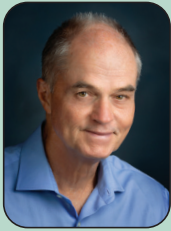


2022 in Review



John Duffy
Utilities Director

Carmel Utilities presents the Annual Report, providing an overall view of innovative project completions, output of facilities, department award highlights and other examples of our commitment to serving the Carmel community.

This past year, customer service enhancements included a complete website redesign, creating a more up-to-date and user-friendly tool to locate valuable information. Also notable, the newly constructed Carmel Utilities drive-up billing drop box, located in the south parking lot of Carmel City Hall, improving ease of payment.



Mike Hendricks
Assistant Utilities Director

In-person Carmel Green Initiatives moved forward through public education (Carmel Citizens Academy), youth involvement (Carmel Green Team) as well as other public programs (Rain on Main) and events (Shred-it Day).

We are proud to continue our high standards of operation in 2023.

Solar Array Project Update

Completed in 2021, the Solar Array Project featured the installation of nearly 3,000 solar panels at two locations in Carmel. In addition to saving money, being environmentally friendly and lessening carbon emissions, another goal of the project was to help make Carmel Utilities more self-sufficient.

In 2022, the solar array locations at 106th Street and Gray Road and 106th Street and Hazel Dell Parkway had a combined total energy production of 1,314,229.7 kilowatt hours (kWh) - more than 3,600 kWh per day - resulting in a 23 percent cost savings (23 percent reduction in power grid use) to Carmel Utilities in electric power.



Infrastructure Improvements Due To Budget Savings

The City of Carmel and Utilities Department completed a sewer line rehabilitation project, thanks to budgetary savings from another project that dates back a few years. A wastewater plant expansion project in 2020 was completed under budget by \$600,000. Those savings were then used by the Utilities Department to make much-needed improvements to sewer lines throughout the City.

The Indiana Finance Authority (IFA) issued a \$15.9 million loan to Carmel Utilities in April of 2020 for the following projects:

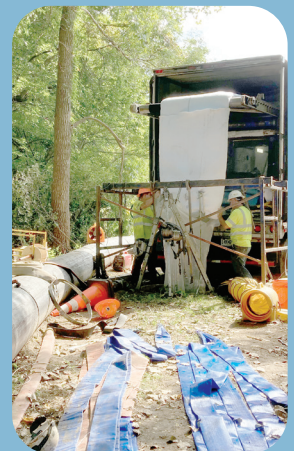
- Wastewater Plant Expansion to 14 million gallons per day from 12 million gallons per day
- Construction of new Chemical Feed Building at the Wastewater Plant
- Sanitary Sewer Rehabilitation
- Solar Panel Installation at 106th Street and Hazel Dell Parkway

The IFA approved the use of the \$600,000 in savings for other projects.

Thanks to those unexpected savings, several upgrades were able to be completed, including a sewer lining project consisting of 14 gravity mains, a 36-inch interceptor gravity sewer main, two 12-inch gravity sewer mains and 11 eight-inch gravity sewer mains.

The City was also able to make much-needed improvements to nearly a dozen sanitary manholes.

Most of the work occurred on various streets within subdivisions that are at or near 50 years old.



Sewer Main Improvement:
Inverting the new 36-inch liner prior to curing

WATER METER CHANGE-OUT

City of Carmel Utilities

In September 2021, Carmel Utilities began replacing aging water meters across the community with new, enhanced equipment allowing for more accurate readings and better water efficiency. We're happy to share that the project is more than 75 percent complete.



WATER UTILITY

2022 TOTALS

ANNUAL WATER PRODUCTION
4.013 BILLION
GALLONS PER DAY

AVERAGE WATER DEMAND
10.996 MILLION
GALLONS PER DAY

FACILITY INFORMATION

4 TREATMENT PLANTS

TREATMENT CAPACITY

34 MILLION GALLONS PER DAY

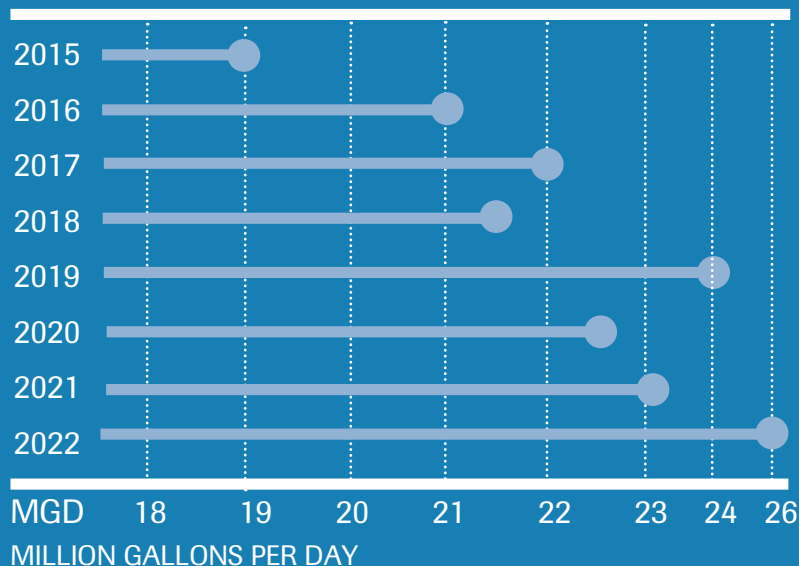
EXPANSION

38 MILLION GALLONS PER DAY

SIZE OF SERVICE AREA

50.23 SQUARE MILES

PEAK-DAY WATER DEMAND— MILLION GALLONS PER DAY



\$13,197,327
OPERATING BUDGET

\$175,169,094
TOTAL ASSET VALUE

57
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

32,070
NUMBER OF CUSTOMERS

1,310 TOTAL
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

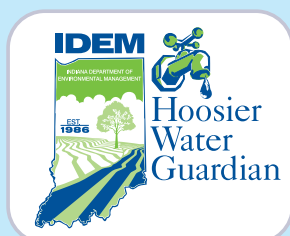
2,141
NUMBER OF WORK
ORDERS SERVICED

579
MILES OF WATER MAINS

7,432
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

40,167
NUMBER OF 811
WATER LINE LOCATES

City of Carmel Utilities Partners



The numbers listed above
reflect 2022 totals.

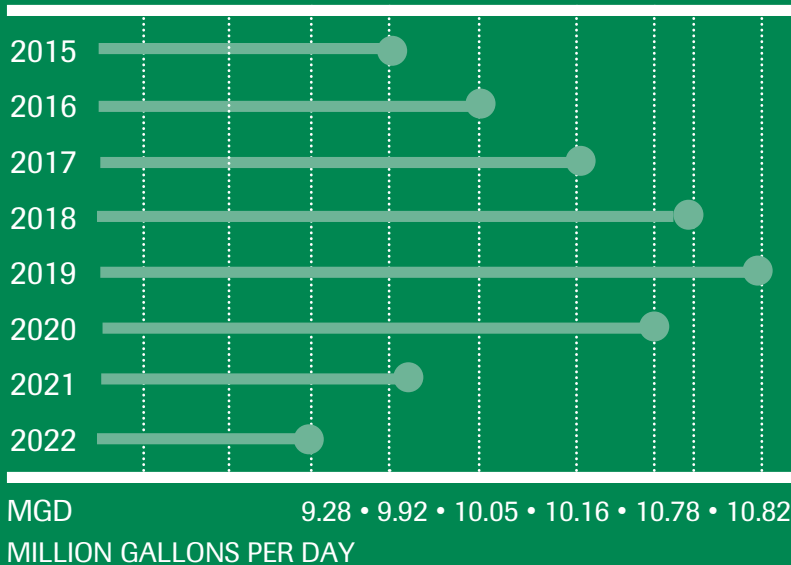


WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW
3.385 BILLION
GALLONS PER DAY

CLASS IV CONVENTIONAL
ACTIVATED SLUDGE-TYPE PLANT
9.28 MILLION
GALLONS PER DAY

AVERAGE MILLION GALLONS PER DAY OF TREATED WASTEWATER



2022 TOTALS

\$9,041,562
OPERATING BUDGET

\$67,631,395
TOTAL ASSET VALUE

47
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

17,178
NUMBER OF CUSTOMERS

141
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

2,301
NUMBER OF WORK
ORDERS SERVICED

265
MILES OF SANITARY MAIN

96 MILES
SANITARY SEWER MAIN
CLEANED/TV INSPECTED

20,643
NUMBER OF 811
SEWER LINE LOCATES

The numbers listed above
reflect 2022 totals.



Customer Service & Billing for 2022

373,132
(1,324/BUSINESS DAY AVG)
NUMBER OF PAYMENTS
PROCESSED

433,012
METER READINGS

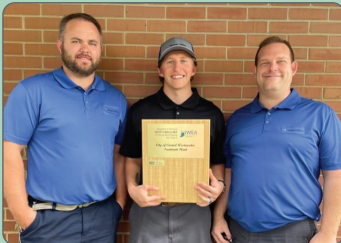
9,669
NUMBER OF WORK
ORDERS SERVICED

Carmel Utilities Awards

City of Carmel Utilities Wastewater Treatment (WTP) Plant received two awards this year. The Indiana Water Environment Association (IWEA) Laboratory Excellence Award (21 consecutive years) and the 2022 IWEA Excellence in Safety Award.



2022 IWEA Laboratory Excellence Award: Rachel Calhoun, Lab Analyst; Tara Washington, (WTP) Manager; Samantha Butts, Lab Analyst. Not pictured: Charlie Lentz, Lab Analyst



2022 IWEA Excellence in Safety Award: Brad Haymaker, Carmel WTP Safety Committee Chair; RJ Phillips, Carmel WTP Safety Committee Operations Lead; Duane Jarvis, Carmel WTP Safety Committee Secretary

Cityworks Award

Congratulations to the City of Carmel Cityworks team for their award for Excellence in Enterprise Practice at the Cityworks Innovative Conference in Salt Lake City, UT in December. Since Carmel's implementation of the software in 2016, this team has helped to fully leverage a suite of Cityworks applications at an enterprise level, expanding across nearly every department.



Left to right: Becky Tamashasky, Sector VP Product Vision, Asset Management, Cityworks; Micah Beck, AMS Analyst, Carmel Utilities; Pat Rigdon, AMS Coordinator, Carmel Utilities; George Mastakas, VP, Enterprise Solutions, Cityworks

City of Carmel Cityworks Team left to right: Micah Beck, Carmel Utilities; Eric Shanayda, Street Department; Pat Rigdon, Carmel Utilities; Shane Burnham, Engineering; Nick Mishler, Community Services; Alexia Lopez, Community Services. Not pictured: Kurt Shanayda, Information and Communication Systems



SHRED-IT DAY SUCCESS

13.4 TONS
(26,799 Pounds)
ELECTRONICS
(Technology Recyclers)

**Shred-It Day on
April 23, 2022**

10.7 TONS
(23,589 Pounds)
BULK ITEM TRASH
(Republic Services)

4.8 TONS
(9,630 Pounds)
ELECTRONICS
(Technology Recyclers)

**Shred-It Day on
Sept. 17, 2022**

10.5 TONS
(23,148 Pounds)
BULK ITEM TRASH
(Republic Services)

THERE MUST BE SOMETHING IN THE WATER

Congratulations to our Carmel Utilities employees and their 2022 milestones.

- 2** MARRIAGES
- 2** BABIES
- 3** RETIREMENTS

RESIDENTIAL TRASH & RECYCLING



**Reduce
Reuse
Recycle**

30,847
NUMBER OF
CUSTOMERS

34,624
TONS OF TRASH
DISPOSED OF IN 2022

8,184
TONS OF RECYCLING
COLLECTED IN 2022

