

BOARD OF COUNTY COMMISSIONERS WARREN COUNTY, OHIO

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TOM GROSSMANN SHANNON JONES DAVID G. YOUNG

BOARD OF COUNTY COMMISSIONERS WARREN COUNTY, OHIO

MINUTES: Regular Session – January 28, 2020

The Board met in regular session pursuant to adjournment of the January 21, 2020, meeting.

David G. Young – present

Shannon Jones – present

Tom Grossmann – present

Tina Osborne, Clerk - present

Minutes of the January 7, 2020, meeting were read and approved.

A resolution was adopted to accept resignation, due to retirement, of Richard Baker, Water Treatment Plant Technician, within the Warren County Water and Sewer Department, effective March 27, 2020. Vote: Unanimous

20-0165 A resolution was adopted to authorize President of the Board of County Commissioners to sign union agreement on behalf of the Warren County Sheriff's Office and Warren County Deputy Sheriff's Benevolent Association. Vote: Unanimous

A resolution was adopted to approve the contract for police protection with the Kings Automall Owner's Association, Inc., on behalf of the Warren County Sheriff's Office. Vote: Unanimous

A resolution was adopted to approve addendum to agreement for police protection with South Lebanon, on behalf of the Warren County Sheriff's Office. Vote: Unanimous

20-0168 A resolution was adopted to set public hearing to consider text amendments to the Warren County Rural Zoning Code initiated by the Warren County Rural Zoning Commission. Vote: Unanimous

MINUTES JANUARY PAGE 2	28, 2020
20-0169	A resolution was adopted to approve the destruction of various Warren County Sheriff's Office equipment. Vote: Unanimous
20-0170	A resolution was adopted to approve amendment to the contract for adult and juvenile inmate health care services with Correctional Healthcare Companies, LLC. Vote: Unanimous
20-0171	A resolution was adopted to approve Change Order No. 5 to the contract with Layne Christensen Company for the construction of the RAR Water Treatment Plant Filter Rehabilitation Project. Vote: Unanimous
20-0172	A resolution was adopted to enter into memorandum of agreement for services with Ohio Secretary of State on behalf of Warren County Board of Elections. Vote: Unanimous
20-0173	A resolution was adopted to approve extension to agreement for administrative functions with Council on Aging of Southwestern Ohio relative to Warren County Elderly Services. Vote: Unanimous
20-0174	A resolution was adopted to approve extension to agreement for intake, assessment and case management functions with Council on Aging of Southwestern Ohio relative to Warren County Elderly Services. Vote: Unanimous
20-0175	A resolution was adopted to authorize the President of the Board to sign a conversion letter relative to the Neighborhood Stabilization Program 1, Program Income being converted to CDBG funds under the Department of Housing and Urban Development. Vote: Unanimous
20-0176	A resolution was adopted to approve and authorize Warren County Emergency Services Director to sign and submit the Ohio Chemical Emergency Planning and Community Right-to-Know grant application to the Ohio State Emergency Response Commission on behalf of Warren County Emergency Services. Vote: Unanimous
20-0177	A resolution was adopted to enter into an engineering services contract with WSP USA, Inc. on behalf of the Warren County Engineer's Office. Vote: Unanimous
20-0178	A resolution was adopted to award the bid for Precast Reinforced Box Culverts for Bridge Replacement Projects for the Warren County Engineer's Office. Vote: Unanimous
20-0179	A resolution was adopted to approve Notice of Intent to award bid to DDK Construction, Inc. for the Re-Bid Lily Drive Bridge #1023-0.17 Replacement Project. Vote: Unanimous
20-0180	A resolution was adopted to reduce load limit on bridge #10-0.79 on Old 3'C Highway from the current load limit. Vote: Unanimous

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20-0181	A resolution was adopted to reduce load limit on bridge #41-2.49 on Springboro Road from the current load limit. Vote: Unanimous
20-0182	A resolution was adopted to reduce load limit on bridge #71-0.39 on McClure Road from the current load limit. Vote: Unanimous
20-0183	A resolution was adopted to reduce load limit on bridge #48-3.17 on Shaker Road from the current load limit. Vote: Unanimous
20-0184	A resolution was adopted to authorize the Warren County Telecommunications Department to sign the attached Certification of Federal Universal Service Fee/Charge Exemption form with Crown Castle on behalf of the Warren County Commissioners. Vote: Unanimous
20-0185	A resolution was adopted to approve and enter into a memorandum of understanding with Warren County Community Services on behalf of Warren County Children Services. Vote: Unanimous
20-0186	A resolution was adopted to enter into an agreement with the Warren County Soil and Water Conservation District Board of Supervisors, for services required to meet the requirements of the Warren County Municipal Separate Storm Sewer System (MS4) Permit prescribed under the National Pollution Discharge Elimination System Phase II Program of the Clean Water Act, on behalf of the Warren County Engineer. Vote: Unanimous
20-0187	A resolution was adopted to designate Warren County Soil and Water Conservation District as an agent of the Warren County Board of County Commissioners for the purpose of carrying out tasks required to comply with the National Pollution Discharge Elimination System Phase II Permit. Vote: Unanimous
20-0188	A resolution was adopted to acknowledge payment of bills. Vote: Unanimous
20-0189	A resolution was adopted to approve a street and appurtenances (including sidewalks) bond reduction M/I Homes of Cincinnati, LLC for completion of improvements in Kerrisdale Subdivision, Section I situated in Deerfield Township. Vote: Unanimous
20-0190	A resolution was adopted to approve bond reduction for M/I Homes of Cincinnati, LLC for completion of improvements in Roberts Park Section 3 situated in Deerfield Township. Vote: Unanimous
20-0191	A resolution was adopted to approve a street and appurtenances (including sidewalks) bond reduction M/I Homes of Cincinnati, LLC for completion of improvements in Kerrisdale Subdivision, Section 2 situated in Deerfield Township. Vote: Unanimous

MINUTES	
JANUARY 28, 2020	
PAGE 4	

20-0192	A resolution was adopted to approve operational transfer from Commissioners fund #11011112 into Children Services fund #2273. Vote: Unanimous
20-0193	A resolution was adopted to approve supplemental appropriation into Recorder's Office fund #2216. Vote: Unanimous
20-0194	A resolution was adopted to approve a supplemental appropriation into Airport fund #4479. Vote: Unanimous
20-0195	A resolution was adopted to approve supplemental appropriation into Jail Construction Project fund #4495. Vote: Unanimous
20-0196	A resolution was adopted to approve appropriation adjustment within Court of Common Pleas Court Services fund #11011223. Vote: Unanimous
20-0197	A resolution was adopted to approve appropriation adjustment within Tax Map fund #11011750. Vote: Unanimous
20-0198	A resolution was adopted to approve appropriation adjustment within Telecommunications Department fund #11012810. Vote: Unanimous
20-0199	A resolution was adopted to approve appropriation adjustment within Juvenile Court Title IV-E Grant fund #2243. Vote: Unanimous
20-0200	A resolution was adopted to approve appropriation adjustment within the Solid Waste Management District fund #2256. Vote: Unanimous
20-0201	A resolution was adopted to approve appropriation adjustment within Children Services fund #2273. Vote: Unanimous
20-0202	A resolution was adopted to accept an amended certificate, approve a cash advance and approve a supplemental appropriation for the Fairgrounds Construction fund 4498. Vote: Unanimous
20-0203	A resolution was adopted to approve modifications to the fee schedule within the Warren County Building and Zoning Department. Vote: Unanimous

DISCUSSIONS

On motion, upon unanimous call of the roll, the Board accepted and approved the consent agenda.

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On motion, upon unanimous call of the roll, the Board entered into executive session at 9:06 a.m. to discuss imminent litigation pursuant to Ohio Revised Code Section 121.22 (G)93) and exited at 10:20 a.m.

PUBLIC HEARING

CONSIDER MODIFICATIONS TO THE FEE SCHEDULE WITHIN THE WARREN COUNTY BUILDING AND ZONING DEPARTMENT

The public hearing to consider modifications to the fee schedule within the Warren County Building and Zoning Department was convened this 28th day of January 2020, in the Commissioners' Meeting Room.

Jerry Spurling, Chief Building Official, stated the purpose of the modifications is to "clean up" obsolete items that are no longer collected and also allow for partial or phased approvals. The modifications also allow for the expedited approval of an application for a fee.

Commissioner Young stated he has no problem with the proposed changes as they are market driven.

Upon further discussion, the Board resolved (Resolution #20-0203) to approve modifications to the fee schedule within the Warren County Building and Zoning Department.

Sheriff Larry Sims was present to discuss the request for the county to declare themselves a sanctuary county as it relates to 2nd Amendment rights.

Sheriff Sims stated that he has received several requests from groups and has also been having meetings to discuss these requests. He stated that he will fight very strongly to hold up the 2nd Amendment rights but should the laws change, he will uphold the law. He then stated he is not sure how signing a resolution declaring a sanctuary county does anything legally.

Commissioner Grossmann stated his agreement with the Sheriff relative to the legality of the resolution.

Upon further discussion, the Board stated they will take the request under advisement.

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Neil Tunison, County Engineer, was present along with Matt Nolan, County Auditor, for a work session to discussing funding for various infrastructure improvement projects through General fund infrastructure "set aside" funds.

Mr. Tunison reviewed the attached project list which has been prioritized by need. He discussed the ability to utilize of the set-aside funds for leverage when pursuing grant opportunities in some instances. He then discussed the budget as it relates to the proposed projects for year 2020-2024.

Tiffany Zindel, County Administrator, stated the attempt to set aside \$7 million per year for the next five years from the general fund in order to help fund and/or match grant funding for the proposed projects.

Commissioner Grossmann stated he has no objection to the proposed list of projects.

Commissioner Young provided background on the creation of the "infrastructure bank". He then stated that there is no future commitment of funds from the General Fund but a "master plan" which they are hoping to be in a financial place to commit the funds when the time arrives.

Mr. Nolan stated his opinion that there is no better use for the funds than to invest in the transportation needs of the citizens of the county. He stated that the way the Board chose to fund the new jail project allows for these funds to be utilized on transportation needs rather than paying for debt service due to borrowing money to construct it.

Commissioner Jones stated her appreciation of Mr. Tunison's work towards projects including always feeling well informed, both by his thinking and the management of the different funding streams. She then stated there are numerous improvements proposed for the southern part of the county and requested that the northern portion also be considered as there are needs there as well.

Upon further discussion, the Board stated their concurrence with the proposed list of projects and associated funding.

Chris Brausch, Sanitary Engineer, was present along with Michael Zeiher, Business Manager, and Jodi Davis, Assistant Business Manager, for a work session to discuss proposed water and sewer rates for 2020-2023.

Mr. Brausch presented the attached PowerPoint presentation providing the following information:

- Warren County is the largest water provider in the county and the 15th largest in Ohio
- The Mission Statement
- Recommended user rate increases for water users of 3% per year for 2020 2023
- Warren County water rates are 11th lowest rate out of 60 area communities with the proposed increase not affecting the ranking
- Minimum bi-monthly bill showing an increase of approximately 50 cents per month if approved
- Greater Cincinnati Waterworks cost to purchase water vs. the rate we change customers
- Water fund balances as well as the expenses
- Proposed water projects totaling over \$60 million related to the water softening project to be completed by 2027 and the proposed funding source of the projects
- Sewer rates as well as fund balances, revenue and expenditures
- Proposed sewer projects totally approximately \$45 million
- Recommending the current sewer rate to remain the same
- Long term forecast

Mr. Brausch stated he is requesting the Board consider scheduling a public hearing to consider water rate increases of 3% per year for 2020-2023.

There was discussion relative to the need for the proposed increase.

Commissioner Young stated he does not like raising rates but 50 cents per month increase is worth the higher level of service the increase will be funding while still remaining one of the cheapest water suppliers in the area.

Upon further discussion, the Board stated the desire to proceed with the public hearing process to consider the rate increase.

Upon motion the meeting was adjourned.

David G. Young, President

Tom Grossmann

Shannon Jones

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I hereby certify that the foregoing is a true and correct copy of the minutes of the meeting of the Board of County Commissioners held on January 28, 2020, in compliance with Section 121.22 O.R.C.

Tina Osborne, Clerk

Board of County Commissioners

Warren County, Ohio

Potential County Infrastructure Program Projects

No.	Project	Location	Task		Cost	Other Sources		2020		2021		2022		2023		2024
	feet that		Design	\$	200,000		\$	200,000								
1	King Ave. Roundabout	Deerfield Twp	Right-of-Way	\$	50,000				\$	50,000	9					
			Construction	\$	2,000,000				\$	2,000,000						
			Design													
2	Fields-Ertel Road Widening	Deerfield Twp	Right-of-Way	\$	375,000				\$	375,000			IS IN			
			Construction	\$	14,000,000	\$ 7,000,000									\$	7,000,000
			Design	\$	700,000				\$	700,000						
3	US 22/ Willow Pond Blvd to West	Hamilton Twp	Right-of-Way	\$	500,000			0.1			MX.		\$	500,000		
	Road		Construction	\$	7,000,000										\$	7,000,000
			Design	\$	100,000	\$ 100,000										
4	SR 63 Widening / Union Road to	Turtlecreek Twp	Right-of-Way	\$	5,500,000	\$ 5,000,000	\$	500,000	7/4							
	SR 741		Construction	\$	19,700,000	\$ 8,825,000							\$	10,875,000		
	CD 40148 d 1 (1488) D d		Design	\$	1,000,000		\$	1,000,000								
5	5 SR 48 Widening / Willow Pond Blvd to Ridgeview Lane	Hamilton Twp	Right-of-Way	\$	600,000	\$ 420,000		Partie No.	\$	180,000				REAL PROPERTY.		
			Construction	\$	10,300,000	\$ 5,580,000							\$	4,720,000		
	Columbia Road at Mason-		Design	\$	200,000		\$	200,000		AT-OFF						
6	Morrow- Millgrove Road		Right-of-Way	\$	50,000				\$	50,000						
	Roundabout		Construction	\$	2,200,000								\$	2,200,000		
	6 181 15 1 16 1 16		Design	\$	100,000		\$	100,000			No. 10					
7	Wm Good Blvd Extension/ Scholl	City of Franklin	Right-of-Way	\$	50,000				\$	50,000						
	Road Improvement		Construction	\$	1,100,000			A some	\$	1,100,000						
			Design	\$	100,000		\$	100,000					SAI DA			
8	SR 741 and Remick	City of Springboro	Right-of-Way	5	100,000				\$	100,000			William .			
	有效型的效应数据		Construction	\$	1,000,000	Note that the same of			1000				\$	1,000,000		
			Design	5	310,000		\$	310,000							500	
9	I-75 & SR 73 Ramp	City of Springboro/City	Right-of-Way	5												
improvements	of Franklin	Construction	S	3,100,000						\$	3,100,000					
				menting ten dil	and the second s	Manager Wilder Countries III and William IIA	to the the said						The second second second			
						Year Total	\$	2,410,000	\$	4,605,000	\$	3,100,000	\$	19,295,000	\$	14,000,00
						BOCC contribution	\$	7,000,000	_	7,000,000	\$		\$	7,000,000	\$	7,000,000
						Balance	5	4,590,000	+	6,985,000	\$		\$	(1,410,000)	_	(8,410,000

Federal Funds were awarded by OKI in October 2019

TRAC funds for R/W were awarded in November 2019; TRAC funds will be sought for construction

Federal Funds through OKI and ODOT safety funds will be sought in 2020; Design may be combined with project # 3 (SR 48 Widening)

OPWC funds have been requested and status of funding will be known in November 2020

OPWC funds will be sought in 2022

ODOT safety funds will be sought in 2020



Proposed Water & Sewer User Rates for 2020-2023

Agenda

- Proposed User Rate Increases
- Water: Rates,
 Revenue &
 Expenses
- 3. Sewer: Rates, Revenue & Expenses



Water & Sewer Department

Warren County is the largest water provider in the County, the 15th largest in Ohio, and we are growing.

- 2020 Department Operating Budget of \$23 Million
- 75 Employees
- Largest Department under the Commissioners

		Customer
Rank	e e e e e e e e e e e e e e e e e e e	Population
1	City of Cleveland	1,262,955
2	City of Columbus	1,159,817
3	City of Cincinnati	749,000
4	City of Toledo	360,000
5	City of Akron	280,000
6	Montgomery County	260,805
7	Aqua Ohio	173,000
8	City of Youngstown	148,000
9	City of Dayton	142,000
10	Del-Co Water Company	141,407
11	Lake County	115,835
12	Clermont County	113,000
13	Butler County	109,988
14	City of Canton	98,260
15	Warren County	77,000
16	Lorain County	71,074
17	City of Elyria	68,000
18	City of Lima L	65,619
19	City of Lorain	64,152
20	City of Hamilton	62,477
21	City of Springfield	59,357
22	City of Lakewood	52,100
23	City of Mansfield	51,000
24	City of Cuyahoga Falls	49,652
25	City of Middletown	48,694

Mission Statement

We strive to provide <u>quality water service</u> to Warren County residents in a <u>cost-effective manner</u>; to treat all customers with respect, courtesy and professionalism; and provide the highest quality of <u>customer service</u>.





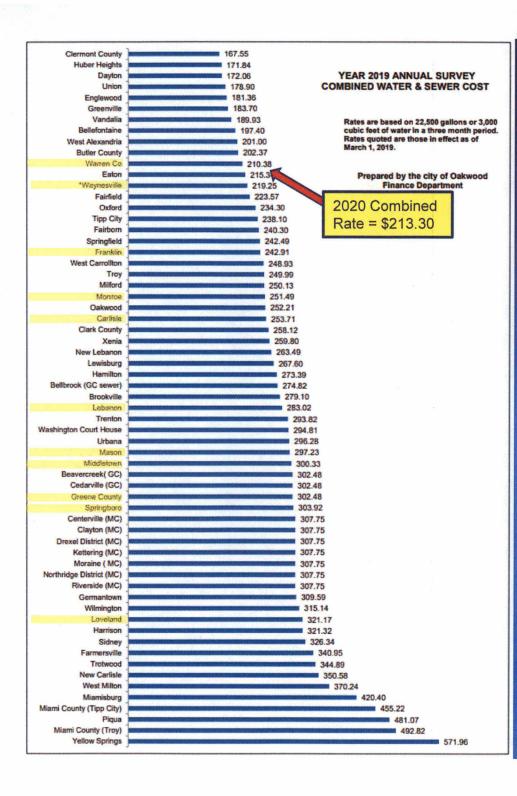


Recommended User Rate Increases

	Current Rate (2019)	2020	2021	2022	2023
Water Flat Fee	\$7.50/bill	\$7.50/bill	\$7.50/bill	\$7.50/bill	\$7.50/bill
Water Rate	\$4.18	\$4.31	\$4.43	4.56	\$4.70
Rate Increase	3%	3%	3%	3%	3%
Sewer Flat Fee	\$0.00/bill	\$0.00/bill	\$0.00/bill	\$0.00/bill	\$0.00/bill
Sewer Rate	\$4.67	\$4.67	\$4.67	\$4.67	\$4.67
Rate Increase	0%	0%	0%	0%	0%







Water & Sewer Rates

Our focus on strong fiscal management, operating with a minimal staff, and building quality treatment plants has resulted in low rates for our customers.

- Most affordable utility rates in Warren County.
- 11th lowest rate out of 63 communities
- Proposed rates will not affect our ranking.

Mission Statement: We strive to provide uality water service to Warren County residents in a cost

quality water service to Warren County residents in a costeffective manner;

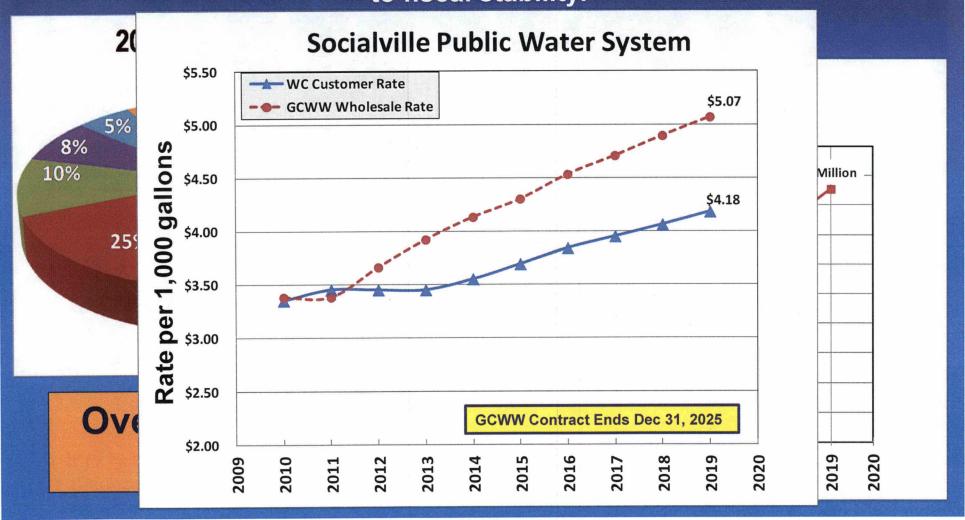
	2019	2020	2021	2022	2023
Minimum Water Bill	\$25.08 +7.50 Fee	\$25.86 +7.50 Fee	\$26.58 +7.50 Fee	\$27.36 +7.50 Fee	\$28.20 +\$7.50 Fee
Minimum Sewer Bill	\$28.02	\$28.02	\$28.02	\$28.02	\$28.02
Total Bi-Monthly	\$60.60	\$61.32	\$62.10	\$62.88	\$63.72

Water & Sewer service as low as \$1/day.

^{*}Based on 6,000 gallon minimum usage (Approximately 100 gallon/day)

#1 Hot Button: Purchased Water

Purchased water from GCWW for the Socialville water system is the largest single expenditure for the Department and our biggest concern to fiscal stability.



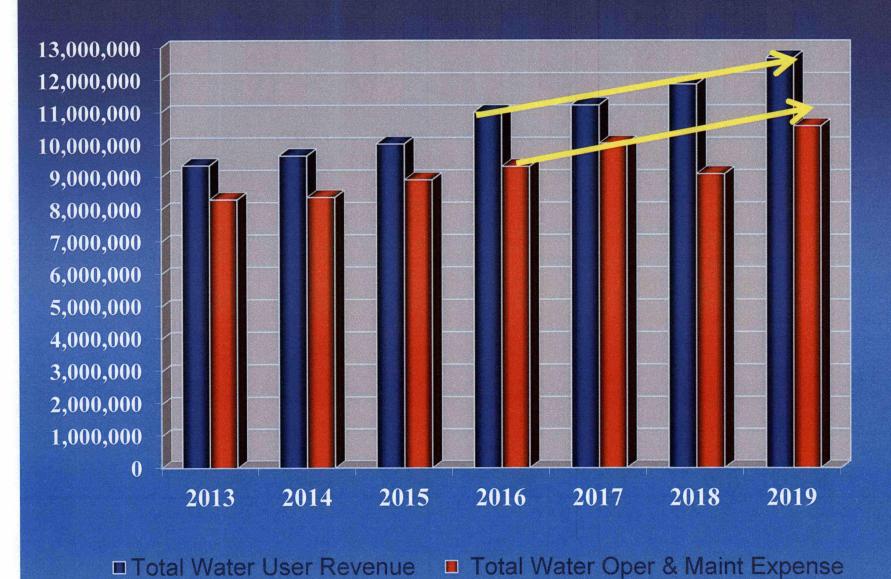
2020 Water Fund Balances

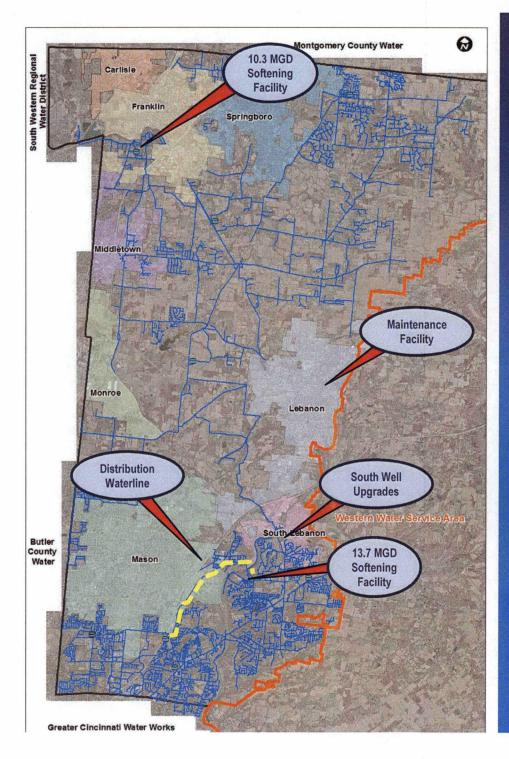
January 1st, 2020

Operating Fund (5510-3200) \$ 2,926,000 Replacement Fund (5510-3209) \$ 4,349,156 Surplus Fund (5510-3219) \$ 26,391,870

TOTAL 5510 Fund Balance as of 1/1/2020 **\$33,667,026**

Water revenues have exceeded expenses allowing additional savings for capital projects.





Water Projects

North WTP Softening 2021-2022 \$19.7 Million RARWTP Softening 2021-2022 \$26.4 Million Maintenance Facility 2022-2023 \$3.5 Million Distribution Waterlines 2021-2025 \$8 Million South Well Upgrades 2025-2027 \$4 Million

PROJECT FINANCING

Surplus Funds:

Loans:

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\$30 Million

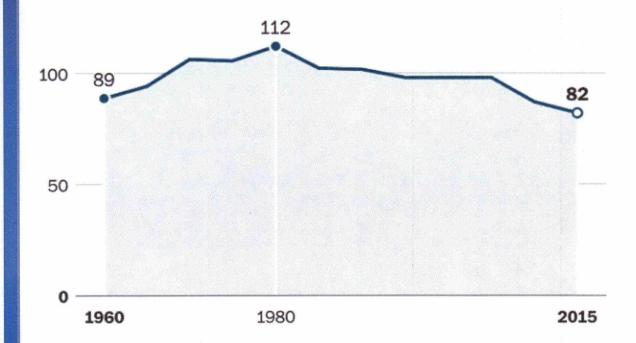
\$32 Million

Annual Service Payment: \$1.8 Million

Americans are conserving water like never ISSUES before, according to the latest federal data

Per-capita home water consumption falls to lowest level in a half century

Daily per-capita domestic water consumption, in gallons. Includes indoor and outdoor home water use.



Source: USGS, "Water use in the U.S., 2015"

THE WASHINGTON POST

owing issues that and user rates.

ity for Retirement



ble for retirement 6-10 yrs



Sewer rate has not increased since 2016

	2019	2020	2021	2022	2023
Water Flat Fee	\$7.5/bill	\$7.5/bill	\$7.5/bill	\$7.5/bill	\$7.5/bill
Water Rate	\$4.18	\$4.31	\$4.43	4.56	\$4.70
Rate Increase	3%	3%	3%	3%	3%
Sewer Flat Fee	\$0.0/bill	\$0.0/bill	\$0.0/bill	\$0.0/bill	\$0.0/bill
Sewer Rate	\$4.67	\$4.67	\$4.67	\$4.67	\$4.67
Rate Increase	0%	0%	0%	0%	0%





2020 Sewer Fund Balances

January 1st, 2020

Operating Fund (5580-3300)

Replacement Fund (5580-3309)

Surplus Fund (5580-3319)

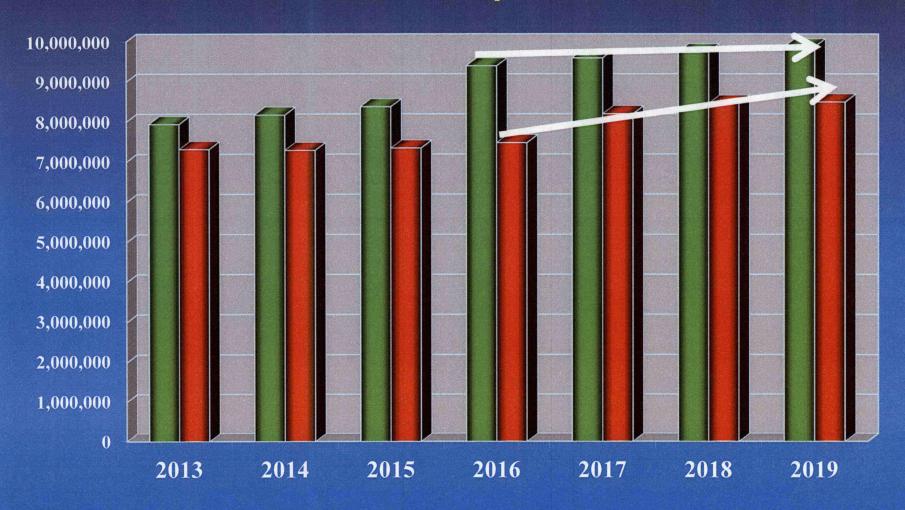
\$ 2,376,000

\$ 453,209

\$ 26,871,749

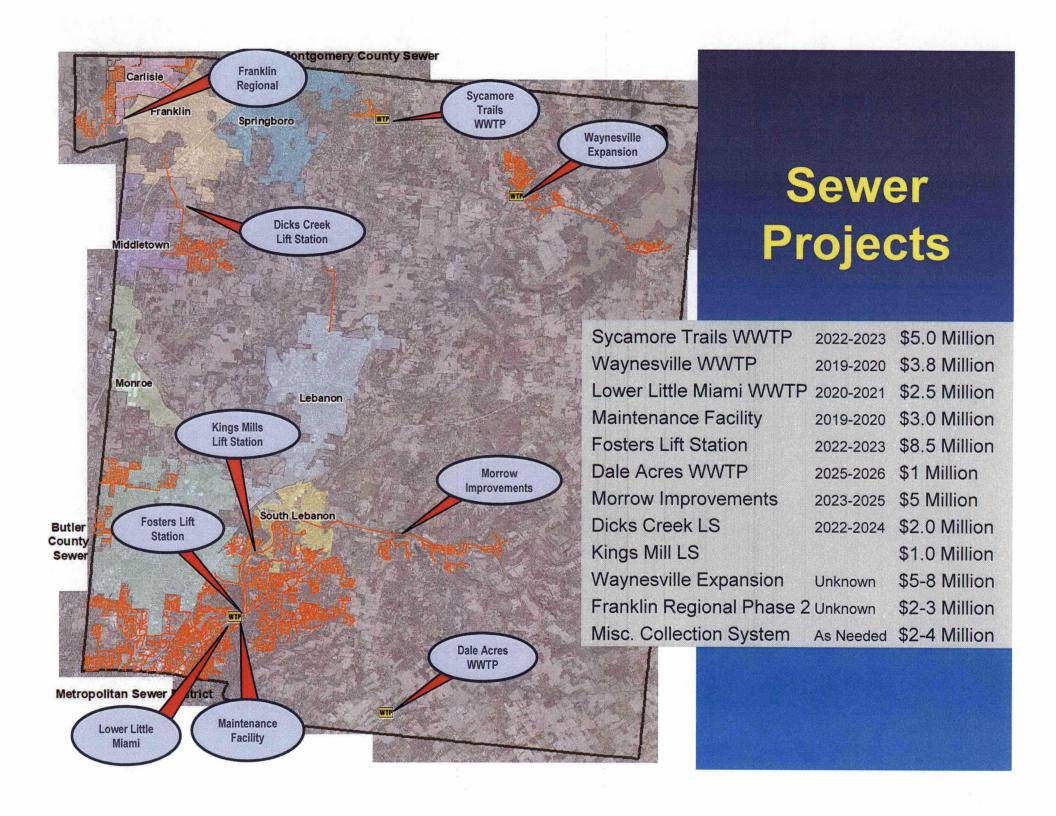
TOTAL 5580 Fund Balance as of 1/1/2020 **\$29,700,958**

Sewer revenues have remained relatively flat with a stable increase in expenses due to increased customer base and purchased services



■ Total Sewer User Revenue

■ Total Sewer Oper & Maint Expense



Long Term Forecast & Planning

The Water & Sewer Department is tracking the following issues that can significantly impact on revenues, expenses, and user rates.

- The Economy & Tap Fee Revenues -
- Biosolids Disposal Landfill Disposal
- Succession Planning Shrinking pool of qualified treatment plant operators
- Polk Run Area Purchased Services Cincinnati MSD

Recommendation

Schedule a public hearing for the proposed water & sewer rates for 2020 through 2023.

	2019	2020	2021	2022	2023
Water Flat Fee	\$7.5/bill	\$7.5/bill	\$7.5/bill	\$7.5/bill	\$7.5/bill
Water Rate	\$4.18	\$4.31	\$4.43	4.56	\$4.70
Rate Increase	3%	3%	3%	3%	3%
Sewer Flat Fee	\$0.0/bill	\$0.0/bill	\$0.0/bill	\$0.0/bill	\$0.0/bill
Sewer Rate	\$4.67	\$4.67	\$4.67	\$4.67	\$4.67
Rate Increase	0%	0%	0%	0%	0%

2017-2019 Water Revenue vs Expense Breakdown

	2017	2018	2019
REVENUE			
Service User Revenue	\$11,221,978	\$11,867,142	12,676,877
Tap Fees/Misc. Income	3,991,150	4,025,793	4,933,256
WRRM	969,907	1,329,154	1,351,990
Total Revenue			18,962,123
EXPENSES			
Payroll	\$2,638,576	\$2,534,407	\$2,599,543
Operating/Maint.	6,534,078	6,161,575	6,750,359
Debt Service	304,565	304,565	304,565
Capital (O/P)	2,457,631	666,247	3,448,833
Total Expense	11,934,850	9,666,794	13,103,300
Net Income or (Loss)	\$4,248,185	\$7,555,295	\$5,858,823

2017-2019 Sewer Revenue vs Expense Breakdown

	2017	2018	2019
REVENUE			
Service User Revenue	\$9,597,582	\$9,745,967	9,877,450
Tap Fees/Misc. Income	4,069,151	2,830,499	3,341,317
SRRM	5,249	0.00	0.00
Total Revenue	13,971,992		13,218,767
EXPENSES			
Payroll	\$2,265,328	\$2,426,902	\$2,521,186
Operating/Maint.	4,594,993	4,845,739	4,342,947
Debt Service	1,068,780	1,069,349	1,069,349
Capital (O/P)	2,040,928	2,916,034	3,969,174
Total Expense	9,970,029	11,258,024	11,902,656
Net Income or (Loss)	\$3,701,953	\$1,318,442	\$1,316,111

Strong financial management has allowed the County to adopt low water rates.

	2013	2014	2015	2016	2017	2018	2019
Water Rate	3.45	3.55	3.69	3.84	3.95	4.06	4.18
	0%	3.0%	4.0%	4.0%	3.0%	3.0%	3.0%

Average increase of 2.83 percent per year





Water Revenue Generated by Capital Improvement Fee

2020	2021	2022
\$7.50	\$7.50	\$7.50
\$1,350,000	\$1,350,000	\$1,350,000

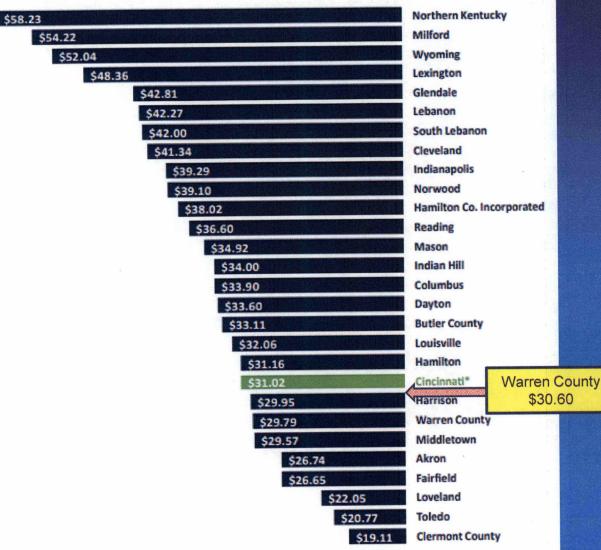
Based on 30,000 customers * Fee * 6 (billing cycles)



Sewer Rates

Warren County is currently ranked the 12th lowest sewer rate out of 63 regional sewer utilities.

Monthly Water Costs[†] for the Average Single-Family Household



Water Rates

Our focus on strong fiscal management, operating with a minimal staff, and building quality treatment plants has resulted in low water rates for our customers.

Water Utility /Cost per Month 8.3 CCF
*Includes fire hydrant fee. Rate effective January 1, 2020
† Some of the rates above are based on the information provided on the utility's website