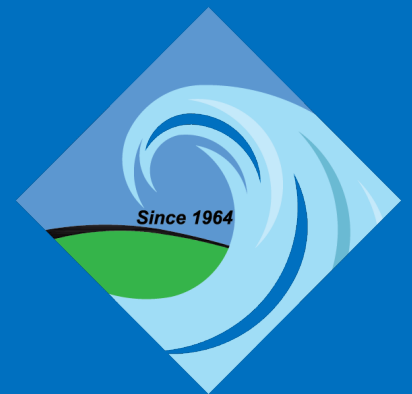




ST. MARY'S COUNTY
METROPOLITAN
COMMISSION

ANNUAL REPORT



**FISCAL
YEAR 2024**

REPORTING PERIOD:

JULY 1, 2023 TO
JUNE 30, 2024

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ST. MARY'S COUNTY METROPOLITAN COMMISSION

The St. Mary's County Metropolitan Commission (MetCom) was created by the State Legislature in 1957 as a quasi-governmental, non-profit body, to supply water and sewer service to St. Mary's County and has been providing those services since 1964. MetCom is committed to providing quality, reliable services to St. Mary's County as we celebrate our continued service to the community. While fulfilling our mission, we strive to:

- *Conserve and protect our reliable, high quality water supply for present and future generations;*
- *Meet or surpass public health standards, environmental standards, and support fire protection;*
- *Operate, maintain, improve, and manage our water and wastewater infrastructure in a cost-effective manner;*
- *Manage finances to support Commission needs and maintain reasonable water and wastewater rates;*
- *Maintain an adequate, safe, and professional workforce; and*
- *Understand and respond to customers' expectations for service.*

The Commission entered into its **60th year of service** to the community having successfully managed the direct fiscal impacts associated with the prior year's unprecedented increases in costs resulting from escalation, inflation and supply chain shortages.

The Commission and its management team tactfully prepared an operating budget that included: reductions to the rates of increase in customer service charges; a reorganization within the Operations Department that will improve functionality, reduce the number of direct reports, better dedicate resources to focus on Inflow & Infiltration efforts, and meet the need for long-term and emergency succession planning; reinstating the paid Internship Program; the addition of a new Inflow & Infiltration Supervisor position.

As we look back upon the events of the last year, there was progress on several noteworthy capital improvement projects: construction award for Bay Ridge Well, Charlotte Hall Well and Wicomico Shores Wastewater Pump Station replacements; design awards for St. Clement's Shores Water Storage Tank, Phase 5 Town Creek Water System and Piney Point Sanitary Sewer Force-main replacements; award for Great Mills Road Sewer relining Project; receipt of over \$10.2 M in Bay Restoration Grant Funding for the St. Clements Shores Wastewater Treatment Plant upgrade; completion of the Marlay-Taylor clarifier and King Kennedy Water Station; and continued joint projects with the Commissioners of St. Mary's County. You will read about some of these and other efforts throughout the following pages of this Report.

Other non-capital accomplishments in FY 2024 included: receiving the highest rating possible on an independent audit of our financial statements; achieving all our Debt Policy performance measures; completing a cybersecurity assessment; providing enhanced bill paying assistance for low income customers; implementing autopay by debit / credit card; providing same-day after hour service restoration; developing new loan programs for water / sewer repairs, completing a Facilities Plan to guide infrastructure rehabilitation and renewal efforts thru 2045; implementing safety and security enhancements; maintaining our scholarship and local partnership programs; and most importantly, celebrating numerous in-house promotions.

Our staff takes great pride in providing outstanding customer service, while maintaining extremely high standards of environmental compliance and resource management. We are an accountable and transparent organization and fully comply with the St. Mary's County Open Meetings Act. As the Metropolitan Commission looks forward to another year serving you, we will strive to find ways to continue to better meet the needs of our customers as effectively as possible. ***"MetCom is people -- hard working public servants...they do it day in and day out—and I'm proud to be working with them!"***




George A. Erichsen, P.E.,
Executive Director



The Operations Office of the Commission, which includes the Operations and Maintenance Departments, is located at 43990 Commerce Avenue, Hollywood, Maryland 20636. Office hours: 7:30 a.m. to 4:30 p.m., Monday through Friday.



The Administrative Office of the Commission, which includes the Billing, Fiscal, Procurement, Information Technology and Human Resources Departments, is located in the First Colony Commercial Center at 23121 Camden Way, California, Maryland 20619. Office hours: 8:00 a.m. to 4:30 p.m., Monday through Thursday and 8:00 a.m. to 4:00 p.m. on Friday.



The Engineering Office of the Commission, which includes the Engineering, Construction and Permits Departments, is located at 23123 Camden Way, California, Maryland 20619. Office hours: 7:30 a.m. to 4:30 p.m., Monday through Friday.

Telephone: (301) 737-7400 / Website: <https://www.metcom.org> / Facebook: @SMCMetCoM

GENERAL OVERVIEW

MISSION STATEMENT

To construct, operate and maintain public water supply and public wastewater conveyance and treatment systems in a manner that is sustainable, reliable, economical and safe for the Commission's employees, the environment, and the citizens of St. Mary's County; and to ensure that construction is timely and in accordance with the St. Mary's County Comprehensive (Land Use) Plan.

BOARD MEMBERS

MetCom is governed by a Board of Commissioners consisting of seven voting members, and one non-voting member. Voting members represent the Election Districts of St. Mary's County and are appointed by the St. Mary's Board of County Commissioners to serve three-year staggered terms. The eighth and non-voting member of the Commission is the Commanding Officer of the Naval Air Station Patuxent River, or his designated representative. Learn more about us at <https://www.metcom.org/about-us>.

The Board Members during FY 2024, ending June 30, 2024, were:

Commissioners

Gerald Meyerman, Chairman
1st Election District

Roy H. Alvey
2nd & 9th Election Districts

Joseph I. Russell, Vice-Chairman
3rd Election District

Dale Antosh
4th & 5th Election Districts

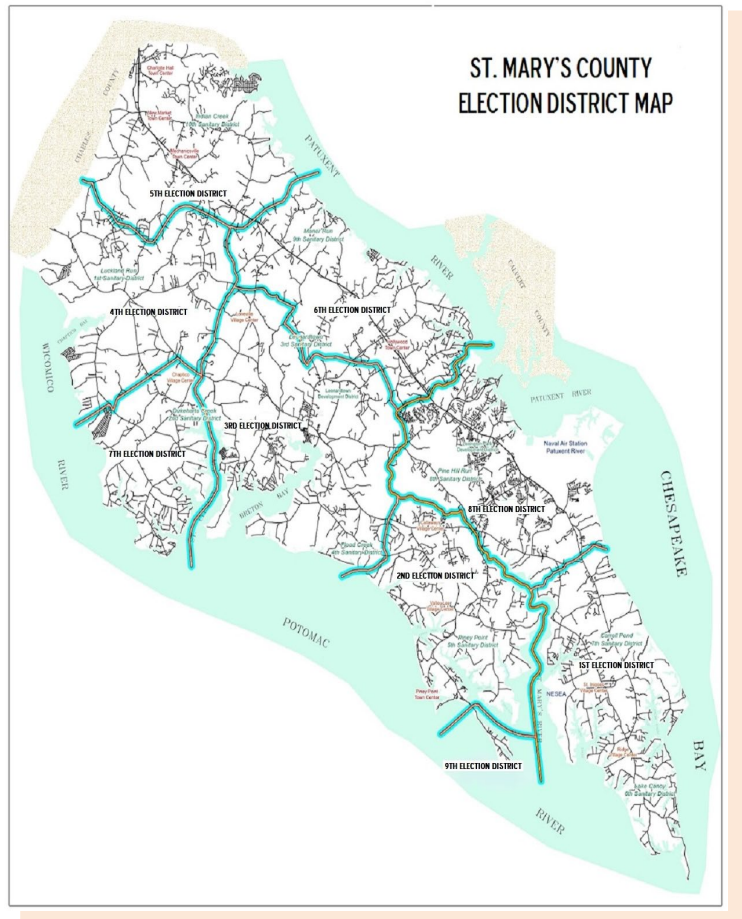
Keith Dugan
6th Election District

Joseph R. Mattingly, III
7th Election District

Rudolph K. Fairfax*
Joseph M. Gould
8th Election District

Captain Douglas Burfield, USN
Patuxent River Naval Air Station

*Term expired 12/31/2023



KEY STAFF

The administrative leadership of the Commission is comprised of an Executive Director and five (5) Department Heads, as follows:

George A. Erichsen, P.E., Executive Director
Patricia Stiegman, Chief Financial Officer
M. Christy Hollander, P.E., Chief Engineering Officer
Edward Hogan, Chief Facilities and Operations Officer
Anne Mary B. Cullins, P.H.R., SHRM-CP, Chief Human Resources Officer
James “Rick” Harding, Chief Information Technology Officer

Additional information about MetCom and its staff can be obtained at www.metcom.org.



Pictured above (*front row*) Patricia Stiegman, George A. Erichsen, P.E. and Anne Mary B. Cullins, P.H.R., SHRM-CP; (*back row*) James “Rick” Harding, M. Christy Hollander, P.E. and Edward Hogan

While fulfilling our corporate vision, we strive to:

- Be responsible and accountable to the County's citizens;
- Provide high quality, cost effective and efficient services;
- Preserve the County's environment, heritage, and rural character; and
- Foster opportunities for present and future generations.

FACILITIES OVERVIEW

WASTEWATER FACILITIES

The Metropolitan Commission owns or operates 7 wastewater treatment plants in the county, treating a combined flow of approximately 1.60 billion gallons a year. The largest advanced wastewater treatment facility is the Marlay-Taylor Water Reclamation facility, which was first constructed in the late 1960's. By utilizing state of the art treatment technologies, the plant is able to treat an average daily wastewater flow of 3.5 million gallons. The Marlay-Taylor Water Reclamation Facility serves a majority of MetCom's wastewater customers. Other treatment facilities serve Wicomico Shores, St. Clements Shores, Airedale Road, the Forrest Farms neighborhood and parts of Charlotte Hall. All facilities are permitted through the Maryland Department of the Environment and are operated by licensed Operators.



The Collections' Department Sewer Inspection crew utilizing remote viewing technology to pinpoint failing sections of pipe and identify blockages.

WATER DISTRIBUTION FACILITIES

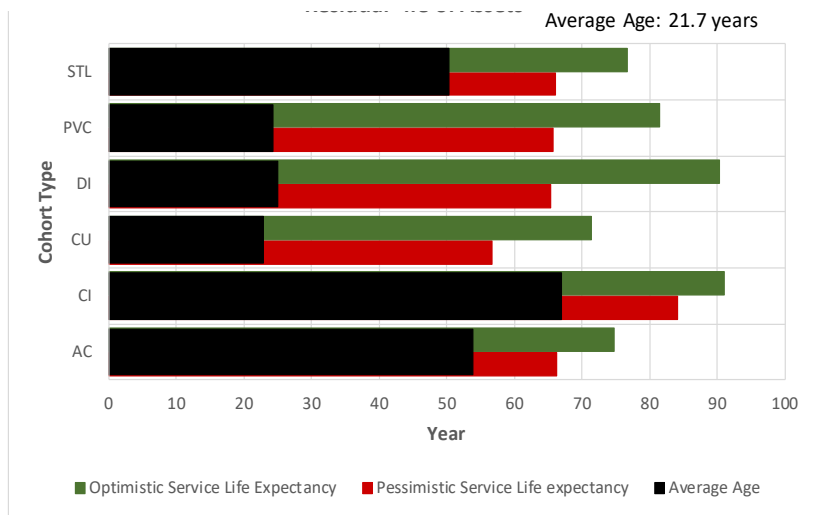
The Commission operates 28 water systems throughout the County, delivering drinking water to over 16,000 customers. The public water system is comprised of over 250 miles of water distribution lines (*ranging in size from ¾ inch up to 16 inches*) and over 15,000 water meters. Each water system had state issued Appropriations Permits. These Permits are effective for a ten-year period and have withdrawal allocations granted that limits the amount of water that is withdrawn from each well. The allocations are limited in two ways; a daily average (*based on a yearly average*) and daily maximum average (*based on the month of maximum use*). The water systems include 52 well sites, 55 water pumping stations and 18 water towers. All public water systems operated by the Commission draw water from wells of various sizes (6" to 12") and depths (350' to 1,020'). Source water is pulled from the Aquia and Upper Patapsco aquifers. Our laboratory performs over 25,000 analytical tests a year. These range from nutrient testing to fecal coliform sampling.



An aerial view of the Hollywood water tower after cleaning and pressure washing.

OPERATIONS AND MAINTENANCE

The sanitary sewer system watershed is comprised of 10 Sanitary Sewer District drainage basins. The structural integrity, reliability and overall performance of the conveyance and treatment systems has considerable ramifications to the water quality of the Chesapeake Bay water shed, the largest estuary in the world. The sanitary sewer collection and conveyance system consists of approximately 290 miles of gravity and pressure sanitary sewer lines and 70 wastewater pumping stations servicing various neighborhoods. Within the system, there are 167 miles of gravity line and 124 miles of pressure main, 3,700 manholes and 1,800 grinder pumps. The average age for all the pipes in the sewer force main's service system is 27.7 years and 31.3 years in the sewer gravity main system. The average age for all the pipes in the water service system is 21.7 years (see figure below). There are no combined stormwater and sanitary sewers in our system. The gravity sewer mains range in size from 6 inches to 42 inches and vary in depth from 2 feet to over 30 feet. The materials used include vitrified clay pipe, transite pipe and polyvinyl chloride (PVC) pipe. As new sewer infrastructure is being added, all information is updated within our GIS system.



LABORATORIES

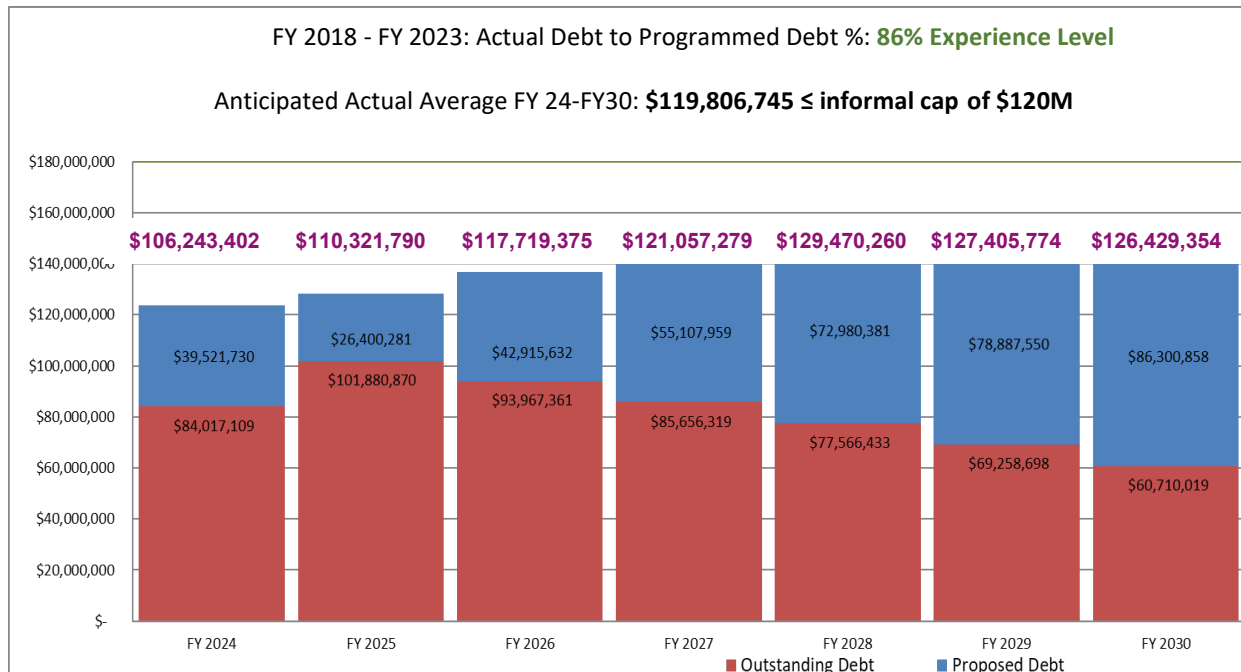
Drinking water samples are collected and analyzed for compliance with the federal Safe Drinking Water Act. MetCom maintains a Maryland Department of the Environment state certified drinking water laboratory where more than 1,000 samples per year are analyzed for bacteria (*coliform*) levels by in-house operations staff. A third-party laboratory also collects over 300 samples per year and tests water quality parameters such as; arsenic, lead / copper (*triennially*), pH, fluoride, nitrates, metals and disinfection byproducts.

In addition to drinking water sampling, over 25,500 wastewater analyses are conducted in our state-of-the-art wastewater laboratory for each of the seven (7) wastewater treatment plants that MetCom owns or operates to determine compliance with the federal Clean Water Act. Water quality tests are performed on water entering and leaving each treatment process at the plants and throughout the Commission's distribution system. These analyses consisted of parameters such as bacteria (*coliform*), bio-chemical oxygen demand, nitrogen, phosphorus, suspended solids, pH, dissolved oxygen, acids, alkalinity and chlorine concentrations. The state and federal testing and analyses requirements under the National Pollutant Discharge Elimination System (NPDES) permits help ensure the quality of the effluent being released into receiving surface waters.

FINANCIAL OVERVIEW AND USER CHARGES

DEBT SERVICE

MetCom is retiring its debt at between \$6.5M to \$6.9M per year. Since the FY 2018 budget cycle, the Commission has made a conscious decision to take advantage of the retiring of existing debt at the rate at which new debt was incurred by establishing an informal combined debt ceiling of \$120M. MetCom was able to reduce its projected outstanding debt as a percentage of assessable base over the next six years to below 1% for the period of Fiscal Years 2024 - 2030, below the legislated legal debt limit of 2%.



NOTE: The debt incurred by the Commission to fund its water and sewer infrastructure improvement projects is derived primarily from financial assistance in the form of low interest loans secured from two sources: The Department of Housing and Community Development (DHCD) and the Maryland Water Infrastructure Financing Administration (WIFA).

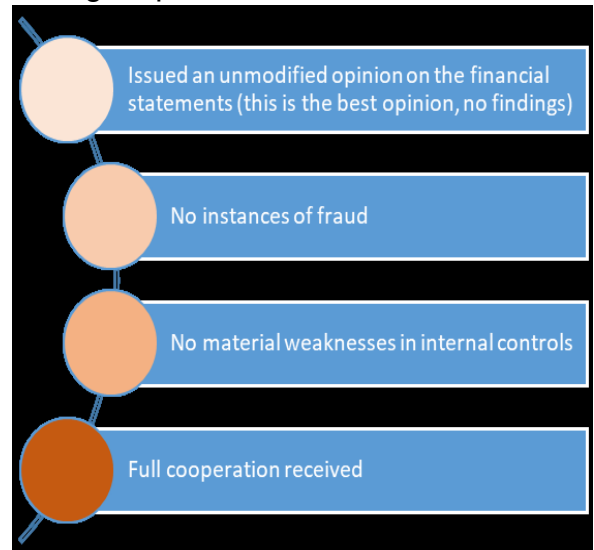
RESERVES

As a matter of practice, the Commission maintains \$5M in restricted reserves and \$3.5M plus one-half the operating budget (*excluding depreciation*) in unrestricted reserves. The FY 2024 audited values were \$14.6M and \$13.2M, respectively. The Commission plans to utilize approximately \$11M in restricted reserves to fund several FY 2025 programmed capital improvement projects to avoid incurring additional debt, interest payments and increasing charges to its customers. For more information on these reserves, please visit our website at <https://www.metcom.org/charges-and-reserves-explained>.

FY 2024 AUDIT

Each year, the Metropolitan Commission is audited by an independent third party. In FY 2024, it was the opinion of SB & Company, LLC, that the MetCom financial statements were presented fairly in accordance with accounting principles generally accepted in the United States of America. MetCom received an unmodified opinion, which is the highest rating attainable. The financial highlights from the Report are shown below:

- ✓ MetCom's total net position increased by \$9.6 million and \$4.7 million, or 6.8% and 3.4%, as a result of operations in FY 2024 and 2023, respectively.
- ✓ During the current year, MetCom's revenue from operations was \$18.0 million, representing an increase of 5.3% over the prior year. The current year's increase is mostly due to an increase in rates, an increase in usage, and new customers.
- ✓ MetCom's operating expenses excluding depreciation were \$18.2 million during FY 2024 and \$16.7 million in FY 2023.
- ✓ Depreciation Expense totaled \$7.7 million and \$7.0 million for the years ending June 30, 2024, and 2023.
- ✓ MetCom's non-operating revenue was \$13.2 and \$9.7 million for the years ending June 30, 2024, and 2023, respectively. The increase of 36% was a result of an increase in debt service charges, and interest income.



To review audited Financial Statements from FY 2012-FY 2024 please visit the Financial Report section of our website at <https://www.metcom.org/financial-reports>.

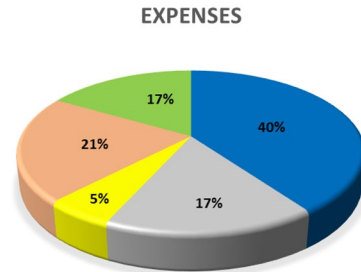
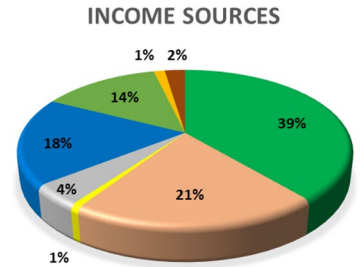
CUSTOMER BILL PAYMENT ASSISTANCE



The Commission entered into a partnership with the Department of Human Services to help residents offset the costs of their public water and wastewater bills. The federally-funded Low-Income Household Water Assistance Program (LIHWAP) offers eligible households up to \$2,000 in assistance, focusing on those households whose drinking water and wastewater bills are 30 days or more past due. The program ended mid FY 2024 and 235 MetCom customers received a total of \$71,703 in assistance through this program.

FY 2024 BUDGET

<u>FY24 Income & Expenses</u>	<u>FY 24 Audited Actuals</u>
<ul style="list-style-type: none"> <li style="display: flex; align-items: center; margin-bottom: 5px;"> Sewer Income <li style="display: flex; align-items: center; margin-bottom: 5px;"> Water Income <li style="display: flex; align-items: center; margin-bottom: 5px;"> Engineering Income <li style="display: flex; align-items: center; margin-bottom: 5px;"> Other Income <li style="display: flex; align-items: center; margin-bottom: 5px;"> Sewer System Improvement Charges <li style="display: flex; align-items: center; margin-bottom: 5px;"> Water System Improvement Charges <li style="display: flex; align-items: center; margin-bottom: 5px;"> Sewer Capital Contribution Charges <li style="display: flex; align-items: center; margin-bottom: 5px;"> Water Capital Contribution Charges 	<p>\$11,671,350</p> <p>6,084,045</p> <p>211,663</p> <p>1,514,332</p> <p>5,175,844</p> <p>4,208,632</p> <p>1,349,572</p> <p>2,024,645</p> <hr style="border: 0.5px solid black;"/> <p>\$32,240,083</p>
<ul style="list-style-type: none"> <li style="display: flex; align-items: center; margin-bottom: 5px;"> Sewer Expenses <li style="display: flex; align-items: center; margin-bottom: 5px;"> Water Expenses <li style="display: flex; align-items: center; margin-bottom: 5px;"> Engineering Expense <li style="display: flex; align-items: center; margin-bottom: 5px;"> Debt Service Sewer <li style="display: flex; align-items: center; margin-bottom: 5px;"> Debt Service Water 	<p>\$12,129,791</p> <p>4,595,516</p> <p>1,448,213</p> <p>6,525,416</p> <p>6,233,277</p> <hr style="border: 0.5px solid black;"/> <p>\$30,932,213</p>
Income Allocated To Reserves	<hr style="border: 0.5px solid black;"/> <p>\$ 1,307,870</p>



USER CHARGES

The St. Mary’s County Metropolitan Commission does not receive funding from St. Mary’s County Government, or any other tax revenue. MetCom’s operating and capital budgets are funded from the revenues collected from user service charges and debt service charges. The three primary charges authorized by Chapter 113 of the St. Mary’s County Code are; Service Charges; System Improvement Charges; and Capital Contribution Charges, as described below.

Service Charges cover the daily operation and maintenance costs of MetCom facilities. These charges are billed monthly, on a per meter or EDU basis, to all MetCom customers who are either connected to, or required to be connected to, a MetCom water and/or sewer system. On July 1, 2015, MetCom implemented a new rate structure, and customers began being billed on their actual consumption for both water and sewer. The water usage fees are calculated based on meter size and actual usage, in accordance with a tiered structure. On July 1, 2016, two additional changes were made, which included the billing for sewer usage at a maximum cap of 10,000 gallons per month for residential customers with a 5/8” meter. The new rate structure was implemented to help encourage water conservation, which was one of the desired goals, but has also resulted in less revenue than anticipated during the subsequent fiscal year(s).

The approved Water and Sewer Service Rates for Fiscal Year 2024 were:

Water Service Rates	
Water	
Non-Metered per EDU/Month	\$ 19.69
Metered Rate 5/8"	\$ 10.38
Metered Rate 1"	\$ 25.94
Metered Rate 1-1/2"	\$ 51.87
Metered Rate 2"	\$ 82.97
Metered Rate 3"	\$ 165.97
Metered Rate 4"	\$ 259.32
Metered Rate 6"	\$ 518.66
Metered Rate 8"	\$ 829.82
Metered Rate 10"	\$ 1,192.90
Water Usage Rate per 1,000 Gallons	
Water Usage Rate - Tier 1	\$ 1.86
Water Usage Rate - Tier 2	\$ 3.73
Water Usage Rate - Tier 3	\$ 7.46
Irrigation Usage Rate per 1,000 Gallons	
Water Usage Rate - Tier 1	\$ 3.73
Water Usage Rate - Tier 2	\$ 7.46
Hydrant Meter Rate per 1,000 Gallons	
	\$ 3.73
*FY 24 Rates 2.4% over FY 23 Rates	
Sewer Service Rates	
Sewer	
Non-metered per EDU per Month	\$ 47.28
Metered Rate 5/8"	\$ 20.04
Metered Rate 1"	\$ 50.11
Metered Rate 1-1/2"	\$ 100.21
Metered Rate 2"	\$ 160.35
Metered Rate 3"	\$ 320.64
Metered Rate 4"	\$ 501.02
Metered Rate 6"	\$ 1,002.05
Metered Rate 8"	\$ 1,603.25
Metered Rate 10"	\$ 2,305.89
Usage Rate per 1,000 Gallons *	\$ 5.45
10,000 Gallons/Month	
Navy (per 1,000 gallons)	\$ 3.97
Septage Hauler Rates per 1,000 Gallons	
Holding Tank Waste	\$ 17.91
Septic Tank Waste	\$ 76.50
Portable Toilet Waste	\$ 96.41
Grease Trap Waste	\$ 151.58
*FY 24 Rates 3.05% over FY 23 Rates	

The tiered rate structure provides affordability for low/average users and promotes water conservation

First tier: Essential domestic requirements for typical residence (lowest rate)

Second tier: Reasonable amount of irrigation for typical residence (higher rate)

Third tier: All remaining usage (highest rate)

Sewer Service Contract. *The Commission has a negotiated sewer service contract with the Department of the Navy which has been in place since 1979.*

The agreement provides the terms and conditions for sewer treatment to serve the Patuxent River Naval Air Station thru at least 2034.

Approximately 350,000 gallons pe day are received at the Marlay-Taylor Water Reclamation Facility.

System Improvement Charges cover the debt service costs associated with upgrading and replacing existing water and sewer systems and the costs associated with upgrading wastewater treatment plants to serve current customers. Each class of customers pays the same System Improvement Charge per Equivalent Dwelling Unit (EDU). All properties that about a public water line and/or sewer line, and that have been allocated capacity on any such line, are required to pay this charge, even if a property is not yet connected to a public water or sewer system. This charge can be revised annually and replaces the former Benefit Assessment charges. Reserves have been designated to partially subsidize our rates in order to help maintain reasonable levels for our customers.

The approved System Improvement Charges for FY 2024 were:

<u>Water:</u>	<u>FY 2024</u>
Residential / EDU / month	\$ 13.76
Commercial / EDU / month	\$ 16.51
<u>Sewer:</u>	
Residential / EDU / month	\$ 15.39
Commercial / EDU / month	\$ 18.47

STABILIZING RATES

Due to sound capital project management and fiscal practices, sewer charges were able to be maintained at the FY 2020 levels., and water charges saw an increase of less than \$1.

Capital Contribution Charges fund the debt service costs associated with the expansion of existing facilities to serve new customers and the addition of new facilities to accommodate growth. This one-time charge is required to be paid at the time a property owner makes an application or otherwise is required to connect to a public water or sewer system. Capital Contribution Charges are calculated on a per EDU basis.

The approved Capital Contribution Charges for FY 2024 were:

<u>Water:</u>	<u>FY 2024</u>
Residential / EDU / Connection	\$ 10,955.87
Commercial / EDU / Connection	\$ 13,147.04
<u>Sewer:</u>	
Residential / EDU / Connection	\$ 6,941.21
Commercial / EDU / Connection	\$ 8,329.44

NEW DEVELOPMENT

Charges were able to be maintained at the prior approved FY 2020 levels, which provides affordability and predictability. Customers may now defer 50% of this charge for new sewer connections.

In addition to the above-referenced charges, **Bay Restoration Fees** are also collected at a rate of \$5.00 per month per EDU, as mandated by the State of Maryland. MetCom remits these payments directly to the State.

ENGINEERING OVERVIEW

The Commission's Engineering Department manages an array of tasks that include; construction inspection, capital improvement budget development, permit issuance, construction plan / plat / easement reviews, capital project design, construction management, maintenance of the Commission's Design Manual and Specifications and the management of MetCom's GIS infrastructure database. General GIS information is available through the County's GIS mapping tool, which is available to the public at www.stmarysmd.com/it/gis/. In addition, this powerful tool is used for infrastructure analysis, miss utility locating and information for field staff to help identify locations of the Commission's infrastructure.

The Department evaluates new and redevelopment projects submitted for connection to the public water and sewer systems as part of the County's Technical Evaluation



Wicomico Shores Wastewater Treatment Facility sludge holding tank.

Committee review and permitting processes. In order to protect the integrity of the water and sewer systems, projects must comply with all applicable rules, regulations and standards including the Commission's Design Manual.

Engineering staff review all new developer driven projects for the Commission. This year, approximately 315 development and capital plans and plats were reviewed, ranging from large-scale subdivisions to

site plans for single family homes. Additionally, these projects are routinely monitored and inspected by staff to confirm adherence to MetCom standards and quality of workmanship. Approximately \$6.8M in surety bonds remained in place during FY 2024 to ensure contract completion in the event of contractor default for developer funded projects.

The Engineering Department also manages the Commission's capital improvement projects funded as a part of the multi-year Capital Improvement Budget and Plan. This includes budget formulation, estimating, planning, scheduling, design management, permitting, land acquisition, construction management, inspection services, and technical assistance on grants and loans. The approved FY 2024 capital improvement budget included funding for nine (9) water and fifteen (15) sewer projects budgeted at \$9,376,317 and \$15,860,478, respectively. The capital projects are all designed to better

serve our customers with reliable public water and sewer systems. The capital improvement projects are divided into water and sewer categories for purposes of funding and calculating annual rates and charges as follows:

WATER – includes water line renewal, rehabilitation and extensions; well repair and replacement; advanced metering technology; and the installation of water storage tanks and elevated water towers.

SEWER – includes sewer main renewal and replacement; Inflow / Infiltration abatement; wastewater pump station improvements; manhole rehabilitation; wastewater treatment plant upgrades; service area expansions; and grinder pump replacements.



Installation of a replacement waterline in Town Creek as part of the Phase 2 replacement project.

As a part of its responsibilities, the Engineering Department oversees Miss Utility locating services which help protect the public water/sewer system from potential damage during construction by other entities. The services have been privatized (Maryland Broadband Cooperative Inc.) in order to allow the inspections staff to fully allocate their time to the inspections of capital and developer projects, provide a higher level of contractor management, and performance monitoring and help ensure that all new work is completed in accordance with MetCom standards.



The Engineering Department also participates in the Leadership Southern Maryland Emerging Leaders Program. Whether you're a born leader or self-made, the Leadership Southern Maryland Emerging Leaders Program (LEAP) provides a series of six "experiences," to facilitate, foster, and refine individual leadership understanding and abilities via structured course curriculum. The Program builds teamwork skills and provides the opportunity to collaborate with peers.



Photo credit: Ron Bailey Photography

MetCom's Professional Engineer Anna Wells (back row, 4th from the left)

HUMAN RESOURCES OVERVIEW

Human Resources is responsible for Employment, Recruiting, Compensation Administration, Benefits, Wellness, Training and Development, Safety and Risk Management, Employee Relations and Regulatory Compliance of all Metropolitan Commission Staff. During FY 2024, the Human Resources Department:

- Received and processed 339 applications;
- Posted 104 employment notices; and
- Filled 28 vacant positions.

STAFFING

As of June 30, 2024, MetCom employed 96 employees, as follows:

	<u>Male</u>	<u>Female</u>
Full Time	71	25
Part Time	0	0
Intern	0	0
<u>Contract</u>	<u>0</u>	<u>0</u>
TOTAL	71	25

INTERNAL PROMOTIONS

MetCom has a long history of attracting and retaining a talented and diverse workforce. We are proud of our team and their dedication to both the Commission and our customers. Last year, we were able to promote sixteen (16) employees from within the organization.

As of June 30, 2024, MetCom’s full-time employees, classified by years of service, were as follows, with 61% serving nine (9) years or less with the Commission. Length of Service awards celebrate the length of time an employee has been with us. A milestone celebration like this is a wonderful way to show appreciation for your most loyal team members and really honor those who have remained committed to MetCom for a significant time.

<u>Service Years</u>	<u># Employees</u>
40 years	1
30-39 years	1
25-29 years	3
20-24 years	9
15-19 years	5
10-14 years	12
5-9 years	13
<5 years	52



Length of Service Award recipients are recognized by the Commissioners and co-workers at our Board Meetings.

BENEFITS MANAGEMENT

The Human Resources staff attended several virtual seminars, and online-classes and training events throughout the year to keep abreast of the ever-changing compliance issues with regard to employee benefits and to stay current with benefit strategies.

The following tabulation highlights several benefits-related activities that Human Resources has facilitated this year:

Activity	Statistics
<ul style="list-style-type: none"> • 5 Retirements • 4 Worker's Compensation Claims • 12 Family Medical Leave Applications • Open Enrollment Information Session • Several Employee Wellbeing Webinars 	<ul style="list-style-type: none"> • 80% of employees participate in MetCom's medical insurance. • 85% of employees participate in MetCom's dental insurance • 85% of employees participate in MetCom's vision insurance • 48% of employees participate in the 457B Retirement Plan • 50% of employees are enrolled in the Short Term Disability. • 40% of employees have additional life insurance. • 17% of employees have ancillary insurance (AFLAC). • 3 BECA Scholarship Recipients • 35% of employees participate in the Flexible Spending Account (FSA). • 100% of employees participate in the State Retirement System (mandatory).

TRAINING & DEVELOPMENT

MetCom's training program includes in-house, virtual and external in-person training. MetCom works diligently to meet all legal requirements for training as well as provide training that will enhance levels of service to our customers, limit our liability, and improve their respective skill sets. Human Resources (HR) helps facilitate and track all required classes for water/wastewater operator and Superintendent Licenses. HR further tracks all Commercial Driver's Licenses and physicals associated with such licenses. We currently have 27 employees who hold a Commercial Driver's License.

MetCom participates in the CDL Clearinghouse mandated by the Federal Motor Carrier Safety Administration.



MetCom currently has 37 licensed employees, with 64 individual licenses and certifications.



Employees participating in CPR training.

As of June 30, 2024, MetCom had three (3) Professional Engineers on staff, one (1) Professional Human Resources and two (2) Society for Human Resource Management (SHRM) – Certified Professionals, and two (2) Certified Professional Public Buyers.



Employees participating in confined space training.

In Fiscal Year 2024, employees participated in 80 safety classes and received 1,699 hours of training.

INTERNSHIP PROGRAM

The Metropolitan Commission (MetCom) maintains a paid internship program to assist college students. These programs help students gain industry knowledge they may not learn elsewhere; provides students with real, meaningful work that can be captured on their resumes; brings fresh, new ideas and perspectives; helps the staffing needs of the organization; and could lead to their hiring as a full-time employee with the organization. To learn more about the MetCom internship program, please visit our website at www.metcom.org and select the Human Resources tab.

QUALITY ON TAP AWARD

On behalf of the Commission, the Executive Director awarded the 2024 Quality on Tap Award to Kyle R. Mangum, Geographic Information System Administrator, in appreciation and recognition of his outstanding service, dedication to duty, and level of commitment to the organization. Kyle has set a standard of excellence that is a direct reflection of his professionalism and is in keeping with the highest traditions of MetCom.



RISK MANAGEMENT

Risk Management is a collaborative effort between the Human Resources (HR) Department and the Operations Department. HR staff and the Chief Facilities and Operations Officer work together to promote safety and protect MetCom employees and its property. Several programs are in place to help us with that objective, including a workers' compensation program; drug and alcohol testing program, fully insured liability program and a risk management program. In FY 2024, there were four (4) work related injuries reported with workers' compensation claims totaling \$34,820.99 and seventy-four (74) lost workdays.



The Chief Human Resources Officer and the Safety Officer also coordinate MetCom’s Drug and Alcohol Testing Program, which includes pre-employment, random, reasonable suspicion, post-accident, return-to-duty and follow-up testing. The program involves coordination with Deer Oaks, MetCom’s Employee Assistance Program provider, for substance abuse counseling when needed.

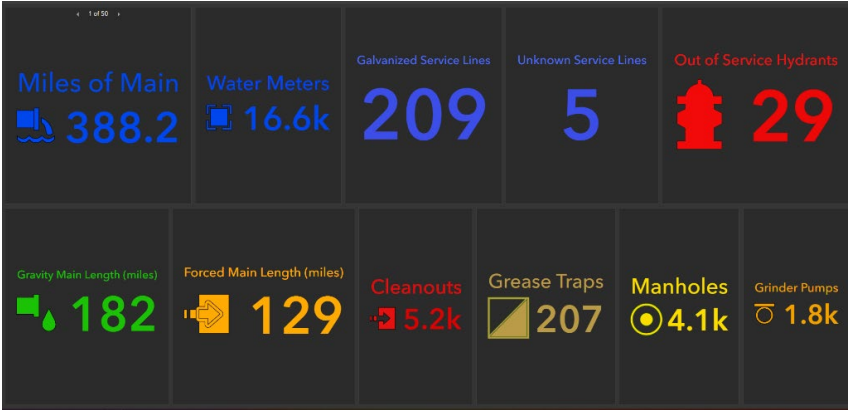
INFORMATION TECHNOLOGY OVERVIEW

The Information Technology (IT) Department strives to support MetCom’s vision and mission of providing public water and wastewater systems that are sustainable, reliable, economical, and safe for our employees, citizens, and the environment by providing a secure, highly reliable information system through governance, infrastructure, and operability.

The IT department maintains a county-wide network consisting of five (5) main sites. Its responsibilities include managing the Commission’s technological systems, maintaining infrastructure, providing technical support, and ensuring the systems’ overall functionality. IT supports various critical systems at MetCom, including Supervisory Control And Data Acquisition (SCADA), Enterprise Resource Planning (ERP), public asset management, Geographical Information System (GIS), meter data collection, network infrastructure/security, data storage, backup/recovery, cybersecurity, website development, document retention/archiving, and collaboration.

IT improves system reliability and performance by continually monitoring the network for irregularities, troubleshooting issues, installing or upgrading network equipment and software, enforcing securing measures, and maintaining verified backups of critical data. IT routinely replaces aging hardware to provide the Commission with improved speeds, increased capacity, and better storage. Implementing encryption on data at rest as well as data in transit, prevents unauthorized access and increases the Commission’s cybersecurity posture.

IT continues to work closely with the Engineering Department to provide reliable and up-to-date GIS maps to the public. Utilizing field maps, Survey123, and other applications, such as the Dashboard (at right), GIS will continue to empower our data for public consumption and up-to-date outage reporting.



Sample customized Dashboard summarizing infrastructure assets

FISCAL YEAR 2024 ACCOMPLISHMENTS

CAPITAL IMPROVEMENTS

- **Piney Point Road Forcemain Replacement.** The Piney Point Road Sewer Force Main (FM) is composed of 8-inch ductile iron pipe (DIP) and conveys untreated sanitary wastewater approximately 9.6 miles from the Piney Point Wastewater Pumping Station to a gravity manhole located on Great Mills Road (Maryland State Route 246) in Great Mills, Maryland. This FM was installed in the mid-1980s to 1990s and was expected to have a service life of at least 80-90 years.

Beginning in 2008, several failures of this FM occurred, resulting in large sanitary sewer overflows, costly repairs and environmental restorations. MetCom has completed multiple condition assessment and corrosion analyses to determine the cause of these premature failures, which have primarily been the result of a corrosive soil environment. In 2016, a portion of the FM that has seen a high volume of failure in Valley Lee was replaced with HDPE pipe as part of a capital project.

The results of the previous analyses and locations of additional FM failures have allowed MetCom to establish priority locations for FM replacement as included in the Fiscal Year 2023 Capital Improvement Budget with the construction funding programmed in FY 2024.

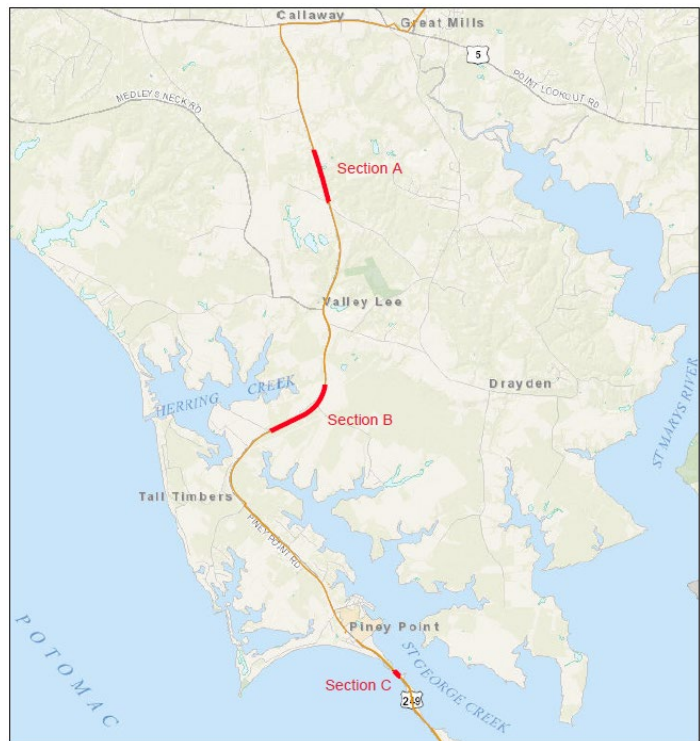
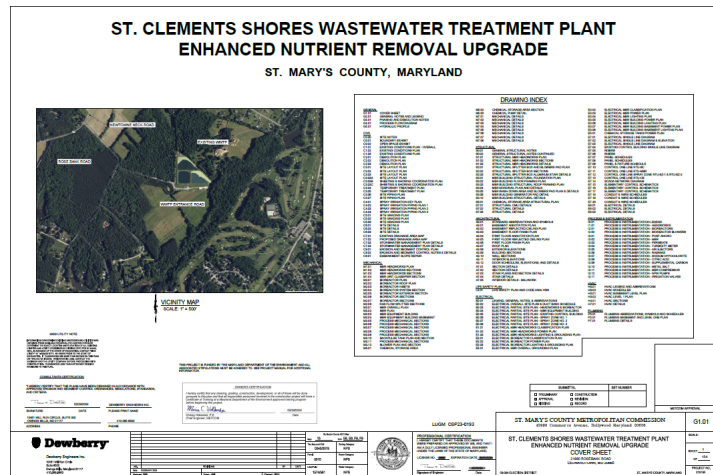


Exhibit showing the first 3 sections of planned Force Main replacement along Piney Point Road.

Phase 1 of this project includes the replacement design of three sections of the Piney Point / St. George's Island FM with HDPE pipe. The replacement locations (*approximately 7,762 feet*) were prioritized based on previous failure locations and condition assessment results. It is anticipated that the replacement portions will be installed in the existing MDSHA right-of-way directly adjacent to the existing FM. The existing FM will remain in service while the proposed FM is installed. It is anticipated that this construction work will begin Spring of 2025.

- **St. Clements Shores Wastewater Treatment Plant Expansion.** The primary

purpose of this project is to provide sewer capacity and treatment for the existing 140 developed lots with failing onsite sewage disposal systems. These private septic systems cannot be replaced when they fail due to high water table, poor soils and small lots. The facility upgrades to both the treatment and disposal systems will also provide future service capability to 100 undeveloped lots initially with a future expansion



capability to an estimated 280 - 320 EDU's. MetCom staff has worked collaboratively with the St. Mary's County Health Department (HD), the Department of Land Use and Growth Management (LUGM), and the Maryland Department of the Environment (MDE) to designate and approve a Service Area for this project. Planning phases are complete, and design is currently nearing completion, and the construction contract solicitation is estimated to be advertised in the Winter of 2024-2025. The construction duration is approximately 2 years. Once the upgrades are complete, new connections will be permitted. A planning study is also underway to analyze the existing infrastructure, i.e. pump stations and mains that serve the area, to determine sizing of future infrastructure needs.

- **Bay Ridge Well.** The Bay Ridge Well Project was designed to provide a new production well and well house to improve system performance and integration in the Lexington Park service area. The associated well will balance production and increase efficiency in that water system. The new well will draw from the Patapsco Aquifer and has an estimated yield of 700 gallons per minute. Site work will include a driveway, stormwater management, fence, diesel generator, and appurtenances. Additional construction work will include the new well, well house, pump controls, disinfection system, pipe work, telemetry equipment, and controls integration. The Construction contract was awarded in August 2023 and expected to be complete in the Spring of 2025.

- **Forest Run and Piney Point Wastewater Pump Station Upgrades.** The existing stations were built in the 1970-1980's and are experiencing capacity limitations. The designs for upgrades of these facilities allows the potential for additional development and new customer connections in their respective service areas. The Forest Run station serves the Great Mills area and is the Commission's second largest wastewater pump station (capacity: 1.55 million gallons per day) with the largest being the Piney Point pump station (capacity: 1.58 million gallons per day). Designs are expected to be completed in the Spring of 2025.

- King Kennedy Water Station Phase 2.** The King Kennedy Water System is a stand-alone independent system consisting of two (2) wells, one (1) hydro-pneumatic tank, 6,350 linear feet of water mains (2 to 8 inches in diameter) and has no operational fire hydrants. The water system was originally installed in several phases under private ownership circa 1970, and was later annexed by MetCom. Phase 1 of the King Kennedy project was operationally accepted on March 18, 2020 and included the replacement of Well #1 that was originally constructed in the 1970's and subsequently abandoned in 2015. Phase 2 of this project will provide a new 40,000-gallon ground storage tank, a 6,768 gallon hydropneumatic storage tank, a new well house with controls, an emergency generator, and an upgrade to 3-phase electric service. These improvements will increase reliability and provide a source for fire protection / suppression for the customers dependent on this water system.



The newly constructed King Kennedy new pipe gallery.

Phase 2 of this project will provide a more reliable water system for the Loveville Acres and King & Kennedy Estates residential developments. These two developments, consisting of 67 single family homes (service area), are located approximately one mile west-southwest of the intersection of Three Notch Road (MD Route 235) and Loveville Road (MD Route 247). The water mains and hydrants will be addressed under the MD247 Loveville Road Water Main Replacement project. The Phase 2 replacement should be complete in the Fall of 2024.

- Marlay-Taylor Secondary Clarifier #1 Replacement.** One (1) of the four (4) existing clarifier tanks at the Marlay-Taylor Water Reclamation Facility (WRF) became non-operational and was taken out of service. The tank became vertically displaced and rose out of the ground approximately 18”– 24” on one side and up to 6” on the other. Fortunately, the secondary clarifiers were able to be rotated, and a shutdown of the facility was not necessary. The rotation and use of all the clarifiers is especially important operationally, as it facilitates the handling of larger than normal inflows resulting from major weather events by helping maintain permitted suspended solids (SS), biochemical oxygen demand (BOD) and nitrogen (N) levels. Work began on this large project in FY2023, and Operational Acceptance was achieved in October 2023.



The completed Secondary Clarifier at Marlay-Taylor WRF

- **FDR Blvd Phase 3.**

Phase 3 will extend FDR BLVD from Chancellors Run Road to Pegg Road. Phase 3A was completed (Chancellors Run Road to Buck Hewitt Road) and a ribbon cutting ceremony was held on November 14, 2023 to formally

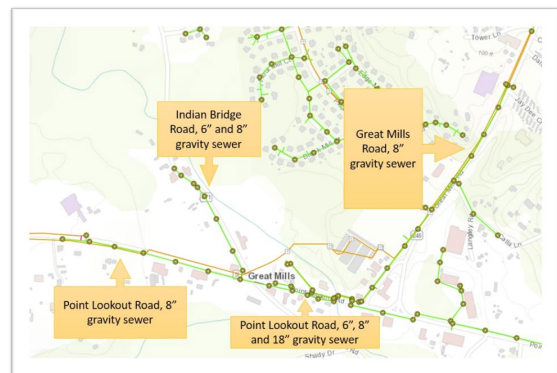


Ribbon cutting for the opening of FDR Boulevard Phase 3A

open the road for use by the community. This is a joint project with the County's DPWT and was bid together following the Memorandum of Agreement between the County and MetCom. These joint projects allow the Commission and the County to coordinate efforts and reduce possible conflicts between two separate designs and contractors. Phase 3 includes the installation of approximately 9,800 feet of water main along with 15 new hydrants. The design for Phase 3B is complete and will be out to bid winter/early spring 2023/2024.

- **Town Creek Water System Phase 5.** With two phases now complete, the design for the next phase is now underway to address areas of higher maintenance and repair history. The Town Creek Water System was originally built in the 1950s as a stand-alone water system. MetCom subsequently assumed ownership and operation of these water mains and incorporated them into the larger Lexington Park Water System. The distribution system in Town Creek currently serves approximately 360 customers. The undersized water mains do not meet current MetCom specifications, are over 60 years old, and reaching the end of their useful life. This Project will replace existing water mains ranging in size from 2 to 4 inches in diameter, consisting of various materials and located on both public and private property. New 8-inch diameter (PVC) watermains will be installed within the public road right of way.

- **Great Mills Road Sewer Relining Project.** As a part of a recurring Inflow and Infiltration (I&I) Sewer Replacement, Rehabilitation and Upgrade Project, funds are allocated for the replacement and rehabilitation of sewer lines prioritized during the I&I inspection process. This year, a contract was awarded to rehabilitate approximately 10,379 linear feet of 6", 8" and 18" sewer gravity interceptor in the Great Mills area (see project area map at right). Cured-in-place pipe (CIPP) pipe lining is one of several methods used to repair existing pipelines that do not require excavation of existing pipes. Since 2013, approximately 23,000 linear feet of sewer mains in MetCom's sanitary sewer systems have been rehabilitated using the CIPP (cured-in-place pipe) process.



GIS UPDATES

The modernization of the way MetCom views and utilizes its GIS mapping is well underway. Currently, facility mapping is in the process of being updated and moved toward a more complete, comprehensive information station for all that are using them daily. This includes the addition of all water and sewer house connections that the Commission owns and maintains along with grinder pumps and various other facilities.

The primary focus currently surrounds adding assets to the system that have previously been left out, updating the accuracy of assets already in the system. This information can be used for a variety of analysis work including creating a predictive model for Sanitary Sewer Overflows and other operational needs. Although in its infancy, the idea is to better understand and predict where sewage would breach manholes due to any number of reasons including tidal rise and storm events.

Additionally, information is being collected as part of the Lead Service Line inventory and report which are required to be complete by MDE and the EPA.



The goal of our efforts is to have our entire system be as detailed as this figure. Our efforts to utilize CAD drawings from the engineering firms designing projects has created a more thorough view of our system.

OPERATIONS & MAINTENANCE

National Night Out. Again, this year, the Commission staff participated with the Wildewood Community Homeowners Association and the Office of the Sheriff in the 38th Annual National Night Out event held on August 6, 2024. We appreciate the support from our community partners in helping make the evening a huge success. We were able to share information regarding public water and sewer services, water conservation, leak detection, the Adopt-A-Hydrant program, and some fun facts about water. We were also able to display some of our equipment.



Wastewater Treatment. The Commission operates seven wastewater treatment facilities throughout the County treating a total of 1.36 billion gallons of wastewater. The Marlay-Taylor Water Reclamation Facility is our largest advanced nutrient removal (ENR) facility. The facility, located in Lexington Park, is rated for a daily flow of 6 million gallons of wastewater a day (MGD). The current average daily flow is about 3.5 MGD. Secondary treatment is provided by two 4-Stage Bardenpho reactors with BioMag system for process intensification and wet-weather management. The facility uses ferric chloride for phosphorus removal and BioCarb DN as supplemental carbon source to enhance denitrification in the post anoxic zone.

The facility also utilizes anaerobic digestion as part of the treatment process. The use of anaerobic digestion at wastewater treatment facilities in the United States dates back to the early 1900's. Anaerobic digestion is both a biological process and an engineered system that requires expertise in both disciplines for successful solids treatment. The objectives for anaerobic digestion at the facility are to stabilize primary and secondary solids, to reduce pathogens, reduce the mass of material, as well as to produce usable methane. The facility uses two 440,000-gallon capacity concrete and steel digesters.



After 30 years in service, the Wicomico Shores WWTP sludge holding tank was taken offline for an inspection, reconditioning and seam recaulking. The sealant is used to ensure that the tank is liquid tight.

At our Northern wastewater treatment facilities, which include St. Clements Shores, Wicomico Shores, Chopticon High School, Charlotte Hall and Forrest Farms, staff operate treatment plants that utilize an activated sludge process to remove nutrients to meet all permit parameters. Staff operate the facilities every day, seven days a week, year-round. After hours, all of the facilities are monitored for any equipment failures or processing problems and are dispatched immediately.

Nutrient Removal Grant Award. The Maryland Board of Public Works approved a grant amount of \$189,477 toward the costs associated with the Marlay-Taylor Water Reclamation Facility WWTP’s Enhance Nutrient Removal (ENR) operation and maintenance activities. Based upon the plant’s outstanding 2023 ENR performance, Marlay-Taylor Reclamation Facility WWTP has achieved performance optimization and had therefore qualified for this grant.

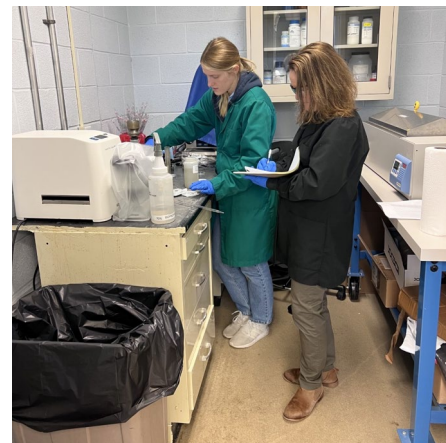
Response Protocol for Sanitary Sewer Overflows.

In conjunction with the County Health Officer and the Department of Emergency Services, the Commission



updated the public notification procedures in accordance with the Code of Maryland Regulations (COMAR). Public notifications are intended to advise the public of any potential health hazards associated with sewer overflows within 24 hours of being made aware of an incident. Notifications include; Code Red Reverse 911, Facebook posts, website notices, site postings, County public information releases, door-to-door communication door tags, media releases or other media social platforms.

Water Treatment and Distribution. The water department installed new CL-17 chlorine and pH analyzer in the Lexington Park Water Stations. The analyzers, which were installed in the early 2000s, had become outdated and absolute. There were eleven in total for that system. We also installed an additional six analyzers throughout the virus other systems. The analyzers monitor the chlorine and water pH continuously 24 hours a day.



Ensuring a constant supply of clean, reliable drinking water requires constant testing to ensure that our water supply meets all State and Federal standards.

Comprehensive monitoring of concentrations for a variety of substances is important; as high chlorine levels can lead to potential health risks, such as eye and respiratory irritation. Excessive chlorine in water can also result in the formation of harmful disinfection by-products like trihalomethanes (THMs). When measuring water quality, pH is among the most important indicators. It tells you how acidic or alkaline the water is, making it easier to determine its contaminants. If you discover that the water is acidic, you can take steps to filter contaminants and increase the pH level.

311 Non-Emergency Reporting. If you have a problem, report the problem. 311 is a



new non-emergency service that citizens can use to request services, make complaints, or report problems. A menu of service request types is available including issues associated with water and sewer services, roadways, parks, flooding, litter, etc. Scan the QR code and use the on-line GIS map to explore problems that have been reported by other citizens and receive updates on your request for service.



Excessive Water Use. In order to conserve, protect, and use water resources within the State, it is necessary to control the appropriation or use of surface and underground waters. The Maryland Department of the Environment issues Water Appropriations Permits for the withdrawal of ground water. The Commission has Appropriations Permits for every water system that it operates. In October 2023, the Commission updated the *Water Conservation Policy – Excessive Usage and Water Restrictions*

Policy. This Policy seeks to establish notification and enforcement procedures to limit excessive water use during droughts, natural disasters, planned or unplanned potable water shortages or when deemed a waste of water. These procedures are intended to help protect the public water supply and the Commission reserves the right to implement further mandatory rules and regulations to reduce the amount of water used in the County.

Wastewater Collections and Maintenance. Conveying and pumping wastewater is a challenging endeavor. From sanitary sewer overflows to operations and maintenance, it is a challenge to our staff to stay on top of everything. Inflow and Infiltration (I&I) continue to be a major problem. Repair and rehabilitation work is ongoing across all the sanitary sewer collections systems operated by the Commission.

Finding and fixing sources of I&I is an ongoing effort of the Collections and Maintenance staff. The Great Mills Road project used the Cast in Place Pipe (CIPP) method to reline 10,379 feet of pipe and repair 61 manholes. The infrastructure in the Great Mills Road / Rt 5 area was installed in the early to mid-1980s; and consisted of brick and pre-cast manholes with PVC and clay pipe. Through visual inspection and televising equipment, manholes were found to be missing bricks and deteriorated mortar leaving holes allowing groundwater to enter the system. Contractors came in and sprayed and parged the manholes with a cementitious material sealing up any cracks or holes. Once the cement has set up, an epoxy coating is applied giving the manholes protection against inflow and infiltration as well as sewer gasses such as Hydrogen Sulfide that eat away at materials over time.

Our maintenance staff is committed to working to keep our system reliable and efficient throughout the year. There has been a tremendous amount of work completed throughout the system including an ongoing grinder pump replacement project, installing new pumps at various wastewater stations and upgrading controls and SCADA at other stations.



MetCom staff are trained in all aspects of facility maintenance. From rebuilding pumps to making electrical repairs, MetCom employees exhibit a dynamic skill set.

LABORATORY: WATER QUALITY TESTING & ANALYSIS

Viral Outbreak Testing. The Commission, in an ongoing effort to stay on top of and at the forefront of any emerging health threats, will be participating in WastewaterSCAN. WastewaterSCAN is a national effort to spread a leading approach for monitoring diseases through municipal wastewater systems to inform public health responses locally and nationally. Scientists at Stanford University and Emory University, the life sciences company Verily, and local wastewater and public health officials partner to produce actionable data about COVID-19 and other pathogens.

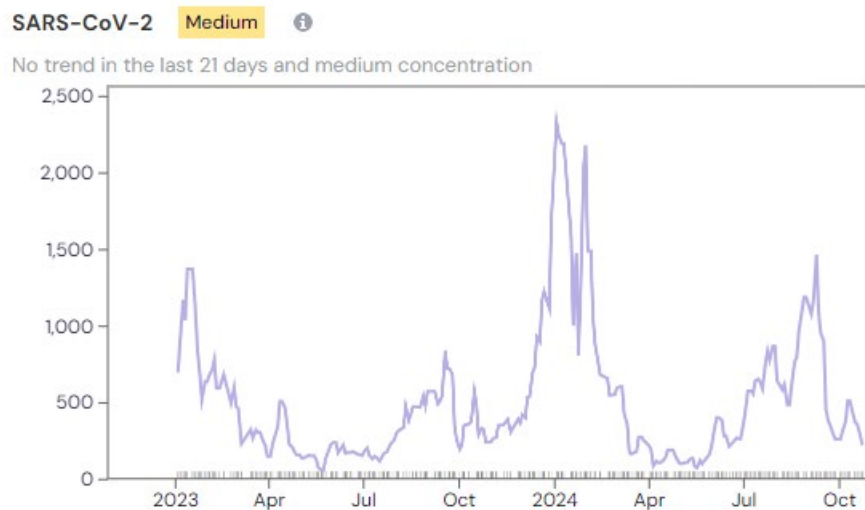
WastewaterSCAN's long-term goal is to seed a national sentinel system using wastewater that informs public health measures for COVID-19, flu, respiratory syncytial virus (RSV), and monkeypox, as well as establish durable infrastructure to help prepare us for future pandemics.

The data will be shared to the National Wastewater Surveillance System (NWSS) database established by the Centers for Disease Control and Prevention (CDC). Wastewater samples continued to be collected as part of a collaborative initiative by the St. Mary's County Metropolitan Commission and the St. Mary's County Health Department.

We also partnered with the Health Department in a new National Institute on Drug Abuse (NIDA) Wastewater Surveillance Program, a groundbreaking

initiative aimed at evaluating drug usage on a national level. The program monitored substances such as Methamphetamines, Cocaine, Fentanyl, Xylazine, and Naloxone.

The NIDA Wastewater Surveillance Program is a vital step forward in our collective efforts to address substance abuse and its impact on public health and safety. By participating in this program, St. Mary's County Metropolitan Commission will play a crucial role in providing valuable data that can inform proactive and effective public health interventions.



Concentration of SARS-CoV-2 over the last two years in wastewater at the Marlay-Taylor Wastewater Treatment Facility. More data is available at www.data.wastewaterscan.org

Consumer Confidence Reports. The Federal Safe Drinking Water Act (SDWA) requires community water systems to deliver a Consumer Confidence Report (CCR), also known as an Annual Drinking Water Quality Report. The 2023 Consumer Confidence Reports for MetCom’s 28 water systems are published on our MetCom website. Each Water Quality Report contains useful information such as conservation tips, a description of potential contaminants, as well as information regarding the source of the water and water quality results.

MetCom’s state-certified Water Quality Laboratory performs or manages the testing required by state and federal regulations. In addition to regulatory testing, many other analyses are performed to monitor the water quality of the Commission’s raw sources (wells), water within the treatment process, as well as within the distribution system. We continuously monitor pH and chlorine residuals as part of our treatment process. The majority of the regulatory and water quality testing performed (which include organic, inorganic, metals, and bacteriological testing) are conducted at MetCom’s laboratory using sophisticated instrumentation.

Water Quality (Consumer Confidence) Reports

MetCom is proud to present the following Water Quality Reports, to keep you informed about the safety and quality of the drinking water we provide. Our Water Quality Reports, which are also known as our Consumer Confidence Reports (CCRs), are published every year in accordance with the U.S. Environmental Protection Agency’s July 1 deadline. The Consumer Confidence Reports (CCRs) provide consumers information about the quality of drinking water in an easy to read format. This report is also known as an annual water quality report or drinking water quality report. The CCR includes information about the water system, water sources, definitions, levels of detected contaminants, water quality compliance/violations, and some educational information.

All Water Quality Reports are posted on our MetCom website at <https://www.metcom.org/operations> or scan the QR code below

- 2022
- 2021
- 2020
- MDE PFAS Testing



INFORMATION TECHNOLOGY (IT)

The IT Department maintains MetCom’s information systems by performing routine maintenance, equipment upgrades, software patching, and new system installations. The fiscal year 2024 marked a significant milestone for the MetCom IT Department as we implemented several critical infrastructure upgrades: the osTicket ticketing system, the transition to Ubiquiti U7 Pro access points, and much more. These strategic decisions have profoundly impacted our operations, enhancing efficiency, improving employee satisfaction, and bolstering our overall IT infrastructure.

IT Ticket System

Before implementing a ticket system, our IT support process was sometimes disorganized and inefficient. Requests were tracked manually, leading to delays, miscommunications, and a lack of accountability. Introducing a ticket system revolutionized our approach, providing a centralized platform for managing and tracking all support tickets. There were several key benefits realized as a result of implementing this new system.

Key Benefits:

- ✓ **Improved Ticket Management:** The intuitive interface allows our IT team to efficiently categorize, prioritize, and assign tickets. This ensures that urgent issues are addressed promptly while less critical requests are handled systematically.
- ✓ **Enhanced Visibility:** The system provides real-time visibility into ticket status, allowing both our IT team and employees to track the progress of their requests. This transparency has significantly improved communication and reduced employee frustration.
- ✓ **Increased Efficiency:** Automation features, such as auto-replies and canned responses, have streamlined our support process, freeing up our IT team to focus on more complex issues.
- ✓ **Improved Reporting:** Detailed reports on ticket volume, resolution times, and other vital metrics. These reports help us identify trends, measure performance, and make data-driven decisions to optimize our support services.
- ✓ **Enhanced Employee Satisfaction:** This system has directly contributed to increased employee satisfaction by providing a more efficient and transparent support experience. Employees appreciate the ability to submit and track their requests quickly and effortlessly.

Upgraded Access Points

Upgrading our access points was another strategic move to improve MetCom's network infrastructure. Our previous access points were outdated and unable to meet our business's growing demands. The advanced features and superior performance have significantly boosted our network capabilities in a number of ways that include:

- **Increased Network Capacity.** Higher data rates and wider coverage area ensure reliable connectivity for all users. This has improved network performance and reduced latency, particularly for bandwidth-intensive applications.
- **Enhanced Security.** We use robust security features, such as WPA3 encryption and intrusion detection, to protect our network from unauthorized access and cyber threats.
- **Scalability.** As our business grows, our new access points can be easily scaled to accommodate additional users and devices. This future-proofing ensures that our network infrastructure will remain flexible and adaptable to changing needs.
- **Cost-Effectiveness.** A compelling balance of performance and affordability. Its competitive pricing and low maintenance costs make it a cost-effective solution for MetCom and its employees.

IKEv2 VPN Upgrade

The transition from SSL VPN to IKEv2 VPN has significantly improved the security and performance of our remote access connections. IKEv2 offers more robust encryption, faster connection speeds, and better compatibility with mobile devices.



Malwarebytes Endpoint Detection and Response

Implementing Malwarebytes EDR has enhanced our ability to detect, investigate, and respond to advanced cyber threats. This proactive security measure has helped to protect our sensitive data and minimize the impact of potential breaches.

Upgrading from Wireless Bridge Connection to Fiber

The upgrade from wireless bridge connectivity to fiber has significantly boosted our network bandwidth and reliability. Fiber optics offer faster download and upload speeds, lower latency, and excellent stability, ensuring our employees can access high-performance internet connectivity.

Upgraded Audio Equipment for the streaming of Commissioner Meetings

Updating audio equipment is particularly beneficial for streaming, as it ensures viewers enjoy high-quality sound that matches the high-definition visuals often available on streaming platforms. Modern audio devices are designed to handle the demands of streaming high-resolution audio, providing more precise, more detailed sound.

Implementation of streaming tools

Using a Stream Deck can make streaming significantly more accessible by providing a customizable control panel that streamlines various tasks. With programmable keys, you can assign specific functions such as switching scenes, launching media, adjusting audio levels, and interacting with your audience through chat commands, allowing for efficient stream management without navigating multiple software interfaces. Moving from Webex to Streamlabs for streaming was also a significant upgrade due to the specialized features Streamlabs offers for live streaming. Unlike Webex, which is primarily designed for video conferencing and meetings, Streamlabs is explicitly tailored for streaming.



Cybersecurity

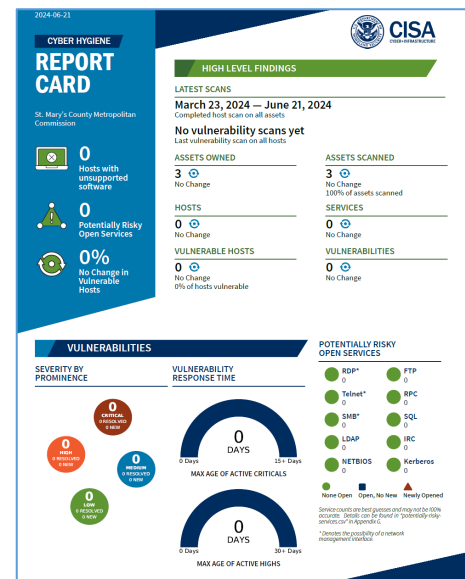


Partnering with the Cybersecurity & Infrastructure Security Agency (CISA) and the FBI, MetCom participated in an in-depth, joint cyber threat-hunting exercise. This month-long engagement aimed to evaluate any adversary activity within MetCom’s network and to provide immediate mitigations and long-term remediation recommendations. Focusing on both the OT and IT networks, CISA imaged and collected historic forensic artifacts as well as deployed host agents and network sensors to collect real-time traffic. Despite the robust deployment of tools and analysis by both CISA and the FBI, no evidence of compromise was observed. The engagement was a great learning experience for MetCom’s IT staff, and it identified some security improvements that can be taken to strengthen our network security.

Measures taken in FY2024 to increase MetCom’s cybersecurity posture include:

- Implementing SMB 3 encryption (encryption in transit),
- Implementing BitLocker encryption (encryption at rest),
- Disabling older L2TP VPN technologies and migrating all users to more secure connections,
- Upgrading the existing endpoint protection to a more robust EndPoint Detection and Response system,
- Upgrading the door access system and expanding the system to include key buildings at the Marlay-Taylor WRF site,
- Completed the MD Cybersecurity response for the Modernize Maryland Act,
- Implementing stronger network access controls,
- Utilizing a secure, offsite password management system for administrative credentials, and
- Installing a new logging and reporting system to collect and retain logging data from perimeter firewalls.

MetCom continues to use the assessment services provided by the Cybersecurity & Infrastructure Security Agency (CISA). These services, the Cyber Hygiene Vulnerability Service and the Web Application Scanning provide continuous scanning of our public-facing interfaces and web applications. CISA’s Cyber Hygiene Services are provided by highly trained information security experts equipped with top-of-the-line tools for detecting potential security vulnerabilities. An example of a weekly “report card” is shown (see image to right).



Supervisory Control And Data Acquisition (SCADA)

The IT Department supports the Commission's SCADA systems. IT continues to introduce enhancements and tweak configurations on the SCADA system to increase the efficiency of reporting and notifications. Before the Fall of 2023, polling loops, the amount of time to scan and report data back to the central office, was on average 6:30 minutes. Upgrading and switching the system to highspeed equipment reduced this time to sub-3-minute polling times. A new SCADA Test Room was constructed at the Larry K. Petty building. This room was designed with the intent to be able to test TCU's, RTU's, Radio's, and RIO's as they would be implemented in the field. In addition to testing communications of any water or wastewater radios, the new test facility allows IT to verify issues with equipment before sending units out for repair. This also allows us to check units we receive back from repair to ensure any problems were fixed before being installed in the field. We use this room to test new ladder logic and updates to determine if there are any misconfigurations before implementing them in the production environment. This room also serves as an area for us to build new cabinets for the TCU/RIO stations as well as TCU-ready motor control panels.



Geographic Information System (GIS)

GIS is a technology used to create, manage, analyze, and map geographical data. MetCom utilizes GIS to provide asset information and outages to the public as well as to increase the efficiency of our systems, predict inflow and infiltration (I&I), and predict sewer system overflows (SSO). FY2024 accomplishments include:

- Working with the St. Mary's County IT Department to join and integrate our Cityworks asset management system with their 311 non-emergency reporting service to quickly receive reported problems associated with MetCom's water and sewer systems,
- Adding nearly 17,000 service lines to existing maps,
- Relocating meters based on MetCom standards,
- Developing modeling processes for better predictive I&I and SSO throughout our sewer system during heavy rainfall and storm surges, and
- Developing standard operating procedures including symbology, data storage, required data, schema updates, system scalability, and inherency/polymorphism.



FISCAL

Rate Stabilization for our Customers

As a part of the FY 2020 budget process, the Commission adopted a new rate model structure recommended by staff and presented by a rate study consultant, Stantec. Since 2015, water rates had been increasing by 3% per year and sewer rates at 3.75% per year. The Commission agreed to implement a five-year plan that would reduce the rate of increase by 10-11% per year. As such, in FY 2024, the rate of increase was reduced to 2.4% and 3.05% for water and sewer, respectively.

Customer Service Enhancements

- **AutoPay with credit/debit card.** A consistent customer request has been to allow a customer to attach a credit card to autopay. Staff worked diligently with the ERP provider to develop and implement an interface allowing customers to assign a credit card to be billed automatically on a monthly basis. This method provides a comfort level to the customer versus a direct debit to their bank account. With this additional option for autopay, the number of customers enrolled has increased from 2,300 to 4,670.
- **Same day after-hours service restoration.** In the event a customer is disconnected due to non-payment, customer service hours have been extended during the week to allow customers to make payment and be reconnected the same day up until 7:00PM.
- **Lead & Copper Rule loan program.** Federal rules aimed at decreasing lead exposure in the U.S. required MetCom to inventory and assess their water service lines for lead material. MetCom examined 16,930 feet of lines throughout the County and **none of the water service lines were found to be made of lead.** To assist residents in examining their own water lines from the service line to the residence, MetCom has created a loan fund for low-income residents to assist in the cost of examining those private water lines.
- **Inflow & Infiltration (I&I) repair loans.** MetCom has created a loan fund for low-income residents to correct any sewer inflow & infiltration discharge in the private side of the sewer line.

Responsible Debt Management

One of the keys to sound financial management is the development and adoption of a debt policy. A debt policy establishes the parameters for issuing debt and managing the debt portfolio and provides guidance to decision makers. It provides guidance to MetCom regarding purposes for which debt may be issued, types and amounts of permissible debt and in management of debt. The Commission adopted a Policy, effective July 1, 2019, that provides performance measures that demonstrate our commitment to long-term financial planning and measures the financial health of the Commission. It will be used annually in conjunction with the Capital Improvement Budget/Plan (CIB/P). The Debt

Policy includes four (4) specific performance measures that were established based on a prior Debt Policy Study prepared by Davenport & Company. The Study further points out that we have recently implemented many best practices that have better aligned project timing with future borrowing and limited the amount of new debt to help reduce rate pressure on customers. Our internal threshold has a total debt limit of \$120 Million. This threshold is reviewed annually as part of the Capital Improvement Budget.

On May 16, 2024, MetCom issued General Obligation Bonds Series 2024A in the principal amount of \$10,917,198. These bonds were issued with a true interest cost of 4.68%. The proceeds of the Series 2024A Bond will be used to finance all or a portion of the costs of various routine and non-routine capital upgrades, rehabilitation, improvements or renovations to its various water and wastewater facilities.

The following represents our performance in FY 2024:

- Debt Service Coverage**

This ratio measures MetCom’s ability to meet its annual debt service requirements after all operational expenses.

This means MetCom can fund its debt service requirement 1.65 times after all operational expenses.

The Commission had one new issue of General Obligation Bonds for \$11 million, MetCom reduced its debt service by \$7.6 million in FY 2024.

Debt Service Coverage Ratio = (Total Revenue - Total O&M / Total Debt Service	FY 24 Audit
Total Operating Revenues	\$ 30,725,751
Total Operating Expenses	\$ 18,173,520
Net Revenues	\$ 12,552,231
Total Debt Service	\$ 7,618,868
Debt Service Coverage Ratio	1.65
Target Debt Service Coverage Ratio *	1.25-1.50
AWWA Benchmark Performance Indicator (median)	1.30

- Outstanding Debt vs. Operating & Debt Service Revenues**

This ratio provides an indication of a system’s overall leverage and fixed costs.

MetCom’s target is to not exceed five (5) times the operating and debt service revenues in any given year.



A Measure of the outstanding debt compared to the ability to pay it	Audit FY24
Total Debt Drawn & Undrawn	\$ 94,777,192
Total Operating & Debt Service Revenues	\$ 30,725,995
Outstanding Debt (Drawn & Undrawn) to Operating & Debt Service Revenues *	3.08 X
Target - 5X or Below	5X or Below

• **MetCom’s Sufficient Operational Reserves**

This ratio is a measurement of liquidity, which gauges flexibility to pay near term obligations.

Operational reserves should be maintained between 90 and 180 days.

FY 2024 measured at 328 days. Exceeding the target allows for operational leeway in future budgeting.



Days Cash on Hand = Undesignated Cash Reserves / Total O&M Costs	FY 24 Audit
Unrestricted Reserves	
General Fund Reserves	\$ 16,346,037
Obligated Unrestricted Reserves	\$ 11,037,879
Total Unrestricted Reserves	\$ 27,383,916
Restricted Reserves	\$ 14,698,044
Total Reserves	\$ 42,081,960
Total Operating Expenses	18,173,520
Operating Expenses Per Day	49,790
Days Cash on Hand	
General Fund Capital Liquidity	70
General Fund Remaining Operational	258
Other Unrestricted	0
Total Unrestricted Reserves	328
Target Unrestricted Reserves - Days Cash On Hand *	90-180
AWWA Benchmark Performance indicator	152-271

• **Annual combined Customer Bill vs. Median Household Income**

Performance Range Target = 1.27 (top quartile) - 1.59 (median)	FY 24 Approved Budget
	5,000 Gallons/Month
Water	
Ready-To-Serve Charge	\$ 10.38
Water Usage	9.30
System Improvement Charge	13.84
Water - Estimated Monthly Service Charge	\$ 33.52
Sewer	
Ready-To-Serve Charge	\$ 20.04
Sewer Usage	27.25
System Improvement Charge	15.39
Sewer - Estimated Monthly Service Charge	\$ 62.68
Bay Restoration Fee	\$ 5.00
Total Estimated Monthly Service Charge	\$ 101.20
<i>Bill at Prior Approved Fiscal Year Rates</i>	<i>\$ 98.40</i>
St. Mary's County Median Household Income	
2015-2019 US Census Bureau (American Community Survey)	\$ 113,717
MetCom Annual Bill % of Annual MHI	1.07%
Adopted Target Annual Bill % of Annual MHI	1.50%
AWWA Benchmark Performance Indicator (median)	1.59%
Lexington Park Median Household Income	
2011-2015 US Census Bureau	
2015-2019 US Census Bureau (22 American Community Survey)	\$ 86,944
MetCom Annual Bill % of Annual MHI in Lexington Park	1.40%
Annual Combined Bill % of MHI: National Median, All Credits (1)*	1.90%
National 'A' Median	2.90%
National 'AA' Median	2.00%
National 'AAA' Median	1.40%

This ratio indicates the annual burden for cost of service and bill affordability for ratepayers.

The measurement is made on an average usage of 5,000 gallons of water per month for a typical customer.

The average bill is measuring less, at 1.07% for 5,000 gallons, which is below the target benchmark of 1.50%.

NOTE: Service affordability provides a measure of the affordability of water and sewer service as a percentage of Median Household Income (MHI). Approximately 66% of our customers use 0-5000 gallons per month.



Policy & Procedure Adoption and Updates

In FY 2024, staff focused on reviewing and updating Departmental Policy & Procedures. Several of the updates (*described below*) have incorporated modern trends, best practices, enhanced internal controls and are customer focused.

- Connection Incentive Residential Assistance Programs. Added the availability of loans to income eligible applicants for the purposes of correction of illegal discharges from private systems into the public sewer system caused by inflow and infiltration and the replacement of identified private lead service line connections to the public water system.
- Customer Payment/Service Termination Policy. Updated terminology to be more inclusive of all forms of payment. Clarified limitations on service restoration when paying by check.
- Investment Policy. Consultant recommendations include updates to best practices, modernization of diversification instruments and identify parameters to demonstrate commitment to the safe investment of public funds.

2024 Tax Sale

Per The Code of St. Mary's County, Maryland, Chapter 113-12(D), MetCom service charges, system improvement charges, capital contribution charges and late charges and penalties are a first lien against the property against which it is assessed until paid. Such properties may be sold at the same time and in the same manner as properties are sold for County taxes. The table below reflects the 2024 Tax Sale data.

Total Accounts At Tax Sale 3/1/2024	Accumulated Past Due Plus Deposit & Fee's through June, 2024	Bank Owned or in Foreclosure	Total Accounts Sold at Tax Sale	Total Amount Paid at Auction
10 Residential	\$ 17,417.78	0 Residential	10 Residential	\$ 1,419,225
0 Commercial	\$.00	0 Commercial	0 Commercial	\$ 0
10 Total	\$ 17,417.78	0 Total	10 Total	\$ 1,419,225

Other Post-Employment Benefits Liability

MetCom provides health, prescription, dental and vision care insurance benefits to eligible retirees, eligible retirees' family members and the family members of deceased employees. MetCom pays a percentage of premiums based on the date of hire and number of years of service. These benefits are referred to as Other Post-Employment Benefits (OPEB). The total OPEB liability was determined by an actuarial valuation as of June 30, 2022, rolled forward to June 30, 2024. The audited OPEB liability is \$956,302.

HUMAN RESOURCES

- **Scholarship Program.** Our Scholarship program is funded through the generous donations of Commissioner Mr. Keith Fairfax, and is independently administered through the Business, Education and Community Alliance (BECA). No customer/rate payer's monies are being utilized to establish or supplement the Scholarship. Employees also have the opportunity to personally contribute to the Scholarship fund through payroll deductions. The Scholarship consists of a total award of \$2,500, shared among up to five applicants, not less than \$500 per applicant with a maximum of \$1,000 awarded per applicant. Eligible applicants include high school seniors, high school graduates or current college students who have earned a minimum 2.5 cumulative high school or college GPA and plan to enroll full time in an accredited college or in an accredited vocational training program. A Scholarship Committee was established to ensure that implementation is conducted in a fair and consistent manner and to serve as a liaison between the Commission and BECA. This year, Mr. Fairfax increased his contribution, allowing us to award three students \$2,166.66 each. The winners were Lynn Alvey, daughter of employee Jennifer Alvey, Allison Quinn, daughter of employee Kevin Quinn, and Fiona Insley, granddaughter of employee Frederick Swann. To learn more about the MetCom scholarship program, please visit our website at www.metcom.org and select the Human Resources tab.



Pictured from L to R: Anne Mary Cullins, Chief HR Officer, Scholarship Recipients Allison Quinn, Fiona Insley, Lynn Alvey and Keith Fairfax, Scholarship

- **Children's National Medical Center of Washington.** Each year, MetCom employees conduct a Toy Drive for Children's National Medical Center of Washington. The toys are delivered to the Medical Center on Christmas Eve by MetCom employees, George Warring and Mike Stroud, who organize and facilitate the drive. MetCom employees are extremely generous each year with donated toys for this great cause. For more information on becoming involved in programs like this visit <https://childrensnational.org/giving/get-involved>.



- St. Mary's Caring Soup Kitchen.** Annually, MetCom employees unite to select a local charity to support during the Christmas season. Throughout the year, fundraising initiatives and events are organized, culminating in the holiday potluck luncheon. This year, the chosen charity was the St. Mary's Caring Soup Kitchen, which is the only full-time soup kitchen in the Southern Maryland whose mission is to provide free meals to anyone in need, no questions asked. On behalf of the Commission and its employees, Ed Hogan and George Erichsen had the privilege of presenting a donation of \$2,400 to Mrs. Kristine Millen, the Executive Director of the St. Mary's Caring Soup Kitchen. This contribution reflects our collective commitment to giving back to the community.



Pictured L to R: Ed Hogan, Chief Facilities & Operations Officer, Kristin Millen, Executive Director of the St. Mary's Soup Kitchen, and George Erichsen, Executive Director

- Science Fair.** The Metropolitan Commission continued its annual partnership with the St. Mary's County Board of Education and provided several staff members as volunteer judges during the St. Mary's County Science and Engineering Fair, held on January 27, 2024. It was with great pleasure that the St. Mary's County Metropolitan Commission presented Analiese Weisen of Spring Ridge Middle School, and David Standish of the James Forrest Career & Technology Center with the **2024 Environmental Excellence Awards** in recognition of their outstanding projects. Each project was selected for its ability to demonstrate outstanding academic excellence and its applicability to water resources and/or wastewater treatment as it relates to the environment.



Our judges were impressed by the quality of their work, their understanding of the subject matter, and the level of effort put forth. Along with the Environmental Excellence Award plaque, both Analiese and David received a \$100 and \$250 VISA gift card, respectively. We hope these students will consider pursuing similar related research as a part of their future studies and possibly expand that experience into a career with the Commission.

- Affirmative Action Plan Training.** Under Executive Order 11246 and Section 503 of the Rehabilitation Act of 1973, federal contractors with 50 or more employees must develop an Affirmative Action Program (AAP). Annually, the HR department compiles data that describes the steps taken to ensure the right of all persons to advance on the basis of merit and ability without regard to race, color, religion, sex, national origin, age, disability, genetic information, veteran's status or other factors which cannot lawfully be the basis of employment actions. On December 8, 2023 supervisors completed a mandatory sixty-minute training course to satisfy the annual AAP requirements. Each



year supervisors are reminded of the rules and expectations surrounding interviewing, hiring, promoting, terminating, and general legal ramifications for discrimination.

- **Citizens Academy.** On November 7, 2023, Metropolitan Commission staff participated in its' second Citizens Academy along with several other community partners, including the Health Department, Libraries, Sheriff's Office and the Department of Social Services. The St. Mary's County Government's Citizens Academy provides an overview of county programs and services. Participants also gain a better understanding of county government operations by learning from directors and staff from County Administration (Finance/IT/Legal/PIO), the Departments of Aging and Human Services, Economic Development, Land Use and Growth Management, Recreation and Parks, Public Works & Transportation and Emergency Services.



CITIZENS ACADEMY

St. Mary's County Government Community Outreach Program

- **Employee Service Awards Program.** The Metropolitan Commission has long-standing traditions of honoring employee achievements through certificates and service pins. These tokens have served as a testament to the dedication and commitment displayed by each employee. This year, we announced the addition of a monetary bonus to our Employee Service Awards Program. This bonus will be awarded at the Commission Meeting during the month of the employees' anniversary, every five years of service.

- **Water and Waste Operators Service Award.** Congratulations to MetCom's Eric Pool who was selected to receive recognition for his "Distinguished Service in Wastewater Collections" by the Water and Waste Operators (WWOA) of Maryland, Delaware and the District of Columbia. The award was presented at the 2024 Tri-Association Conference ("Tri-Con") which was held at the Roland E. Powell Convention Center, Ocean City, Maryland. There have been only 5 recipients of this honor since 2013.



- **Total Rewards Statements.** The Human Resources Department has compiled a detailed, personalized summary of each employee's total compensation, encompassing both direct pay and the comprehensive benefits package. We understand that it's crucial for employees to fully grasp the value and coverage of each benefit component. This information empowers employees to make informed decisions about their financial well-being and to appreciate how these benefits contribute to their overall financial protection and security, both now and in the years to come.

- **Human Resources SOP.** To establish a standardized framework for job duties within the Human Resources Department, we have developed Standard Operating Procedures (SOPs) for all assignments. These SOPs contain detailed written instructions that outline the step-by-step process for completing routine tasks. Clearly

articulated SOPs are invaluable in ensuring consistency and eliminating ambiguity regarding task completion. In the event of employee absences due to extended leave or vacancies, these SOPs will serve as a reliable guide for maintaining continuity of operations and ensuring that all necessary tasks are executed effectively.

- **Ethics Training.** Historically, our Onboarding process has included mandatory virtual ethics training. Given the evolving professional landscape and the introduction of new policies and procedures, it is imperative to reinforce employees' understanding of ethical considerations in the workplace. This year, the Human Resources department



mandated that all employees complete a comprehensive refresher course on Ethics in the Workplace. The training encompassed fundamental aspects of our business practices, including an overview of business ethics, conflicts of interest, gift acceptance policies, the handling of non-public information, data privacy guidelines, the appropriate use of business resources, fostering a civil and

respectful work environment, and the importance of raising concerns. To ensure ongoing ethical awareness, we intend to integrate this training into our Onboarding process for all new employees.

- **Wellness Committee Reboot.** Historically, the Metropolitan Commission has maintained a highly active Wellness Committee, dedicated to organizing wellness programs that promote health and well-being. Due to the COVID-19 pandemic, these activities were temporarily suspended. This year, the Wellness Committee was rebuilt with a fresh group of volunteers. The committee promptly scheduled a series of webinars to educate employees on diverse wellness topics and also spearheaded a company-wide Weight Loss Challenge. Additionally, a Wellness Fair is planned for the upcoming Fall season.

- **bswift Implementation.** bswift is cloud-based benefits administration software that offers a comprehensive suite of features, including employee enrollment, compliance management, reporting, and analytics, all within a secure platform. The company provides online enrollment capabilities, interactive decision support tools, Affordable Care Act (ACA) compliance reporting, and employee engagement initiatives. The Metropolitan Commission adopted the bswift platform this year to facilitate employee benefits enrollment and monitoring. During the Onboarding and Open Enrollment processes, bswift has proven to be an invaluable asset, streamlining operations and enhancing efficiency.



SUMMARY OF FY 2024 STATISTICS AND DATA

<u>Description</u>	<u>Number</u>
Replacement Value of Facilities (<i>i.e., plants and stations</i>)	\$191.2M
Sewage Treatment Plants (<i>owned or operated</i>)	8
Sewage Pumping Stations	72
Residential Grinder Pumps	1,819
Sewer Manholes	4,060
Miles of Gravity Sewer Line	182
Miles of Sewer Force Main	129
Age of Gravity Sewer Lines / Mains <22, 22-47, > 47 yrs	61%, 22%, 17%
Age of Force Sewer Lines / Mains < 22, 22-47, > 47 yrs	28%, 70%, 2%
Sewer Customers (connected & Unconnected)	18,172 / 111
New Sewer EDUs	196
Gallons Wastewater Conveyed / Treated	1.142 / 1.356 Billion
<hr/>	
Water Systems	28
Well Sites / Water Pumping Stations	62 / 55
Water Towers (<i>elevated / ground storage</i>)	18/39
Miles of Water Lines (< 2" diameter) / Mains (≥ 2" diam)	94 / 294
Water Meters	16,512
Age of Water Mains < 22, 22-47, > 47 years	39% ,48%, 13%
Water Customers (<i>connected / unconnected</i>)	18,040 / 205
New Water EDUs	189
Gallons Water Supplied	1.342 Billion
Emergency Generators	93
Fire Hydrants	2,821
<hr/>	
MDE Permits	
Water / Sewer	41 / 7
Full Time Employees (<i>funded</i>)	98
Plans Reviewed	
Capital Project Review	67
Development Review	212
Plat Review	36
Connection Permits Issued (water & sewer)	244
Miss Utility Locate Tickets	8,901

The Metropolitan Commission

WE ARE.....

M*otivated*

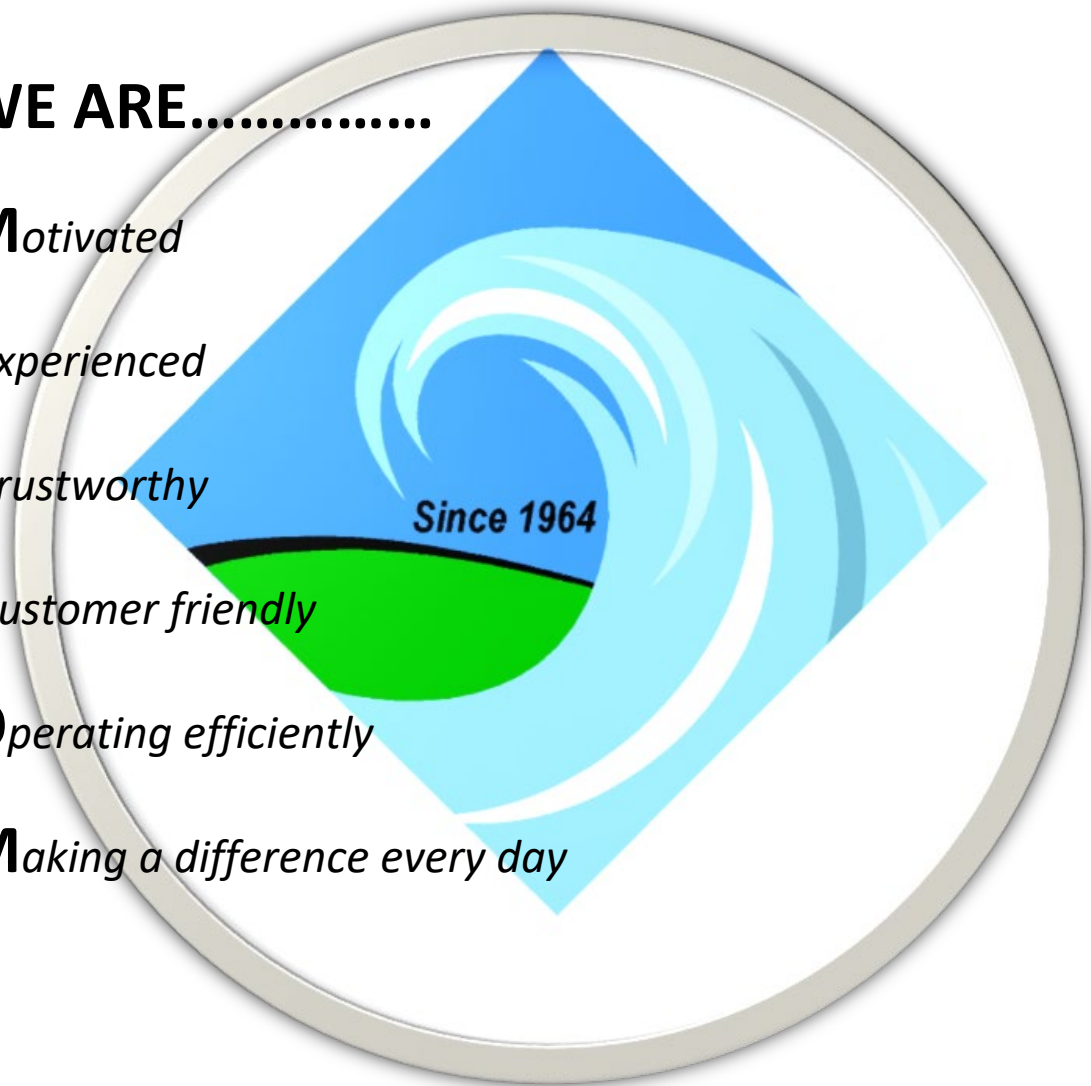
E*xperienced*

T*rustworthy*

C*ustomer friendly*

O*perating efficiently*

M*aking a difference every day*



“Community First”

