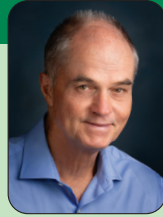


Year in Review

This 2024 was a year of growth and significant achievements for Carmel Utilities as we remained committed to providing high-quality drinking water and efficient wastewater treatment services to our community. One of the highlights of the year was our ongoing effort to enhance our customer experience. With the change-out program of the automated water meters nearing completion, we can provide easier access to water usage information and account support. Throughout the year, we also completed several projects to modernize and upgrade our critical infrastructure while making notable strides in sustainability and environmental stewardship. We are excited to continue innovating and improving our services, and ensuring that every household and business receives exceptional service in 2025!



John Duffy
Utilities Director



Mike Hendricks
Assistant Utilities Director

Notable Achievements

Regulatory Compliance: Water & Wastewater Utility

Carmel Utilities maintained 100% compliance with all regulatory requirements of the Clean Water Act and Federal Safe Drinking Water Act. No permit violations occurred at either utility in 2024.

IWEA Lab Excellence Award

This award recognizes laboratories that demonstrate a high level of commitment to good laboratory practice and accurate data reporting. To receive the award, the lab must undergo a 400+ points-on-inspection audit and receive an overall score of greater than 90%. This is the 24th consecutive year that the WWTP Lab has received this award.

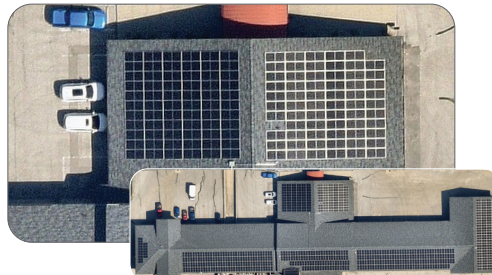
IWEA Excellence in Safety Award

This award recognizes wastewater treatment plants which earn a merit score through an extensive audit process to such an extent that a WWTP may sustain a minimum of lost-time-accidents and still earn enough merit to be eligible for the award.



Metering Project Update

There are less than 325 water meters left to service, this city-wide project is nearly complete with a total replacement of 29,000 meters. The new infrastructure captures readings at 350 meters per minute via radio frequency, which eliminates the need for staff to record meter readings.



West-Side Solar Panel Project

A new solar array was installed at the Water Distribution office. It features 942 cells and produces 558,324 kilowatt hours annually, which is enough energy to power 54 homes for an entire year.



WWTP Improvements: Digester Project

Construction began to improve the integrity of the anaerobic digesters and associated piping. Complete replacement of the gas piping, safety equipment and valves, and the heat and ventilation system has commenced. All digesters are being cleaned, repainted, inspected and repaired as necessary.



Billing Software Update

With the assistance of nine collector gateways already installed, the Neptune 360 portal equips customer service staff with actual usage data (relayed by the updated meters) to make the identification and resolution of an issue much faster, saving time and money.



106th St. Lift Station Expansion Project

The new wet well system has been in operation since November 2024, which utilizes two new 140HP pumps. Final completion of the project should wrap up in Spring 2025 after installation of a new monorail extension that will assist with pump removal and installation of two new flow meters.



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2024 TOTALS

\$14,625,178
OPERATING BUDGET

\$195,494,177
TOTAL ASSET VALUE

56
NUMBER OF EMPLOYEES

366
NUMBER OF DAYS
IN OPERATION

32,446
NUMBER OF ACCOUNTS

528
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

3,735
NUMBER OF WORK
ORDERS SERVICED

579
MILES OF WATER MAINS

5,835
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

35,562
NUMBER OF 811
WATER LINE LOCATES

The numbers listed above
reflect 2024 totals.



WATER UTILITY

ANNUAL WATER PRODUCTION
4.32 BILLION
GALLONS PER YEAR

AVERAGE WATER DEMAND
11.85 MILLION
GALLONS PER DAY

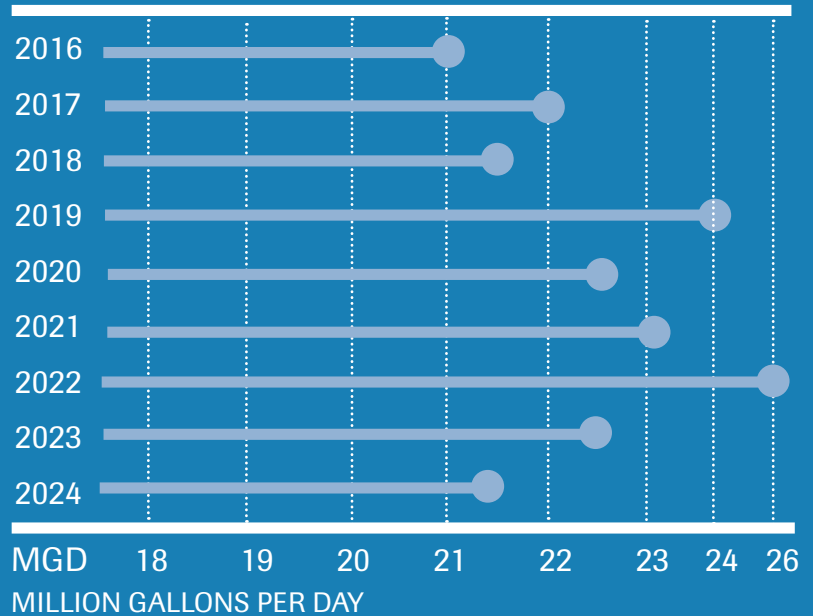
FACILITY INFORMATION

4 TREATMENT PLANTS

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

SIZE OF SERVICE AREA SQ. MILES/ACRES:
50.23 SQ MILES

PEAK-DAY WATER DEMAND— MILLION GALLONS PER DAY



Customer Service & Billing for 2024

416,304
METER
READINGS

10,831
NUMBER OF WORK
ORDERS SERVICED

381,695
(1,452/BUSINESS DAY AVG)
NUMBER OF PAYMENTS
PROCESSED



2024 TOTALS

\$9,536,754

OPERATING BUDGET

\$86,520,793

TOTAL ASSET VALUE

46

NUMBER OF EMPLOYEES

366

NUMBER OF DAYS
IN OPERATION

17,207

NUMBER OF ACCOUNTS

89

NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

4,939

NUMBER OF WORK
ORDERS SERVICED

261

MILES OF SANITARY MAIN

152 MILES

SANITARY SEWER MAIN
CLEANED/TV INSPECTED

16,230

NUMBER OF 811
SEWER LINE LOCATES

The numbers listed above
reflect 2024 totals.



WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW

2.747 BILLION

GALLONS PER YEAR

CLASS IV CONVENTIONAL
ACTIVATED SLUDGE-TYPE PLANT

7.50 MILLION

GALLONS PER DAY

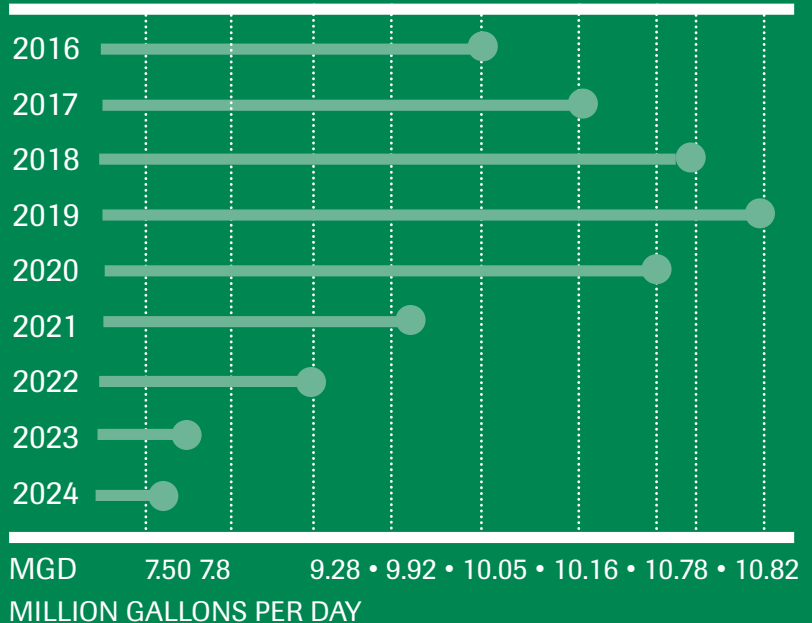
FACILITY INFORMATION

22 LIFT STATIONS

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

TREATMENT CAPACITY PEAK FLOW MGD:
28 MGD (MILLION GALLONS PER DAY)

AVERAGE MILLION GALLONS PER DAY OF TREATED WASTEWATER



Community Outreach & Education



Student Events

IB Environmental Systems students from Carmel High School visited the Wastewater Treatment facility where they learned about resource recovery in wastewater, toured the plant, collected samples from the system, ran microscopic analyses of the wastewater and ran nutrient removal efficiencies in the lab.



Carmel Public Safety Day

Carmel Utilities participated in this fun event that includes a huge Touch-A-Truck area, antique fire engines, police and SWAT equipment, a Coast Guard boat, helicopters, heavy equipment and more.



Plant Tours

Several tours of our Wastewater and Water Treatment Plants were given to Scout groups, Carmel Clay School students, home-schooled students, the Future Farmers of America and other community groups.



Carmel Citizens Utility Academy

There were two sessions (spring and fall) of the Academy in 2024, which provided insight to the public on the responsibilities and operations of Water Treatment & Distribution, Wastewater Collection & Treatment, Trash & Recycling and Household Hazardous Waste Disposal services.



32,214
NUMBER OF CUSTOMERS

8,617
TONS OF RECYCLING
COLLECTED IN 2024

**RESIDENTIAL
TRASH &
RECYCLING**

36,074
TONS OF TRASH
DISPOSED OF IN 2024

COMMUNITY ELECTRONICS RECYCLING AND SHRED-IT DAY

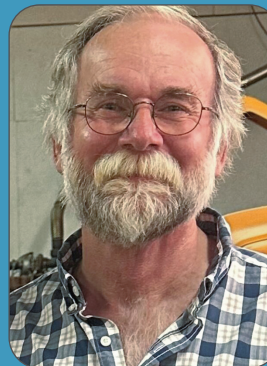
7.7 TONS
(16,975 POUNDS)

ELECTRONICS
(TECHNOLOGY RECYCLERS)

**Reduce
Reuse
Recycle**

1,395 TONS
(30,755 POUNDS)

BULK ITEM TRASH
(REPUBLIC SERVICES)



IN MEMORIAM

Gary Joe Merrill, a beloved member of the Carmel Utilities Wastewater Treatment team, passed away this winter. Gary was a philanthropic man with a loving and generous

heart, dedicating his life to his family and work. He will be remembered for his friendly demeanor, his warm conversations and his ability to make people feel valued.