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CincyStat Tenets

- Accurate and timely intelligence shared by all
- Effective tactics and strategies
- Rapid deployment of resources
- Relentless follow-up and assessment

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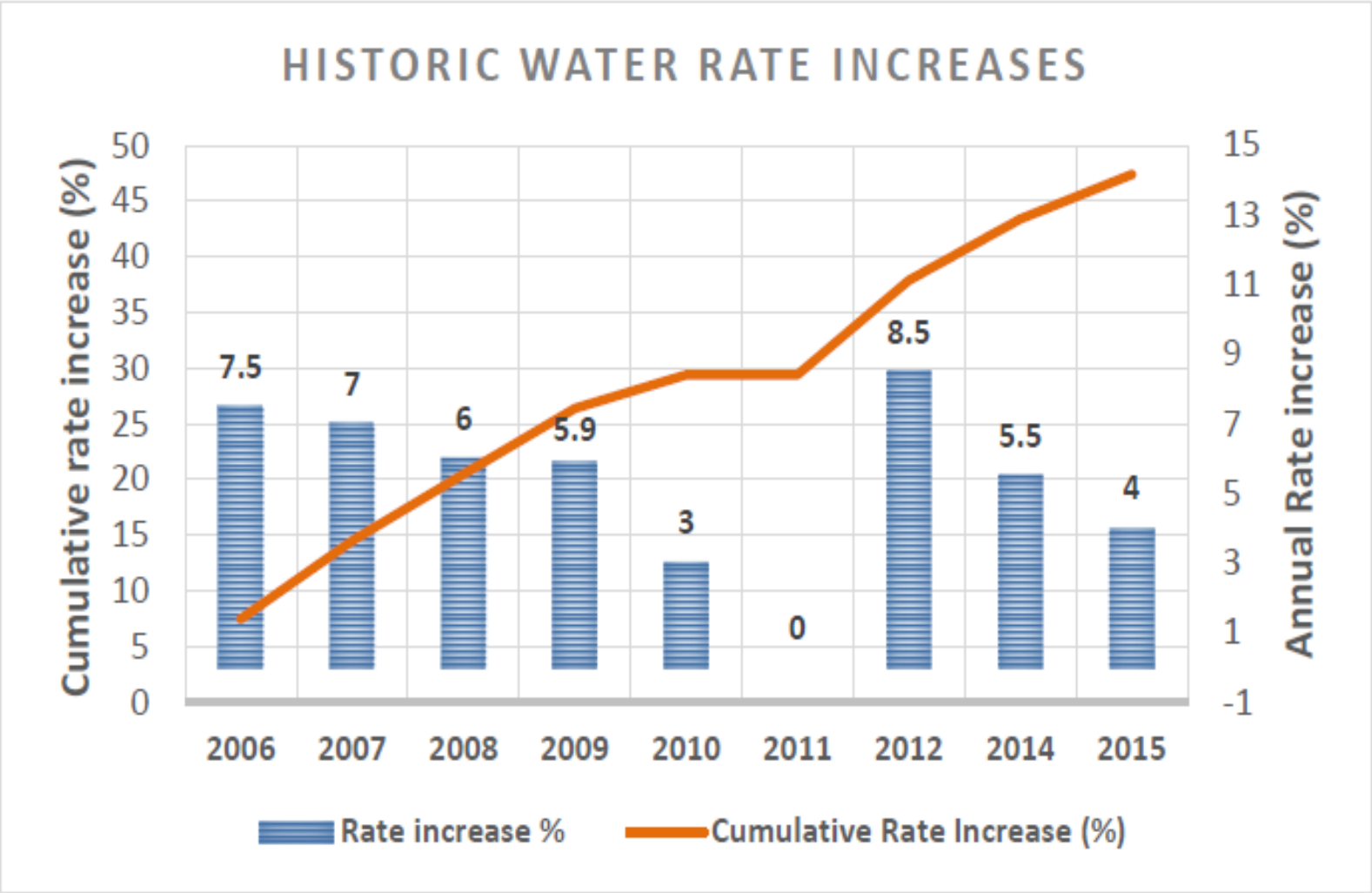

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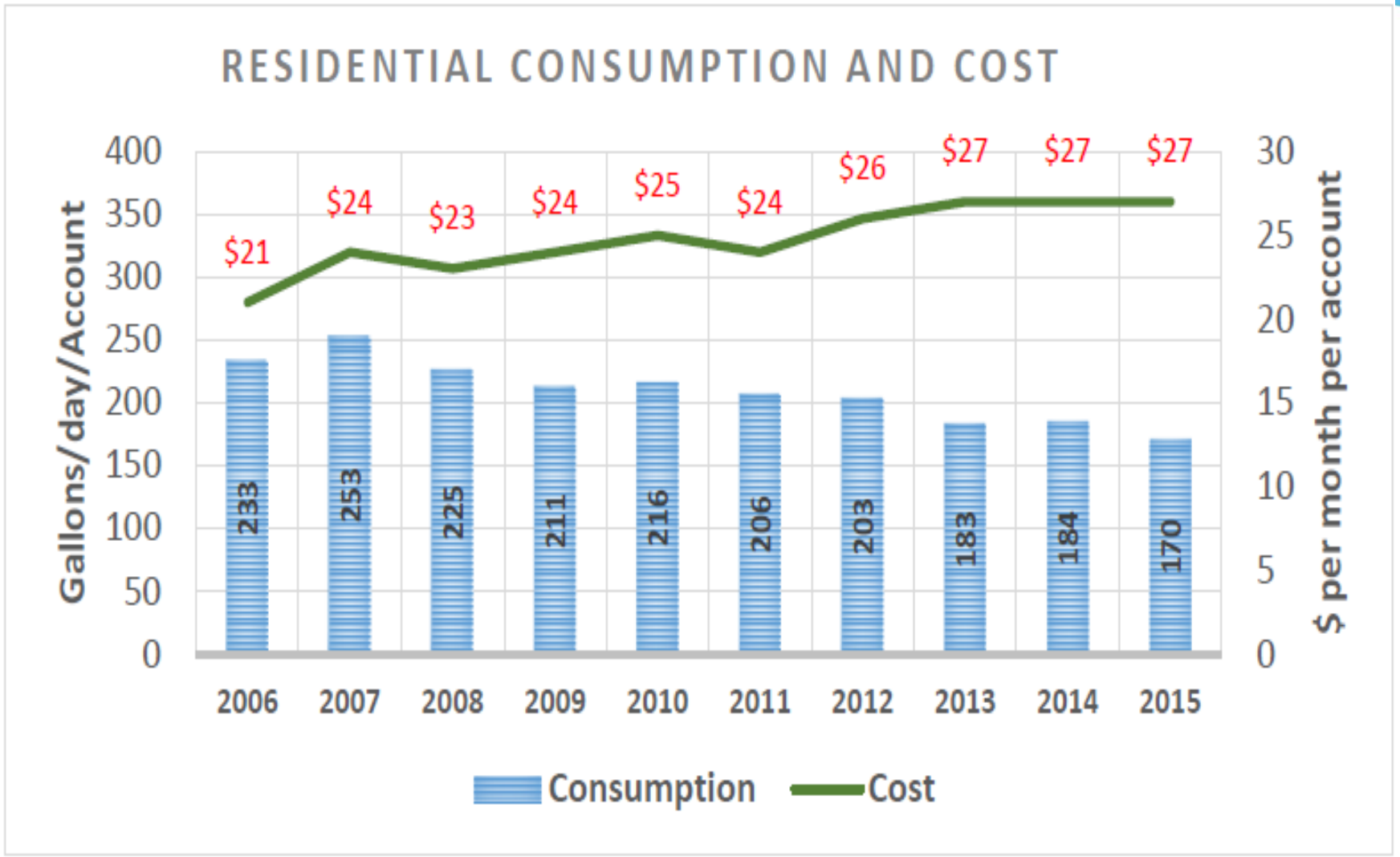

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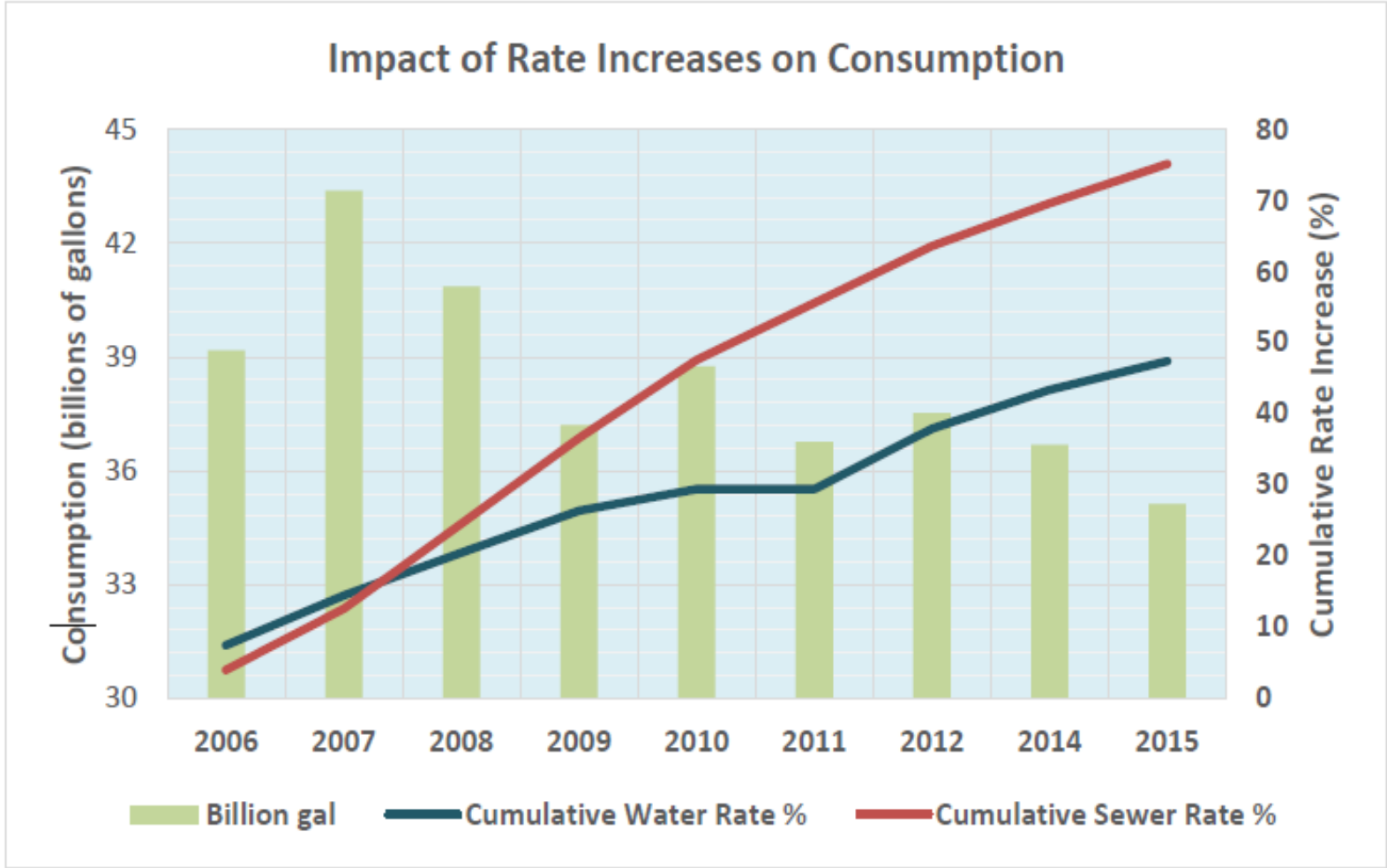
Conservation Efforts:

Fixture/Appliance	*Water Usage*
Toilet flush	*Standard toilets use 1.6 gallons per flush, while older toilets can use as much as 3.5 to 7 gallons per flush.*
Shower	*Water-saving shower heads produce about 2 gallons per minute. Old showers used to use up to 5 gallons of water per minute.*
Clothes washer	*25 gallons/load for newer washers. Older models might use about 40 gallons per load.*
Dishwasher	*6-16 gallons. Newer, EnergyStar models use 6 gallons or less per wash cycle, whereas older dishwashers might use up to 16 gallons per cycle.*

Sources:

https://www3.epa.gov/watersense/pubs/indoor.html
http://water.usgs.gov/edu/qa-home-percapita.html



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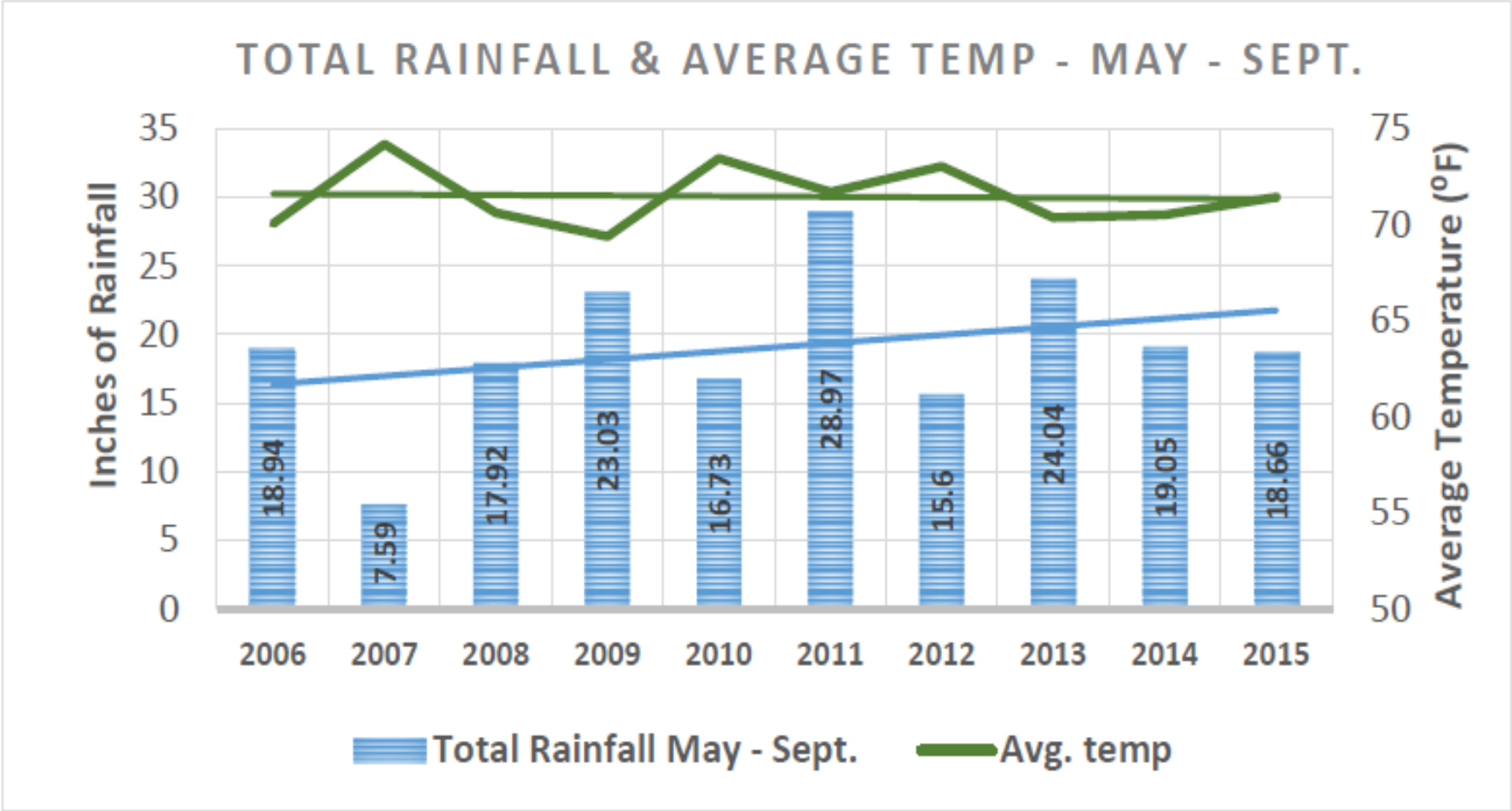

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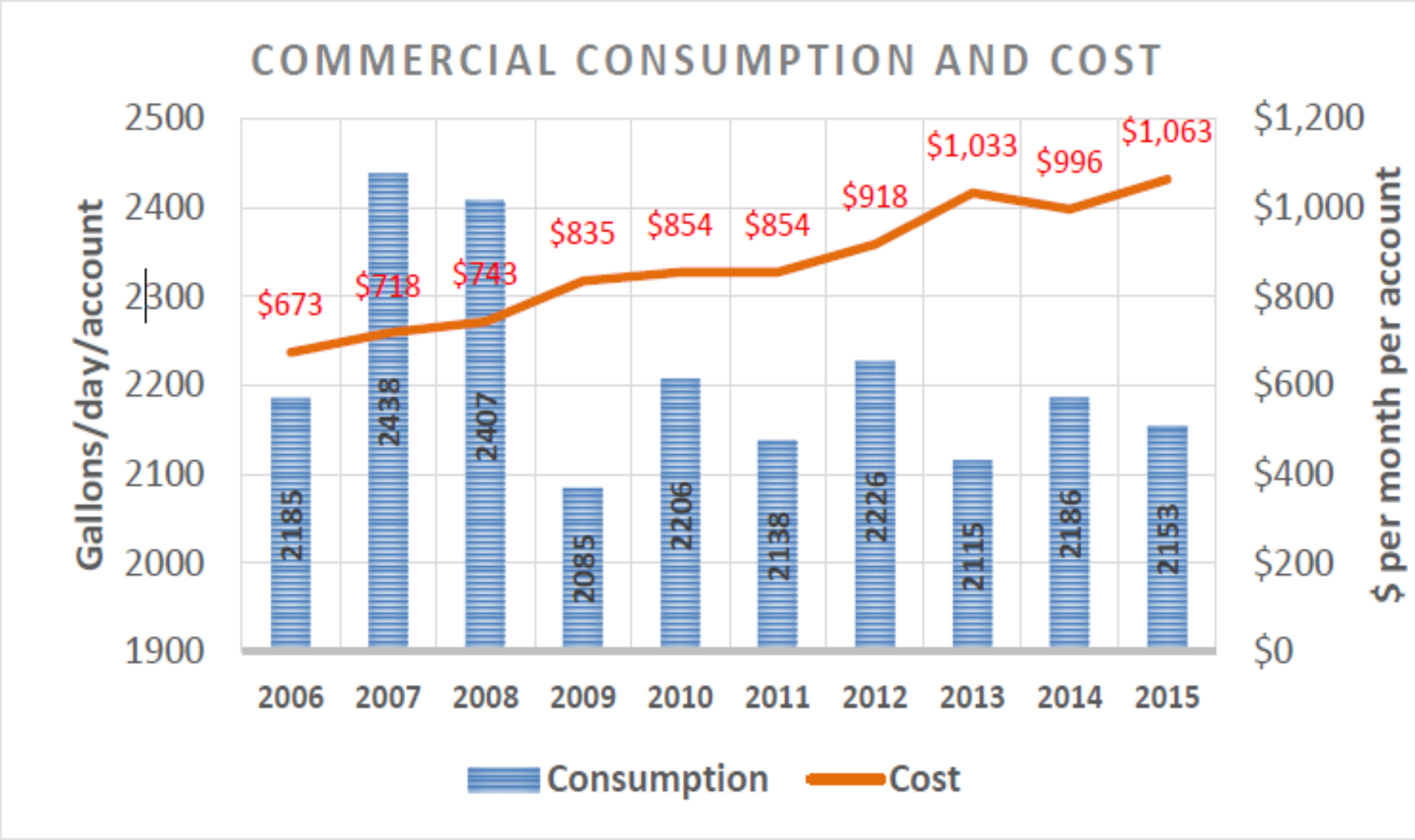

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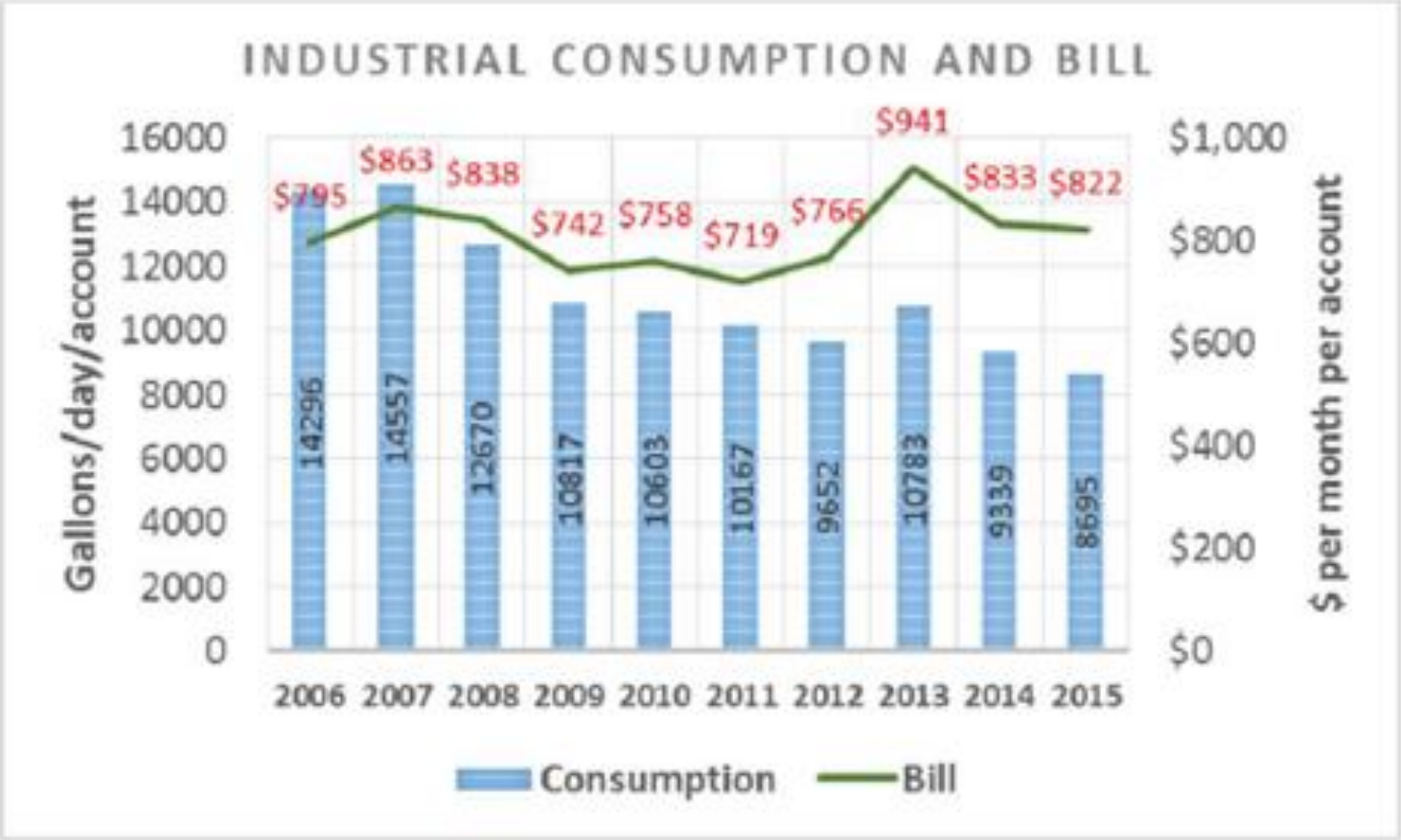
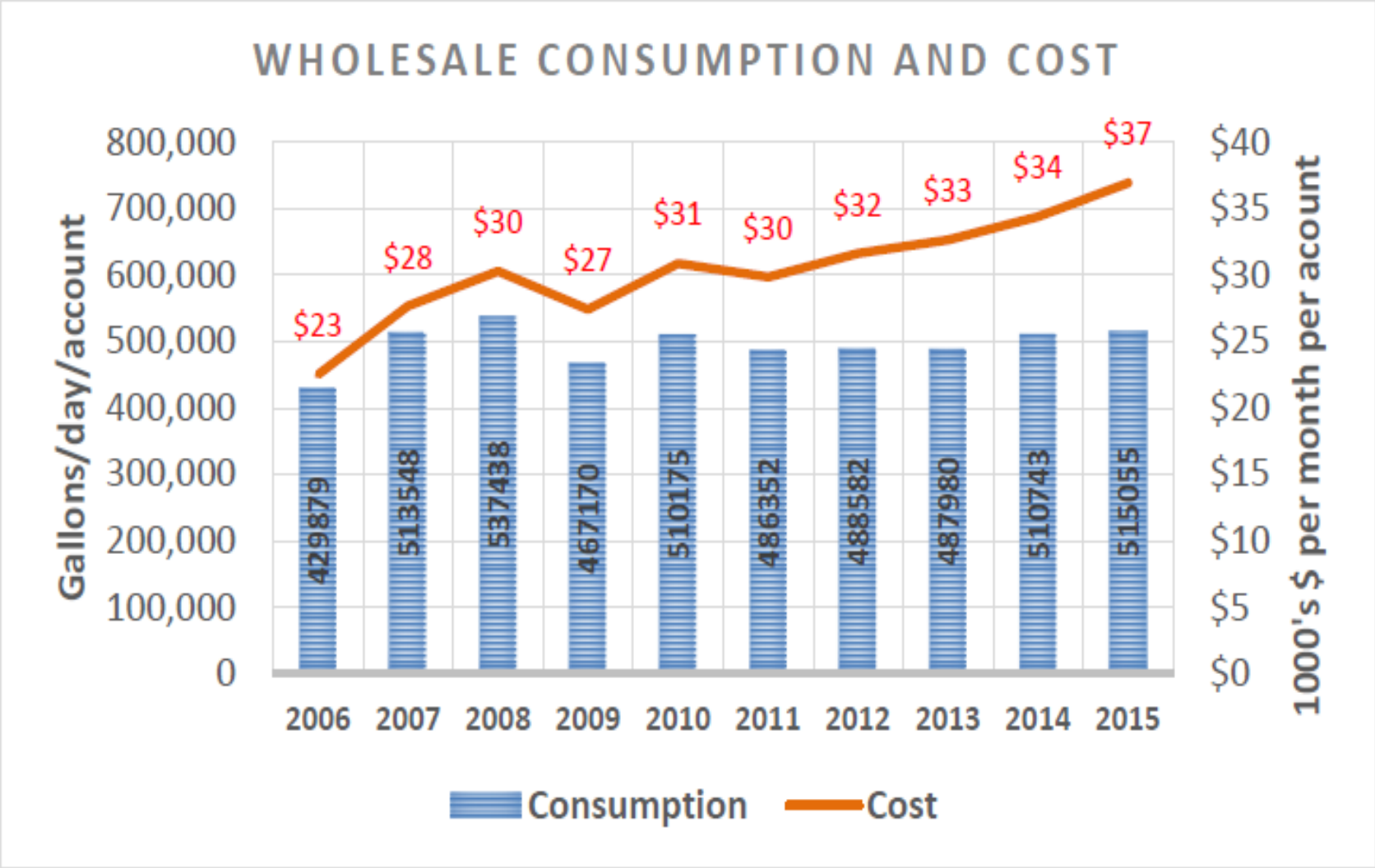
Industrial



By far one of the most dramatic indicators of decreased per account consumption in GCWW's service area is seen in the industrial sector. Water usage by these customers has decreased from just over 14,000 gallons per account per day to under 8,700 gallons per account per day, representing a 39% decline in average usage. Even though water rates have increased over this time period, per account revenues have not significantly increased overall.



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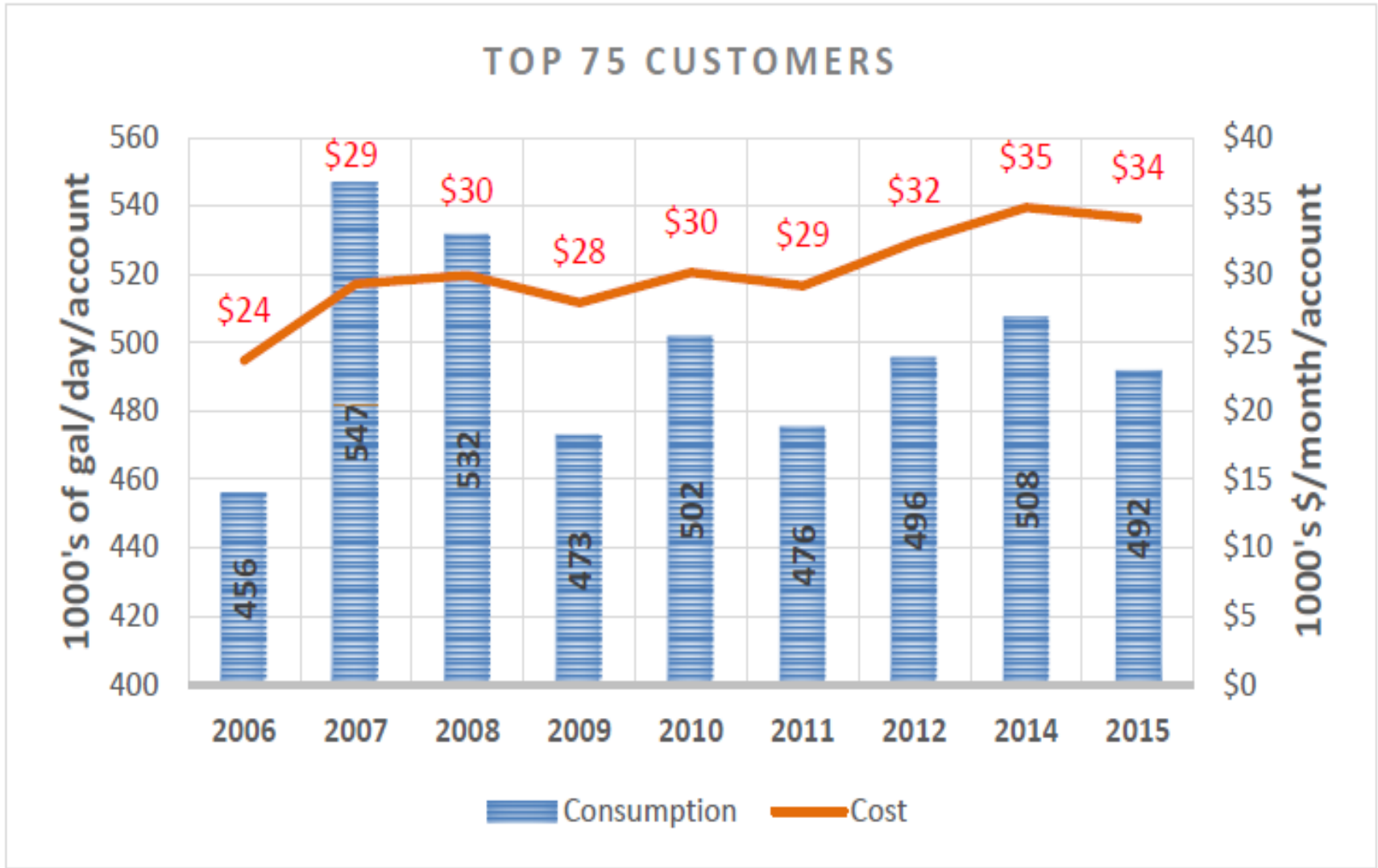

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% Change (2006-2015)				10 Year Average
Dwelling Type	**Consumption**	**Revenue**	**Cost/Month**	**Average Cost/Month**
Residential	-27%	32%	29%	2.9%
Commercial	-1%	56%	58%	5.8%
Industrial	-39%	-26%	-24%	-2.4%
Wholesale	20%	83%	61%	6.1%
Top 75 customers	7.8%	44%	44%	4.4
SYSTEM TOTAL :				
GCWW Rate Increase (2006 - 2015) = 47.4%				4.7%

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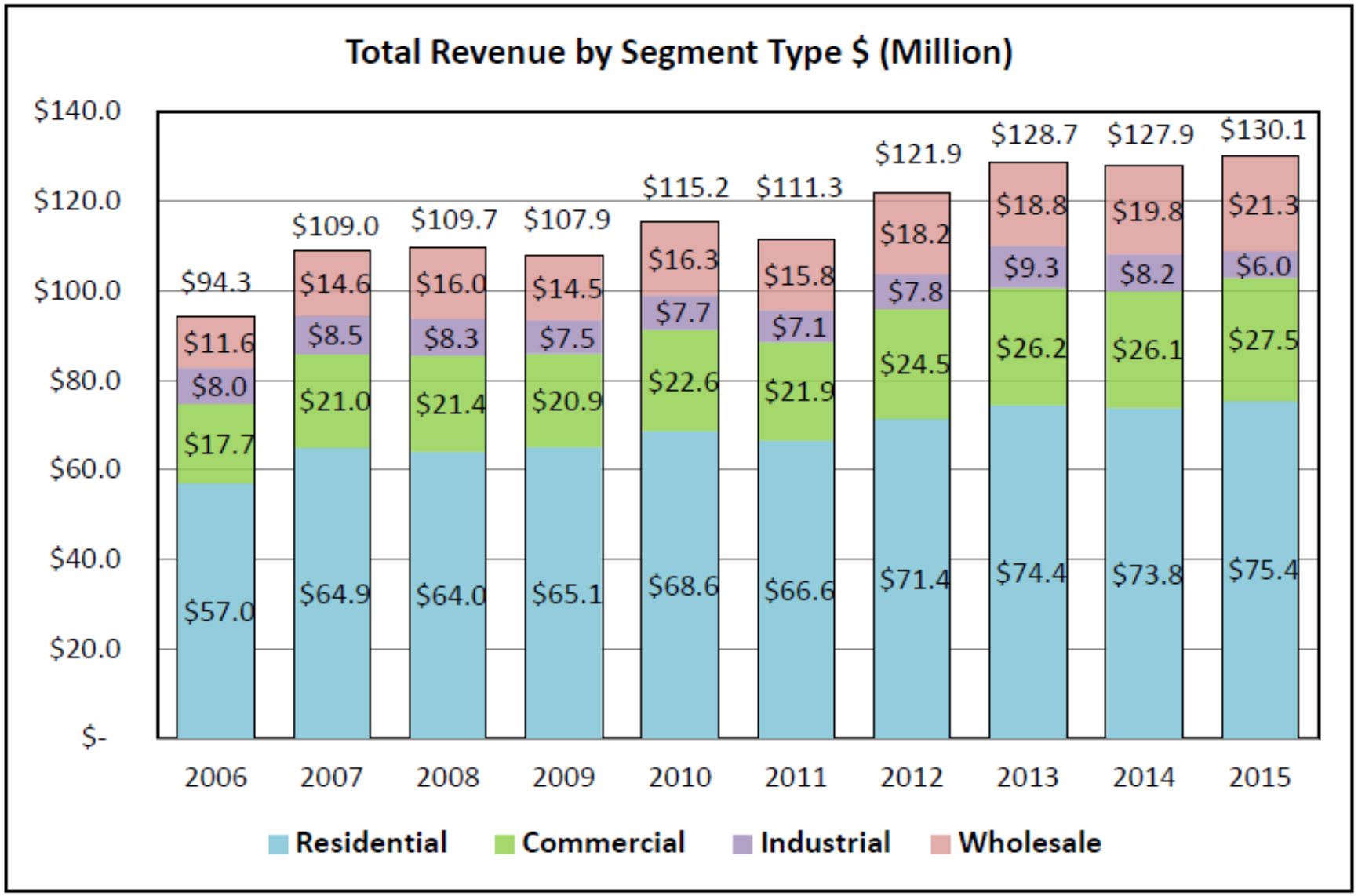

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OEPA Categories/GCWW Categories	
Residential Residential Apartment Condominium Multi-Familv (2-3) NOT ASSIGNED/Unknown	**Industrial** Industrial Manufacturing
Commercial Government General Business Golf Courses Greenhouse/Nursery Medical/Hospital School Swim Clubs/Pools	**Wholesale** Wholesale

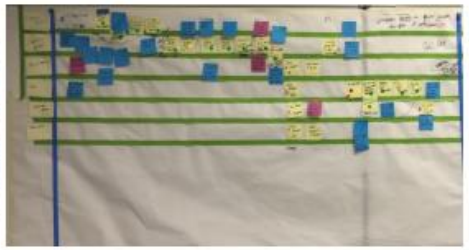
Accounts	Start	Paid as of 1/10	Paid as of 1/18	Paid as of 1/25	Paid as of 2/1/16	paid as of 2/8	paid as of 2/15	paid as of 2/22	paid as of 2/29	paid as of 3/14	paid as of 3/21	paid as of 4/1	paid as of 4/8	Total Pymnts	Week	Method
207	$ 86,899.23	$ 10,480.18	$ 5,396.42	$ 3,286.07	$ 2,745.55	$ 1,937.63	$ 869.59	$ 3,915.35	$ 839.40	$ 53.00	$ -	$ 50.00		$ 29,573.19	A	PHONE
		12.20%	6.70%	3.80%	3.20%	2.30%	1.00%	4.60%	1.00%	0.10%	0.00%	0.10%		36.65%	A	PHONE
20	$ 4,054.80		$ 536.67	$ 1,793.65	$ 237.99	$ 144.50	$ 424.32	$ 158.40	$ 222.19	$ 206.05	$ -	$ -		$ 3,723.77	B	PHONE
			13.24%	44.24%	5.87%	3.56%	10.46%	3.91%	5.48%	5.08%	0.00%	0.00%		91.84%	B	PHONE
37	$ 9,374.82				$ 2,849.50	$ 171.13	$ 306.06	$ 277.44	$ -	$ -	$ -	$ -		$ 3,604.13	C	PHONE
					30.40%	1.83%	3.26%	2.96%	0.00%	0.00%	0.00%	0.00%		38.44%	C	PHONE
20	$ 5,093.75				$ 226.33	$ -	$ -	$ 819.34	$ 795.59	$ 212.60	$ -	$ 6.00		$ 2,053.86	D	PHONE
					4.40%	0.00%	0.00%	16.10%	15.60%	4.20%	0.00%	0.00%		40.30%	D	PHONE
17	$ 3,816.86					$ 106.45	$ 467.49	$ 161.50	$ -	$ 943.98	$ -	$ 443.39		$ 2,122.81	E	LETTER
						2.80%	12.20%	4.20%	0.00%	24.70%	0.00%	11.60%		55.60%	E	LETTER
19	$ 23,238.56						$ 446.75	$ -	$ -	$ -	$ -	$ 548.16		$ 994.91	F	LETTER
							1.90%	0.00%	0.00%	0.00%	0.00%	2.40%		4.30%	F	LETTER
17	$ 6,838.72							$ -	$ 712.92	$ 1,323.01	$ -	$ 2,672.54		$ 4,708.47	G	LETTER
								0.00%	10.40%	19.30%	0.00%	39.10%		68.90%	G	LETTER
32	$ 44,306.56							$ 373.55	$ 727.45	$ -	$ -	$ 518.77		$ 1,619.77	H	LETTER
								80.00%	1.60%	0.00%	0.00%	1.20%		3.70%	H	LETTER
20	$ 9,233.31									$ -	$ -	$ 953.80		$ 953.80	I	PHONE
										0.00%	0.00%	10.30%		10.30%	I	PHONE
33	$ 7,459.63									$ -	$ -	$ 1,362.31		$ 1,362.31	J	PHONE
										0.00%	0.00%	18.30%		18.30%	J	PHONE
19	$ 7,473.54											$ 441.23		$ 441.23	K	PHONE
												5.90%		5.90%	K	PHONE
28	$ 23,737.04											$ 1,471.74		$ 1,471.74	L	PHONE
												6.20%		6.20%	L	PHONE
28	$ 6,628.71													$ -	M	PHONE
														0.00%	M	PHONE
32	$ 11,944.02													$ -	N	PHONE
														0.00%	N	PHONE

iLab Impact Fact Sheet

innovationLAB

Water Works Improves Delinquent Account Collections

Current Process



Future Process

Expected Results	Current	Estimated New	Target %
Days to collect on delinquent accounts	341	180	47%
Average number of delinquent accounts in system	8,000	4,000	50%
Days used in duplicate process	27	0	100%
Steps in process	18	14	22%
Overall			**54.75%**

"I like the iLab because it brought all parties involved to the table. We had several questions for Law and they were at the table to answer them." - iLab participant

Among the Opportunities Identified

- ~~Law Department eliminates an unnecessary 30 day notice, shortening the collection process~~ Completed
- ~~Water Works stops duplicate process of preparing packages for Law and Court~~ Completed
- ~~Water Works shares database with Law~~ Completed
- Further account information sharing
- Creation of delinquent vendor debarment process
- Outreach process for delinquent customers

The **iLab** is a venue for stakeholders to understand and document a shared process, identify holistic solutions, develop an improved process, and generate a joint implementation plan.

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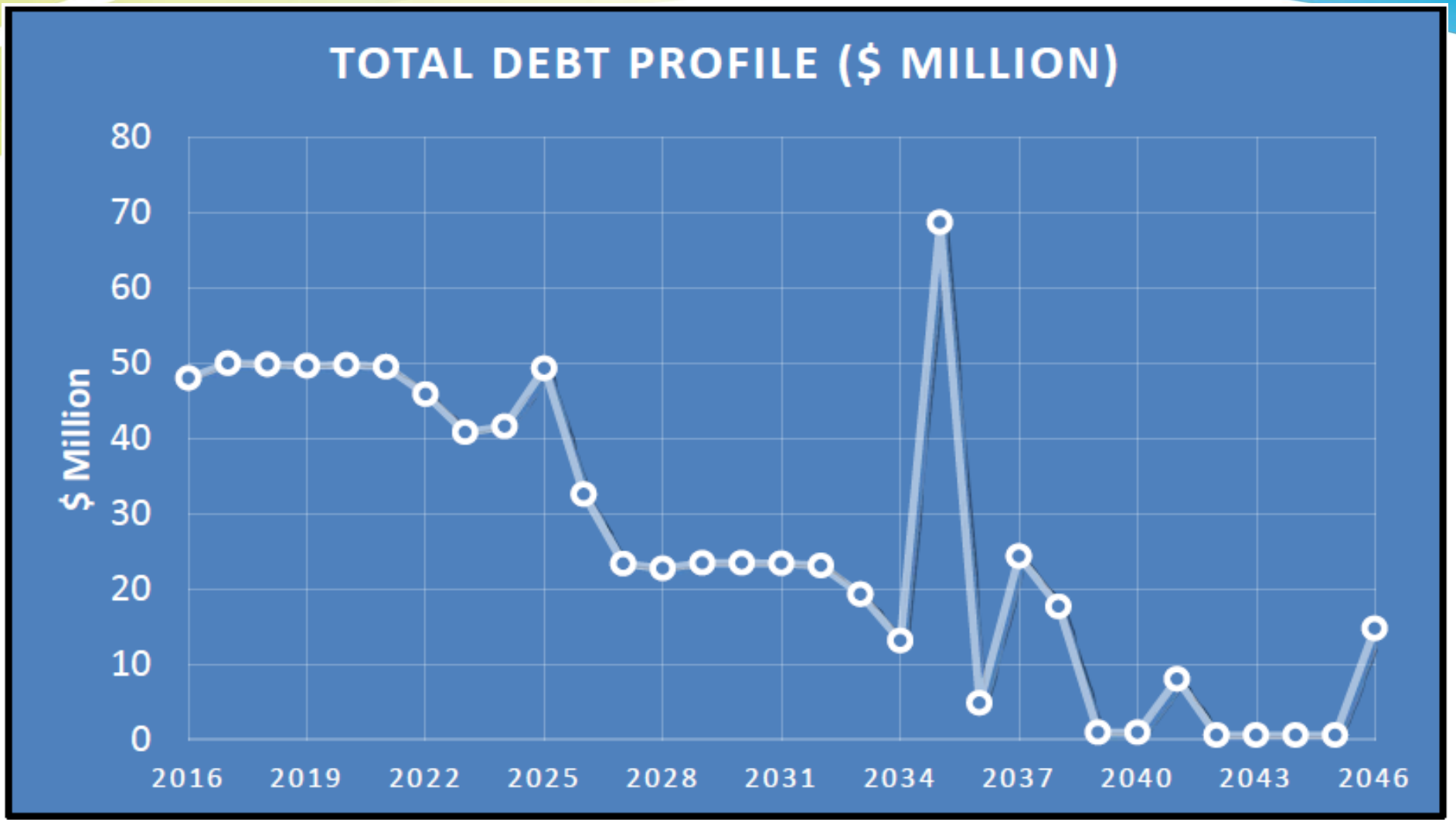

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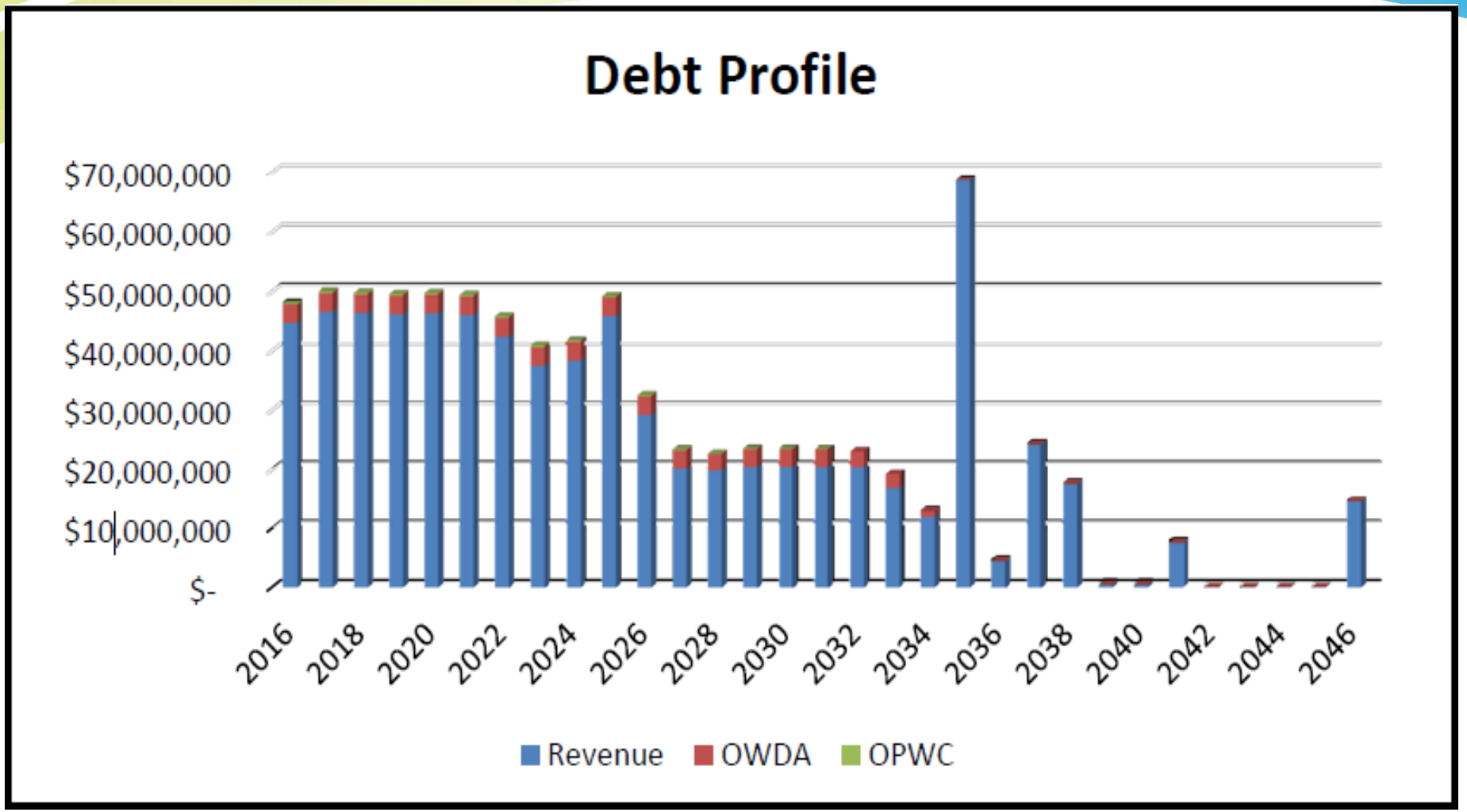

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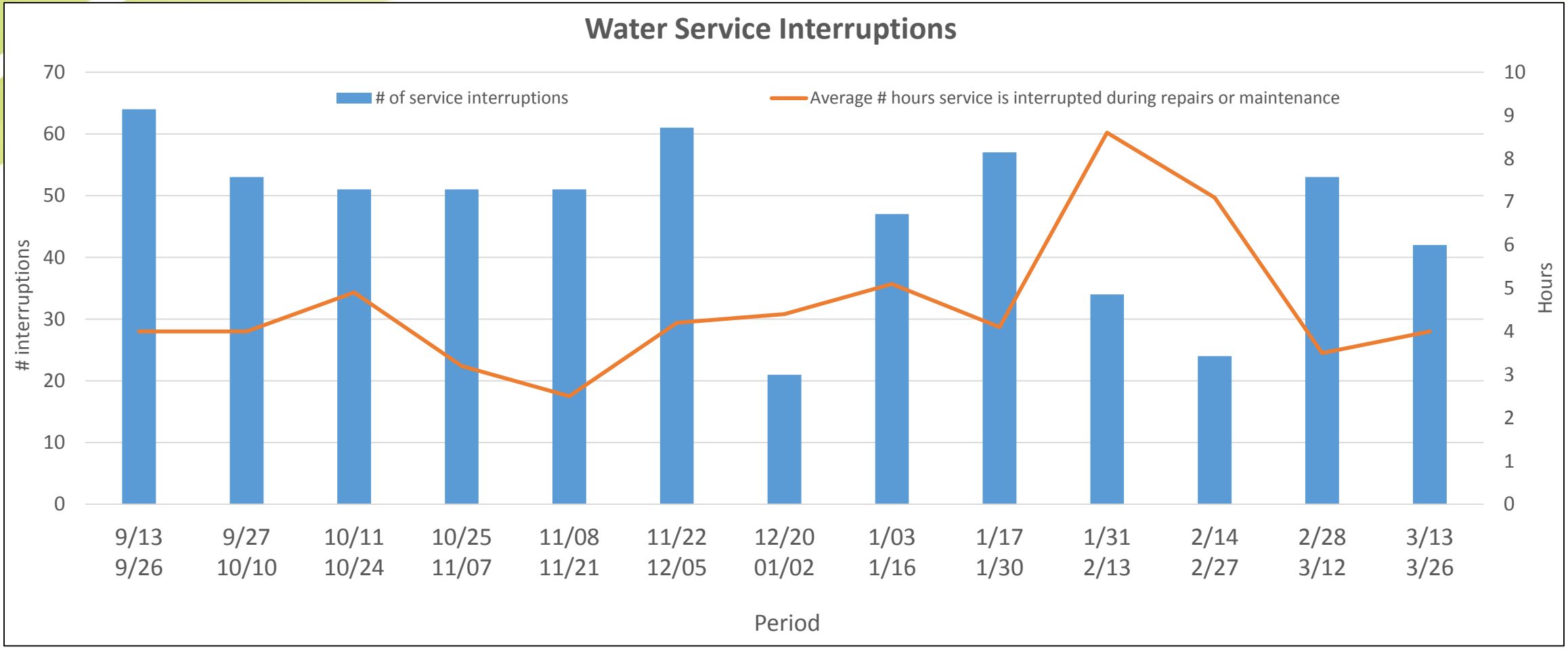

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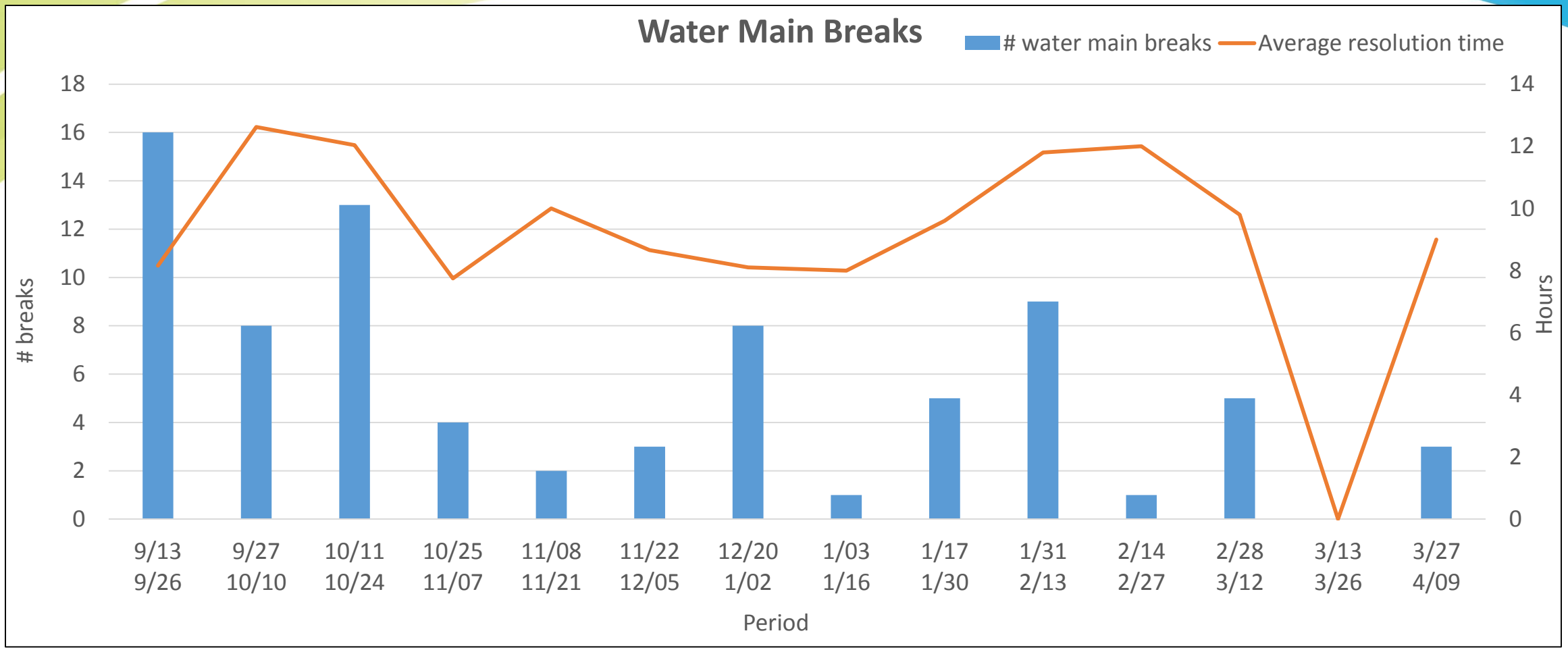

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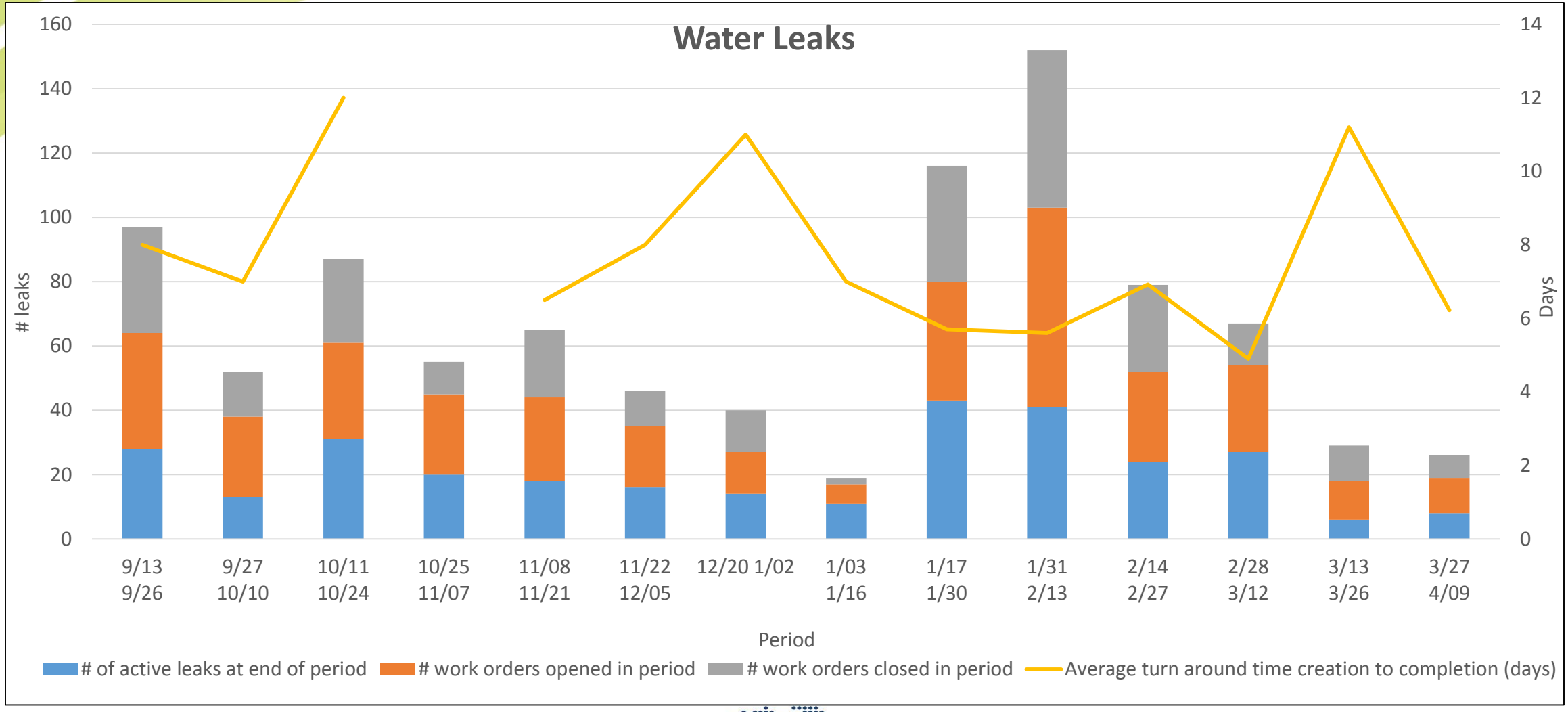

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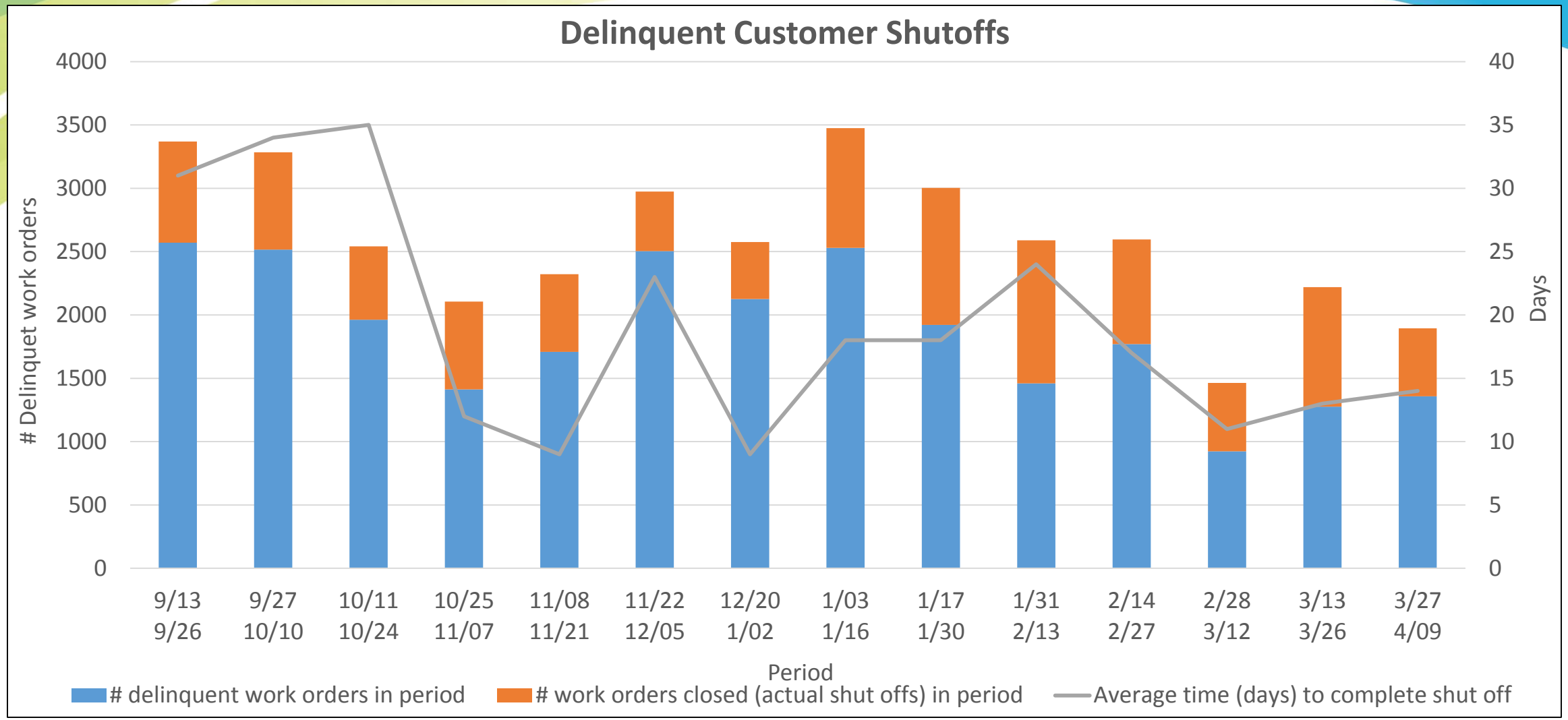

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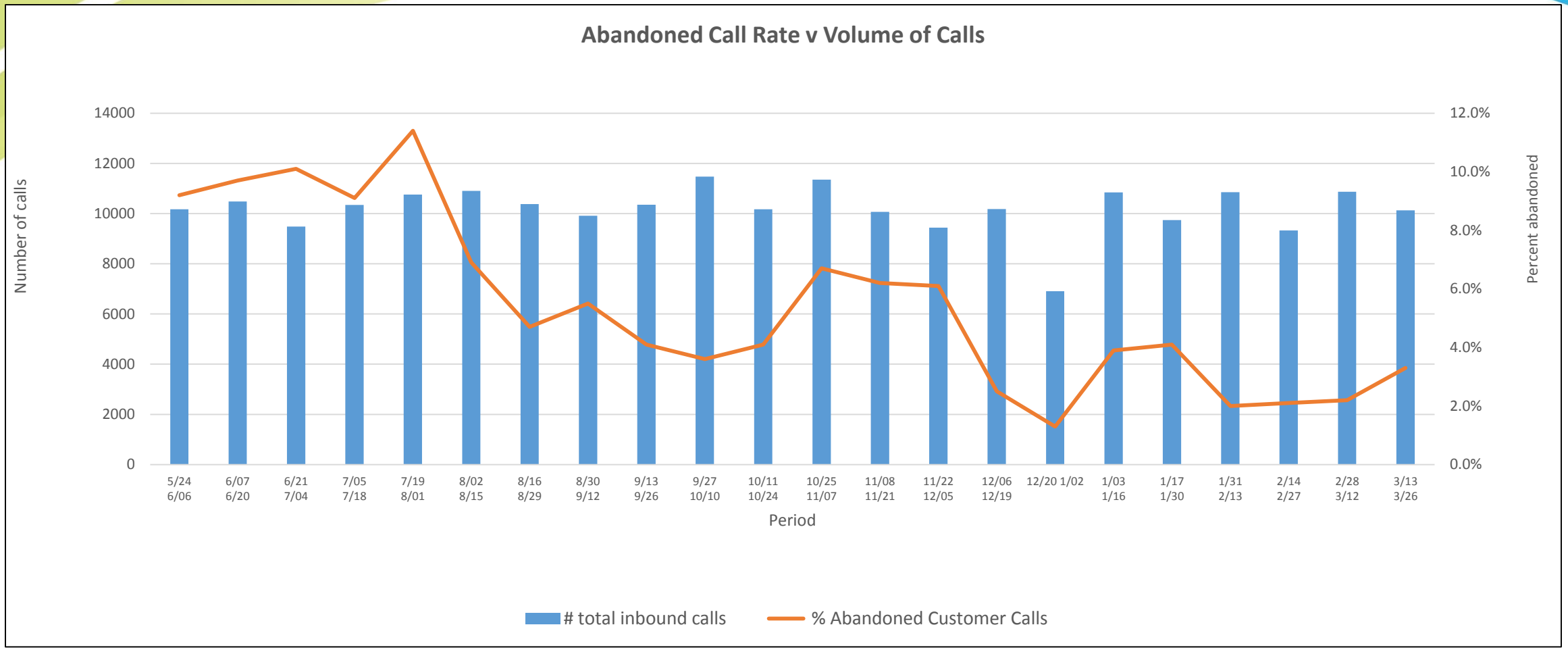

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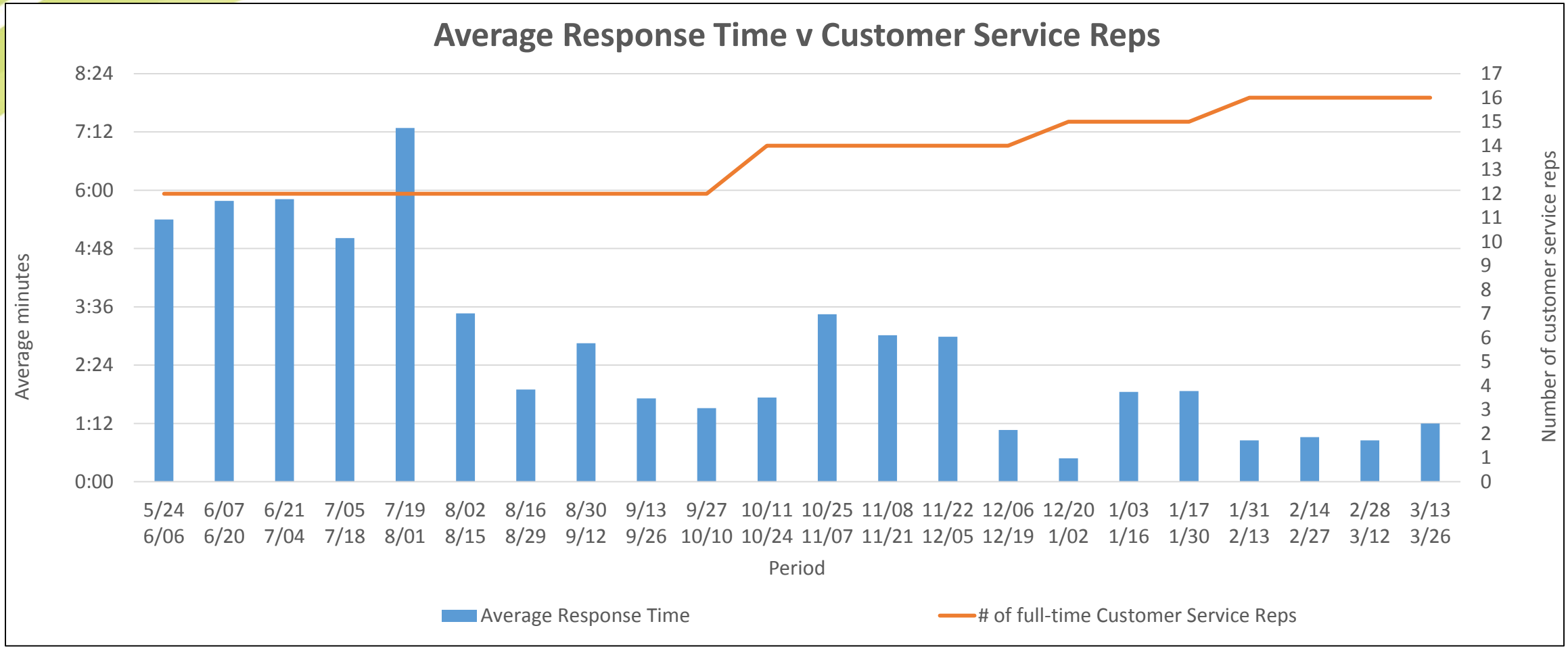

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FUND	AGENCY	CURRENT BUDGET	PRIOR YR EXPENDED	ESTIMATED AMOUNT	EXPENDED	VARIANCE
101	Division of Business Services	10,963,420	5,472,144	7,063,960	4,623,506	2,440,455
101	Division of Commercial Services	10,835,690	4,008,257	7,034,365	3,456,457	3,577,907
101	Division of Water Supply	26,220,420	11,451,922	16,997,180	12,082,355	4,914,825
101	Division of Water Distribution	19,680,310	10,928,858	12,597,189	11,858,632	738,556
01	Division of Water Quality and Treatment	9,772,670	5,364,683	6,352,566	5,483,250	869,316
101	Division of Engineering	6,064,060	2,888,641	3,839,879	3,197,211	642,668
101	Division of Information Technology	3,670,390	846,457	2,371,947	843,921	1,528,026
101	Debt Service	55,033,920	32,421,298	36,689,298	31,474,865	5,214,433
101	City Pension	207,540	735,220	138,360	0	138,360
101	Public Employee Assistance Program	42,870	0	27,047	37,268	-10,221
101	Worker's Compensation	550,000	231,753	346,995	445,770	-98,775
101	General Fund Overhead	2,643,560	2,417,826	1,762,374	2,494,660	-732,286
101	ETS Information Infrastructure Security	75,510	0	50,340	0	50,340
TOTAL		***145,760,360***	***76,767,059***	***95,271,500***	***75,997,895***	***19,273,605***

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