



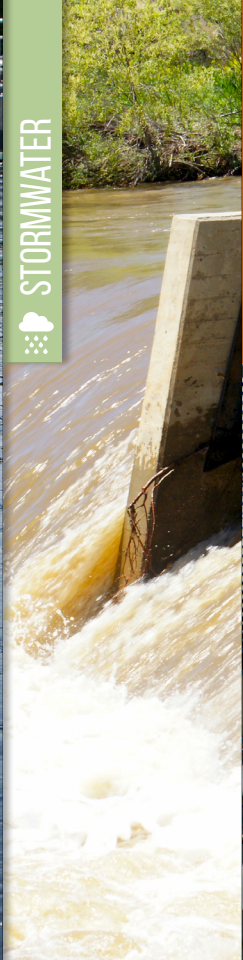
WATER



WASTEWATER



STORMWATER



LIGHT & POWER



# 2015 FACT BOOK

# INSIDE UTILITIES

Utilities revenue is fee based,  
not general fund (sales tax).

**Our intent:** to deliver a level of service our customers expect in an environmentally and socially responsible manner while making the best economic choices for the long term.

**Our purpose:** innovative, reliable services inspiring resilient, thriving communities.

## CUSTOMER SUPPORT



Respond to customer inquiries by phone, in person and electronically.



Establish or discontinue service, make payments, explain bill and service options, enroll customers in Utilities programs and services, answer questions about the City and community and resolve concerns.



Help customers manage utility bills, delinquent accounts, deposits, title estimates and more.

x4



WATER

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WASTEWATER

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STORMWATER

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LIGHT & POWER

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# SERVICE ACHIEVEMENTS

**AWWA Partnership for Safe Water** - Director Level Award for Treatment (15 years) and Distribution (charter member, 1st year)

Maintains annual ISO 14001 Certification for functional **Environmental Management System** - five years

The City's floodplain management program is very highly rated – **within the top 10 in the nation.**

**More than 99.8%** of all electric customers now have advanced meters.





# WATER

Fort Collins' drinking water comes from the Cache la Poudre River and Horsetooth Reservoir and is treated at the Water Treatment Facility. It is distributed to homes and businesses in Fort Collins through 544 miles of water mains.

## SOURCE



**Mountain Snowpack**  
*(and high mountain reservoirs)*

- Snow is primary water source
- Watershed drains **564 square miles**



Water flows into the **Cache la Poudre River** and **Horsetooth Reservoir**

## TREATMENT



• Treatment plant in foothills  
- Water Quality Lab

• Water quality monitoring on source water, treated water



## DISTRIBUTION



• Pipes, hydrants, valves, services



• **Advanced meters** on businesses and homes

• Home/business water use





# SOME FACTS AND NUMBERS



**35,000+** METERED  
ACCOUNTS

Residential = 32,000+  
Commercial = 3,000+

Water supply to meet an average annual treated water demand of approximately  
 **31,000 ACRE FEET** during a 1-in-50 year drought in  
the Poudre River basin

**7.9 BILLION**   
  
  
GALLONS OF WATER TREATED IN 2014

- Average daily treated - **21.4 MGD**  
(million gallons/day)
- Combination of settling, filtration and  
chemical addition

## WATER DISTRIBUTION

- Water mains - **544 miles** (2.9 million feet)
- Range from 2" to 60" pipe; 12,700 valves; 3,660 hydrants





# WASTEWATER

Wastewater goes through a number of physical and biological treatment steps before it is returned to the environment.

## SOURCE



Home/business plumbing systems

## COLLECTION

Underground pipes, services, manholes

• **445 MILES OF PIPE**  
*(2.35 million feet)*

## TREATMENT

x2



• **Two plants** with combined treatment of **29 MILLION GALLONS** per day

• Laboratories - monitor water and biosolids returned to **environment**

Discharged to **Fossil Creek Reservoir and Poudre River**

**BIOSOLIDS** recycling application at Meadow Springs Ranch



Some treated effluent pumped to Platte River's Rawhide Energy Station for cooling needs as part of Reuse Plan

# SOME FACTS AND NUMBERS

**35,000+** CUSTOMER ACCOUNTS

Residential = 32,000+  
Commercial = 2,000+

The **COLLECTION SYSTEM PIPES** range from **4"** to **42" DIAMETER**

**75%** Amount of system  
**CLEANED ANNUALLY**  
(over 1.8 million feet)



- **Less than 5** mainline blockages per year
- **Closed circuit TV inspections** – 15% of system annually



## TREATMENT FACILITIES

26,500 acre Meadow Springs Ranch – site for biosolids application





# STORMWATER

Fort Collins residents receive up to a 30% discount on flood insurance - one of the lowest rates in the country - due to our proactive floodplain management program.

## FLOOD WARNING SYSTEM



- **Community-wide & Poudre Canyon**

*(advance warning of flood conditions)*

Data from 51 automatic rain gauges, 43 (streamflow) water level gauges and 6 automatic weather stations

- **Emergency notifications**

**available** on cell phones, via text messages, emails and traditional landline phones

## BASINS AND DRAINAGE SYSTEMS



x13

- **STORMWATER BASINS**

Strict development regulations to protect people and structures in floodplains

- Series of detention **basins**, open **channels** and underground **pipes** for stormwater conveyance

- Stormwater ultimately **drains into Poudre River** - NOT the wastewater plant



# SOME FACTS AND NUMBERS

**44,000+** CUSTOMER ACCOUNTS

Residential = 36,000+  
Commercial = 7,300+

**117** VEGETATION MANAGEMENT SITES  
More than **500 acres**

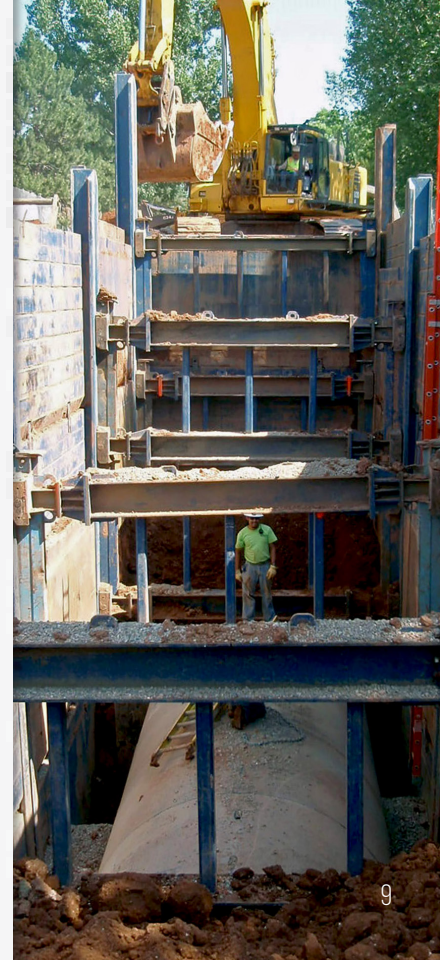
- **200 miles** of underground drainage pipes, even more miles of open channels
- Stormwater collected in more than **4,165 road inlets**

## IMPROVEMENTS



Drainage improvement projects provide cost-effective **flood protection** for a 100-year rainfall event (e.g., pipe projects, detention ponds and channel restoration)

Stream Rehabilitation Program **protects and maintains urban watersheds**





# LIGHT & POWER

Fort Collins Utilities is committed to a cleaner environment, affordable electric bills and a highly reliable energy system.

## GENERATION

PLATTE RIVER POWER AUTHORITY



**Coal-fired power generation**  
north of city



**Wind and Solar Power**  
By the end of 2015, Fort Collins will have over 10% of its electricity from renewable resources and over 30% from carbon free resources.



## DISTRIBUTION



Platte River high-voltage transmission lines transmit electricity to high-voltage substations

**Utilities' substations** - voltage reduced and delivered to homes and businesses through distribution substations and transformers



- **Advanced meters** on all homes and businesses
- Streetlights
- Electric vehicle charging stations
- **OVER 99% OF ELECTRIC LINES**



**UNDERGROUND**

# SOME FACTS AND NUMBERS

**70,500+** METERED ACCOUNTS

Residential = 62,000+  
Commercial = 8,500+



**Plans, designs and operates** all electric infrastructure to homes and businesses, including substations and EV charging stations - about 55+ square miles



**Installs and maintains streetlight system**

**11,097** Municipal streetlights  
**663** Floodlights

**24/7** OUTAGE RESPONSE

Maintains **1,851 MILES** of **distribution lines**

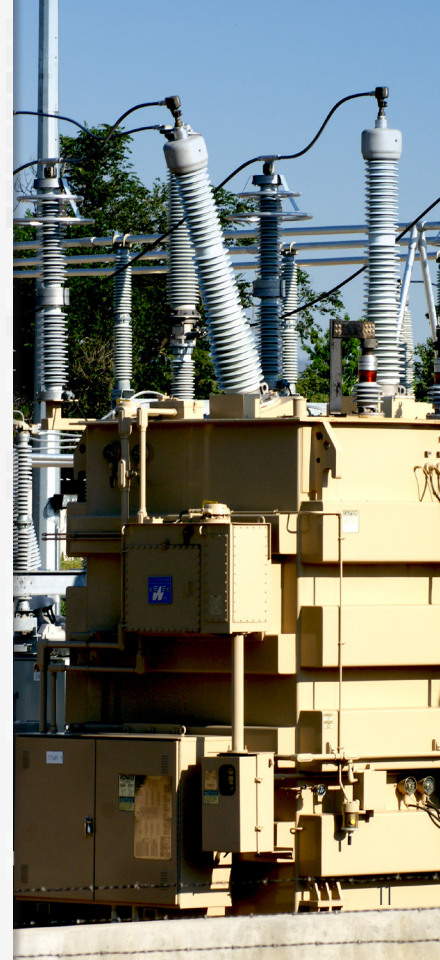


**99+**%  
• Underground  
• Reliability



Power provider is **Platte River Power Authority**

**JOINTLY OWNED** by Fort Collins, Loveland, Longmont and Estes Park

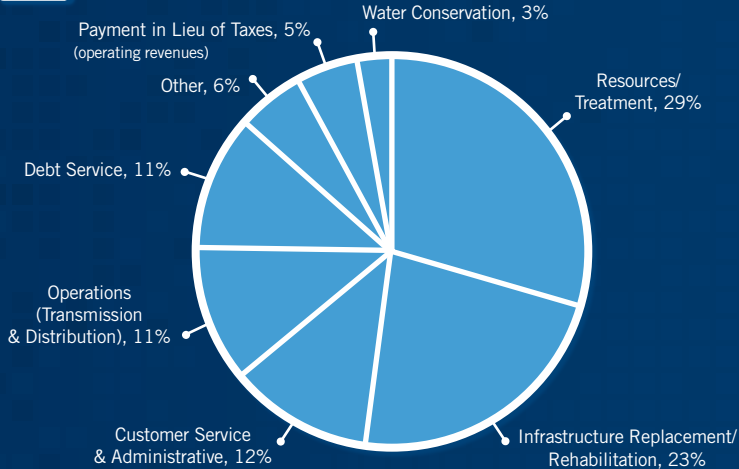


# RATES ALLOCATION

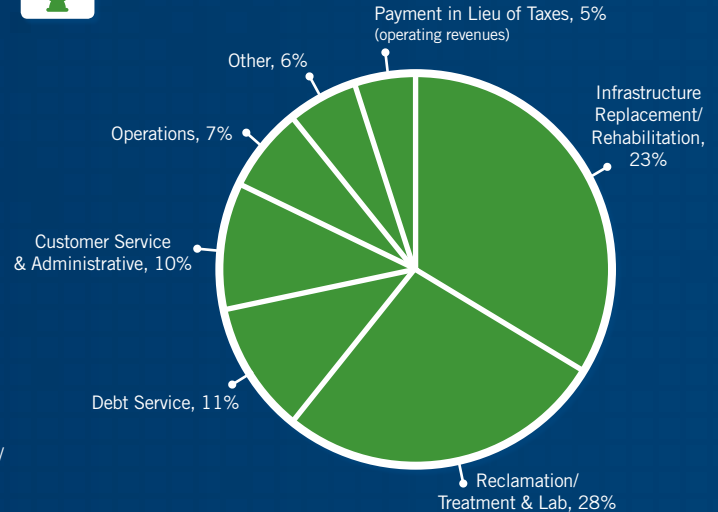
Fort Collins Utilities works diligently to manage costs — rates remain among the lowest in the state.



## WATER

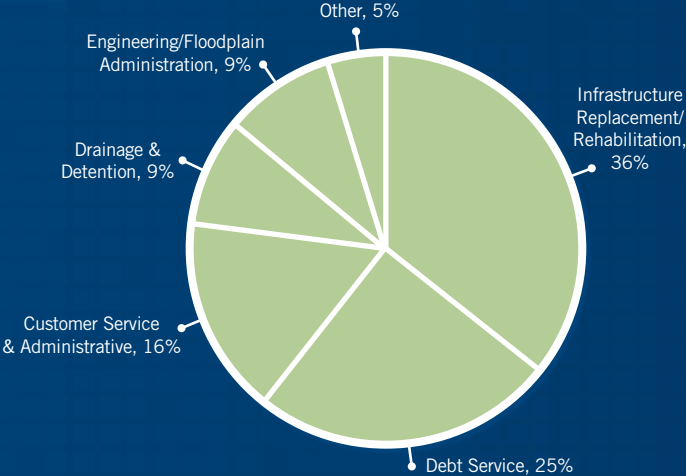


## WASTEWATER

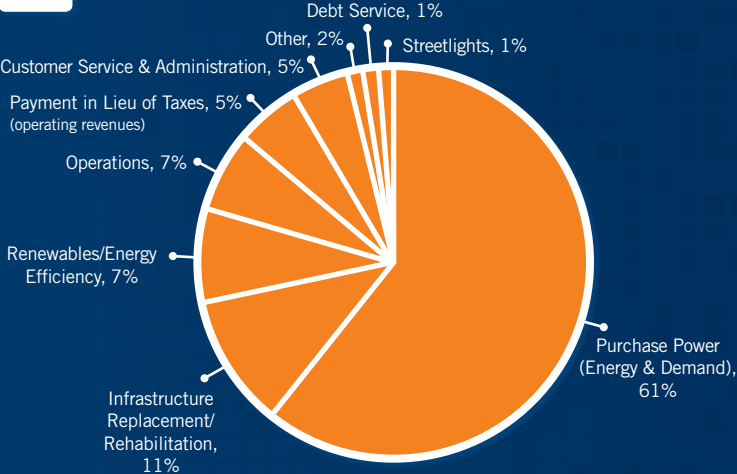




### STORMWATER



### LIGHT & POWER





# DID YOU KNOW?



## WATER

- In 2012, the two largest wildfires in the history of the Cache la Poudre River watershed burned nearly 95,000-acres of land. **Treated water quality was not affected.**
- Utilities has an active water conservation program - since the 1970s. In 2001, single-family water use was 141 gallons per capita per day (gpcd). In 2013, use decreased to 93 gpcd. **Per capita water use was reduced by over 30%.**
- Part of Fort Collins high-mountain water supply was constructed along steep mountainsides at elevations of more than 10,000 feet. Some sections of the original wooden pipe are still in use today.
- The first water treatment plant, the Poudre Canyon Plant, was constructed in 1909 about 15 miles northwest of the city.



## WASTEWATER

- Meadow Springs Ranch and Soapstone Prairie Natural Area comprise the first municipal land ever used for the introduction of black footed ferrets, September 2014.
- The Mulberry Water Reclamation Facility utilizes **ultraviolet disinfection**, a more sustainable alternative to traditional disinfection methods.
- The original sewage treatment plant on Mulberry Street began operating in **1948**.



## STORMWATER

- Following the devastating 1997 flood, rainfall standards were re-evaluated and resulted in updates to the Drainage Basin Master Plans, including remapping floodplains and assessing improvements.
- In 2013, Fort Collins received up to 12 inches of rain, yet minimal damage occurred to structures, due in part to our comprehensive floodplain management program.

- Fort Collins is ranked as one of the top 10 safest communities in the country according to FEMA's Community Rating System.

## LIGHT & POWER

- The RP3 program recognizes utilities nationwide that demonstrate high proficiency in reliability, safety, work force development and system improvement. Light & Power was awarded 90.5% in 2010, 98.5% in 2012 and a **perfect 100% in 2014**.
- Fort Collins Light & Power is the second largest municipal electric utility in Colorado.
- Energy conservation programs will **save over 130 million kilowatt-hours in 2015** and the savings grow each year.
- In partnership with Art in Public Places, the Transformer Cabinet Murals program works with local artists and non-profit groups to **paint transformer cabinets**.





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