

2025 Year in Review



Lane Young
Utilities Director



Mike Hendricks
Assistant Utilities Director

Carmel Utilities presents the Annual Report, providing detailed insight of Water and Wastewater facility output, commitment to serving the Carmel community and the honorable achievements of our dedicated employees. Here are a few of the noteworthy highlights:

- **Lane Young joined the City of Carmel as Director of Utilities** A seasoned leader with experience running utilities for a large municipality and various organizations, Lane previously served as executive director of Evansville Water and Sewer Utility and as campus director at Christian Union at Columbia University. He additionally held leadership roles at TeachBeyond Global and Evansville Titles. A native of Evansville with a background in leadership and finance, Lane holds a bachelor's degree in economics from Indiana University and a master's degree from Wheaton College. A veteran of the United States Army, he served as a field artillery officer.
- **New customer portal upgrades** allowed better managed customer service, allowing quick access to timely data, usage tracking and paperless billing. See below on how to navigate mycarmelutilities.com and register to help you manage your Carmel Utilities account.
- **Wastewater and Water continued to play vital roles** in protecting public health and the environment by focusing on meeting evolving regulatory standards, strengthening its ability to meet current demands and safeguarding resources for the future.

The past year marked steady progress for Carmel Utilities, focusing on reliability, efficiency and long-term sustainability and we are proud to continue these high standards in 2026.

We're excited to introduce the new customer portal
Your one stop hub for managing your Carmel Utilities account



Ready to get started?
Click here
mycarmelutilities.com

REGISTER NOW

FOR ACCESS TO THE NEW CUSTOMER PORTAL

- ✓ Pay and track your water use.
- ✓ Enroll in paperless billing or autopay.
- ✓ Coming Soon! Sign up for email alerts.

mycarmelutilities.com

THE POWER OF INFORMATION IN YOUR HANDS

To register, please go to:
mycarmelutilities.com/signin

Manage Your Account Anytime with the New Carmel Utilities Customer Portal.

- By registering today, you'll gain quick access to:
- Easy online payments
 - Paperless billing option
 - Usage tracking, and (coming soon) email alerts



For questions, please refer to the FAQ:
mycarmelutilities.com

Thank you to Carmel Utilities (former) Director, John Duffy, who retired in April 2025, after 33 years of service and leadership!



Mayor Sue Finkam congratulates John Duffy at the November 2025 State of the City address as she announces him as a recipient of the Range Line Pioneer Award. Established in 1992, this award recognizes individuals who have made significant contributions to the Carmel

WATER UTILITY

2025 TOTALS

ANNUAL WATER PRODUCTION

4.09 BILLION

GALLONS PER YEAR

AVERAGE WATER DEMAND

11.22 MILLION

GALLONS PER DAY

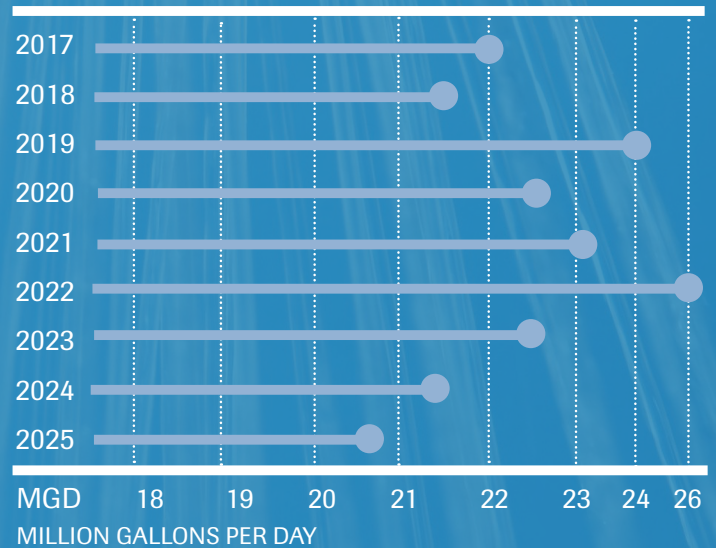
FACILITY INFORMATION

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



\$16,462,432
OPERATING BUDGET

\$200,628,116
TOTAL ASSET VALUE

60
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

32,656
NUMBER OF ACCOUNTS

735
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

2,380
NUMBER OF WORK
ORDERS SERVICED

596
MILES OF WATER MAINS

5,996
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

33,105
NUMBER OF 811
WATER LINE LOCATES

The numbers listed above
reflect 2025 totals.



Promote WaterSense
and water efficiency.



Awarded to communities who
go above and beyond the state's
requirements for protecting their
drinking water supply.



Educates people and inspires
action to ensure sustainable,
clean groundwater for future
generations.



WASTEWATER UTILITY

2025 TOTALS

ANNUAL WASTEWATER FLOW

2.78 BILLION

GALLONS PER YEAR

CLASS IV CONVENTIONAL
ACTIVATED SLUDGE-TYPE PLANT

7.62 MILLION

GALLONS PER DAY

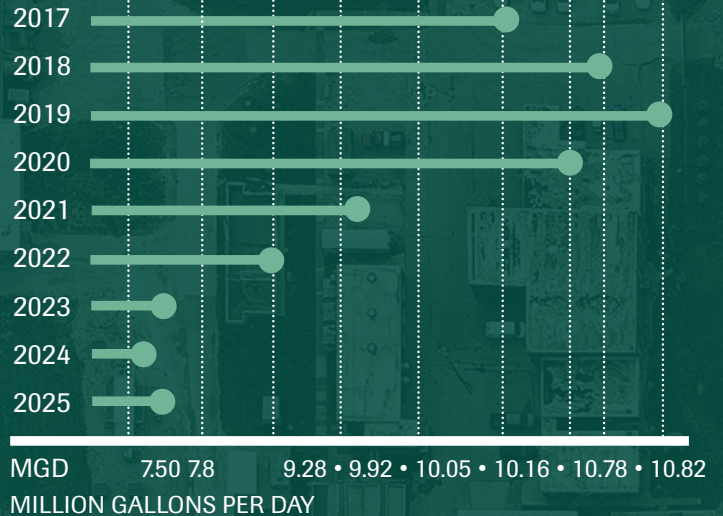
FACILITY INFORMATION

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



\$10,287,271
OPERATING BUDGET

\$85,034,449
TOTAL ASSET VALUE

46
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION

17,236
NUMBER OF ACCOUNTS

129
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

4,524
NUMBER OF WORK
ORDERS SERVICED

274
MILES OF SANITARY MAIN

104 MILES
SANITARY SEWER MAIN
CLEANED/TV INSPECTED

16,165
NUMBER OF 811
SEWER LINE LOCATES

The numbers listed above
reflect 2025 totals.

RESIDENTIAL
SEWER
CUSTOMERS:

**PLEASE
FIGHT
F.O.G.**

**KEEP FATS, OILS & GREASE
OUT OF YOUR DRAINS!**

Backups & blockages can be caused by F.O.G., which is found in meat, fish, butter, cooking oil, mayo, gravies, sauces and food scraps.

Through a series of advanced wastewater treatment processes, Carmel Wastewater maintains an excellent reputation as a highly efficient and reliable treatment facility.

Community Outreach & Education



AWWA YP Group at Water Plant #1

Carmel Utilities recently hosted the Indiana Section American Water Works Association Young Professionals Committee (AWWA YP) for an in-depth facility tour of Water Plant #1. Utilities employees provided this group of emerging leaders in the water industry the opportunity to learn about Carmel's drinking water source, capacity and treatment process. More than 20 AWWA YP attended, as seen in the photo in front of the plant's filter gallery. Photo courtesy of AWWA YP Committee Chair Dylan Buechler.



She L.E.A.D.S. Conference

Utilities provided fun, interactive demonstrations showcasing how the water and wastewater system operates through a 3D, hands-on, working model of the city's underground infrastructure. Employees Tara Washington (pictured above) and Samantha Butts featured hands on demonstrations of chemical analyses conducted in our water quality laboratories. These activities were offered at interactive stations, allowing Carmel middle school girls to rotate through each station, and learn about unique career opportunities for women.



Neighborhood Pop-ups

Residents connected with Utilities staff, shared feedback and asked questions about utility services in a relaxed, outdoor neighborhood setting. There were also kids activities, including a sewer pipe demonstration where "Mario" was sent down a mock pipe to rescue "Luigi" from grease monsters.

Pictured above left to right: Wastewater employees Owen Plumer and Glen Mullins, Utilities Director Lane Young and Mayor Sue Finkam

Notable Achievements

Hurty Award - Indiana Department of Environmental Management
The John N. Hurty Service Award is presented to individuals with 25 years or more of service with one or more Indiana public water utilities. This award is presented at the Indiana Section AWWA Fall District meetings and is administered by the Indiana Section AWWA. The award recognizes the dedication and service of long-serving public water utility employees. We recognize and thank the Carmel Utilities employees who received this distinction in 2025 (and previous years).



33,800
NUMBER OF CUSTOMERS

9,400
TONS OF RECYCLING
COLLECTED IN 2025

**RESIDENTIAL
TRASH &
RECYCLING**

33,848
TONS OF TRASH
DISPOSED OF IN 2025

COMMUNITY ELECTRONICS RECYCLING AND SHRED-IT DAY

13.2 TONS
(26,383 POUNDS)
ELECTRONICS
(TECHNOLOGY RECYCLERS)



6.22 TONS
(12,440 POUNDS)
BULK ITEM TRASH
(REPUBLIC SERVICES)