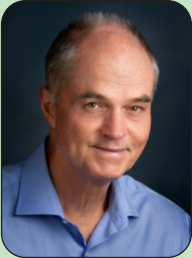


Year in Review



John Duffy
Utilities Director



Mike Hendricks
Assistant Utilities Director

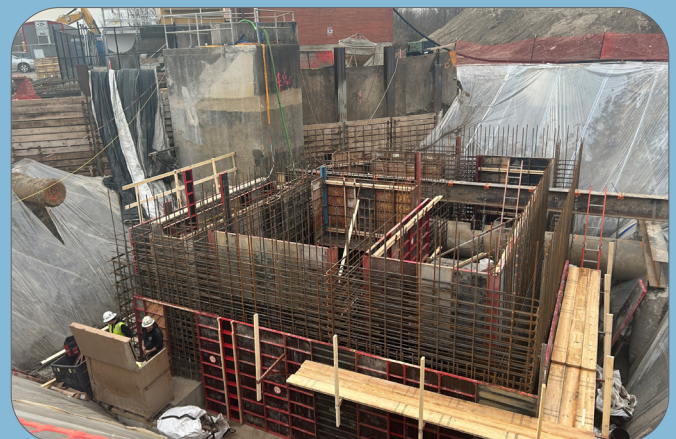
In 2023, Carmel Utilities experienced a year diligently working to ensure the delivery of safe, reliable water and the effective treatment of wastewater for our Carmel residents and businesses alike. As a city-owned water and wastewater utility, we remain committed to proactive maintenance programs, infrastructure investments and strategic planning efforts, all with an emphasis on community engagement and transparency. This included the adoption of smart technologies for monitoring and management and the implementation of energy-efficient practices. We look forward to continuing to serve our community in 2024!

As we continue to lay the groundwork for long-term resilience and sustainability, we would like to highlight the dedication and high standards of our Carmel Utilities employee practices.

- **Oracle 2023 Initiative of the Year Award:** Awarded for the implementation of the new Water/Wastewater/Storm water/Trash customer support and billing software.
- The **2023 IWEA Biosolids Award** honored Carmel Utilities Wastewater Treatment Plant (CUWTP) for significant contributions in the development and implementation of cost effective, environmentally safe and publicly acceptable biosolids beneficial use practices. This award was previously received by CUWTP in 2016.
- The **2023 Indiana Water Environment Association (IWEA) Laboratory Excellence Award** recognized the CUWTP Lab for demonstrating a high level of commitment to Best Laboratory Practices and accurate data reporting. This is the 22nd consecutive year the CUWTP has received this award.
- The **2023 Indiana Water Environment Association (IWEA) Excellence in Safety Award** was given to the CUWTP for grading high in merit points for sustaining a minimum of lost-time accidents.
- Consistently 100% compliant with Wastewater permit, as well as all drinking water regulations as specified in the Federal Safe Drinking Water Act.
- Zero lost days of work in 2023 due to on-the-job injury.

Lift Station Expansion

The Carmel Utilities 106th Street Lift Station Project began in October of 2023. This lift station conveys roughly 80 percent of flow to the Wastewater Treatment Plant, therefore, a capacity increase for optimum performance was necessary. Contracted through the public bidding process, Thieneman Construction was awarded the project. Designed by Jones & Henry Engineering, a parallel pump station will be located just east of the existing lift station, which currently pumps sanitary flows to the Wastewater Treatment Plant. The new structure will house two additional pumps with provisions for a future third pump. Along with redundancy, the separate structure will allow total isolation from the existing lift station to improve maintenance tasks on site. This project also includes plans for a future bar screen, to protect the new pumping station.



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carmelutilities.com

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visit CarmelUtilities.com/carmel-utilities-newsletters

2023 TOTALS



WATER UTILITY

\$13,154,593
OPERATING BUDGET

\$195,494,177
TOTAL ASSET VALUE

57
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

32,003
NUMBER OF CUSTOMERS

906 TOTAL
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

2,008
NUMBER OF WORK
ORDERS SERVICED

584
MILES OF WATER MAINS

5,185
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

34,673
NUMBER OF 811
WATER LINE LOCATES

The numbers listed above
reflect 2023 totals.

ANNUAL WATER PRODUCTION
4.13 BILLION
GALLONS PER YEAR

AVERAGE WATER DEMAND
11.36 MILLION
GALLONS PER DAY

FACILITY INFORMATION

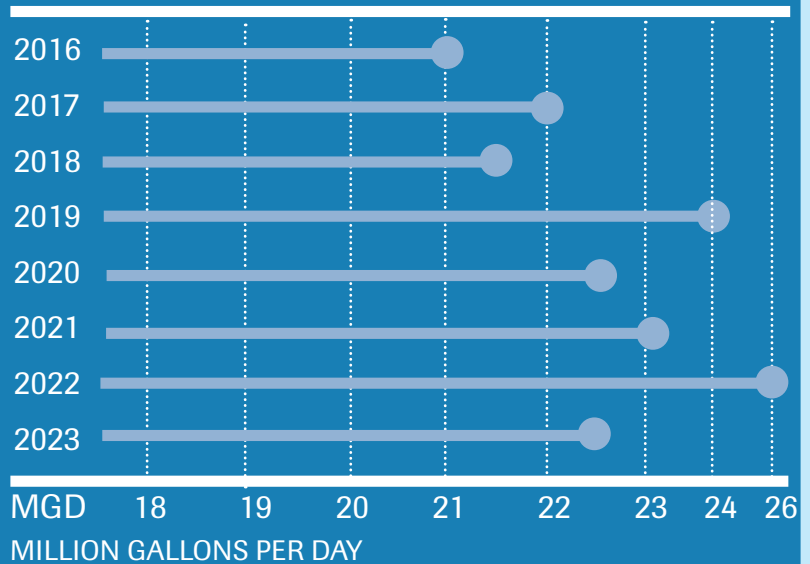
4 TREATMENT PLANTS

TREATMENT CAPACITY MGD CURRENT:
34 MGD (MILLION GALLONS PER DAY)

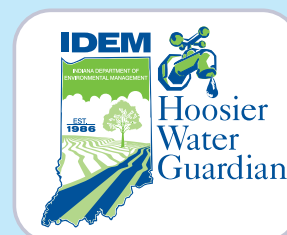
EXPANSION

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



City of Carmel Utilities Partners



2023 TOTALS

\$9,498,917
OPERATING BUDGET

\$86,520,793
TOTAL ASSET VALUE

46
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

17,350
NUMBER OF CUSTOMERS

83
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

3,067
NUMBER OF WORK
ORDERS SERVICED

273
MILES OF SANITARY MAIN

105 MILES
SANITARY SEWER MAIN
CLEANED/TV INSPECTED

16,339
NUMBER OF 811
SEWER LINE LOCATES

The numbers listed above
reflect 2023 totals.

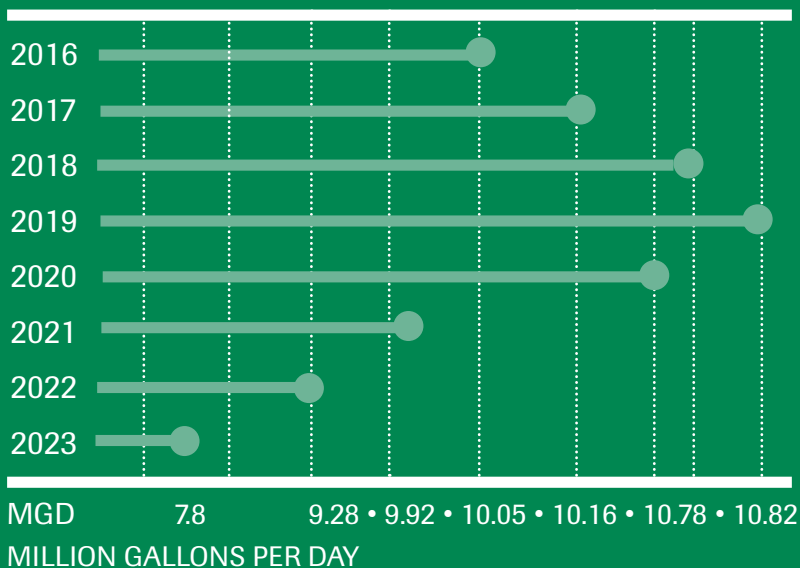


WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW
2.648 BILLION
GALLONS PER YEAR

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

AVERAGE MILLION GALLONS PER DAY OF TREATED WASTEWATER



Customer Service & Billing for 2023

350,102
(1,330/BUSINESS DAY AVG)
NUMBER OF PAYMENTS
PROCESSED

387,600
METER READINGS

9,708
NUMBER OF WORK
ORDERS SERVICED

RESIDENTIAL TRASH & RECYCLING



**Reduce
Reuse
Recycle**

31,100
NUMBER OF
CUSTOMERS

36,017
TONS OF TRASH
DISPOSED OF IN 2023

8,532
TONS OF RECYCLING
COLLECTED IN 2023



Community Outreach and Education



Carmel residents tour Water Plant #1 as part of the Carmel Citizens Utility Academy. This program provides a channel of communication between the public and the Utility Department to better inform residents of the responsibilities and operations of Water, Wastewater, Trash & Recycling and Household Hazardous Waste. For more information, please visit the Carmel Utilities website at carmelutilities.com/academy



A Carmel High School International Baccalaureate (IB) Biology student performs a wastewater microscope analysis. Carmel Utilities Wastewater Plant employees assist students by offering a plant tour and sample collecting to fulfill their IB course requirements.



City of Carmel employees joined other local experts to judge the Carmel High School Sustainability Project contest. They reviewed the work of more than 35 student groups to determine contest winners.

SHRED-IT DAY SUCCESS

12.5 TONS
(AKA 25,000 POUNDS)
ELECTRONICS
(TECHNOLOGY RECYCLERS)

Shred-It Day on
April 23, 2023

6.31 TONS
(AKA 12,620 POUNDS)
BULK ITEM TRASH
(REPUBLIC SERVICES)

7.3 TONS
(AKA 14,539 POUNDS)
ELECTRONICS
(TECHNOLOGY RECYCLERS)

Shred-It Day on
Nov. 4, 2023

2.85 TONS
(AKA 5,700 POUNDS)
BULK ITEM TRASH
(REPUBLIC SERVICES)

THERE MUST BE SOMETHING IN THE WATER

Congratulations to our Carmel Utilities employees and their 2023 milestones.

- | | |
|---------------------|---------------------|
| 1 ENGAGEMENT | 3 BABIES |
| 2 MARRIAGES | 1 RETIREMENT |