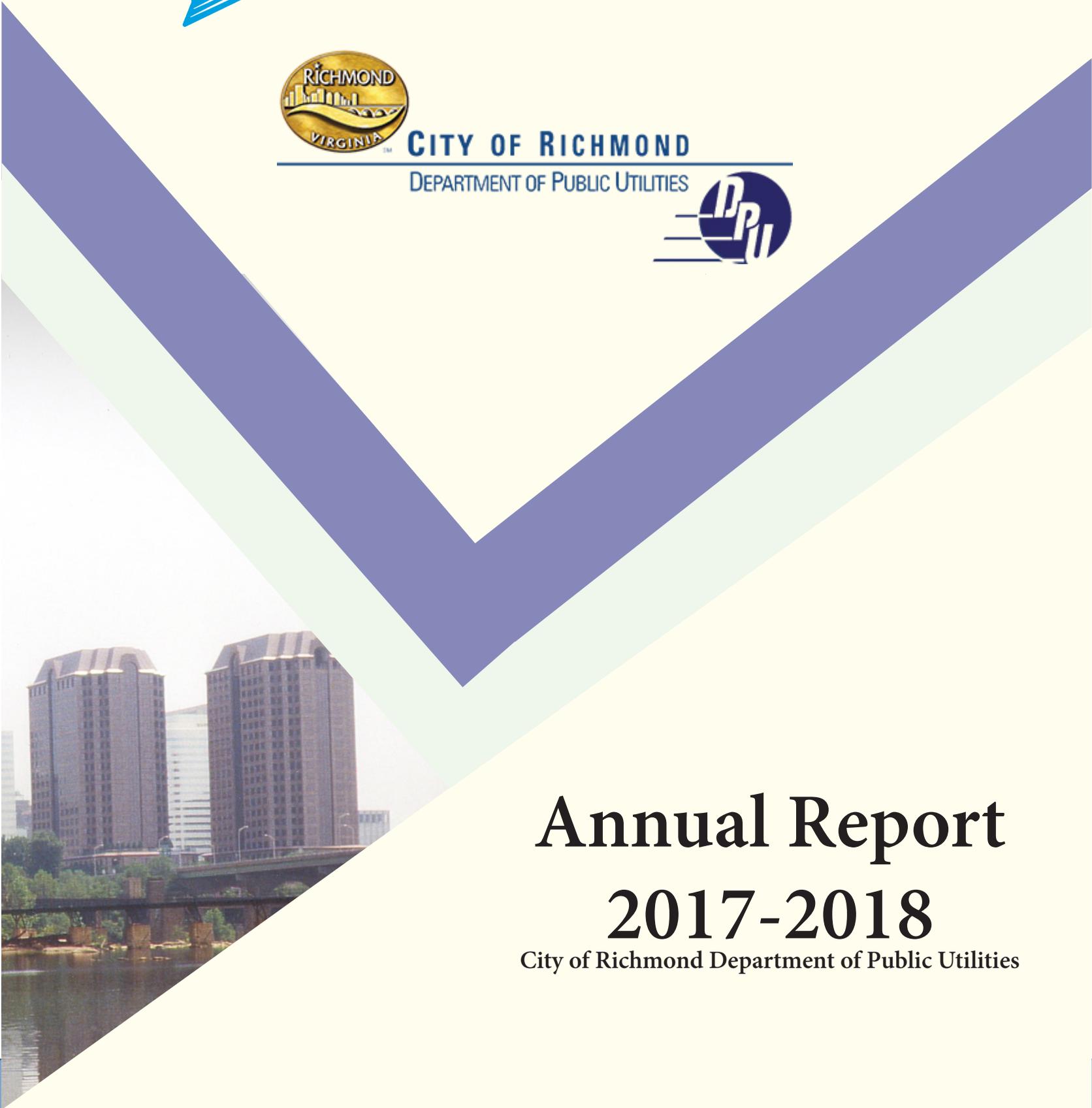




CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



Annual Report

2017-2018

City of Richmond Department of Public Utilities

City of Richmond Department of Public Utilities

DPU's Mission

To provide safe and reliable utility service while creating exceptional value.

Vision to Our Customers

To proactively serve the utility needs of regional customers through environmental stewardship and resource conservation while providing cost effective, safe service.

700 Strong Vision

To be a premier employer that nurtures employee pride, success and development through honesty, integrity, respectfulness and service toward others.

Values

- Customer Satisfaction
- Operational Excellence
- Financial Growth and Stability
- Employee Pride and Ownership



City of Richmond Department of Public Utilities
730 E. Broad Street, 900 E. Broad St, Rm 115
Richmond, VA 23219

804-646-4646 Customer Care

www.Richmondgov.com/DPU

-  www.facebook.com/rvadpu
-  [@UtilityBuddy](https://twitter.com/UtilityBuddy)
-  [@DPUStreetNews](https://twitter.com/DPUStreetNews)
-  www.blogspot.com/cordpu
-  <https://www.youtube.com/user/UtilityBuddy>

Leadership



*Calvin D. Farr Jr.
Director, Department of
Public Utilities
City of Richmond*

Here at the City of Richmond Department of Public Utilities (DPU), our mission is to provide safe and reliable utility service while creating exceptional value, and to proactively serve the utility needs of regional customers through environmental stewardship and resource conservation. Customers depend on the service we provide. It impacts quality of life, health and safety, so in our industry there are no “do-overs.” This is a high bar. I’m proud to say that the “700 Strong” employees of DPU rise to the challenge each and every day—meeting, and often exceeding, standards. Whether it is responding to an emergency water main break or natural gas leak, responding to customer calls, making the public aware of utility programs and projects, or building a new water tank, DPU is here for you 24-7.

I am fortunate to be able to return to Richmond to work in the region where I grew up. Since arriving at DPU in May 2018, I have hit the ground running. As a life-long learner, my initial focus has been to gain as much knowledge about each of the utility sections I oversee and the employees who do the work. Secondly, I am focused on process improvements in operations, maintenance, customer service, and continuous employee development.

Our responsibility to our customers is to deliver on our mission, and to do so in a service-focused manner that considers the needs of our community today and tomorrow. Everything we do is to benefit the residents and businesses of our city. Your continued support is appreciated.

Cal Farr

Contents

Leadership	3
DPU Executive Team	4
Customer Service By the Numbers	5
DPU Ongoing Programs	6
Awards	7
Fiscal Year in Review.....	8
Richmond Gas Works.....	10
Streetlights.....	11
Stormwater and Wastewater	12
Water Treatment and Distribution.....	13
Financial Operations.....	14

DPU Executive Team



Rosemary Green
Deputy Director II
Water, Technical Services



Wayne Lassiter
Deputy Director II
Finance



Alfred Scott
Deputy Director II
Natural Gas and Streetlights



Jonathan Snyder
Richmond Gas Works Manager



Mark McClain
Customer Service Administrator



Johnell Liggins
Operations Manager
Organizational Support



Jennifer Hatchett
Stormwater Utility and Wastewater
Collections Administrator



Angela Fountain
Public Information Manager III
Communications Division



Johnetta Taylor
Executive Assistant III
Director's Office

Customer Service By the Numbers

► Decoupled the 311 non-utility call center from the DPU utility call center with the successful creation and implementation of the Department of Citizen Service and Response. This effort resulted in improved call center efficiencies such as reduced wait times for callers (**decreased by 59 percent** from FY2017); and improved service levels (increase in the percent of calls answered under one minute by **39 percent**)

► DPU call center handled **384,800 calls** while answering **52.5 percent** of calls within one minute.

► Implemented Kubra EZ Pay which provided DPU customers a more efficient and user-friendly way to pay utility bills via Interactive Voice Response (IVR) and the Internet while reducing convenience fees to the customer by approximately **36 percent**. Received more than **81,000 payments** totaling more than **\$13.7 million**.

► Responded to approximately **94 percent** of natural gas emergencies within 30 minutes. Target goal is 90 percent. The average emergency response time was 21 minutes.

► Read approximately **2.3 million** natural gas and water meters.

► Rendered approximately **2.3 million utility bills** with **97 percent** of bills rendered with an actual meter reading.

► Assisted **11,695 customers** in City Hall; and **2,651 customers** in the East District Initiative office (EDI).

► Handled **17,624 emails** through DPU Customer Care email box.

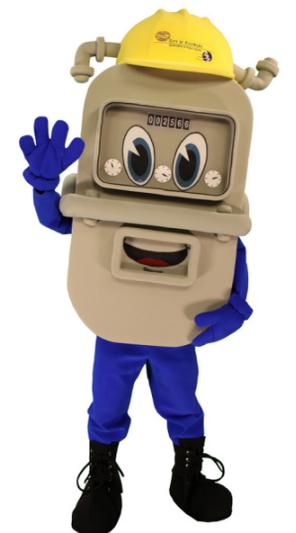
► Met customer service requests as scheduled more than **99 percent** of the time.

► Completed more than **118,000 customer service order requests**.

► Delivered **2,117** new customer kits

► The Communications and Media Group with other volunteers from DPU contacted and surveyed **3,891 people at 19 community events and festivals**.

► **\$21,000** raised by the MetroCare Heat Golf Tournament



Utility Buddy, DPU's friendly, life-sized natural gas meter

DPU Ongoing Programs

MetroCare Heat Program

The MetroCare Heat Program provides bill pay heating assistance for eligible families and individuals who are experiencing hardships in the Richmond Department of Public Utilities service area. MetroCare Heat is funded by tax-deductible contributions and the annual MetroCare Heat Golf Tournament.

The program began in 1999, started by a group of DPU employees. They organized the flagship event, the MetroCare Heat Golf Tournament, to provide an additional source of funding for the program. Since its inception MetroCare has assisted more than 2,500 families.



MetroCare Water Assistance Program

The MetroCare Water Assistance Program was established in 2016 to assist eligible DPU residential customers with paying their water utility bills. Approved applicants receive a credit adjustment toward billed water and wastewater charges.

Lead Service Water Line Testing Program

DPU has been monitoring and addressing the potential for lead contamination of drinking water since 1992. In addition to controls performed at the Water Treatment Plant, water that leaves the plant is monitored and tested for lead content by the Virginia Department of Consolidated Laboratories once a year. Every three years, DPU collects water samples from customers at 50 different locations throughout the service area and tests them for lead and copper concentrations. Ten specific locations are monitored every six months to confirm our corrosion control measures.

As needed, based on information or requests, DPU conducts samplings at specific customer locations and provides the customer with the results. Property owners decide how and when to replace their pipes, in compliance with current codes and lead-free fixture standards. A Lead Service Hotline was established for property owners to coordinate their lead line replacements with the City's lead service line replacements.

Fire Hydrant Inspection Program

The City maintains more than 6,000 fire hydrants and inspects them under a manual system on a bi-annual basis. The inspection program, providing preventive maintenance and flushing, ensures that the City's hydrants and associated valves are in proper working order, minimizing replacement costs and reducing risks.

Fire hydrants are an important part of the water distribution system's infrastructure and serve a critical role in public safety by providing water for fire emergencies. This inspection program ensures hydrants are kept in proper working order and geographic information system (GIS) records are current. Hydrants found to be non-operational get a visible "Out of Service" ring placed on the nozzle, saving valuable time for firefighters to access the next closest hydrant. DPU Operations immediately notifies the Fire Department of the out of service hydrant and repair or replacement is scheduled as quickly as possible.



Awards



2017 National Environmental Achievement Award from National Association of Clean Water Agencies for Storm Drain Art Contest

2017 National Association of Clean Water Agencies Award for Wastewater Plant's environmental performance upgrade project

2018 Operations and Environmental Performance Award from the National Association of Clean Water Agencies for the Wastewater Treatment Plant Nutrient Reduction Program



Virginia Optimization Program Silver Award from the Virginia Department of Health for Excellence in Clarification, Filtration and Backwash at the Water Treatment Plant



Association of Metropolitan Water Agencies award for utility management



Platinum award from the International Organization for Standardization (ISO), National Biosolids Partnership, for the seventh straight year.



National Municipal Stormwater and Green Infrastructure Award from the Water Environment Federation (WEF)

Fiscal Year in Review

The fiscal year started with the *launch of a fire hydrant inspection program* to make tracking and inspection easier, requiring each hydrant be inspected at least once a year. The first year's schedule started in February 2017 and ended in April 2018, with repairs made to more than 270 hydrants. Only 21 of approximately 6,500 needed to be replaced.

In July 2017, a *new customer service telephone number*, 646-4646 was launched to replace 646-7000 and 311 for all utility-related calls and Richmond Gas Works.

DPU partnered with Richmond Public Schools in August 2017 to ensure all streetlights near school bus stops were in working order. *Trees were trimmed* to increase visibility.

The *BioSolids Management Program maintained its platinum level* from the International Organization for Standardization (ISO), National Biosolids Partnership, for the seventh straight year.

In August, a *delegation from Alexandria Renew Enterprises toured the combined sewer overflow system*, including the Hampton-Mc-Cloy retention tunnel, the Shockoe retention basin, Haxall Canal and Brown's Island, and the downtown canal system.



Delegation from Alexandria Renew tours combined sewer overflow system

Cost of Service community meetings were held in October 2017 throughout the city to explain the process and factors involved in how utility rates are set for natural gas, water, wastewater and stormwater.

DPU officials met with citizens at the Byrd Park Roundhouse, East District Center, Police Academy and Southside Community Center, as well as attending district meetings, to answer questions.

In October 2017, *DPU Director Robert Steidel was promoted* to deputy chief administrative officer for Operations, overseeing Public Utilities, Public Works, and Animal Care and Control. Rosemary Green became acting director until Calvin D. Farr Jr. was hired in May 2018 as the new director.



DPU Safety and Operations Training Center opened on Cardwell Road

The new *DPU Safety and Operations Training Center was formally opened* in November 2017 on Cardwell Road, a training facility for natural gas safety operations, followed by the formal ribbon-cutting for the new stormwater operations center on Commerce Road in December. Richmond Mayor Levar Stoney with 8th District Councilperson Reva Trammell and others were on hand for the opening.

The Streetlight Division conducted a survey in December of *LED streetlights* operating on selected blocks of Jefferson Davis Highway, Brook Road, Forest Hill Avenue, and New Kent Avenue to determine customer response.

The *Wastewater Plant set new records in 2017* for nutrient removal after investing \$100 million in plant upgrades. Total nitrogen released into the James River was reduced by 24,000 pounds over 2016 and phosphorous reduced by 6,000 pounds. As a result, the plant received the *2017 National Association of Clean Water Agencies Award* for its environmental performance upgrade project. Long-time

supervisor Clair Watson retired from the Wastewater Plant at the end of the fiscal year after receiving the WEF William D. Hatfield Award in recognition of his years of service. Meanwhile, three female utility operators at the plant, Vernia Hawthorne, Barbara Jackson, and Jewel Minor, received national publicity in *TPO Magazine*, a monthly trade publication for treatment plant operators (TPOs), for being successful women in a traditionally male profession.



Female wastewater employees receive national recognition

On Sunday, Jan. 7, 2018, with a predicted temperature of -3 degrees, the *automated natural gas distribution system broke a new record*, sending out 190,000 decatherms (dth), beating the previous record of 183,000 dth set in February 2015.

Also in February 2018, the *Insurance Services Office reclassified the City of Richmond Department of Fire and Emergency Services as an ISO Class 1*, their highest awarded classification. Only 270 of the 45,000 public fire protection districts in the United States are ISO Class 1, with seven of those in Virginia, putting Richmond in the top 1 percent for fire protection in the nation, a direct result of the Fire Hydrant Inspection Program.

DPU received the *2018 Operations and Environmental Performance Award* from the National Association of Clean Water Agencies (NACWA) in February for the Wastewater Treatment Plant Nutrient Reduction Program.

In May 2018, *DPU replaced Western Union Bill Pay with EZ-Pay*, with its lower convenience fee.

In June, another storm drain was decorated with *environmental artwork* during a live demonstration at the Festival of the River at 7th and Tredegar streets, with storm drain art contest winners following up with designs on four additional drains in Carytown. The drains educate the public about the importance of keeping our river, waterways and streets pollution-free. The contest has become a popular and award-winning tradition each summer. 2018 was the third year of the project, which in prior years painted drains along Tredegar Street and along Grace and Harrison streets near Virginia Commonwealth University.



Storm drain art tour in Carytown

The *new RVA 311 request service was launched* in June 2018 to replace SeeFixClick, and 311 become its own department, Citizen Service and Response.

The fiscal year ended with rate changes in natural gas, water, wastewater and stormwater going into effect on July 1, 2018, including *structural changes in some utility rates and a new Life Line rate* that reduced the rate for low-volume users who use 4 Ccf of water or less. Natural

gas was increased 3.25 percent, and the tier structure for stormwater was increased to five tiers to better distinguish the size of each property's impervious area and improve equity among tiers.

Richmond Gas Works

Richmond Gas Works is the name of Richmond's natural gas utility. It is responsible for the sales and marketing of natural gas services to residential, commercial and industrial customers in Richmond, Henrico, North Chesterfield, and a section of Hanover along Route 33. Currently Richmond Gas Works serves approximately 117,661 customers.

On September 29, 2017, the rules and regulations for a multi-family incentive rebate program were approved.

Richmond Gas Works launched a multi-media advertising campaign designed to build awareness and recognition of the brand. Brand name recognition is an essential pre-cursor to building new business and growth for the natural gas utility.



This inaugural campaign, "Warm Up to Our New Name" was targeted to consumers and business decision-makers and ran from September 2017 through June 2018. The advertising appeared on television, including broadcast, streaming and other digital platforms, billboards, radio, newspaper, digital media, and included weather page takeovers. Additional ads ran in DPU's in-house publications. All outreach targeted current and potential customers and employees.

The brand's new website also launched, providing a strong online presence viewed by current and prospective customers. Richmond Gas Works' Facebook and Twitter accounts helped establish an online presence for the brand.

A social media campaign, "Cookin' with Gas," was launched, which targeted restaurateurs, chefs and foodies. This social media outreach, combined with a sponsorship of one of Richmond's signature and most popular events, Broad Appétit, helped to highlight the natural relationship between this fast growing and trendy market segment and natural gas.

Richmond Gas Works introduced a "re-engineered" Annual Forecast event, targeted to large volume customers. Highlights included Andrew Freiden, a popular NBC12 meteorologist and energy sector forecasts from British Petroleum's (BP) experts.

Event sponsorships were targeted to engage and align the brand with key influential targets such as engineers, architects, HVAC (heating ventilation air conditioning), plumbing, and construction trades, that have direct influence on the purchase decision process to use natural gas. Targeted sponsorship events included the Home Builder's Association of Richmond's Annual Forecast Breakfast, Richmond Biz Sense Panel discussions and Hard Hat events, and the Henrico County Energy Fair.

Streetlighting

The Streetlight Utility is funded through the City of Richmond's General Fund. This utility operates and maintains approximately 37,000 City-owned streetlights, five electric distribution subsystems, more than 350 miles of overhead and underground conductors, and thousands of various pole types. The utility collaborates and coordinates with the Richmond Police Department (RPD) on various RPD initiatives to improve public safety.

This fiscal year, the division made 5,894 streetlight repairs, including replacing damaged poles and downed wires, as well as trimming trees obstructing lights and servicing substation outages. Forty-five new poles were installed.

The Streetlight Light Emitting Diode (LED) Pilot Project was launched in the winter of 2017 to replace selected standard high pressure sodium streetlights within the city with LED streetlights. Six areas and three different styles of fixtures were selected to assess the new lighting technology.

LED fixtures have a cooler color temperature which enhances visibility and provides better color rendering, better efficiency, reliability and maintainability. The test lights went up between late summer 2017 and spring 2018 along Jefferson Davis Highway, Boston Avenue alley, Wentbridge Road alley, Forest Hill Avenue at Westover Hills, Brook Road and New Kent Avenue. The locations were chosen to represent different roadway types to offer a range from major thoroughfares to alleys.

Surveys were conducted to weigh citizen reaction to the lights with results expected in 2019.



Test LED streetlight on New Kent Avenue

Stormwater and Wastewater

Richmond's Stormwater Utility was established in 2009 by a unanimous vote of members of Richmond's City Council. The Stormwater Division is tasked with controlling stormwater discharges into creeks, streams and rivers in the city. Richmond is similar to many other heavily urbanized areas in the country. When it rains, the runoff flows into waterways quickly and picks up pollution from impervious surfaces. The large volume of water and its velocity also causes erosion of stream banks in localized areas where the flow is very high. Given the potential for significant adverse impact on creeks, rivers and streams, Congress enacted legislation requiring cities to reduce the impacts of stormwater on local waterways. These requirements are contained in a Municipal Separate Storm Sewer (MS4) permit issued to the City by the Virginia Department of Environmental Quality in compliance with state and federal laws.

The City is required to provide education and outreach on stormwater impacts and include the public in activities designed to control stormwater pollution. The City is also required to inspect storm sewers to prevent illicit discharges of pollutants into the storm sewer system. One of the major responsibilities the City has is to ensure construction site stormwater runoff is controlled and post-construction stormwater management in new development and redevelopment does not cause water quality issues. The City must also institute pollution prevention and adhere to good housekeeping practices at municipal operation sites.

This year, DPU's Stormwater Utility passed the floodwall annual inspection, completed and closed 436 service tickets, received satisfactory ratings on floodwall and levee inspections, performed 14.2 miles of ditch maintenance, cleaned 2.5 miles of pipe, cleaned 2,014 basin inlets, and treated 4,203 basins for mosquitoes.

Capital Improvement Projects for stormwater drainage were completed on Maurice Avenue, Yorktown Avenue, Jarvis Road, and the 400 block of Calhoun Street.

Richmond's Wastewater Treatment Plant (WWTP) was built in 1958 and serves more than 200,000 people in the Richmond metropolitan area.

This year, DPU met the first five-year target of nutrient reductions from the Chesapeake Bay through multiple water quality improvement projects.

DPU successfully completed two stream restoration projects -- Maury Cemetery stream restoration and Pocosham Creek restoration -- that contribute to the Chesapeake Bay total maximum daily load (TMDL) for nutrient reductions and both received state funding.

DPU received the Water Environment Federation's National Municipal Stormwater and Green Infrastructure Award, and a \$1 million grant from Alliance for the Chesapeake Bay to create a green



Maury Cemetery stream restoration before and after

infrastructure master plan for three priority watersheds within the city. Other highlights include:

- The Water Environment Federation's National Green Infrastructure Certification Program was hosted at the 1801 Commerce Road facility and eight city employees were certified.
- The Combined Sewer System (CSO) began a study for the dynamic optimization of the city's CSO infrastructure to improve water quality integration in the future, and two CSO separation projects were completed in the Williamsburg Road area of the East End.
- The Collection System Master Plan Citywide Sewer Creek Crossing Study, identifying and prioritizing all sanitary sewer stream crossings, was completed.
- Two new sewer rehabilitation annual contracts including new technology were implemented, as well as a new annual closed circuit television investigation contract.
- Capital Improvement Projects for sanitary sewers on the Leicester Road creek crossing and stabilization and the E. Franklin Street sewer replacement were completed.



E. Franklin Street sewer replacement project

Water Treatment and Distribution

The Water Treatment Plant (WTP) was established in 1924 and provides safe drinking water to 62,000 city customers as well as wholesale customers of Henrico, Chesterfield and Hanover counties, totaling 500,000 people. The plant is one of the largest water producers in Virginia, with the capacity to treat up to 132 million gallons of water a day from the James River.

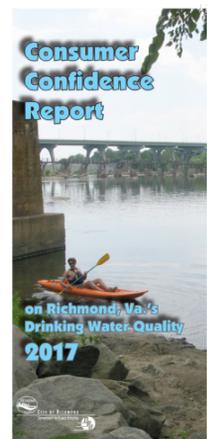
During the FY17-18 fiscal year, many infrastructure improvements were made. The fourth sedimentation basis was completed, as well as the Church Hill water tank, and the Westhampton pump station upgrades.



New Church Hill water tank

The division won the Virginia Optimization Program Silver Award from the Virginia Department of Health for Excellence in Clarification, Filtration and Backwash.

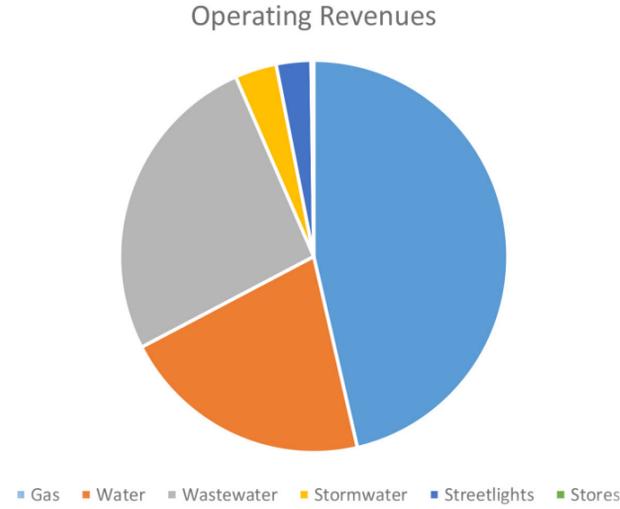
The Consumer Confidence Report, which details the journey water takes from the James River to the faucet and provides an in-depth overview of the city's water quality was designed, completed and distributed in the spring of 2018.



Financial Operations

Financial Operations oversees general accounting, accounts payable, accounts receivables, cash and debt management, grants management, capital assets, budgeting, financial reporting, cost of service, financial and rate modeling, audit relations, wholesale contract administration, natural gas supply contracts, human resources, and information technology for the department.

This year, Finance completed DPU's contributions to the 2018 Comprehensive Annual Financial Report on schedule and completed the fiscal year within budget.



CITY OF RICHMOND, VIRGINIA
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN THE FUND NET ASSETS
Fiscal Year Ended June 30, 2018

	Gas	Water	Wastewater	Stormwater	Electric	Stores	Total DPU
Operating Revenues							
Charges for Goods and Services	154,720,858	69,917,873	86,932,675	11,558,393	9,658,039	733,303	333,521,141
Operating Expenses							
Purchased Gas	67,059,781	0	0	0	0	0	67,059,781
Salaries and Wages & Benefits	16,053,837	13,811,336	11,549,587	4,345,501	1,762,970	329,559	47,852,790
Materials and Supplies	1,289,738	1,845,991	1,015,796	184,011	370,422	4,137	4,710,095
Rents and Utilities	376,398	4,654,264	3,834,559	64,969	2,725,989	19,466	11,675,645
Maintenance and Repairs	11,527,047	7,240,158	4,583,464	2,315,494	851,831	0	26,517,994
Depreciation and Amortization	21,198,511	16,613,864	22,885,686	1,012,475	2,047,287	112,683	63,870,506
Uncollectible Expense	1,069,493	1,206,504	1,205,400	733,184	(44,916)	0	4,169,665
Miscellaneous Operating Expenses	16,046,562	14,536,512	21,351,680	619,864	156,094	159,377	52,870,089
Total Operating Expenses	134,621,367	59,908,629	66,426,172	9,275,498	7,869,677	625,222	278,726,565
Operating Income (Loss)	20,099,491	10,009,244	20,506,503	2,282,895	1,788,362	108,081	54,794,576
Non-Operating Revenues (Expenses)							
Intergovernmental Grants and Contributions	540,030	12,603,141	4,227,828	1,454,862	93,984	0	18,919,845
Interest on Long-Term Debt and Fiscal Costs	(11,209,244)	(8,690,719)	(9,692,496)	(20,013)	(19,087)	0	(29,631,559)
Interest Income	1,343,020	1,221,992	1,669,219	63,260	0	0	4,297,491
Interest Expense	(43,213)	(12,548)	0	0	0	0	(55,761)
Miscellaneous Revenues (Expense)	(27,769)	85,708	20,000	319	(153,303)	24,414	(50,631)
Total Non-Operating Revenues (Expenses), Net	(9,397,176)	5,207,574	(3,775,449)	1,498,428	(78,406)	24,414	(6,520,615)
Net Income (Loss) Before Transfers	10,702,315	15,216,818	16,731,054	3,781,323	1,709,956	132,495	48,273,961
Capital Contributions	-	-	-	-	-	-	-
Transfers Out-Other Funds	(632,959)	(1,581,387)	(1,379,947)	-	(354,653)	-	(3,948,946)
Change In Net Assets	10,069,356	13,635,431	15,351,107	3,781,323	1,355,303	132,495	44,325,015

CITY OF RICHMOND, VIRGINIA
STATEMENT OF NET ASSETS
Fiscal Year Ended June 30, 2018

	Gas	Water	Wastewater	Stormwater	Electric	Stores	Total DPU
Assets							
Current Assets:							
Cash and Cash Equivalents	40,164,304	66,814,132	118,414,367	5,277,228	13,910,704	-	244,580,735
Accounts Receivables (Net of Allowance for Doubtful Accounts)	4,006,838	14,199,817	12,754,531	3,876,284	4,338,187	-	39,175,657
Due From Other Funds	113,098	94,287	3,371,248	437	-	-	3,579,070
Due From Other Governments	-	3,531,095	-	506,048	-	-	4,037,143
Inventories of Materials and Supplies	6,617,937	-	-	-	-	4,129,990	10,747,927
Prepaid Expenses and Other Current Assets	2,176,719	2,034,554	2,570,849	-	32,260	91,688	6,906,070
Total Current Assets	53,078,896	86,673,885	137,110,995	9,659,997	18,281,151	4,221,678	309,026,602
Noncurrent Assets:							
Restricted Assets - Cash and Investments	32,794,479	52,769,061	39,012,867	-	-	-	124,576,407
Land	219,200	878,307	1,101,261	-	265,389	1,686,532	4,150,689
Buildings and Structures	585,437,277	498,176,961	588,189,247	11,319,411	46,359,218	3,478,430	1,732,960,544
Equipment and Other Assets	76,988,362	60,911,453	172,202,658	26,069,557	13,086,360	31,731,662	380,990,052
Less: Accumulated Depreciation	(258,426,059)	(215,544,032)	(318,717,790)	(4,517,248)	(42,801,424)	(34,262,554)	(874,269,107)
Construction in Progress	3,171,175	41,574,407	23,746,892	957,267	1,321,456	-	70,771,197
Total Capital Assets, Net Accumulated Depreciation	407,389,955	385,997,096	466,522,268	33,828,987	18,230,999	2,634,070	1,314,603,375
Total Noncurrent Assets	440,184,434	438,766,157	505,535,135	33,828,987	18,230,999	2,634,070	1,439,179,782
Total Assets	493,263,330	525,440,042	642,646,130	43,488,984	36,512,150	6,855,748	1,748,206,384
Deferred Outflow of Resources:							
Refunding of Debt	8,461,900	6,198,283	6,755,954	-	4,556	-	21,420,693
Pension & OPEB	4,888,196	3,146,438	3,820,185	1,208,819	610,163	124,802	13,798,603
Total Deferred Outflows	13,350,096	9,344,721	10,576,139	1,208,819	614,719	124,802	35,219,296
Liabilities:							
Current Liabilities:							
Accounts Payable	8,819,924	8,081,800	8,993,977	2,027,557	2,192,973	279,046	30,395,277
Accrued Liabilities	438,518	273,867	235,623	91,463	36,865	6,838	1,083,174
Due to Other Funds	-	-	-	3,370,748	-	208,322	3,579,070
Accrued Interest on Bonds Payable	5,914,462	4,635,117	5,201,248	-	8,930	-	15,759,757
General Obligation Bonds, Capital Leases, and Notes Payable	5,545,984	4,401,943	692,000	76,764	137,531	-	10,854,222
Revenue Bonds Payable	6,991,682	5,964,269	11,003,471	-	-	-	23,959,422
Compensated Absences	169,657	139,718	119,757	44,909	19,959	4,990	498,990
Total Current Liabilities	27,880,227	23,496,713	26,246,076	5,611,441	2,396,258	499,196	86,129,911
Noncurrent Liabilities:							
Liabilities to be Repaid from Restricted Assets:							
Customers' Deposits	6,889,965	2,125,373	-	-	-	-	9,015,338
General Obligation Bonds, Capital Lease Liabilities	18,649,639	13,487,192	1,463,418	1,104,636	434,986	-	35,139,871
Revenue Bonds Payable	281,639,347	220,143,504	299,320,510	-	-	-	801,103,361
Compensated Absences	693,337	570,983	489,414	183,530	81,569	20,393	2,039,226
OPEB	3,985,038	2,883,442	3,068,499	992,394	471,853	98,024	11,499,250
Net Pension Liability	14,404,732	8,891,927	11,047,172	3,579,373	1,770,124	362,075	40,055,403
Other Liabilities and Claims Payable	203,296	-	-	613,593	-	-	816,889
Total Noncurrent Liabilities	326,465,354	248,102,421	315,389,013	6,473,526	2,758,532	480,492	899,669,338
Total Liabilities	354,345,581	271,599,134	341,635,089	12,084,967	5,154,790	979,688	985,799,249
Deferred Inflow of Resources:							
Rate Stabilization	-	-	6,500,000	3,500,000	-	-	10,000,000
Deferred Changes in Net Pension Liability	1,818,739	1,229,636	1,435,248	443,986	217,676	47,743	5,193,028
Total Deferred Inflows	1,818,739	1,229,636	7,935,248	3,943,986	217,676	47,743	15,193,028
Net Assets:							
Invested in Capital Assets, Net of Related Debt	125,476,233	191,833,703	187,816,698	29,276,836	17,663,028	2,634,067	554,700,565
Restricted - Debt Service	9,665,364	7,903,934	11,393,698	-	-	-	28,962,996
Unrestricted	15,307,509	62,218,356	104,441,536	(607,986)	14,091,375	3,319,052	198,769,842
Total Net Assets	150,449,106	261,955,993	303,651,932	28,668,850	31,754,403	5,953,119	782,433,403

