587	1.16%
Customer Service	12,723,179	14,796,024	15,634,797	5.67%
Engineering	2,881,592	3,553,812	3,631,508	2.19%
Fleet Services	2,285,758	2,054,662	2,257,727	9.88%
Line Maintenance	21,120,751	23,523,731	23,471,573	-0.22%
Solid Waste Management	9,188,590	10,448,247	10,426,558	-0.21%
Southeast Water Supply	970,487	1,652,986	1,598,566	-3.29%
Tinker Air Force Base	236,260	411,016	629,151	53.07%
Utilities Enterprise System*	1,923,340	2,217,419	2,663,211	20.10%
Wastewater Quality	3,593,865	3,921,324	4,227,630	7.81%
Water Quality	40,604,793	16,399,307	17,030,895	3.85%
Total Operating Expenditure	\$118,527,381	\$109,819,072	\$112,769,203	2.69%
Department Total	\$118,527,381	\$109,819,072	\$112,769,203	2.69%

*Added during the FY23 budget development process

Summary of Expenditures by Funding Source	FY23 Actual	FY24 Adopted Budget	FY25 Adopted Budget	Percent Change
Utilities - Solid Waste Management Fund	\$10,955,274	\$13,524,165	\$13,442,803	-0.60%
Utilities - Wastewater Fund	30,870,877	37,208,641	37,956,548	2.01%
Utilities - Water Fund	76,701,230	59,086,266	61,369,852	3.86%
Total All Funds	\$118,527,381	\$109,819,072	\$112,769,203	2.69%



POSITIONS

Summary of Positions by Purpose	FY23 Actual	FY24 Adopted Budget	FY25 Adopted Budget	Percent Change
Administration	56.00	59.00	61.00	3.39%
Customer Service	170.00	170.00	168.00	-1.18%
Engineering	28.00	30.00	30.00	0.00%
Fleet Services	22.00	22.00	22.00	0.00%
Line Maintenance	226.00	231.00	231.00	0.00%
Solid Waste Management	110.00	110.00	110.00	0.00%
Southeast Water Supply	9.00	9.00	9.00	0.00%
Tinker Air Force Base	3.00	4.00	5.00	25.00%
Utilities Enterprise System*	19.00	20.00	20.00	0.00%
Wastewater Quality	32.50	34.50	34.50	0.00%
Water Quality	132.50	135.50	135.50	0.00%
Department Total	808.00	825.00	826.00	0.12%

*Added during the FY23 budget development process

Summary of Positions by Funding Source	FY23 Actual	FY24 Adopted Budget	FY25 Adopted Budget	Percent Change
Utilities - Solid Waste Management Fund	110.42	110.00	110.00	0.00%
Utilities - Wastewater Fund	277.66	286.00	285.40	-0.21%
Utilities - Water Fund	419.92	429.00	430.60	0.37%
Department Total	808.00	825.00	826.00	0.12%



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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Administration	56.00	\$22,998,766	59.00	\$30,840,544	61.00	\$31,197,587
Line of Business Total	56.00	\$22,998,766	59.00	\$30,840,544	61.00	\$31,197,587

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 Education and Outreach Program** provides consistent and timely internal and external communication to customers so they can increase their awareness and utilization of water-efficient practices.

Customer Service Positions and Budget

Program	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Customer Service/Billing	90.02	\$6,385,181	90.02	\$7,931,421	90.02	\$8,519,288
Field Support	74.98	5,952,264	74.98	6,346,812	74.98	6,829,495
Public Education and Outreach*	5.00	385,734	5.00	517,791	3.00	286,014
Line of Business Total	170.00	\$12,723,179	170.00	\$14,796,024	168.00	\$15,634,797

*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 and construction 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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Asset Management*	4.00	\$335,526	4.00	\$504,002	4.00	\$358,696
Development and Records**	12.50	1,154,404	13.50	1,299,206	13.50	1,378,976
Engineering Management	11.50	1,380,977	12.50	1,750,604	12.50	1,893,836
Infrastructure Records	0.00	0	0.00	0	0.00	0
Private Development	0.00	10,686	0.00	0	0.00	0
Line of Business Total	28.00	\$2,881,592	30.00	\$3,553,812	30.00	\$3,631,508

*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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Fleet Services	22.00	\$2,285,758	22.00	\$2,054,662	22.00	\$2,257,727
Line of Business Total	22.00	\$2,285,758	22.00	\$2,054,662	22.00	\$2,257,727

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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Meter Maintenance	31.00	\$2,229,919	33.00	\$2,915,062	34.00	\$3,219,857
Wastewater Line Maintenance	89.00	9,547,941	90.50	9,976,078	89.00	8,952,435
Water Line Maintenance	106.00	9,342,891	107.50	10,632,591	108.00	11,299,281
Line of Business Total	226.00	\$21,120,751	231.00	\$23,523,731	231.00	\$23,471,573



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 collected in a satisfactory manner.
- **The Environmental Clean-Up Program** provides street sweeping, 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 Management Positions and Budget

Program	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Bulk Waste Collection	32.75	\$2,169,397	32.75	\$2,365,238	32.75	\$2,457,307
Environmental Clean-Up	8.75	554,847	8.75	673,811	8.75	710,030
Solid Waste Collection	68.25	6,464,346	68.25	7,382,905	68.25	7,226,803
Solid Waste Recycling*	0.25	0	0.25	26,293	0.25	32,418
Line of Business Total	110.00	\$9,188,590	110.00	\$10,448,247	110.00	\$10,426,558

*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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Pumping Station Operations and Maintenance	9.00	\$970,487	9.00	\$1,652,986	9.00	\$1,598,566
Line of Business Total	9.00	\$970,487	9.00	\$1,652,986	9.00	\$1,598,566

TINKER AIR FORCE BASE

- **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 wastewater collection 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 for Tinker Air Force Base so they can receive reliable water service.

Tinker Air Force Base Positions and Budget

Program	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Tinker Wastewater Collection*	0.00	0	0.00	0	0.00	0
Tinker Water Distribution	3.00	236,260	4.00	411,016	5.00	629,151
Tinker Water Production*	0.00	0	0.00	0	0.00	0
Line of Business Total	3.00	\$236,260	4.00	\$411,016	5.00	\$629,151

*Added during the FY22 Strategic Business Plan update process

UTILITIES ENTERPRISE SYSTEM

- **The Utilities Enterprise System Program** provides the ability to optimize the utilization of technology systems throughout the Utilities Department by strategically enhancing technology systems, facilitating value creation, and driving process modernization improving service to the Oklahoma City Metro Community.

Utilities Enterprise System Positions and Budget

Program	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Utilities Enterprise System*	19.00	\$1,923,340	20.00	\$2,217,419	20.00	\$2,663,211
Line of Business Total	19.00	\$1,923,340	20.00	\$2,217,419	20.00	\$2,663,211

*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 waste into the sanitary sewer system in accordance with Environmental Protection Agency (EPA) regulations.
- **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 benefit from public and environmental health protection in accordance with EPA regulations.

Wastewater Quality Positions and Budget

Program	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Lift Station Maintenance	15.50	\$1,781,754	15.50	\$1,663,818	15.50	\$1,722,504
Pre-treatment	14.00	1,288,733	16.00	1,734,089	16.00	1,940,794
Wastewater Treatment	3.00	523,378	3.00	523,417	3.00	564,332
Line of Business Total	32.50	\$3,593,865	34.50	\$3,921,324	34.50	\$4,227,630

WATER QUALITY

- **The Pump Station Maintenance Program** provides adequate raw and treated water supply and pressure to customers throughout the water distribution system.
- **The Property Maintenance Program** provides lake property and facility maintenance services to water 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	FY23		FY24		FY25	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Pump Station Maintenance*	0.00	\$0	0.00	\$0	0.00	\$0
Property Maintenance	43.00	4,416,080	43.00	4,584,797	43.00	4,886,064
Water Treatment	89.50	36,188,713	92.50	11,814,510	92.50	12,144,831
Line of Business Total	132.50	\$40,604,793	135.50	\$16,399,307	135.50	\$17,030,895

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

