

Mishawaka Utilities

James M. Schrader, General Manager

Mishawaka Utilities is headquartered at 126 North Church Street. This is the where the Business Office is located as well as the office of the General Manager. The General Manager provides leadership and guidance to the Business Office and the three operating divisions: Electric, Water, and Wastewater Treatment. The employees of Mishawaka Utilities take great pride in serving our community.

Mishawaka Utilities Business Office

Virginial Fras, Office Manager

Mission

We are part of an organization committed to providing our community with the best products and services in electric, water, and wastewater treatment.

Mishawaka Utilities strives to:

- Provide reliable service at competitive rates,
- Maintain high professional and ethical standards in a courteous atmosphere,
- Promote continuing education for safety-conscious and well-trained staff,
- Cooperate with and promote our community, and
- Provide products and services that exceed the expectations of our owners – our customers.

The Mishawaka Utilities Business Office provides centralized customer service, trash service support, billing, data processing, finance/accounting, and administrative functions for our three operating divisions of Mishawaka Utilities: Electric, Water, and Wastewater Treatment. Today, these three utilities serve a population of more than 47,000 people (27,000) customers.

The Mishawaka Utilities Business Office takes pride in offering personal hometown service to our customers and we look forward to the New Year and the opportunity to serve you better.

Electric Division

Sedrick Springman, Division Manager

Mission

We are part of an organization committed to providing our community with the best products and services in electric, water and wastewater treatment.

Mishawaka Utilities strives to:

- Provide reliable service at competitive rates,
- Maintain high professional and ethical standards in a courteous atmosphere,
- Promote continuing education for a safety-conscious and well-trained staff,
- Cooperate with and promote our community, and
- Provide products and services that exceed the expectations of our owners – our customers.

Background

Mishawaka Utilities – Electric Division (MUE) is the second largest municipally owned electric utility in Indiana, providing service to 27,477 customers. We have 11 substations located throughout the city. Our 43 person staff, located at 1646 E. 12th Street, engineer, construct, and maintain the distribution system, consisting of nearly 127 miles of overhead, 176 miles of underground distribution lines, and seven miles of transmission lines (primarily 34.5 kV, with a small 69 kV section feeding our University Park substation). This system serves a population of 48,252 (as of 2010 census).



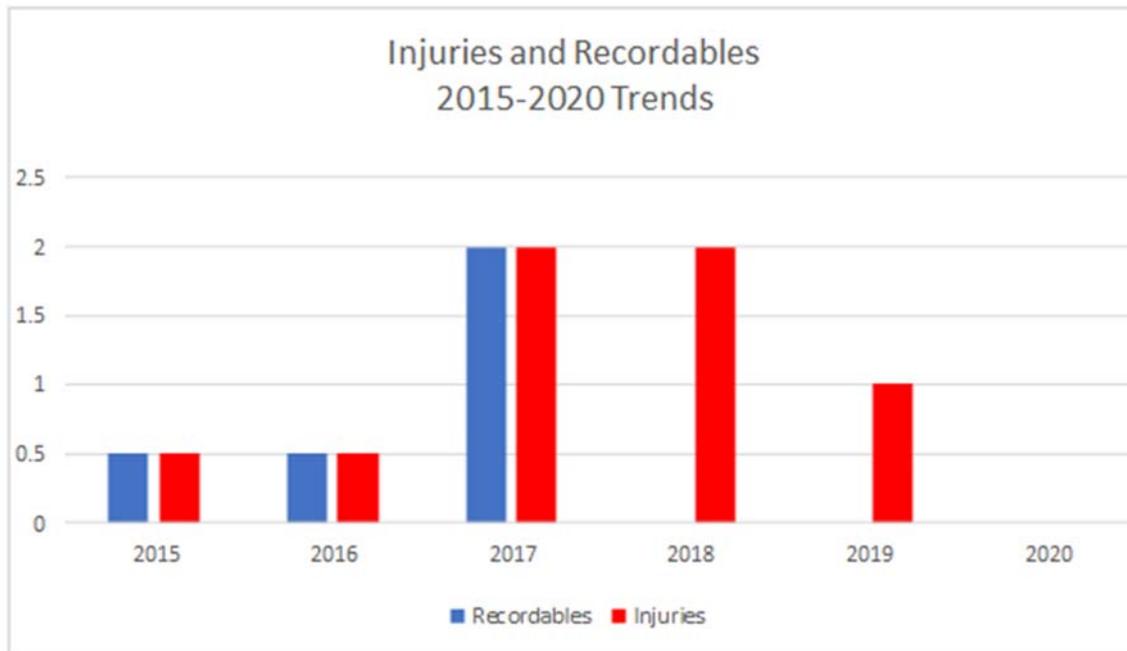
*Mishawaka Utilities Electric Division
1646 East Twelfth Street*

Mishawaka's electric rates are slightly below average for cities our size in Indiana one of the nation's lowest-cost energy states. Consumers enjoy electric bills that are lower than those of neighboring utilities. While owned by the City of Mishawaka, we are not supported by tax dollars. We are a division of Mishawaka Utilities; our operation is totally financed by the customers we serve.

Electric Division Process Measures

Process Measure	2019	2020	Percent Change
Peak Demand Month (month and kW peak demand)	July 133,951	July 131,825	-1.60%
Total Energy Purchased (kWh)	598,175,892	575,043,990	-3.87%
Total Energy Sold (kWh)	594,917,937	542,664,074	-8.78%
Total Number of Customers Billed	27,477	28,043	+2.05%
Engineering Projects Completed	300	272	-9.30%
Number of Transformers Set	78	66	-15.30%
Number of Metering Dept Work Orders Completed	22,385	17,839	-20.30%

Personnel Safety



All Construction personnel participated in bucket rescue and pole top rescue at our Logan Street Training Facility. Training was administered by the IMEA. This is a recurring annual training item. Safety has been, and will continue to be, our main focus at the Electric Division.

System Energy Consumption

In July we hit our annual peak demand of 131.8 [MW] (10.52 percent less than the previous high of 147.3 [MW], set in August 2006). All distribution equipment operated within design constraints. SCADA provided continuous up-to-date information on transformer loading and system supply voltages. Also, our energy consumption (total energy purchased) for the year was 573,405,300 [kWh], down 4.14 percent from the previous year.

Reliability / Performance Enhancements

- Installed automatic switchgear for Wastewater’s main facility.
- Replaced (3) station class transformers at Yellow Dog Extrusions.
- Replaced multiple underground breaker feeds at multiple substations after failures.
- Informed AEP of serious IR issues on their Dodge Tap; they corrected.
- Installed (5) new breaker relays at various substations, replacing (5) obsolete relays.
- Rebuilt the entire substation computer network.

Organizational Changes

Administration Department

- Sedrick Springman Jr. promoted from Dispatch A to Substation tech

Construction Department

- Jon Hurley, Journeyman resigned
- Tim Maust retired

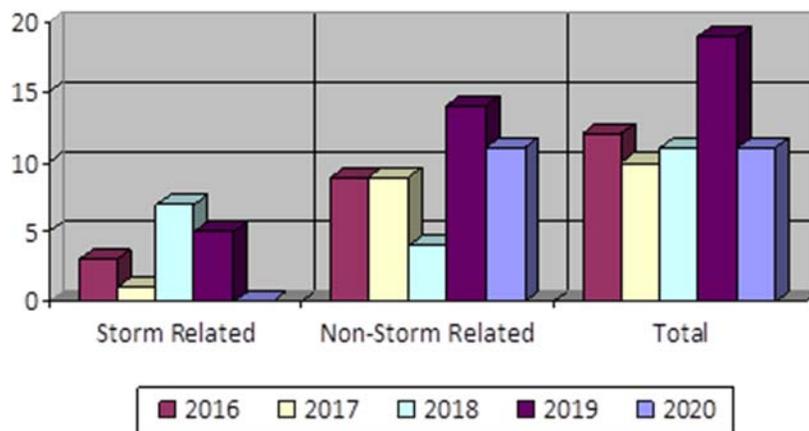
Metering

- Doug Reihl retired

Engineering and Construction

There were 11 unplanned circuit outages in 2020, with a cumulative unplanned outage time of approximately 18 hours. The number of unplanned outages was 42% lower than the previous year (19 in 2019).

The system continues to provide reliable power. This is due to multiple reasons including ongoing reviews and analysis of system reliability and operational issues, with appropriate actions taken to address areas requiring improvement. Performance has also been positively affected by implementation of reliability driven design changes, an effective preventive maintenance (PM) program, effective implementation of the fuse coordination program, and effective preparation, review, and approval of technical procedures.



Support Services

Some Annual support services were provided for, Summer Concert Series, (Beutter Park and Battell Park), as well as decorations for the Holidays (wreaths and tree downtown and at Battell Park). Our support role includes providing both personnel and vehicle resources for setup and removal.

Preventive Maintenance

We are continuing with our substation PM program to help prevent and mitigate failures and prolong equipment life.

GIS (Geographical Information System)

The Electric Division has effectively used its GIS base map to assist outage response teams. GIS information provides both a concise location of the effected residence or business and the necessary information (through its relational database features) to home in on the outage extent.

The MUE GIS implementation expanded further throughout 2020 with daily application of the data collected and maintained in the GIS system including:

- Maintained construction and street light workflow.
- Maintain Street Light Database create reports for monthly billing for Business Office.
- Maintained Futura inspection software to help record issues with pole conditions.
- Maintained Circuit Maps, Futura updates (GPS included), and the transformer database.
- Maintained all iPads/Laptops for Engineering and Construction crews.
- Implementing Electronic UG inspections software. Eliminating paper records.
- Maintained Pole Quality Inspection reports and Alert crews when pole change required.
- Issued new laptops to crews so they can edit in the field, with Futura Mobile software.

Project Engineering Activities

2020 was another busy year for the Electric Department's Projects staff. The Projects Team includes a Projects Manager and 2 senior projects assistants who oversaw 300 projects for the year. Projects included in that number were 86 new residential underground house services, 12 new commercial three phase services and 24 decorative light posts knocked down and re-installed.

The projects department's duties include the design of new electric service to customers (residential & commercial), the design of electric circuits, and meeting with customers, contractors, and Mishawaka Utilities crews. They also contact 811 for locates and provide the needed paperwork for the crews daily. The projects department assists the Electric Division and the City in many ways throughout the year and strives to provide excellent customer service.

The most demanding projects (those requiring more than 160 hours per crew) included the following:

- Electric distribution improvements (line maintenance projects):
 - Support for the new Union Sub Station
 - Replacing outdated electric closures with new transformers
 - Replacing failed utility poles found by our Utility Pole inspection program
 - Installed at multiple locations new 600-amp switches and fault indicators to reduce outage times.
- Substation Support:
 - Scheduled projects to support:
 - Switching
 - Breaker Testing Switching
- Major Projects:
 - Ironworks Complex
 - New Phase of The Habitat Homes
 - Mishawaka High School Parking Lot and Street Renovations
 - Main St. Commons-Mission BBQ & Raising Canes
 - Beutter Park Beer Garden
 - Addition at Hospice
 - Twin Branch Park Renovation
 - Condemned Pole Replacements
 - Crawford Park Renovation
- System PM:
 - Vault Hazard Testing
 - SF6 gas inspection and servicing of all puffers in service
 - Transformer Inspections

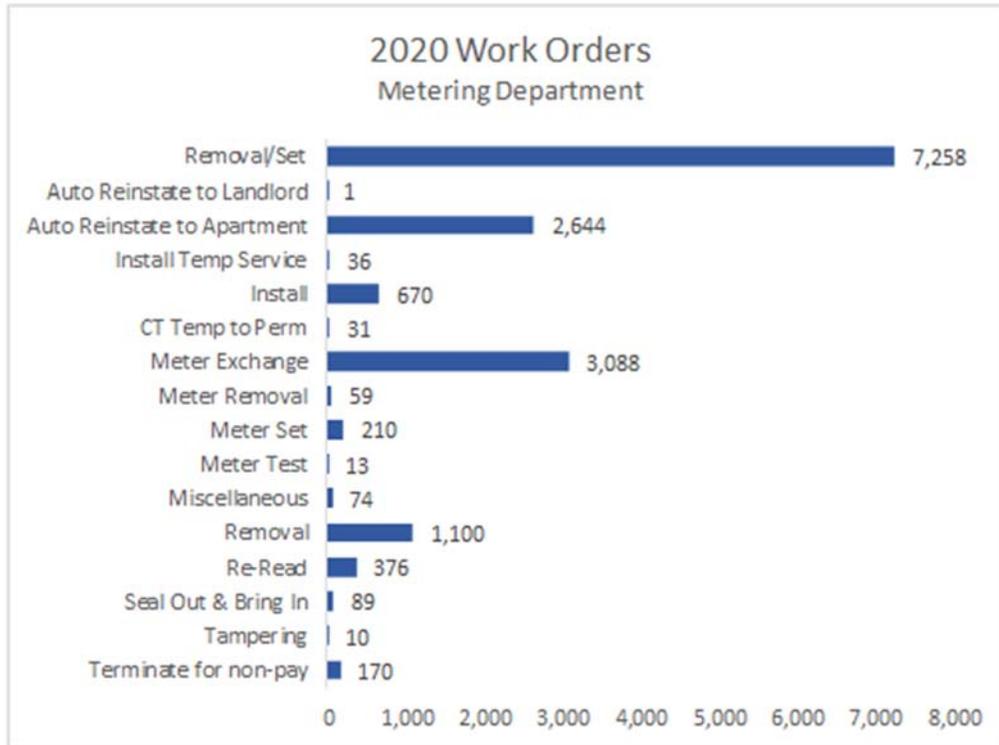
Metering

The Mishawaka Utilities Metering Department is comprised of the Metering Manager, five Service Representatives (Reps) and four Meter Readers. It is the responsibility of this department to maintain all electric meters and read all (electric and water) meters in the City. It is the sole responsibility of the meter readers to read an average of 28,119 electric customers and 18,189 water customers on a monthly basis (18,189 based on July 2020 which includes sprinkling accounts). The Metering Manager has been able to keep the monthly reading schedule at or near 30 days.

In conjunction with reading the meters, the Metering Department completes any re-read service orders that are requested. The request for a re-read could be made by the customer and/or the Data Processing Department if the original reading is in question.

The Service Reps duties include doing power quality tests and recording procedures along with replacing existing meters throughout the City to radio read meters (AMR-Automated Meter Reading). By installing an AMR meter, an accurate monthly reading is obtained without requiring meter access. The AMR meter is not only time efficient but is also a convenience for the customer

who no longer must provide access. The following graph depicts performance by the Metering Department in the area of work orders.



The Service Reps, who run the disconnect truck, completed 61 disconnect lists which included 2,046 customers. A processing fee of 25.00 is incurred for each customer on the disconnect list. For the year 2020 there was \$51,150 in charges (\$25.00 fee x 2,046). There are seven areas (cycles) in the City for which disconnect lists are performed on a monthly basis. These lists are for customers who are delinquent on their utility bills. The disconnect truck also runs special disconnects throughout the month that could be for delinquency on payment plans or deposits. During follow-up visits, to disconnected customers, 19 were found to have tampered which resulted in tampering fees totaling \$1,425 (\$75.00 x 19).

The Metering Department continues to make strides in changing meters from three-phase mechanical thermal demand meters to electronic solid-state meters. In addition, single-phase A-base adaptor upgrades were also performed. As a team, we were able to change 2,966 mechanical meters to AMR meters.

The Metering Department attended several training sessions including bi-monthly IMEA Safety & Training and in-house training sessions. The Metering Department strives to implement the newest metering technology to ensure the best quality service for the citizens of Mishawaka.

Operations

Within the Mishawaka Utilities Electric Division, the Engineering, Construction, and Metering Departments all rely on the Operations Department for support. The Operations Department purchases, coordinates and maintains all goods, services and rolling stock for the Electric Division.

In conjunction with the Business Office, the Operations Department generates bills for contracted services (set up by Engineering) and damage claims to our facilities (due to traffic accidents and contractor dig-ins). The Operations Department also assists the Accounting Department in keeping accurate material and accounts payable records, and by generating all purchase orders and job costing reports. Other key functions of the Operations Department include:

- Dispatching crews and providing assistance to both customers and other divisions over the telephone and two-way radio.
- Maintaining all records for use by Accounting, Engineering, and Construction pertaining to transformers, meters, and inventory material.
- Maintaining the storeroom and issuing materials to construction crews.
- Issuing polyphase meter sockets to electrical contractors.
- Tracking the SCADA system that monitors the entire substation network.

The Operations Department is headed by Ross Trimboli, the Operations Coordinator, who completed his 35th year of service. The Electric Dispatch office is staffed by Clerk Dispatcher “A” Chuck Brunner, the senior member and crew leader with 22 years of service. He continues to be strong, capable employee that provides critical support to the rest of the Electric Division. Sedrick Springman, Jr., the other Clerk Dispatcher “A”, left Operations in November to take the Substation Technician position that would be vacated by the retirement of Gary Kull on January 8th, 2021.

2020 saw us continue to modernize our fleet. For our Construction Department, we purchased a new 2020 Ford F350 4x4 utility body truck, a new 2020 Vermeer RTX450 trencher/backhoe unit and a 2020 Sure-Trac 16’ Tilt Deck Utility trailer to transporting equipment such as our trencher/backhoe and mini-excavator.

Operations assists in generating additional revenue for the Electric Division by processing billings for traffic accidents, damage to facilities by contractors and construction costs outside the normal scope of service. Billings generated in 2020 totaled \$93,919.72.

Inventory purchases increased in 2020. Two projects were main contributors to this increase. The first was the material and the 212 aerial and pad mount transformers necessary to upgrade our physical plant in the 4th St., Logan St., and Union St. substation service areas due to the construction of the new Union St. Substation. The second was the LED streetlight retrofit project. The total increase was \$570,823.00 over 2019 purchases.

We continue our partnership with Anixter Power Solutions by utilizing their Vendor Managed Inventory system, or VMI. Mishawaka Utilities entered into this partnership in January of 2009 to provide a computerized inventory management system with Anixter acting as our primary vendor for line construction and maintenance material.

The following chart breaks down our inventory spending, comparing 2019 to 2020:

Item	Dollars Spent		Percent Change
	2019	2020	
Aerial Transformers	\$88,428	\$303,246	+242.93%
Padmount Transformers	\$385,013	\$768,740	+99.67%
Transformer Accessories	\$90,502	\$60,180	-33.50%
Pipe	\$72,837	\$70,991	-2.53%
Pipe Accessories	\$2,608	\$1,561	-40.15%
Meters	\$206,828	\$137,457	-33.50%
Meter Accessories	\$22,498	\$24,832	+10.37%
Wire	\$441,631	\$287,354	-34.93%
Wire Accessories	\$79,142	\$102,685	+29.75%
Poles	\$144,726	\$85,394	-41.00%
Pole Accessories	\$36,066	\$64,122	+77.79%
Street Light Poles	\$56,925	\$210,616	+269.99%
Lighting Accessories	\$152,374	\$257,578	+69.04%
Service Materials	\$104,176	\$79,821	-23.38%

The Operations Department strives for efficiency in the administration of procurement and accounting, the management of materials and services, and the maintenance of the fleet and facilities. It serves as an integral support department for the Electric Division. When called upon, Operations also assists other Mishawaka Utilities divisions as well as City of Mishawaka departments with any tasks necessary. As the Operations Department looks ahead to meeting the new challenges of 2021, it welcomes the opportunity to build upon past accomplishments and to develop our future successes.

Sewer Department

Tom Dolly, Manager

The Sewer Department cleaned a total of 161,788 feet of sewer lines and televised 181,178 feet of sewer lines in 2020. The collection system has over 200 miles of sanitary sewers and storm lines. Cleaning and televising are important processes in maximizing flow of sewage to the Wastewater Treatment Plant and determining what needs repaired or replaced. Reports of larger sewer/storm infrastructure that need to be repaired are often identified and sent to the Engineering Department for bidding.

The Sewer Department has 14 employees that do cleaning, televising, new sewer hookup inspections, sewer locates for digging, and repairs. The Sewer Department also assists the Street Department in the winter with plowing.

Video Surveillance Program

The Department has a planned video surveillance program with precise documentation on sewers that may need maintenance. The video inspection crew checks the integrity of the pipe, the condition of sanitary sewer laterals, and validates repairs or lining.

The video surveillance crew records all visual data and all manually documented information that is gathered. This information is uploaded to the city's GIS and Engineering departments for further study and updating of the city's GIS maps. Inspections of new sewer system extensions through sewer televising are conducted to ensure that the construction meets our City specifications.

The video inspection trucks are also equipped with a lateral launch system that gives us the ability to televise residential laterals from the main line in the street up to the house to determine blockages or damage. We are able to take our mini push-cam system into homes to televise from the house to the street to determine blockages or damage. In 2020, we televised over 2,567 feet of residential laterals with the push-cam system for a grand total of 183,745 feet of main line and lateral lines televised.

The employees assigned to push cam inspections may also be assigned to do sewer locates for contractors, and follow-ups on residential issues. These employees performed 194 sewer excavation inspections in 2020.

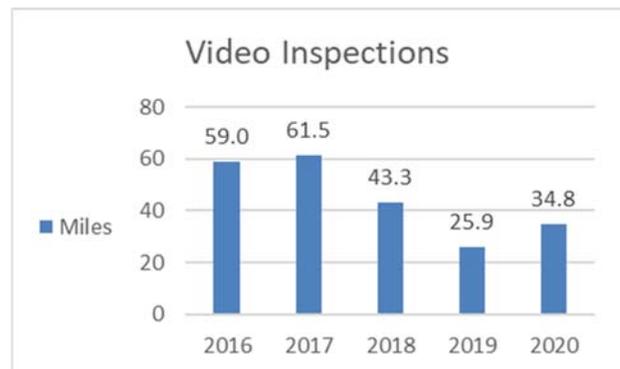
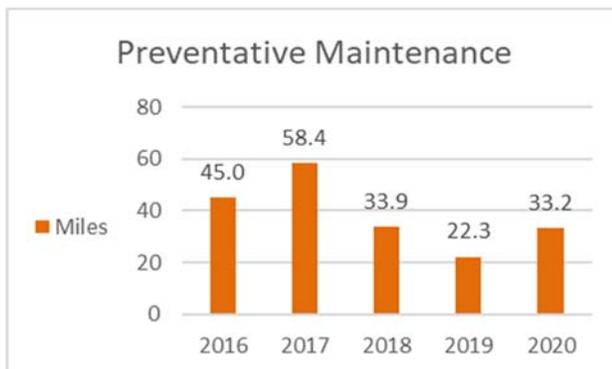
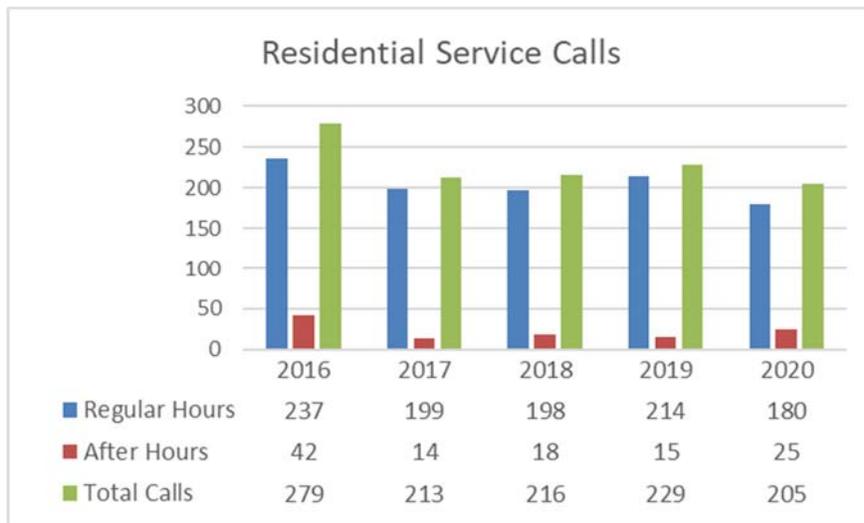
Mishawaka Sewer Maintenance Department 2019



*Front (l-r): Jon Jozwiak, DJ Schidler, Grady Faulkner, Melanie Weber, Gary Isle, Steve Weston, Chad McCann, James Clark.
Back (l-r): Tom Dolly, Skyler Ryan, Ashtin Galletti, Justin Hill, Mathew Hazinski, Ryan Lewis, Aaron Koszyk, John Francis, Joe Sutherland, Ian McAllister.*

Sewer Maintenance Statistics

2020 Collection System Summary	
Total Sewer (Sanitary and Storm)	200 miles
Sewer Lines Cleaned (miles)	33.21
Sewer Lines Televised (miles)	34.80
Residential Service Calls	180
Residential Service after hours	25
Residential Laterals Televised	41
Sewer Insurance Claims	69
Sewer Permit Inspections	194
As-built Inspections	8
Sewer Line Rehab. CIPP	7,771 feet
Sewer Lines Rehabilitated	31
Manhole Rehab. (poly line)	43
Rehab. Cost Total	\$838,666



Sewer Insurance Program

Over the past year, 180 calls were received from residents during normal working hours and 25 after hour's requests for our personnel to check the sewer main. These calls ranged from homes with sewer problems, odors coming from the sewer line, water standing in the street or following up on contractor cleaned laterals. Of the 205 total calls, 69 residents qualified for the sewer insurance program. These 69 sewer insurance work order calls were taken, set-up and completed by our office personnel.



These residents had repairs that ranged from a simple second opinion cleaning and 1-year guarantee against tree roots, to more extensive projects such as excavation and lateral repair. This program has proven to be very successful in assisting Mishawaka's residents with the high cost of sewer lateral repairs. More of the specifics regarding the sewer insurance program can be found on our City's website.



CIPP Sewer Rehabilitation Various Locations 2020

As part of ongoing infrastructure improvements, Cured-in-Place Pipe (CIPP) lining totaling 7,771 feet rehabilitated 31 various key sewer lines. The project also included the structural rehabilitation of 43 manholes with polyurethane lining. This was indeed our largest, most comprehensive rehabilitation project with an investment of \$838,666.

The Sewer Department continues to strive to improve its preventative maintenance programs and, through cost-effective measures, maintain the current level of services provided. Through its various programs, the division endeavors to preserve and maintain its major infrastructure system investment. Working together as a team with all Departments has proven to be one of the most important keys to success in 2020.



Preventive Maintenance Summary

	Feet	Miles
Sanitary Sewer Jetted and Vactored	115,277	21.83
Sanitary Sewer Root Cut	2,825	.54
Sanitary Sewer Root Treatment	0	0
Combined Sewer Jetted/Vactored	46,236	8.76
Combined Sewer Root Cut	7,947	1.50
Combined Sewer Root Treatment	0	0
Storm Sewer Jetted and Vactored	275	.05
Storm Sewer Root Cut	2,825	.53

	Number
Inlets Cleaned	115,277
Catch Basins Cleaned	2,825
Drywells Cleaned	0
Manholes Cleaned	46,236
Vactoring Hours	7,947
Sanitary Sewer Back-Up	0
Storm Sewer Back-up	275
Miscellaneous: Total Miles of Maint.	33.21

Video Inspections

		Feet	Miles
Sanitary Sewer TV Inspected	Existing	107,646	20.39
	New	15,576	2.95
Storm Sewer TV Inspected	Existing	259	.05
	New	0	0
Combined Sewer TV Inspected	Existing	57,697	10.92
Service Laterals TV Inspected 41	Existing	2,567	.49
	New	0	0

Total Televised: 183,745 34.80

Maintenance Repair Summary

Sanitary & Combined Manhole Entry	3
Sanitary Main Repairs	0
Sanitary Manhole Repairs	0
Sanitary Manholes Replaced	0
Sanitary Manhole Invert Repairs	0
Sanitary Manhole Bench Repairs	0
Storm Grate Replaced or Repaired	0
Combined Manhole Raised to Grade or Exposed or Repaired	1
Storm Main Repairs	0
Storm Manhole Repairs	0
Combined Manhole Invert/Bench Repair	0
Storm Manhole Invert/Bench Repair	0
Storm Inlet Repairs/Replaced	7
Storm Catch Basin Repairs/Replaced	4
Combined Catch Basin Replaced/Repaired	0
Combined Inlets Repaired/Replaced	0

Bags of Concrete	58.5
Castings	4
Pre-Fabs	4
Risers	4
Sewer Permit Inspections	194
Water Tap Inspections	1
"As-Built" Inspections	8

Wastewater Division

Karl Kopec, Manager

Overview

The mission of the Wastewater Division is to protect public health and the water environment of the community and to provide efficient service at a reasonable cost. Mishawaka's wastewater treatment plant is a Class IV facility with an average design capacity of 20 million gallons per day (MGD). Class IV facilities comprise the largest and most complex treatment facilities in the state.



The service area that contributes flow to the wastewater facility extends beyond the city limits. Areas served include new developments in Osceola, and parts of the county north, east, and south of the city limits.

Mishawaka's wastewater treatment facility serves residential, commercial, and industrial accounts. Residential customers account for 57 percent of total flow. The treatment facility operates 24 hours per day, 365 days a year. The twenty-five employees of the Wastewater Division have over 489 years of combined wastewater experience. Eight members of the staff hold Indiana's highest level of professional operator certification.

Water is the most valuable natural resource in the world. Municipalities must manage and steward wastewater from multiple sources. In 2020 the Water Environment Federation formally began using the term Water Resource Recovery Facility (WRRF) in place of Wastewater Treatment Plant. This change focuses on the products and benefits of treatment rather than the waste coming into facilities. With the ability recover valuable resources from wastewater such as phosphorus, nitrogen, methane, and clean water, Mishawaka is proud to provide state of the art water resource recovery.

The Treatment Process

Mishawaka's wastewater treatment consists of the following processes: influent screening, grit removal, primary settling, activated sludge secondary treatment, final clarification, disinfection, post aeration, and anaerobic digestion. The treatment facility operates in a conventional activated sludge mode. The activated sludge process is a biological treatment process in which a mixture of wastewater and activated sludge bacteria are aerated and mixed. Single stage nitrification is used to convert toxic ammonia to nitrate. Phosphorus is removed by chemical precipitation.

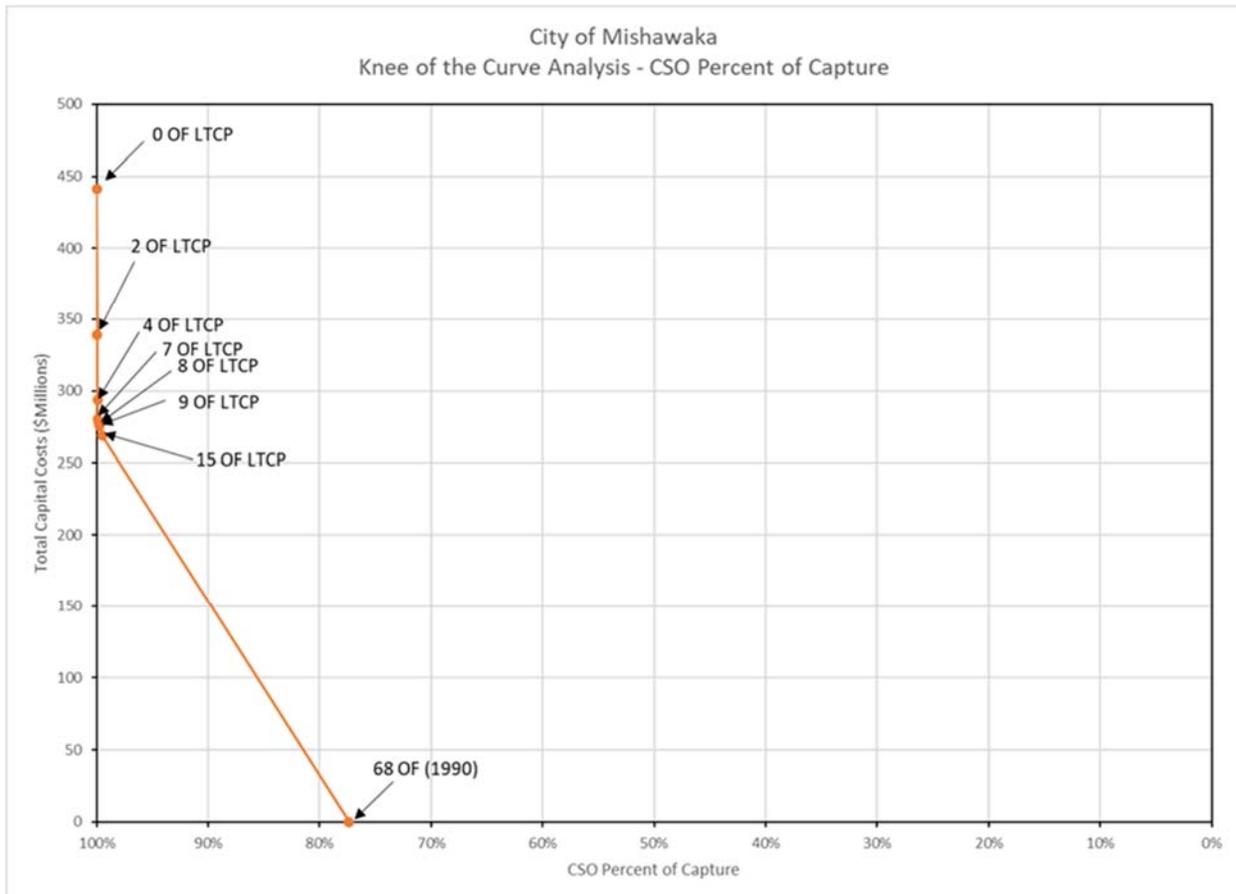
Solids generated in the treatment process are biologically converted in an anaerobic environment into simple organic compounds and become known as biosolids. These biosolids are dewatered at the Biosolids Facility and are land applied on area farm fields for soil conditioning and fertilizing. Land application of biosolids is recycling in its truest sense.

A byproduct of anaerobic digestion is digester gas. This gas is 65% methane and is captured, compressed and is used as a fuel in the treatment plant boilers that provide heat to the plant buildings and also the anaerobic digesters. The two, one million-gallon primary digesters must be held at 100 degrees F. Digester gas is a free and renewable source of energy. Utilizing digester gas offsets the amount of natural gas that must be purchased and significantly reduces carbon dioxide emissions from the facility. Approximately 60 thousand cubic feet per day is generated, replacing purchased natural gas.

Wastewater Long-Term Control Plan (LTCP)

Like many other Indiana communities, Mishawaka was developed with a combined sewer system (CSS). During large storms the CSS, which carries both sewage and storm water, can become overloaded resulting in discharges of untreated sewage into the St. Joseph River. The Clean Water Act (CWA) requires cities with combined sewer systems to develop long-term control plans (LTCP) to reduce or eliminate discharges of combined sewage. Mishawaka’s LTCP was entered into a Federal consent decree in May of 2014.

Over the last 30 years, Mishawaka has reduced its combined sewer overflows from 314 million gallons to 4.1 million gallons in a typical year. This is a 98.7% reduction in CSO volume from the baseline year of 1990 and represents capture and treatment of 99.54% of wet weather flow. Approximately \$250 million has been spent to date on CSO control. This impressive volume reduction and percent capture illustrate that the right investments have largely already been made.



Studies have shown that eliminating the remaining 1.3% of Mishawaka's CSO volume would result in no measurable improvement in river water quality. The CWA and US EPA require a level of CSO control where the cost of compliance surpasses the point that results in an equivalent environmental benefit. The cost to remove the last 1.3% cannot be justified. The phenomenon of diminishing returns is common when dealing with water pollution controls. The costs often far exceed the incremental benefits to eliminate the last CSOs. The bottom line is that if LTCP improvements are required to be built as currently mandated, the cost to remove the last 1.3% of CSO volume would exceed \$160 million. This is not the right investment of ratepayers' money. It is entirely unacceptable based on our understanding that the end result would not measurably improve the water quality of the St. Joseph River and would be financially crippling relative to the modest means of many of our citizens.

Mishawaka is engaged in ongoing discussions with EPA, the State of Indiana, and the Department of Justice to modify our consent decree and negotiate an affordable, justifiable endpoint that will protect the environment while not financially burdening the citizens of Mishawaka. An initial meeting was held in January of 2018 to present our tremendous progress to date on reducing CSOs and the fact that the cost to meet the conditions of our existing consent decree cannot be justified because additional investment in CSO mitigation will not result in measurable water quality benefits in the St. Joseph River. From January through August of 2018 the City and its engineering and legal consultants developed an alternative CSO Long Term Control Plan.

The City seeks to not construct a \$100 million storage and conveyance tunnel, which is required by our current LTCP, with negligible benefit to either CSO reduction or water quality. In place of the tunnel, a "***Sewer Separation and Neighborhood Revitalization Plan***" would be just as protective of the environment and would bring tangible improvements to neighborhood infrastructure including new streets, curbs and sidewalks in project areas.

The new plan is more affordable and would result in an overall CSO percent capture of 99.74%, with an annual overflow volume of 2.3 million gallons. The cost for the alternate plan would be around \$8.49 million, saving our ratepayers over \$152 million. On August 23, 2018 the new plan was formally submitted to USEPA and IDEM. It is currently under review by the agencies and negotiations are ongoing.

In response to comments from the Agencies in November 2020, the City and its consultants prepared an updated alternatives analysis that looked at projects and costs required to go to fewer than our current 15 CSOs annually. The City evaluated 9, 7, 4, 2, and 0 overflows. Concurrently, the City updated its Financial Capability Analysis that measures the ability of the City and its ratepayers to reasonably afford more spending on CSO controls. This analysis confirmed that the City and the Utilities rate payers are experiencing a "High Burden" at the existing 15 overflow per typical year level of control and at all other levels of control that were evaluated. The Agencies have indicated that our current 15 overflows annually are unacceptable, even though we are already at high financial burden. The City's latest proposal to the Agencies recommends a 9 overflow level of control.

Our ultimate goal is to save the City and our ratepayers many millions of dollars while still protecting the environment. We have developed a great negotiation strategy with our team of experts. Our aim is to greatly reduce the burden and liability that ultimately, we would all have to bear.

Our impressive reduction in CSO volume places Mishawaka well ahead of most Indiana CSO communities. Our new plan makes sense, protects the environment and our ratepayers. We are optimistic that reason will prevail, saving many millions in spending that would provide no environmental benefit. Our consent decree renegotiations are ongoing. This remains a top priority for the City!

In addition to the daily operation of the treatment plant, the Division is also responsible for the Biosolids Facility, Industrial Pretreatment Program, lift stations and biofilters, and combined sewer overflow (CSO) structures.

Biosolids Facility

The Biosolids Facility is located on South Logan Street. This site is the location for the solids dewatering operation and the storage of biosolids prior to land application. Biosolids, the stabilized solid material resulting from the treatment of wastewater, are land applied on area farm fields. In 2020, 1,374 dry tons of biosolids were produced. Farmers desire biosolids because it contains nitrogen and phosphorus, reducing the amount of commercial fertilizer that must be used. It also improves the quality of the soil.

Industrial Pretreatment

The Industrial Pretreatment program is responsible for enforcing all federal, state, and local pretreatment regulations. This includes the monitoring and inspecting of all Significant Industrial Users (SIUs) within the City. The City currently has nine permitted Significant Industrial Users and several non-permitted industries that are routinely monitored and inspected. Pretreatment programs are intended to prevent industrial pollutant discharges from causing interference, upset, or pass-through at municipal wastewater treatment plants by controlling discharges of industrial pollutants at their source.

The pretreatment coordinator is also responsible for the operation of the Division's mercury minimization program and for monitoring restaurants and institutional kitchens for discharge of fats, oil, and grease (FOG) which can cause blockages in the city's sewer system.

Lift Stations and Biofilters

There are 29 remote sewage pump lift stations in Mishawaka that pump sewage from areas where it cannot flow to the treatment plant by gravity. Mishawaka's lift stations range in size from 150 gallons per minute (gpm) to 4,000 gpm.

There are 5 remote odor control facilities including biofilters and carbon adsorption systems. The Wastewater Division is responsible for the maintenance of these systems. Monitoring and reporting on the activity of the 21 CSO structures, and the operation of the combined sewer overflow control program is also a Division responsibility.

Laboratory

The Wastewater Division operates a laboratory that provides process control testing and regulatory compliance analysis required in our NPDES permit. This includes analysis of samples from each process to ensure optimum efficiency, monitoring of the effluent to verify compliance with

discharge limitations, and analysis of industrial samples to ensure compliance with federal and local pretreatment standards.

During the summer, the laboratory performs bacteriological tests for Mishawaka’s swimming pools and the splash pad at Central Park. Labs that conduct biological analysis on pools and splash pads must be inspected and certified by the Indiana State Department of Health. Our state certification was renewed in 2020.

Annually the laboratory is required to participate in the EPA’s Discharge Monitoring Report - Quality Assurance (DMR-QA) program. This Federal program consists of analyzing samples with unknown concentrations for all of the parameters in the NPDES permit, including biomonitoring. The results of the testing give the EPA and the Indiana Department of Environmental Management assurance that the data we submit is accurate. In 2020 the laboratory successfully passed all required DMR-QA analyses.

Statistics

Mishawaka’s wastewater facility has an average design flow capacity of 20 million gallons per day (MGD) and a peak design flow capacity of 42 MGD. The highest peak flow rate treated in 2020 was 61.2 MGD on July 10th. The maximum total flow treated on a single day was 22.11 million gallons on January 11th. The following are statistics for 2020.

Statistical Summary						
	2015	2016	2017	2018	2019	2020
Average Flow (MGD)	9.35	10.57	10.33	11.53	11.39	9.21
Peak Flow (MGD)	65.2	70.0	60.0	51.5	48.4	61.23
BOD Removed (%)	98	98	98	98	98	98
Phosphorus Removed (%)	85	82	83	84	83	87
Ammonia Removed (%)	96	94	97	98	97	96
Solids Removed (%)	98	98	98	97	98	98
Biosolids Produced (dry tons)	1169	1351	1269	1280	1245	1374
Electricity Use (MkWh)	5.2	5.3	5.2	5.3	5.2	4.9
Natural Gas Use (Mcf)	5.1	4.9	6.0	7.4	10.8	9.6
Total Precipitation (inches)	35.92	46.70	43.53	49.18	44.57	35.74

2020													
	J	F	M	A	M	J	J	A	S	O	N	D	Total
Total Flow Treated (Billion Gallons)	0.32	0.28	0.29	0.28	0.34	0.30	0.32	0.28	0.24	0.24	0.22	0.26	3.37
Pollutants Removed (Million Pounds)													
Organic compounds	0.69	0.65	0.66	0.65	0.63	0.58	0.65	0.70	0.65	0.67	0.61	0.63	7.77
Phosphorus	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.12
Ammonia	0.05	0.04	0.05	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.53

2020 Highlights

Final Clarifier Repair

In December of 2017, a large section of a final clarifier fiberglass trough broke off, forcing the complete shutdown of the clarifier. The break was unrepairable and resulted in the fast-tracking of new clarifier troughs to be designed, built, and installed in four final clarifiers in early 2019.

When the troughs for the first clarifier arrived in March of 2019, we were excited to begin the clarifier rehabilitation. Our excitement soon turned to disappointment when, during installation of the new troughs, it was discovered that they were incorrectly fabricated and did not properly fit into the clarifier. The “new” troughs were removed, and the trough manufacturer recommended some modifications to make them fit correctly. When the modified troughs were reinstalled in the clarifier they again did not fit properly. The City decided to reject the troughs and directed the contractor to remove them from the site. The contractor voided their contract with the trough manufacturer. This began the process of finding an alternate trough supplier and essentially starting from scratch. By the end of the year a new source was found and work is underway to have these troughs designed, built and installed by the end of 2020. Three of four clarifiers were completed in 2020 and the fourth will be completed in January 2021.

Willow Creek Lift Station Repair

On October 14, 2019, the Wastewater Department was faced with a catastrophic failure of the Willow Creek Lift Station. A pump separated from its base and flooded the dry pit which contains the pumps, motors, and electrical control cabinet. Everything in the flooded pit was ruined. On the day of the failure and throughout the first night, sewer vacuum trucks were used to pump out the wet well to prevent sewer backups or overflows. The next morning the City contacted HRP Construction for assistance in setting up bypass pumping, taking the flooded pump pit out of the loop. This bypass was used while the treatment plant staff worked to rebuild the lift station. A new electrical control panel was built and is now mounted above ground so that it can never be subjected to flooding. New motors and one new pump were purchased and were installed. The rebuilt lift station was brought on-line early spring of 2020 and the bypass system was removed. The Wastewater Division is grateful for the vital assistance provided by HRP Construction and our Sewer Maintenance Department. A well-coordinated team effort averted what could have easily become an environmental disaster.

Anaerobic Digester Leak

In March, a pinhole leak that had developed in the external draft tube mixer on digester #1 the prior week was scheduled to be repaired by welding the pinhole. When the welder was grinding the area around the leak to clean it of paint before beginning the repair, the pinhole leak became significantly larger. Sludge from the one-million-gallon anaerobic digester was spraying out at a significant rate. We dug a trench to direct the sludge to a nearby manhole that drained back into the headworks of the WWTP. This averted any risk of environmental damage by its spread on the ground and potential to reach the river.

No repair was possible at this point until the flow of sludge could be stopped. We began lowering the sludge level in the digester by pumping it into another digester tank. We had to lower the sludge level below the hole to stop the flow. This was a slow process as approximately 140,000 gallons

of sludge had to be transferred. Also, the gas pressure in the affected digester had to be very closely monitored because as its liquid level dropped there was a potential to lower the gas pressure in the digester tank. If the pressure were allowed to become negative, a vacuum relief valve on the cover of the digester would have opened allowing air into the digester to bring it to atmospheric pressure. This relief valve protects from the possibility of collapsing the digester cover if it comes under vacuum, but it also introduces air into the digester gas. Air mixed with digester gas becomes an explosive mixture between 5 to 20% air to gas. This would have created a very dangerous situation.

Once the digester liquid level was below the hole in the draft tube the leak stopped, but now digester gas was escaping from the hole. We used JB Marine weld to seal the hole and stop the gas from escaping and wrapped the patch with Gorilla tape to help reinforce it. Removing the tape the next day revealed that the JB Weld was holding. However, the hole could not be repaired by welding if there was digester gas in the draft tube. We now had to refill the digester with sludge to force the gas out of the tube and make it safe to weld on the draft tube.

During our lowering of the digester, we noticed a second small hole on a nearby weld. It was decided to also repair this by welding. On 4-28 the welder returned to take measurements for fabricating plates to weld over the failed areas. This was a complex repair because the large hole was at the intersection of two circular pipes and the smaller hole was also on a circular pipe and was directly in a weld. The welder decided to fabricate two box shaped patches to be welded around the leaks. The metal where the boxes were to be welded was ultrasonically tested to be sure its thickness was sufficient for welding. Fortunately, it was.

The welder couldn't return for several days, but the JB Weld patch was holding well. When they returned, they started grinding and fitting the repair boxes to fit the complicated pipe curvatures. They then tack welded them in place over the holes. We thought we were home free.

The welder began welding the box over the hole that was in the weld. As he was about half-way done, the heat from the welding caused that small hole to turn into a large crack. Sludge began spraying quite forcefully from the areas of the repair box that hadn't been welded yet. The welder was covered in sludge. He never gave up and continued to weld as sludge was forcefully spraying out of the areas he had to weld to complete the repair. Although the repair box "footprint" was not much larger than a cell phone, it took him over two hours to finally complete the weld under extremely adverse conditions.

The second much more complex repair box, over the larger hole that was JB welded, took only about 30 minutes to weld because the patch held and he did not have to fight a torrent of sludge. The repairs were completed around 2:30 p.m.

The welder, Norm, was too covered in sludge to get into his truck to drive home. We went to Meijer and bought soap and a towel so he could shower at the WWTP. He said he just wanted to throw away his clothes so we gave him a set of coveralls to wear home.

This repair required skilled operation and maintenance problem solving by Wastewater staff and I am very proud of them. It also required a tenacious and skilled welder from Dynamic Mechanical.

Odor Control Facility Maintenance

The odor control facilities at Central Park consist of a carbon adsorption tower followed by a 2-cell biofilter. Complaints of sewer odors required the Division to address the problem. In 2020 the activated carbon in the tower was removed and replaced. The spent carbon was classified as a hazardous waste because of its low pH and required special disposal. The shredded wood media in the biofilter was removed and replaced with new wood media.

A biofilter on Wilson Boulevard was also becoming ineffective at treating sewer odors. The filter media was removed and the biofilter cell was completely rebuilt. New wood media was added to complete the project.

Anaerobic Digester Cleaning

Cleaning of the three anaerobic digesters began in 2020 and by year's end Digester #2 was cleaned and is in the process of being brought back into operation. This is a complex biological process that takes over a month to stabilize. 488 dry tons of material (mostly grit) was removed by our contractor Merrill Brothers. Including the dilution water added to allow the solids to be pumped, over 880,000 gallons were removed from the digester and hauled away. Cleaning of Digester #1 and #3 will commence in late winter/ early spring.

Construction Projects

In 2019, construction began on installation of a new Headworks bar screen to complement our two existing Andritz screens. This bar screen is over fifty feet tall and arrived in four sections. Kokosing Industrial did a masterful job of getting the massive sections into place for assembly as one unit. In early 2020 the new screen was commissioned and gives the treatment plant necessary redundancy in its influent screening.

Improvements to our sodium hypochlorite storage and distribution system also began in 2019. Sodium hypochlorite is used to disinfect the treatment plant effluent prior to discharge into the St Joseph River. A new 5,000-gallon bulk storage tank was installed and PVC sections of the distribution piping that was direct buried and prone to failure was replaced with butt welded HDPE pipe. When the refurbished system was brought into operation in early 2020 it was discovered that there was significant contamination in the piping loop that was reacting with the hypochlorite and causing significant gassing and rapid deterioration of the hypochlorite strength. Treatment plant staff spent many hours during the year repeatedly flushing the piping and cleaning the bulk storage tank. The problem has lessened in severity but the system is still not free of contamination. Plant staff continues to address the problem and it is hoped success will come in 2021.

Covid Global Pandemic

2020 was a year like no other in our lifetimes with the SARS-CoV-2 global pandemic. Normalcy in our lives disappeared in early March as travel restrictions and stay at home orders began to be put into place. As a wastewater treatment plant we cannot "work from home" or close our doors and suspend operation. We must operate and staff the facility 24 hours a day 365 days per year. The Wastewater Division instituted strict policies on controlling non-employee access to the facility and adhered to CDC recommendations on social distancing and mask wearing. For several months the laboratory and maintenance staffs were each divided into two teams. While one team

was at work the other team was at-home on an on-call status. The teams alternated between work and at-home on-call, protecting the lab or maintenance staffs safe from losing functionality due to widespread infection. Management and Operations personnel kept to their normal work schedules practicing CDC safety guidelines. We were fortunate to have only one COVID infection and several persons required to quarantine due to exposure to infected persons.

Not every project at the Wastewater Division requires an emergency response. The staff performs significant preventive maintenance projects throughout the year. A large project of note was the replacement of the fiberglass railing that surrounds the three aeration tanks. These railings, which were installed in the plant expansion of 1992, had become brittle and worn. New aluminum railing was purchased and installed by the plant maintenance staff without contractor assistance. The railing replacement project that began in 2019 was completed in 2020.

Award Winning

The operation of the treatment facility is accomplished by a team of dedicated operators who provide coverage 24 hours a day, seven days a week. This includes 3 shifts with 2 operators on each shift, two swing shift operators, and two utility operators. Each pair of operators is responsible for making process control decisions on their shift. On off-shifts, weekends, and holidays the facility is staffed solely by these two-person crews.

The Mishawaka Wastewater Division was recognized at the Indiana Water Environment Association Annual Conference, which was held virtually this year. The Mishawaka Wastewater Laboratory received the Laboratory Excellence Award for the 19th consecutive year. The Division also received the Safety Award for the 5th consecutive year. This award recognizes continuing safety excellence.

Mishawaka is fortunate to have a modern wastewater treatment plant with capacity to keep Mishawaka able to accept flow increases associated with growth and development. Aggressive combined sewer overflow control efforts have positioned the city well ahead of many Indiana communities. By protecting and enhancing the St. Joseph River as well as promoting health in the community, the Wastewater Division provides benefits that help make Mishawaka the Best Hometown in America.

Water Division

Dave Majewski, Manager

What can be said about 2020 that hasn't been said. The year of COVID-19 has thrown many detours our way but our mission to provide safe potable water never stopped. Our staff did an exceptional job adjusting to the new normal.

The pandemic caused a delay in the construction of our new treatment plant at Juday Creek and water tower at the current Gumwood wellfield site. The good news is on Dec 21, 2020 the Mishawaka City Council approved our plan, and we will be able to move forward. Bids will be opened as this is going to press, and we expect groundbreaking to be in late spring or early summer for both projects. The estimated construction time will be about 2 years. These projects will keep our infrastructure strong for years to come.



Final Inspection of Tank 1 Rehabilitation

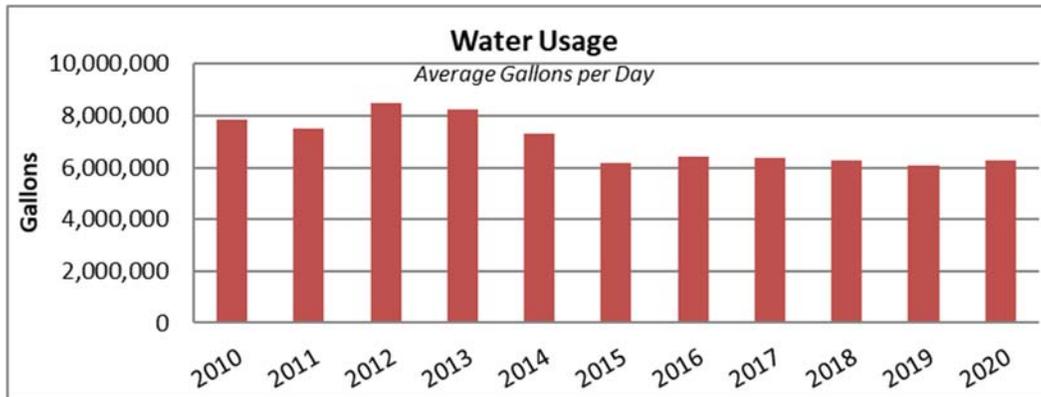
The new wellfield at Juday Creek will supply an additional 8.2 million gallons per day with room to expand that total to 12.5 million gallons per day. The new water tower at Gumwood will increase storage by half a million gallons and increase the pressure in the University Park district by an average of 15 psi. Our design team at DLZ along with my group here including Tony Galassi and Kent Osborn did a great job putting these projects together.

One project that was not delayed was the rehabilitation of our 3-million-gallon reservoir. Our new 2-million-gallon reservoir went online in late 2019 and the rehab of the old tank took place throughout 2020. This 90-year-old structure was in amazingly good shape for its age and required minimal work. We added new hatches, air vents, waterproofing, along with baffle walls to improve the flow through the tank. The baffles channelize the water and keep dead spots from occurring that can cause water quality issues. On January 11 of this year, the original 3-million-gallon reservoir went back online with the 2-million-gallon tank, giving us 5 million gallons of storage. All told the new tank was built and the old one rehabilitated in just over 2 years. Our engineers at DLZ did an excellent job with the design and planning, while our contractor HRP was outstanding with their attention to detail.



3 mg Reservoir Historic Landmark Marker

In 2020 we pumped about 3 billion gallons of water which is approximately equal to the amount that flows over Niagara Falls in 1 hour. On average we pump about 8 million gallons a day. The United States uses about 322 billion gallons of water each day. Our employees worked 1085 hours of overtime as we have people on call 24 hours a day, 7 days a week to monitor and repair distribution system and treatment facility issues.



Water Quality

In 2020 we conducted our triennial lead/copper testing, and I am happy to report we had no exceedances of the Maximum Contaminant Level and are in compliance with the Lead/Copper Rule. In addition, this past year, we had to re-certify our lab with proficiency testing required by the Environmental Protection Agency. We received a certificate of recognition for successfully evaluating random samples with unknown levels of contaminants in them. This study makes sure our lab is testing properly, and if there is a problem, come up with a corrective action. In 2020 we conducted over 21,000 water quality tests, including over 800 bacteria samples to ensure our drinking water supply is safe.

The Water Quality/Operations Group is responsible for preparing our Annual Drinking Water Quality Report that is provided to our customers by July 1st of each year. This report summarizes the results of our comprehensive testing for our citizens in accordance with regulations set by the USEPA. My Assistant Manager, Tony Galassi, does a great job putting this report together and leading our Water Quality and Maintenance groups.

New requirements this past year required a validated water audit by an independent consultant to look for water loss and potential areas where we can account for water loss that is not metered, or inaccurately metered. Along with the audit we had to update our Risk and Resiliency Plan, and we began to update our Emergency Response Plan which is due later this year. With over 17,500 service connections, our 3 treatment plants can put out a maximum of 31.5 million gallons of water per day to over 300 miles of distribution main.

Maintenance

The Water Treatment and Pumping Facility Maintenance Group keeps our water treatment plants and associated well fields, booster stations, pressure control vaults, and elevated water storage tanks in proper working order. Each of our 22 production wells were inspected, serviced, and maintained as required. High Service Pump #2 was overhauled at the Division Street plant. At our east booster in Twin Branch, we overhauled both pumps at that site. Keeping our HVAC systems up and running is a daily chore that is not glamorous but requires a lot of



Bleach Tank Rehab – Division Street

attention. We replaced one unit at Virgil in 2020. At least one or two more units will be replaced in 2021. At Division Street, we had to re-line our two 5000-gallon bleach tanks. An ongoing effort to rehab the exterior of the well houses at Virgil continues as we have been replacing siding, painting, and putting on new roofs at this site. This group is also responsible for receiving the chemicals that treat our water supply.

Well Head Protection

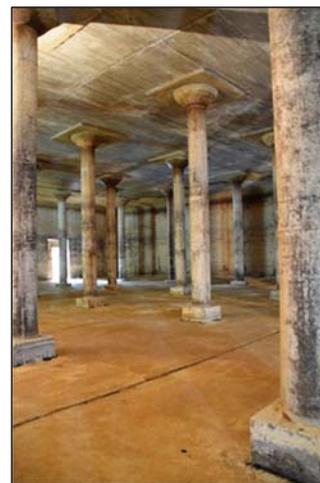
Protection of the aquifer is so important as we need to protect this vital resource that is the source of our drinking water. Our Well Head Protection effort encompasses the identification of potential sources of ground water contamination; we then integrate this data in our GIS. We are constantly looking for commercial and industrial activities that could contaminate the ground water and monitor these areas continuously. For unexpected issues such as a chemical spill, we will respond and monitor the situation and the remediation. Coordinator Alexa Hill keeps her eyes on protecting our aquifer.

Purchasing

Record keeping, budget, inventory, organizing what happens every day at the Water Department falls on the shoulders of our Procurement, Inventory, and Staff Coordinator. Exemplary records are a must with our reporting requirements including state revolving loan submissions, employee records, and knowing where our inventory is and how much we use on a daily basis. Supporting our Construction Department with review of water main installation contracts along with so much more can be a daunting task but make the days go fast for Lina Griesinger who keeps it all in order for us.

Meter & Backflow

The Water Metering/Backflow/Cross Connection Group works to install, remove, and test our water meters. This talented team works closely with the Mishawaka Utilities Business Office to schedule these appointments. They are also dispatched for emergency shut-offs, low pressure calls, and other customer service issues. Water meters are needed so we can bill for our services, but they also must be maintained and replaced on a regular basis. When not working on regular appointments or emergencies, they are in the process of installing radio remote readers on our meters. This lets our Meter Reading Department get a read by just driving by the home or business. The Meter Department managed an astounding 9304 work orders in 2020; that is a 35% increase over 2019. A new face joined the Meter Department in 2020. Joe Mauro joined our staff as a meter installer and has been a great addition. Nick Standfield became our Meter/Backflow Inspector when Tom Wise moved into the Chief Meter/Backflow Inspector job when Greg Steinke retired. Both Tom and Nick have done a great job transitioning to their new positions. Supervisor Brian Galletti does a fine job keeping this group rolling.

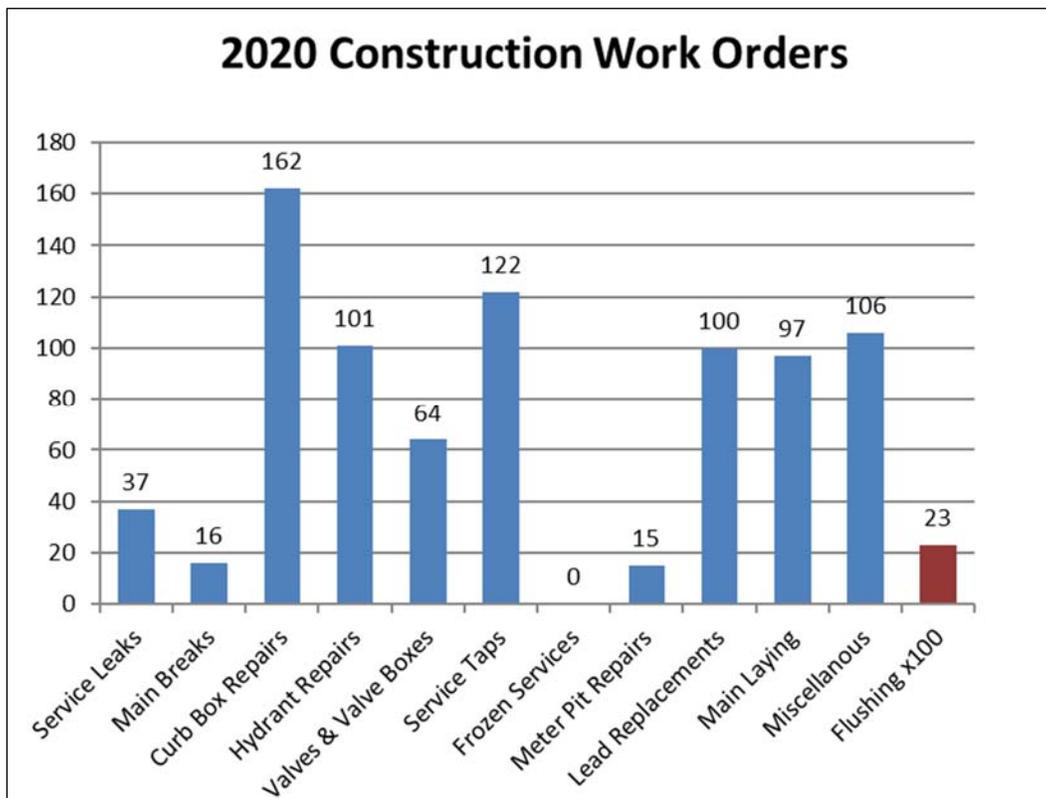


Tank 1 after cleaning.

The Backflow Team enforces the testing of many of the backflow devices located throughout our distribution system. The purpose of these devices is to prevent the back siphoning of potential harmful contaminants from commercial, industrial, or irrigation activities into Mishawaka’s potable water supply. Backflow devices are required on all commercial and industrial buildings, and all irrigation systems that receive water from Mishawaka Utilities. In 2020 they tested and inspected 2077 backflow devices. That is an amazing number considering the difficulty of gaining access to businesses during the pandemic.

Distribution

Another year has passed and 2020 kept our construction crew moving. This group keeps the water flowing in the distribution system. They are responsible for installing new water main, fixing service leaks and main breaks, removing lead services, and flushing hydrants. These are just a few examples of what they do on a daily basis. The construction group works closely with contractors and engineers to help plan, expand, coordinate, and design our water system.



Our crews kept busy installing new water main. Over 8,000 feet of pipe, anywhere from 6” to 12”, was added to our system. In addition, 50 new fire hydrants were installed. Our mission to eliminate lead services continues as we removed 100 lead service lines and replaced them with copper. Two thousand and three hundred fire hydrants were flushed as part of distribution maintenance.

Some of the 2020 projects included AdventurePlex, All-Secure Self Storage, Kline Creek Estates, Main Street Commons, Mishawaka High School, East Borley Avenue, Northbridge Valley, and the 5th Street Recycling Center. Looking ahead to 2021 the table is being set, and we will be busy with lead replacements, water main installation, along with providing assistance to our in-house

projects at Juday Creek and water tower at Gumwood. Supervisor Fabian Chavez takes great pride in leading this group as we look to the future.

2020 Construction Projects	
Adventureplex	Kline Creek Estates
All-Secure Self Storage	Main Street Commons
5th Street Recycling Center	Mishawaka Parking Lot Expansion
East Borley Avenue	Northbridge Valley

Experience

Our staff has many highly trained and dedicated professionals licensed by the state of Indiana to install water main, maintain our distribution system, and run our treatment facilities. Education is ongoing, and we must earn contact hours to renew our licenses.

The pandemic made it difficult to earn continuing education credits. Our most common method was via in-person meetings. Most all was done virtually this past year and though it took time getting used to, we kept our training moving forward. Hopefully, we will be able to move to a more in-person format as 2021 moves along.



Jay Plummer, Kent Osborn, Trent Franks, Dave Majewski, and Aaron DeCocker with their Service Awards.

It was a very happy occasion for me at our fall American Water Works meeting as five of our employees received a very nice honor for service in the water industry, The John Hurty Award. I have been proud to serve with them for 25 years, and we were all given this service award together, albeit virtually, but nonetheless a great day for some dedicated professionals: Jay Plummer, Aaron DeCocker, Trent Franks, Kent Osborn, and Dave Majewski. 25 years of service each equals 125 years of experience. Congratulations to all.

We also had to say goodbye to valuable experience this past year. Heavy Equipment Operator Carl Smith said farewell after 23 years, and Chief Meter Backflow Inspector Greg Steinke called it quits after 20 years. We wish them best as they move on to the next stage in life.

Our dedicated staff continues to support Water For People which raises money to help fund clean drinking water and adequate sanitation throughout the world. 1 in 3 people or 2.1 billion do not have access to safe drinking water. We had to cancel our fund-raising event for 2020, but hopefully later in 2021, we will again continue our fund-raising efforts.



Randy Ellsworth & Christian Lentz open valves to bring rehabilitated 3 mg tank online.



4th Street 20" Valve insertion



Baffle installation Tank 1



High Service Pump # 2 Re-hab Division Plant



36" core drill cuts new overflow in Tank 1



Filling & disinfection of 3 mg reservoir begins

The Mayor's visionary approach with our city parks, retail and commercial development extends to the infrastructure people may not see on a daily basis but is needed for our current needs and future growth. The administration is committed to grow and keep Mishawaka strong for years to come, and the projects in this report are a statement that we are doing just that! Our accountants at Baker Tilley put together a financial plan for the Utility that will keep our infrastructure strong for generations while being thoughtful of the financial impact to our customers.

We are proud to serve the citizens of Mishawaka, and we will continue that mission without fail.