



John Duffy
Utilities Director

Meeting the Needs of Today and Our Future

Each year the City of Carmel Utilities department provides the Annual Report as a good overview of our performance and activities from the prior year. As we present this year's report, there is much reflection on what our Utilities departments have achieved, overcoming

many obstacles during these unprecedented global pandemic times. There have been significant developments in the past year and I'm proud to highlight these accomplishments and the impact they will have on our customers.

Wastewater Treatment Plant Expansion

To meet Carmel's continued growth, the Wastewater Treatment Plant, located at 96th Street and Hazel Dell Parkway, expanded its capacity from 12 million gallons per day to 14 million gallons per day. The expansion included the addition of two new aeration tanks, and one final clarifier along with piping/pump replacements and additions. The project was financed through a low interest loan (2.5%) offered through the Indiana Finance Authority State Revolving Loan Fund.

Since the completion of the expansion project, a series of improvement projects began, allowing the plant to biologically or chemically remove phosphorus from Carmel's wastewater effluent. Effective December 1, 2021, final effluent limitations of phosphorus are permit-regulated by the Indiana Department of Environmental Management.

Water Main Expansion

The Home Place expansion project added more than 44,000 feet of water main to the Carmel Utilities' system, providing a total of 400 residences ready access to municipal water, who had been previously served by private wells. Completed in 2021, this expansion



aides in maintaining water quality, eliminating dead-end mains and improving flow rates through more system redundancy.

Water Meter Upgrade Project

In early September 2021, the City of Carmel Utilities began replacing aging water meters across the community with new, enhanced equipment allowing for more accurate readings and better water efficiency. With an expected completion date of late 2022, the project will replace approximately 29,000 meters.

The results outlined in these pages demonstrate our commitment to providing safe and reliable water and wastewater services at rates far lower than our surrounding communities, all while continuing our responsibility of environmental sustainability and dedication to our community.

We are looking forward to another great year in 2022.

John Duffy, Utilities Director

WASTEWATER TREATMENT PLANT EXPANSION



New Clarifier Tank



Two New Aeration Tanks



Plant Expansion Aerial

WATER UTILITY

ANNUAL WATER PRODUCTION

3,892,255,000
GALLONS

AVERAGE WATER DEMAND

10.66 MILLION
GALLONS PER DAY

FACILITY INFORMATION

4 TREATMENT PLANTS

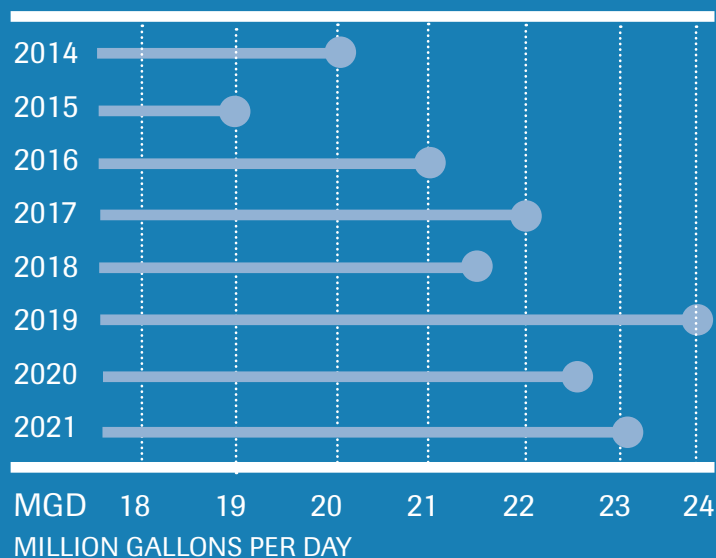
TREATMENT CAPACITY MGD

CURRENT: **34 MGD** MILLION GALLONS PER DAY
EXPANSION: **38 MGD** MILLION GALLONS PER DAY

SIZE OF SERVICE AREA SQ. MILES/ACRES:

50.23 SQ MILES

PEAK-DAY WATER DEMAND—
MILLION GALLONS PER DAY



2021 TOTALS

\$11,610,471
OPERATING BUDGET

\$168,621,723
TOTAL ASSET VALUE

59
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

31,592
NUMBER OF CUSTOMERS

852 TOTAL
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

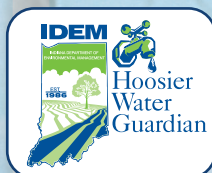
2,255
NUMBER OF WORK
ORDERS SERVICED

573
MILES OF WATER MAINS

7,242
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

40,164
NUMBER OF 811
WATER LINE LOCATES

The numbers listed above
reflect 2021 totals.



City of Carmel Utilities Partners

2021 TOTALS

\$8,206,086

OPERATING BUDGET

\$62,048,620

TOTAL ASSET VALUE

47

NUMBER OF EMPLOYEES

365

NUMBER OF DAYS
IN OPERATION

16,898

NUMBER OF CUSTOMERS

127

NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

22,713

NUMBER OF WORK
ORDERS SERVICED

265

MILES OF SANITARY MAIN

**716,652 FEET OR
135.7 MILES**

SANITARY SEWER MAIN
CLEANED/TV INSPECTED

20,313

NUMBER OF 811
SEWER LINE LOCATES

The numbers listed above
reflect 2021 totals.

WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW

3,645,000,000

GALLONS

CLASS IV CONVENTIONAL-ACTIVATED SLUDGE-TYPE PLANT

9.98 MILLION

GALLONS PER DAY

AWARD WINNING

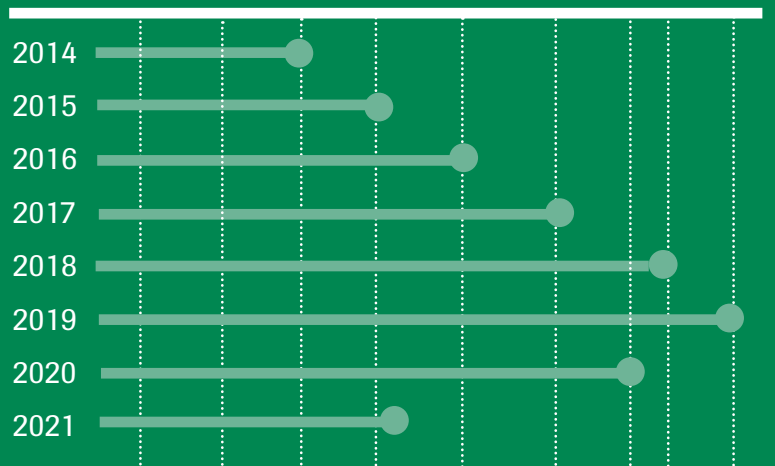
Resource Recovery Award

***Laboratory Excellence Award
(2001-2021)**

**Both awards received from (IWEA)
Indiana Water Environment Association**

**Awarded 20 years in a row*

AVERAGE MILLION GALLONS PER DAY OF TREATED WASTEWATER



MGD

9.8 • 9.92 • 10.05 • 10.16 • 10.78 • 10.82

MILLION GALLONS PER DAY

RESIDENTIAL TRASH & RECYCLING



**Reduce
Reuse
Recycle**

30,501
NUMBER OF
CUSTOMERS

34,941
TONS OF TRASH
DISPOSED OF IN 2021

8,539
TONS OF RECYCLING
COLLECTED IN 2021



HOLIDAY LIGHTS RECYCLING DRIVE

Carmel Clay Schools Green Teams, City of Carmel Utilities, Tech Recyclers and White's Ace Hardware worked together to make it a green holiday season, offering a Holiday Light Recycling Drive.

Beginning in December 2021, residents had the opportunity to recycle used and unwanted holiday lights at White's Ace Hardware or at any Carmel Clay Schools Green Teams drop-off through January 2022.

Due to the overwhelming community participation, a total of 5,839 pounds of lights were recycled through the 2021-2022 winter season program.



Since the start of the collaborative program ten years ago, more than eight tons of holiday lights have been recycled!

THERE MUST BE SOMETHING IN THE WATER

Congratulations to our Carmel Utilities employees and their 2021 milestones.

1

ENGAGEMENT

2

MARRIAGES

3

BABIES

2

RETIREMENTS



IN MEMORIAM

Carmel Utilities lost active employee Teresa Lewis, a dedicated member of the department for more than 39 years.

Customer Service & Billing for 2021

368,215
(1,473/BUSINESS DAY AVG)
NUMBER OF PAYMENTS
PROCESSED

417,168
METER READINGS

10,642
NUMBER OF WORK
ORDERS SERVICED

