



one-page 2011 annual report

## 2011 board of trustees

(left to right)

Darnell Brown, President

Ronald D. Sulik, Vice President

Mayor Dean E. DePiero, Secretary

Sheila J. Kelly, Mayor Jack Bacci, Walter O'Malley, Mayor Gary W. Starr



See our 2012 Board members and profiles at [neorsd.org/board](http://neorsd.org/board)

## 2011. senior staff

Julius Ciaccia, Executive Director

F. Michael Bucci, Deputy Executive Director

Marlene Sundheimer, Director of Law

Jennifer Demmerle, Director of Finance

Douglas Dykes, Director of Human Resources

Frank Greenland, Director of Watershed Programs

Constance Haqq, Director of Administration & External Affairs

David McNeeley, Director of Operations & Maintenance

Kellie Rotunno, Director of Engineering & Construction

Humberto Sanchez, Director of Information Technology

 Northeast Ohio Regional Sewer District  
3900 Euclid Avenue | Cleveland OH 44115  
[neorsd.org](http://neorsd.org) | [wheredoesitgo.org](http://wheredoesitgo.org)

*Your Sewer District...*  
**Keeping our  
Great Lake great.**

### **Euclid Creek Tunnel, Renewable Energy Facility projects see progress**

The total budgets for the Euclid Creek Tunnel (ECT) and Southerly's Renewable Energy Facility (REF) are more than \$370 million. The ECT broke ground and already has shafts placed over 200 feet below the surface. The REF will conserve resources, reduce pollution, and produce 25% of the entire plant's electricity when it goes online in 2013.

### **Audit says business practices on target**

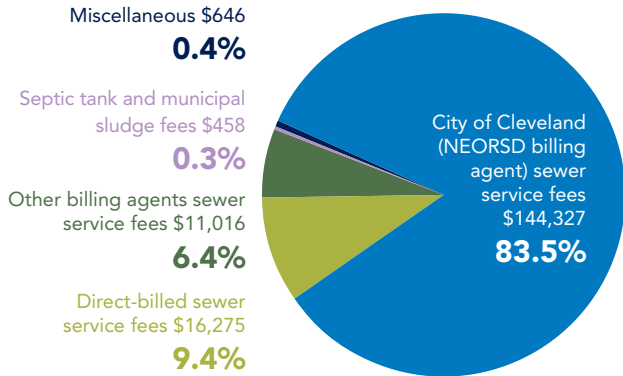
A 2011 performance audit from the Ohio Auditor of State praised many of the Sewer District's business practices instituted since 2007. The Sewer District has aggressively revamped numerous practices with many related to construction and engineering projects. Most notably, the change order policy was overhauled: any additional monies requested by a contractor are not to exceed 10% of the base contract amount. Since the new policies and procedures have been implemented, the Sewer District has had no change order modifications.

### **Fourth annual Open House draws hundreds**

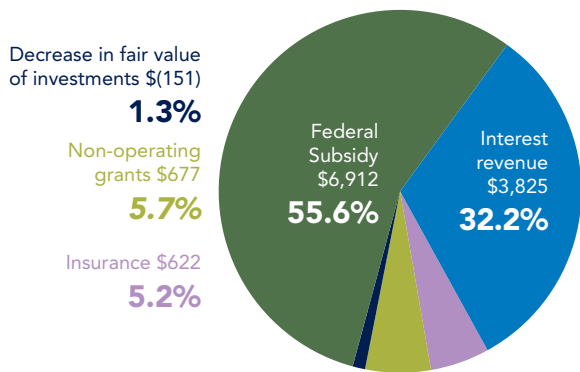
Our 2011 event at Southerly was a success—another great opportunity to give customers a closer look at our work and for employees to show their pride.

## REVENUES (in thousands)

2011 TOTAL OPERATING REVENUE  
**\$172,722**

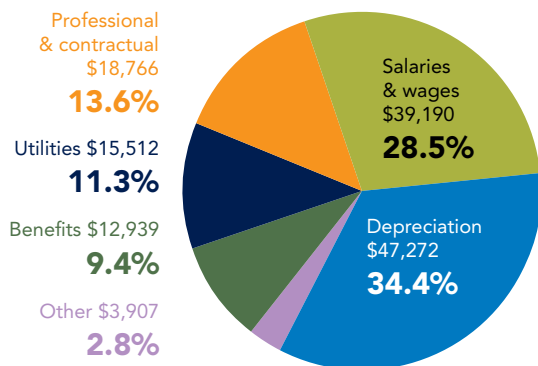


2011 TOTAL NON-OPERATING REVENUE  
**\$11,885**

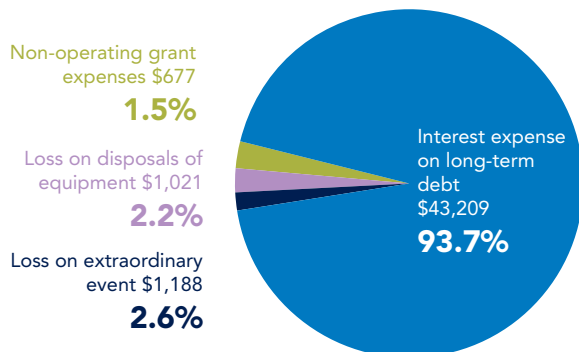


## EXPENSES (in thousands)

2011 TOTAL OPERATING EXPENSES  
**\$137,586**



2011 TOTAL NON-OPERATING EXPENSES  
**\$46,095**



### February storm results in major flood, but damage is controlled by staff's efforts

On February 28, Southerly was hit with over one billion gallons of flow. The results were disastrous, but our staff reacted quickly to protect the environment and prevent injuries in what could have been a catastrophic situation. It is a testament to our employees' commitment and teamwork.

### Cost-savings programs expanded, thousands apply in first week

In an average month, our Customer Service department handles about 2,000 calls. After we mailed a brochure to customers promoting our new and expanded cost-saving programs, we received over 3,000 calls in the first week alone.

### Also in 2011. . .

- Engineering & Construction awarded 23 projects totaling \$150 million.
- Our Southerly plant saved \$606,356 in natural gas usage due to waste-heat boiler improvements, and the plant reduced its carbon footprint by 4,908 metric tons.
- Our Analytical Services department used its new drinking-water certification—a new source of Sewer District revenue—to enhance the lab's testing abilities.
- Our Easterly, Southerly, and Westerly plants each received a NACWA Gold "Peak Performance" Award for 2010.
- Although 2011 was an unusually wet year, all three of our plants met all Ohio EPA permit requirements and did not have any excursions.
- Board Trustees adopted a paperless board packet.
- Sewer District employees donated over \$75,000 in cash and pledges to charities.
- Sewer District staff lost over 900 pounds through our Wellness Program, and 60 percent of employees attended or participated in at least two wellness activities.

## financial highlights

- Assets exceeded liabilities by \$1,297,128,887
- Retirements of debt principal were \$36,595,809
- Operating revenue increased by \$5,871,621
- Operating expenses decreased by \$5,753,456