

PROPOSAL TO PROVIDE SERVICES TO

THE VILLAGE OF TERRACE PARK

IN PARTNERSHIP WITH GREATER CINCINNATI WATER WORKS

May 2026



Submitted by Greater Cincinnati Water Works
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Andrea Yang, *Executive Director*

THE VILLAGE OF Terrace Park

A Service of The City of Cincinnati
GREATER CINCINNATI WATER WORKS

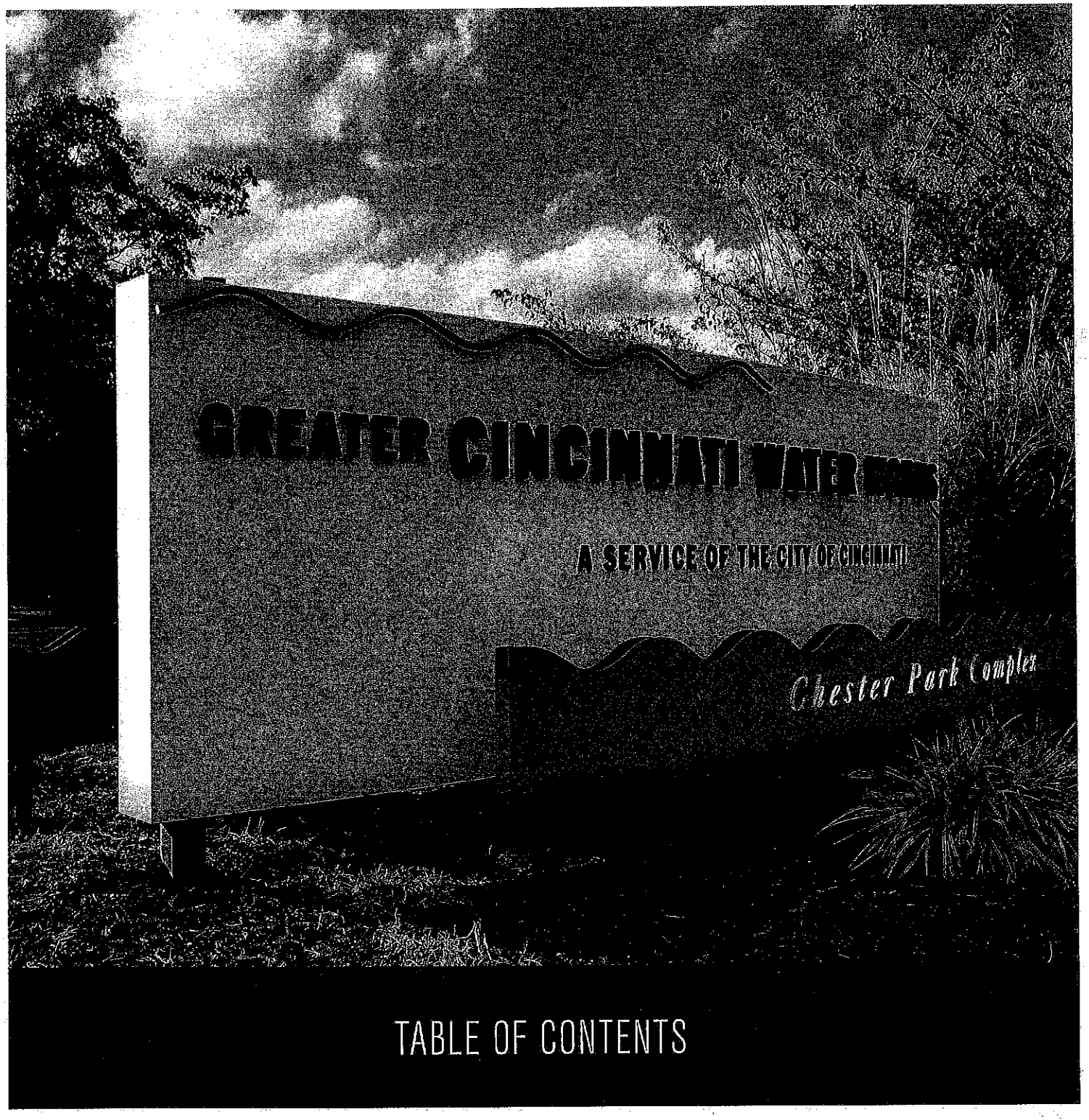


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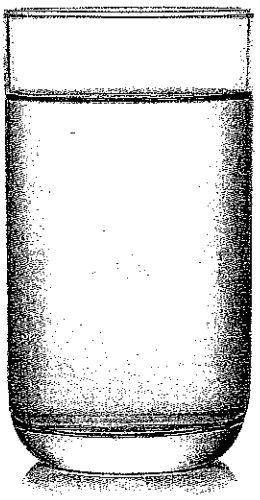
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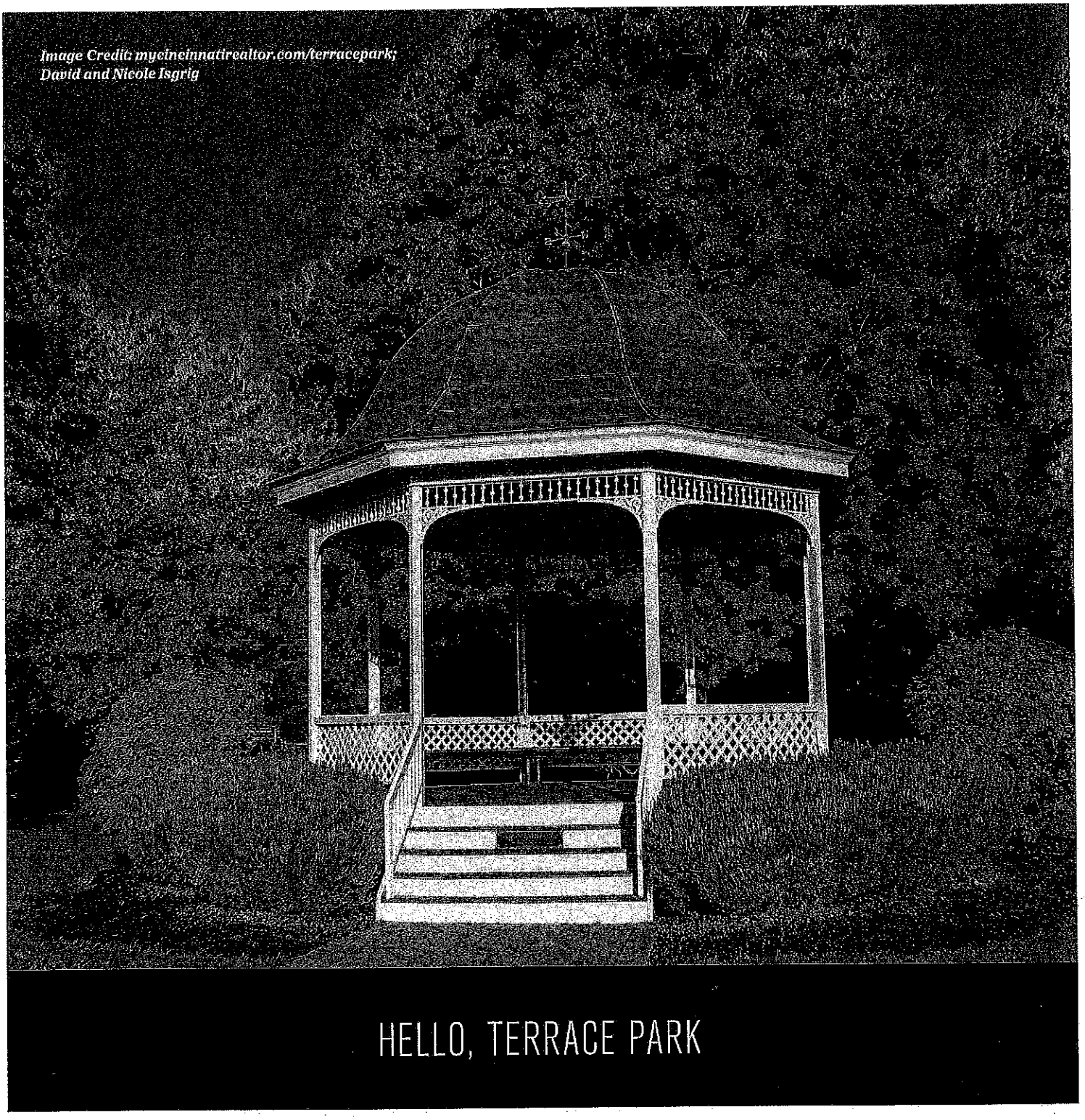


Image Credit: mycincinnatirealtor.com/terracepark; David and Nicole Isgrig

HELLO, TERRACE PARK

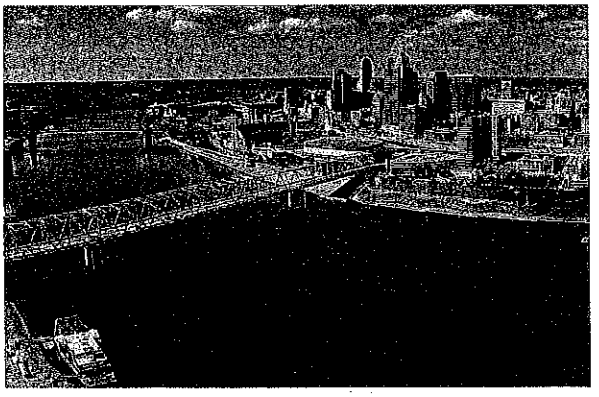
THE VILLAGE OF
Terrace Park

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GREATER CINCINNATI
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HELLO, TERRACE PARK

Greater Cincinnati Water Works (GCWW) is proud to offer this proposal to provide full retail water services to the Village of Terrace Park (Terrace Park).



This proposal for retail water services for Terrace Park includes:

- Excellent Water Quality
- Reliable Infrastructure
- Water Main Replacement and Capital Planning
- Fire Hydrant Repair and Maintenance
- Complete Operation and Maintenance of the water system
- Fair, Stable, and Transparent Rates
- Professional Utility Management
- Customer Service and Community Partnership

Key benefits for Terrace Park and its residents include:

Excellent Water Quality
GCWW consistently delivers high-quality water that meets or exceeds all state and federal regulatory standards. Customers trust that our water is safe, clean, and reliable due to our rigorous testing, advanced treatment processes, and continuous monitoring.

PFAS/PFOA Compliance
GCWW utilizes advanced granular activated carbon (GAC) filtration at our Richard Miller Treatment Plant to effectively remove organic contaminants, including PFAS and PFOA, resulting in finished water with no detectable levels of these compounds. This long-standing investment positions GCWW ahead of current and anticipated regulatory standards for water quality.

Infrastructure Investment
GCWW is committed to enhancing Terrace Park's water distribution system. This proposal includes upgrading Terrace Park's Water Distribution System to a level similar to that seen throughout the GCWW System. We anticipate this will require replacing over 5-10 miles of main within the first half of this Agreement and have included over $23M just for infrastructure upgrades inside Terrace Park.

Operations and Maintenance
GCWW will assume full responsibility for the water system, including all water main maintenance and repair, fire hydrant services, and lead service line replacements. This comprehensive approach includes no cost thresholds or conditions that shift responsibility to Terrace Park.

Lead Line Replacements
Greater Cincinnati Water Works is a national leader in lead service line replacement, having launched its program in 2018 and completed more than 9,000 replacements to date. The program has been widely recognized, including by the USEPA, for its leadership, accessibility, and strong customer coordination.

Fair, Stable, and Transparent Water Rates
GCWW provides fair, stable, and transparent rates that remain competitive and affordable. Rate adjustments are predictable and gradual, supported by strong financial management and a clear, open rate-setting process.

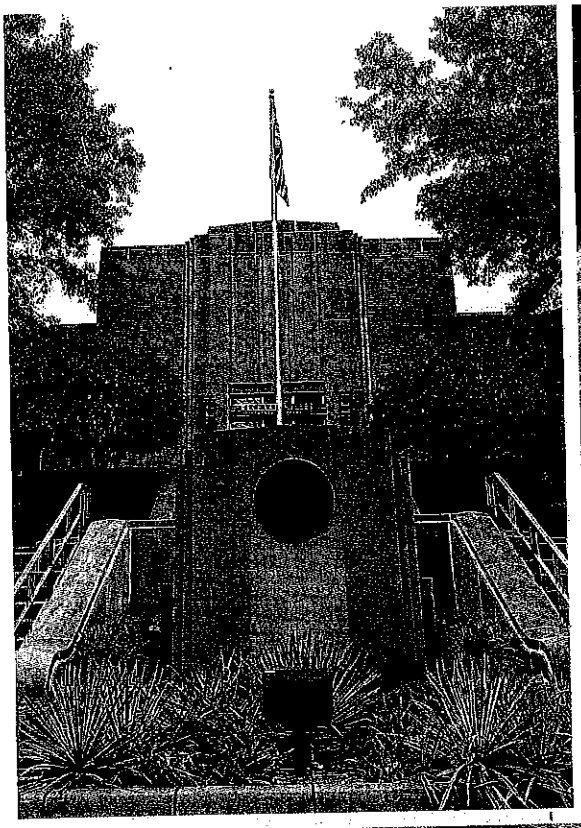
Customer Service and Community Partnership
GCWW is committed to delivering industry-leading customer service, reflected in its #1 ranking in the 2025 J.D. Power Water Utility Residential Customer Satisfaction Survey. This commitment will be reinforced through a long-term, collaborative partnership approach with Terrace Park focused on proactive communication and coordinated infrastructure planning.

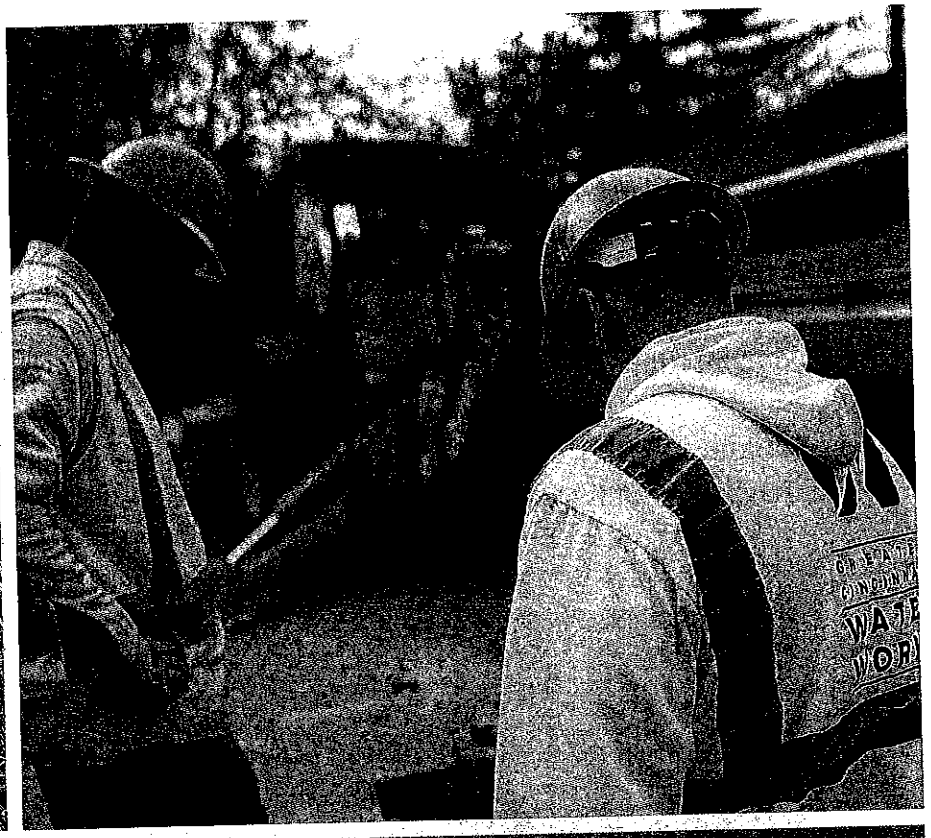
In addition to the above benefits, GCWW has a plentiful water supply between the Ohio River, one of the most abundant sources of water in the region, and the Great Miami Buried Valley Aquifer. Our advanced water treatment technologies, extensive asset management, water main replacement program, and team of highly qualified scientists and engineers ensure that GCWW can guarantee reliable, high-quality water even during times of drought or other environmental challenges.

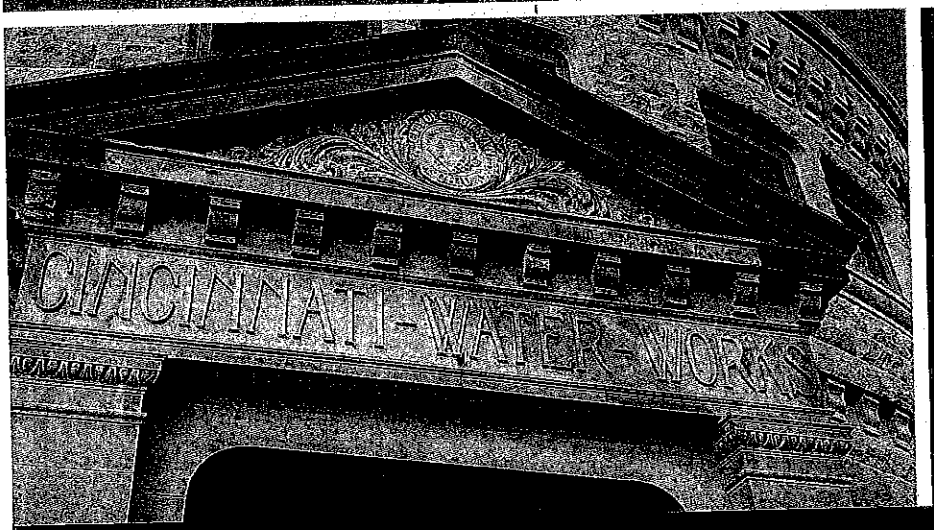
Thank you for the opportunity to present this proposal. We are eager to serve Terrace Park and confident the residents will enjoy GCWW's high quality, great tasting water.

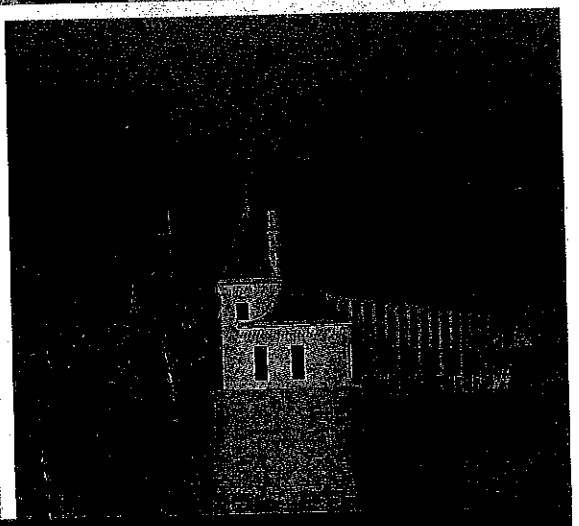


ANDREA YANG
Executive Director, Greater Cincinnati Water Works









PROFILE OF THE GREATER CINCINNATI WATER WORKS

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PROFILE OF THE GREATER CINCINNATI WATER WORKS

The Greater Cincinnati Water Works (GCWW), a municipally owned and operated utility, has a proud history of water service spanning two centuries since the utility was purchased by the City of Cincinnati ("Cincinnati") from a private owner in 1839. Over the years, the Utility has grown its service area which now includes all of Cincinnati, most of Hamilton County, and additional service areas in the adjacent Ohio counties of Butler, Warren, and Clermont, as well as in Boone County, Kentucky. Cincinnati, the majority of Hamilton County, and the City of Mason are served on a retail or metered account basis.

Greater Cincinnati Water Works is responsible for the complete administration, operation, maintenance, and capital planning for the entire retail service area. GCWW has also added wholesale water customers including the Boone Florence Water District, City of Norwood, City of Lebanon, City of Reading, Butler County, and others. In total, GCWW is the largest water supplier in the region, providing approximately 45 billion gallons a year through 3,198 miles of water mains to nearly 242,000 residential and commercial accounts representing more than 1.1 million customers.

WE STRIVE DAILY TO MEET OUR MISSION: ***"GCWW employees provide customers with a plentiful supply of high-quality water, support environmental sustainability, and deliver excellent services in a financially responsible manner."***

Treatment Processes

The Utility has long been a leader in water quality efforts and has developed a national and international reputation for its innovation and advanced technological treatment solutions including continuous granular activated carbon (GAC) filtration and ultraviolet (UV) disinfection.

The Utility's use of GAC reduces the need for chlorine, thereby minimizing disinfectant byproduct levels to well below regulatory standards. The GAC is also extremely effective in removing trace chemicals such as pesticides from agriculture runoff, spills from industrial facilities, and trace chemicals such as per- and polyfluoroalkyl substances (PFAS), which have recently been in the national news as a contaminant in some drinking water and is the subject of a proposed federal regulation setting a maximum contaminant level for all drinking water utilities.

Over three decades, GCWW has been instrumental in researching and optimizing GAC technology and has been recognized both nationally and internationally for its experience and expertise. The Richard Miller Treatment Plant includes 12 GAC contact basins and has a current rated capacity of 240 million gallons per day (MGD). In 2024, the Utility was awarded a $300,000 grant from the Ohio EPA to evaluate treatment and compliance options for PFAS in public water systems for the Charles M. Bolton Water Plant in Butler County, Ohio.

The most recent addition to the treatment process has been the use of ultraviolet (UV) disinfection. The UV process is extremely effective in disinfection of drinking water from advanced pathogens such as Cryptosporidium, a parasite that can cause widespread health problems, such as an outbreak in Milwaukee that sickened more than 400,000 people. GCWW has received local, state, and national recognition for excellence and continuing innovation in the UV disinfection process including the "Grand Award for Excellence" (1999) from the American Consulting Engineers Council; the "National Honors Award" (1999) from the American Academy of Environmental Engineers as a co-investigator on the project, "National Cryptosporidium Inactivation Study"; the "Risk Reduction Achievement Award" (2013) for its state-of-the-art UV disinfection system from the Ohio chapter of the Alliance for Chemical Safety; the "Honors Award" (2013) from the American Consulting Engineers Council for operational flexibilities designed into the UV system; and the "Engineering Excellence Grand Prize Award" (2014) from the American Academy of Environmental Engineers and Scientists.

Management of the Utility

GCWW is recognized nationally in the water utility industry for its outstanding management, earning the "Platinum Award for Utility Excellence" from the Association of Metropolitan Water Agencies (2011). This award recognizes outstanding achievement in implementing nationally recognized programs for effectively managed water sector utilities.

The Utility has earned and maintained AAA bond ratings from SCP and Moody's rating agencies since 2001, showcasing its exceptional financial strength and stability. This impressive rating enables the Utility to secure funding for capital improvements at significantly lower interest rates than many of its peers, further enhancing its ability to invest in infrastructure and service quality.

For more than a decade, various Cincinnati City Managers have recognized and supported the Greater Cincinnati Water Works business approach of a Shared Services Area Bureau model. Using this model allows the Utility to pursue efforts for expanding and extending services to other governmental entities. Strategic enterprise opportunities include: (i) expanding customer billing services through the implementation of a new billing system; (ii) expanding the water service area to other communities in Kentucky and to the north in Ohio; and (iii) expanding services related to the maintenance and operation of internal water treatment and distribution systems for commercial customers such as hospitals (including water sampling, monitoring, analysis and reporting). This approach allows GCWW to maintain affordable rates by accessing new sources of revenue and spreading costs over a larger customer base.

Customer Service Excellence

GCWW is proud to have earned the #1 rank in J.D. Powers' 2024 and 2025 Water Utility Residential Customer Satisfaction Survey among large water utilities in the Midwest region. GCWW strives to provide excellent service to its retail customers.

Water Industry Research Leadership. GCWW is an active member of the Water Research Foundation and has participated in numerous research projects to better understand challenges and foster organizational improvement. Through the Foundation, the utility has been the primary investigator, co-investigator, or participant in many projects covering areas of water treatment, water supply, construction, and water utility business practices. In 2015, the Utility was named by the Water Research Foundation as its "Subscriber of the Year" in recognition of the Utility's contribution to advancing the science of water through participation in and support of drinking water research. Interim Assistant City Manager and former GCWW Executive Director Cathy B. Bailey has served as a member of the Water Research Foundation's board of directors.

The Utility's leadership in water quality is also demonstrated through its primary participation, along with the United States Geological Survey (USGS), in a unique national flow path study. The project investigated the transport of pathogens, pathogen surrogates, and other chemicals from the surface water through the streambed and aquifer. The major objective of this nationwide study was to develop a sound scientific method to evaluate the natural reduction of pathogens so that customers can be provided with safe drinking water.

The Utility worked again with the USGS on a cutting-edge project using a tracer study and river measurements, along with calibration of a flow model, to better predict flow of contaminants entering industrial rivers such as the Ohio River. In addition, the Utility completed a project with the United States Environmental Protection Agency (USEPA) and National Homeland Security in utilizing water quality and hydraulic modeling of the distribution system for various activities. These activities have focused on projects related to national security and are extremely sensitive, involving innovative cutting-edge applications. The Utility has been approached by other federal agencies and researchers for additional projects related to modeling activities.

The Utility has received various awards, including the City of Cincinnati Seasongood Foundation Innovation Award (2nd Place) for "Progressive Partnerships" in recognition of the Utility's collaborations with state and federal regulators, world renowned researchers/academicians, and the Cincinnati Engineers and Scientists Advisory Group. The Utility is also fortunate to have USEPA's national water research center located within its service area. The proximity allows Utility staff to interface with engineers and scientists who are leading international experts. Through this interaction, GCWW staff can learn about cutting edge research projects and use this knowledge to improve the Utility's processes.

Industry Involvement and Leadership

GCWW is a member of the American Water Works Association (AWWA) and the Association of Municipal Water Agencies (AMWA). Both organizations develop standards of excellence in water system operations and benchmarking standards. For example, GCWW was instrumental in providing staff for the peer review of both the pilot stages and the implementation stage of AWWA's QualServe program, which combines an organizational best practices self-assessment, peer review, and benchmarking to provide water utilities with insights toward continuous improvement strategies. GCWW continues to play a role with AWWA as our employees are members of the standards committee, DEI committee, HR committee, and as co-chairs of various conferences. GCWW is also a member of the U.S. Water Alliance, a national membership organization advancing policies and programs to secure a sustainable "One Water" future for all. Ms. Bailey serves on the Alliance's board of directors.

In 2018, Jeff Swertfeger, GCWW's Superintendent of Water Quality and Treatment (retired 2026), received the AWWA's "George Warren Fuller Award" for distinguished service to the water supply field. GCWW has had 11 employees receive the award, presented annually to selected members for their distinguished service to the water supply field for sound engineering skills, brilliant diplomatic talent, and constructive leadership. This is an exceptional achievement and speaks to the experience and knowledge of GCWW employees.

Additionally, Cincinnati has for many years joined with 16 other large municipally owned and privately held water utilities to form the Waterworks Management Workshop group. This group meets twice a year to discuss matters of mutual concern and share their knowledge.

GCWW has decades of experience as board or committee members with AWWA, AMWA, WRF, and the U.S. Water Alliance. Membership in these groups uniquely positions the Water Works to keep current with industry standards and share benchmarking information. Cincinnati will utilize these memberships to monitor performance standards and seek opportunities for improvement of service to Butler County. Within Ohio, GCWW was a founding member of the Association of Ohio Drinking Water Agencies, which has brought together the largest water utilities in the state to work together on water policy issues since 2021.

Awards and Recognition

The Greater Cincinnati Water Works has a long history of receiving awards and recognition for delivering exceptional services.

The awards include:

- In 2025, GCWW was awarded the Best Tasting Water in Ohio award by the American Water Works Association's Ohio Chapter.
- In 2025, GCWW earned the #1 rank in J.D. Powers' 2025 Water Utility Residential Customer Satisfaction Survey among large water utilities in the Midwest region for a second, consecutive year.
- In 2024, GCWW is proud to have earned the #1 rank in J.D. Powers' 2024 Water Utility Residential Customer Satisfaction Survey among large water utilities in the Midwest region.

- In 2021, the Ohio EPA awarded GCWW the "Encouraging Environmental Excellence for Communities Award". It recognizes an organization's exceptional achievements in environmental stewardship.

- In 2019, the Groundwater Foundation awarded GCWW with its "Groundwater Guardian Green Site Award" for good stewardship, policies and practices that safeguard groundwater quality.

- In 2019, the American Society of Engineers awarded GCWW a "National Historic Civil Engineering Landmark" designation for GCWW's Old River Station.

- In 2019, the City of Cincinnati awarded a "Historic Landmark" designation for the Mount Airy Towers.

- In 2018, the Ohio EPA similarly recognized GCWW for source water protection efforts at the Miller Plant.

- In 2016, the Ohio EPA awarded a "Certificate of Recognition" for GCWW's outstanding efforts in source water protection for the Bolton Plant.

- In 2015, GCWW received the "Outstanding Subscriber Award" by the Water Research Foundation in recognition of participation in research efforts in the drinking water field.

- In 2014, the Utility received the Engineering Excellence "Grand Prize" Award from the American Academy of Environmental Engineers and Scientists.

- In 2013, the Utility received the "Risk Reduction Achievement" Award for the state-of- the-art UV disinfection system from the Alliance for Chemical Safety Chapter in Ohio. Also in 2013, the Utility also received the "Honors" Award from the American Consulting Engineers Council for the Operational Flexibilities designed into the UV system.

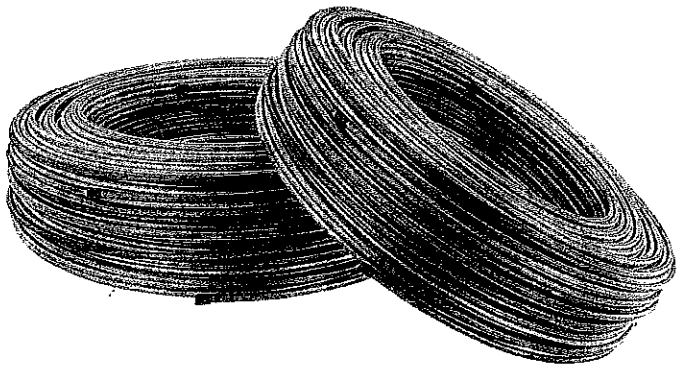
- Since 2011, the Association of the Metropolitan Water Agencies recognized the Utility with the "Platinum Award for Utility Excellence" for its outstanding achievement in implementing nationally recognized programs for effectively managed water sector utilities.

Water Meter Replacement Program

The Utility has had an advanced meter reading program since 2007. Its benefits include additional revenue from more accurate meter readings. A total of 57 full-time positions (FTE's), costing $1.9 million annually, were reduced through attrition or transfers to vacant positions; the program did not include a single layoff. Because 60% of the Utility's meters are inside the premise location and readings for inside meters historically were only 65% accurate, Automated Meter Reading (AMR) has greatly improved meter reading accuracy and efficiency. Meter readings obtained after installation of the AMR technology have greatly increased accuracy and garnered positive customer feedback. The Utility was also able to eliminate more than 30,000 customer house keys it managed prior to the program. This is a significant example of how GCWW implements technology as a business enabler. The Utility is currently in the process of upgrading to Advanced Metering Infrastructure (AMI) in lieu of AMR replacement to further improve operations and customer service.

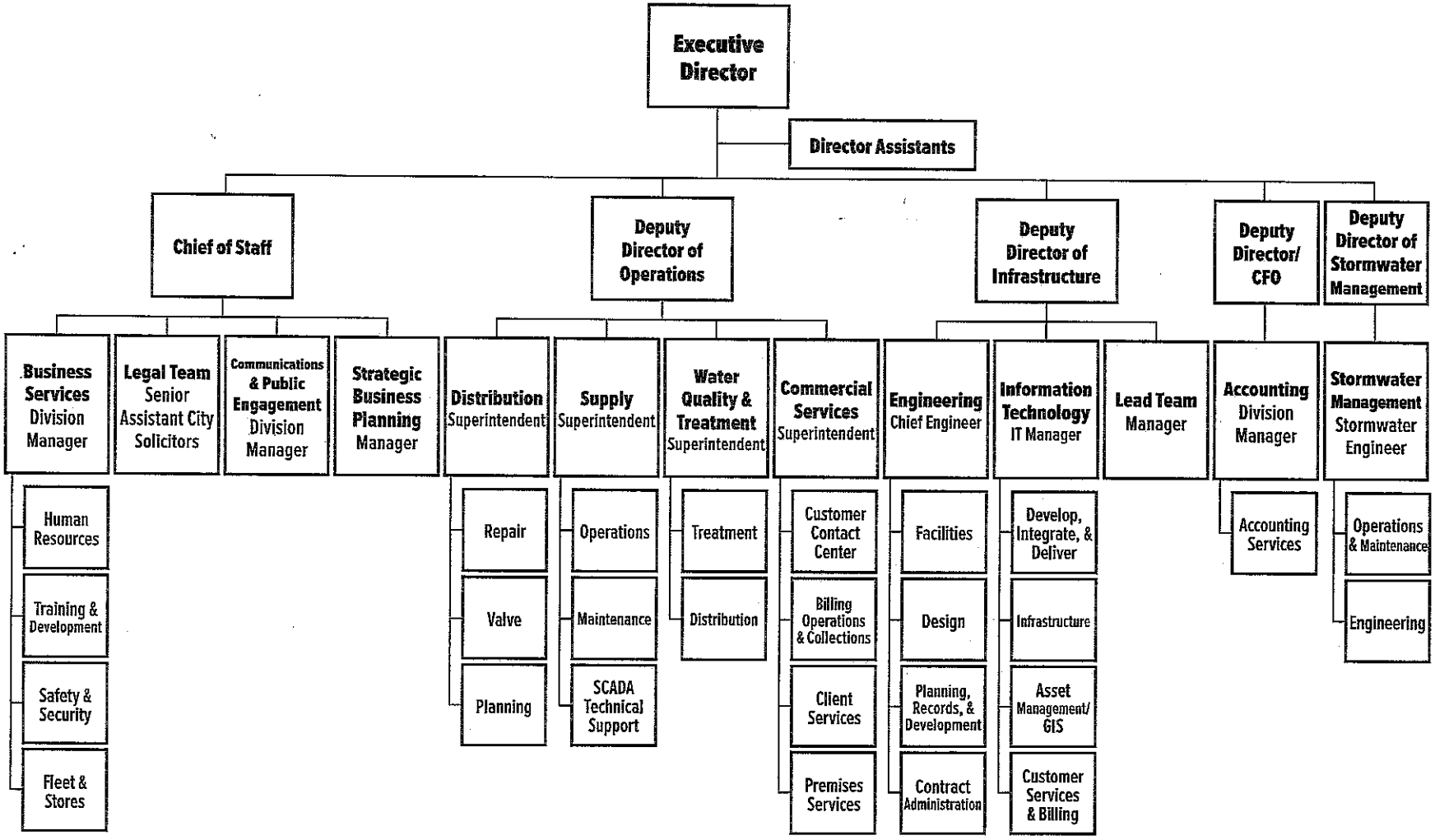
Lead Service Line Replacement Program

Greater Cincinnati Water Works is a national leader for lead service line replacement, having implemented its lead line replacement program in 2018. With more than 9,000 replacements completed to date, the program has been recognized as a model program by the USEPA, Ohio EPA, trade organizations, and peer cities. On October 8, 2024, the USEPA recognized GCWW's leadership in their media release announcing new regulations for lead line replacements. Customer coordination and program accessibility are key priorities and factors in the program's success.



Organizational Structure

The Utility currently has 609 full-time equivalent positions. The organizational chart below reflects the existing utility management structure.



Management

GCWW is led by an executive team consisting of the Executive Director, Deputy Director of Infrastructure, Deputy Director of Operations, Deputy Director of Finance, Deputy Director of Stormwater Management, and Chief of Staff. A 20-member Steering Committee composed of the executive team, Superintendents, Division Managers, And Legal Counsel works collaboratively to guide the Utility's administration, customer service, operation, maintenance, and capital planning. GCWW receives oversight and strategic direction from the City of Cincinnati City Manager's Office via an assigned Assistant City Manager.

Executive Director: ANDREA YANG

Andrea Yang began working with GCWW in 2016, serving for eight years as the utility's Chief Counsel, followed by appointment to Interim Director after serving as Deputy Executive Director from September 2023 – November 2024. Ms. Yang leverages more than 20 years of legal, policy, administrative, real estate, and community development experience in government, private, and nonprofit sectors while leading GCWW in fostering governmental relations, developing community partnerships, negotiating agreements, and increasing administrative efficiency.

Andrea earned a Juris Doctorate from the University of Cincinnati and is licensed to practice law in the State of Ohio. She also holds a Bachelor of Arts in Biology and Society, and a Masters of Regional Planning from Cornell University. She is a member of the American Institute of Certified Planners.

Deputy Director of Infrastructure: ANDY ORTH

Andy Orth has more than 29 years of experience in the water industry. He has worked for the City of Cincinnati since 2004 and is currently the Deputy Director of Infrastructure. He started as a Senior Engineer in 2004 in the Engineering Division working on facility capital projects. In 2008, he moved to the Contract Administration Section to manage water main construction projects. In 2020, he was promoted to Chief Engineer, and in 2023 he was named Deputy Director of Infrastructure.

Prior to joining the GCWW, Andy was the City Engineer for the City of Oxford, Ohio and a water resources project manager in the consulting field. He holds a Master of Business Administration from Northern Kentucky University and a Bachelor of Science in Civil Engineering from Purdue University.

Deputy Director of Operations: JASON FLEMING

Jason Fleming has 27 years of experience in the water and wastewater industry. He began working for the City of Cincinnati in 2003 and is currently the Deputy Director of Operations. He joined the GCWW in 2003 as a Senior Engineer in the Plant Facilities Section. In 2007, he was promoted to Supervising Engineer. In 2008, he joined the Systems Design Section as a Supervising Engineer. In 2011, he was promoted to Principal Engineer in the Plant Facilities Section. In 2013, he was named Treatment Superintendent of the Distribution Division. In 2023, he was promoted to Deputy Director of Operations.

Prior to joining the City, Mr. Fleming worked as a project engineer in the consulting field. He holds a Bachelor of Science in Civil Engineering from Purdue University, and a Master of Science in Environmental Engineering from the University of Cincinnati.

Deputy Director of Stormwater Management: ARUN HINDUPUR

Arun Hindupur has over 20 years of experience within the engineering consulting and municipal/utility public sector industries throughout Canada and the United States. Arun was hired as the Deputy Director of Stormwater Management in December of 2024. Prior to that, he was the Director of Public Works (Community Services) with West Chester Township, OH.

Arun has been involved in strategic and operational management for many years and has a diverse public works and utility portfolio. His experience includes infrastructure and capital planning, analysis, and monitoring, as well as operational and maintenance activities associated with stormwater management systems, water distribution networks, wastewater collection systems, public facilities, transportation networks, and parks systems. Arun holds a Bachelor's degree in Applied Science from the University of Waterloo, ON, Canada and a Master's degree in water resources from Lund University in Sweden.

Interim Chief of Staff: AMY REINEKE

Amy Reineke has more than 23 years of professional experience in all aspects of business management including human resources, training, safety, security, strategic planning, organization development and budget planning. She joined GCWW in 2006 as an Administrative Specialist of Human Resources and quickly promoted in 2014 to a Senior Administrative Specialist of Human Resources, in 2015 to Supervising Management Analyst of Human Resources, in 2016 to Assistant Superintendent in Business Services, and then to Division Manager of Business Services in 2022 where she oversaw all shared services in the organization.

In 2025 Amy was appointed as Chief of Staff to provide high-level strategic support and execution of personnel management and operations of the Executive Director's Office. Amy has a Bachelor of Science in Education and holds a certificate as a SHRM professional.

Deputy Director of Finance: SAM STEPHENS

Sam Stephens has more than 22 years of experience in public service with the City of Cincinnati and most recently in the role of Deputy Director – Chief Financial Officer of the GCWW since October 2023. Sam is a dedicated finance and economic development professional with a proven track record of strategic financial management, revenue optimization, and team leadership. He has more than 8 years of experience in progressively responsible roles within municipal finance, specializing in debt management, revenue forecasting, and capital budget planning. Sam has been recognized for his expertise in managing diverse financial functions and delivering innovative solutions that enhance operational efficiency and fiscal stability.

Assistant City Manager: CATHY B. BAILEY

Cathy B. Bailey was appointed Assistant City Manager on January 27, 2025, after serving nearly 10 years as the Executive Director for GCWW. Ms. Bailey has more than 32 years of water utility experience in management and strategic planning at GCWW. She received a Bachelor of Science degree in Chemistry from the University of Cincinnati. Her work experience spans several functional areas of the organization and includes researching water quality treatment practices, establishing the IT service desk and other IT solutions, developing and implementing strategic plans, and managing departmental performance metrics and initiatives.

Ms. Bailey has been involved in six strategic plans at the Utility and led all development efforts and implementation of the last three plans. She also served as the project manager when GCWW pursued a district governance structure, working diligently to research and understand how the structure functions in the State of Ohio. Ms. Bailey served on a City of Cincinnati initiative as the transition manager for the integration of administrative management of the Departments of Water, Sewers, and Stormwater Utility, working closely with City and Utility leadership to pursue cost savings opportunities. Her work involved leading various change management efforts and overseeing more than 62 teams and initiatives, producing recommendations for change and resulting in implementation of practices to realize process efficiencies and promote continuous improvement.

Ms. Bailey annually speaks and participates on panels at the American Water Works Association and Water Environment Federation Utility Management Conferences, sharing experience and knowledge on strategic planning methods, employee engagement and empowerment, team project solutions, and performance management. Ms. Bailey is a past board member and treasurer of the Water Research Foundation and currently serves on the boards of the Association of Metropolitan Water Agencies and the U.S. Water Alliance. Under the Obama Administration, Ms. Bailey was selected to serve on the President's Council of Advisors on Science and Technology (PCAST), specifically focusing on improving practices and affecting regulations associated with the national issue of lead in drinking water systems.

In 2022, Ms. Bailey served a temporary assignment as a Senior Advisor with the USEPA, to help establish its national Lead Service Line Accelerator Program. She provided knowledge and expertise in establishing a successful replacement program and "lessons learned" in community engagement efforts to make programs more successful.

Divisions of the Utility
A brief description of each division and leadership follows:

Accounting Division: Provides direct support to the CFO for all financial functions including accounts payable, budget management and monitoring, payroll, financial reporting, grant and loan management, and audits. The division is led by Li Liu, Division Manager. Ms. Liu has 14 years of experience in municipal accounting and finance. She holds a Master of Science in Business Accountancy and is a Certified Public Accountant.

Asset Management Division: Responsible for the planning of infrastructure surveys and inspections, such as water tank inspections, water main surveys, and fire hydrant testing. Jonathan Peters is Superintendent of the team, and a licensed Ohio Professional Engineer. He has more than 16 years of experience with GCWW. He previously served as a Superintendent in the Distribution Division over the Valve section. Before then, he served as an Assistant Superintendent and Senior Engineer in the Engineering, Supply, and Distribution divisions during his career. He received a Bachelor of Science in Civil Engineering from the University of Cincinnati. Prior to joining the City of Cincinnati, Mr. Peters was an engineer for a private Cincinnati-based construction company. He holds an Ohio EPA Class 3 Water Supply license.

Business Services Division: Provides shared services support to all of GCWW through professional development, administrative leadership, and organizational management. The division's sections and teams directly impact every area of the utility and are responsible for workforce management, employee and labor relations, stores and fleet operations, employee safety and security, learning and professional development, and other programs with broad influence across both GCWW and the City of Cincinnati.

This division is led by Camille Knox, who brings over 30 years of experience with the City of Cincinnati, including 6 years in a leadership role within GCWW's Business Services Division. Camille has successfully supervised, coached, and mentored each section under her leadership, and has collaborated on process improvements across other divisions within the utility. She holds a bachelor's degree in Business Administration from Wilmington College and a Project Management Certification from Xavier University.

Commercial Services Division: Responsible for commercialization of the Utility's services through client relationship management, business development, and marketing the Utility's products and services including water supply, billing and collections, customer contact center, laboratory, testing, fire hydrant maintenance, and system operation and maintenance services. The GCWW provides water service through contracts to 53 political jurisdictions and private companies; and billing, collections, and customer service to 19 regional communities and/or organizations including the Metropolitan Sewer District of Greater Cincinnati and the City of Cincinnati Stormwater Management Utility. The Commercial Services Division is also responsible for meter reading, meter maintenance, new service branch inspection, and administration of the cross-connection control program. Tony Searls serves as the Commercial Services Superintendent and has more than a decade of experience with local government financial management and customer service. He joined the GCWW in 2019 as an Assistant Superintendent and was promoted to Superintendent in November 2019. Mr. Searls earned a Master of Business Administration and a Master of Science in Human Resource Management from Marshall University. He holds a Bachelor of Science in Business Administration from Concord University.

Distribution Division: Responsible for the maintenance and repair of the water distribution system including underground water mains, service branches, branch valves and appurtenances, and for the maintenance of technical and specialized equipment necessary for division operations. Steven Predmore is the Superintendent of the division. He started his career with the GCWW in 2008 as a Valve Operator and later held various positions in the Distribution and Commercial Services divisions including Crew Leader, Supervisor of Water Distribution Maintenance, and Assistant Treatment Superintendent. Mr. Predmore has a Bachelor of Arts in Business Administration from Wilmington College and a Master of Arts in Business Administration from Murray State College. He also holds a water distribution license in both Ohio and Kentucky.

Engineering Division: Primarily responsible for the administration of GCWW's Capital Improvement Program along with system and distribution master plans. In addition to providing support on technical matters, the Engineering Division maintains water system design, construction, inspection, surveying, field investigations, and construction contract administration. The Division also plans and administers a new water main program including replacement of existing mains to ensure system reliability. The team reviews all building permits, special studies, applications, and contracts regarding new water service branches. Other duties include maintaining facility records, management

of the Geographical Information Systems (GIS), and administration of physical assets. The Engineering Division is led by Haishan Piao, Chief Engineer, a licensed Professional Engineer in Ohio and an Ohio EPA Class 4 Water Supply Operator. She has more than 15 years of experience with the GCWW. Throughout her career, Ms. Piao has held several positions including Principal Engineer, Treatment Supervisor, and Senior Engineer in both the Engineering and the Water Quality and Treatment divisions. She earned a Ph.D. in Environmental Engineering from the University of Cincinnati. Before joining the City of Cincinnati, she spent 6 years as an engineer at a private consulting firm.

Information Technology Services Division: The IT Services Division maintains the availability and security of computer network resources, applications, and customer service for the Utility's employees and partners. The IT Division provides and supports robust solutions that enable and improve GCWW's operations. Todd J. Smith, Information Technology Manager, has more than 30 years of experience with the City of Cincinnati in various information technology management positions. In 2009, he became the GCWW Information Technology Assistant Manager and was promoted to GCWW's Information Technology Manager in 2020. He received his Bachelor of Science in Information Processing Systems from the University of Cincinnati.

Communication & Public Engagement Division: Responsible for conveying critical messaging about the utility to the public and media using multiple communication platforms, creating and strengthening partnerships with community organizations, and advocating for water-related issues at the state and federal levels. Kevin Osborne, Division Manager, has 26 years of experience working in the media and has also previously worked for the Cincinnati Mayor's Office and the City's Department of Community and Economic Development.

Supply Division: Responsible for around the clock operations of two water treatment plants, 26 pumping facilities, 36 storage facilities and their personnel, and for all maintenance of treatment plants and pumping facilities. Alex Schmitz, Superintendent of the Supply Division, is licensed as an Ohio Professional Engineer. He has more than 16 years of experience in all aspects of water utility operations and engineering, and 14 years with the GCWW. He earned a Bachelor of Science in Civil Engineering from the University of Cincinnati. Prior to starting with the City of Cincinnati, Mr. Schmitz was an engineer for a private consumer goods manufacturing company in Cincinnati.

Stormwater Management Utility Division: Responsible for protecting the lives and property of the citizens of the City of Cincinnati by capturing, controlling, and conveying stormwater runoff safely and efficiently. Eric Saylor, City Stormwater Management Engineer, has more than 35 years of professional experience in the private and public sector. He has a Bachelor of Science Degree in Civil and Environmental Engineering from the University of Cincinnati and a Master of Science in Environmental Management from Findlay University. He is a licensed Professional Engineer in the State of Ohio. He is a member of the Water Environment Federation and the Ohio Water Environment Association.

Water Quality and Treatment Division: Responsible for water quality and treatment activities throughout the system including conducting studies and applied research to optimize quality and cost while maintaining compliance with all drinking regulations. Bruce Whitteberry, Superintendent, has more than 27 years of experience in water supply and water research including managing the water purification processes for two drinking water plants; laboratory management for OEPA certified laboratories and research laboratories; collecting and evaluating data for developing treatment techniques for regulated contaminants found in drinking water supplies; and authoring nationally published research reports. He is licensed as an Ohio EPA Class 4 Water Supply Operator. He earned a Bachelor of Science in Geology from Olivet Nazarene University and a Master of Science in Hydrology from Wright State University.

Employee Relations

Utility employees represented by unions are covered by labor management agreements negotiated by the City of Cincinnati. Of the Utility's employees, nearly 90% are represented by the following unions: American Federation of State, County and Municipal Employees (AFSCME); AFL-CIO, Ohio Council 8; the Cincinnati Organized and Dedicated Employees (CODE); the Teamsters; and the Cincinnati Building Trades Council. Collective Bargaining Agreements are typically negotiated every three years. The City's labor management agreements are based upon a policy of providing equitable wage adjustments commensurate with productivity, inflation, and available resources. The relations between the City and the bargaining units are considered productive.

Description of Facilities

Treatment Plants: The Utility operates two treatment plants, the Richard Miller Treatment Plant (the "Miller Treatment Plant") and the Charles M. Bolton Treatment Plant (the "Bolton Treatment Plant"). The sources of water for these two treatment plants are the Ohio River and the Great Miami Buried Valley Aquifer, respectively. With a surface water-supplied plant on the Ohio River and a ground water plant that taps into the Great Miami Aquifer on the northern edge of the system, the Utility has an abundant supply of raw water to accommodate additional system growth.

The Miller Treatment Plant was originally constructed in 1907 with extensive expansions in 1935 and 1965 and is supplied by the Ohio River. The facility contains 47 filters for treating water with an overall rated capacity of 240 million gallons per day. The filters receive water from coagulation/settling basins. The water then flows by gravity to the GAC facility, where it is pumped to the carbon contactors, and then flows to the state-of- the-art UV disinfection facility. Water then flows from the UV area into two finished water clear wells. Other facilities located within the treatment complex include the California and Mount Washington pumping stations. The Miller Plant uses only a small fraction of the available water in the Ohio River, and even during periods of extended drought it serves as an abundant and reliable source of water. The utility participates in an extensive river monitoring program with the Ohio River Valley Sanitation Commission and several other utilities along the length of the Ohio River. This program ensures the GCWW and other utilities along the river always receive high quality water.

The Bolton Treatment Plant was constructed in 1976 and is supplied by 13 wells, each with a capacity of 4 million gallons per day, located in the Great Miami River aquifer. The facility is a lime soda softening plant with four treatment basins and eight rapid sand filters, providing an overall treatment capacity of 40 million gallons per day. The aquifer serving the Bolton Treatment Plant is located in Ohio's lower Great Miami River Valley. The valley extends from north of Dayton, Ohio to the Ohio River, about fifteen miles west of Cincinnati. It is one of the most productive and highest-quality sources of groundwater in the United States.

In 2023, the Miller Treatment Plant delivered an average of 112 million gallons per day and the Bolton Treatment Plant delivered an average of 15 million gallons per day of finished water for consumption.

Pumping Stations: The Utility has 26 pumping stations that provide water to 14 major service areas of the Utility including the City of Mason, Lebanon, South Lebanon, Northern Kentucky, and portions of Butler County.

Water Distribution: The Utility's distribution system consists of 3,205 miles of water mains and over 35,000 valves.

System Reliability and Redundancy Features

With the goal of protecting the Utility's facilities and users as fully as is reasonably possible from any interruptions in water service, the Utility has taken the actions described below to protect against interruptions that might result from problems with water supply or electrical service.

The Utility has constructed its two treatment plants at opposite ends of its distribution system. This design allows the Utility to provide for redundancy in the system's supply of water at a reduced level of service.

GCWW has redundant means to provide water to most of the service areas and whole sale customers by having multiple pumping stations supplying water to the same service area or by transferring water from a service area of higher hydraulic gradient to one of a lower gradient. There are 36 finished water storage tanks with a combined storage capacity of 217.1 million gallons. A few examples of system redundancies are given below.

- Eastern Hills, one of the largest service areas both geographically and by water consumption, is supplied by two primary pumping stations, each with dual electric feeds. There is also another pumping station capable of pumping water into this service area from a lower gradient service area. The ability exists to transfer water to this area from the higher gradient Western Hills service area. There is over 34 million gallons of storage capacity within Eastern Hills, and an additional 80 million gallons of storage available via pumping from a lower level pump station that has generator backup.

- Western Hills, one of the highest elevations and among the largest service areas, can receive water from two pumping stations: one pumping from Eastern Hills, the other from Central. The Bolton Treatment Plant also directly supplies water to Western Hills. The storage capacity of this service area is about 22 million gallons. Because of its higher gradient, Western Hills can serve as backup to the Eastern Hills, Brecon, and Central service areas.

- Supply to the Northern Kentucky area is through a pipe crossing the Ohio River to a pump station and storage facility. The station itself is equipped with independent electrical feeds, a backup generator, and redundant suction and discharge piping provisions, which all contribute to operational flexibility. Multiple storage and pumping facilities maximize the ability to move water within this service area. Although GCWW operates the facilities within this service area, all infrastructure downstream of GCWW's river crossing and pump station is owned by the wholesale customer.

- The Utility also has 250 million gallons of settled raw water storage capacity readily usable in two reservoirs at the Miller Treatment Plant. This storage provides the Utility protection with a 2- to 3-day supply of water if both raw water intakes in the Ohio River need to be taken out of service.

- The Utility has two distinct electric feeds to each of its water treatment plants and its most critical primary pumping stations. Although the GCWW was not affected by the massive power failure that took place in 2003 throughout the northeastern United States, the Utility initiated a study to evaluate the reliability of electric power and assess the feasibility of providing back-up power. Following this study, a phased program to install backup generators at critical facilities was started with the goal of providing up to 3 days of water to all customers based on 2020 minimum day projected water demands during a total regional blackout. As of 2024, there are 21 backup generators installed throughout the system. Additional projects at critical facilities are funded in the Capital Improvement Program during the next several years. The GCWW initiated a new power study in 2023 to gauge other reliability issues and how to address them, including full backup generation to power the Miller Treatment Plant.

Examples of GCWW System Resiliency

GCWW's efforts to design redundancy and resiliency into system infrastructure and processes, along with the dedication and experience of its staff have enabled the Utility to ensure reliable, safe delivery of water to customers without interruption.

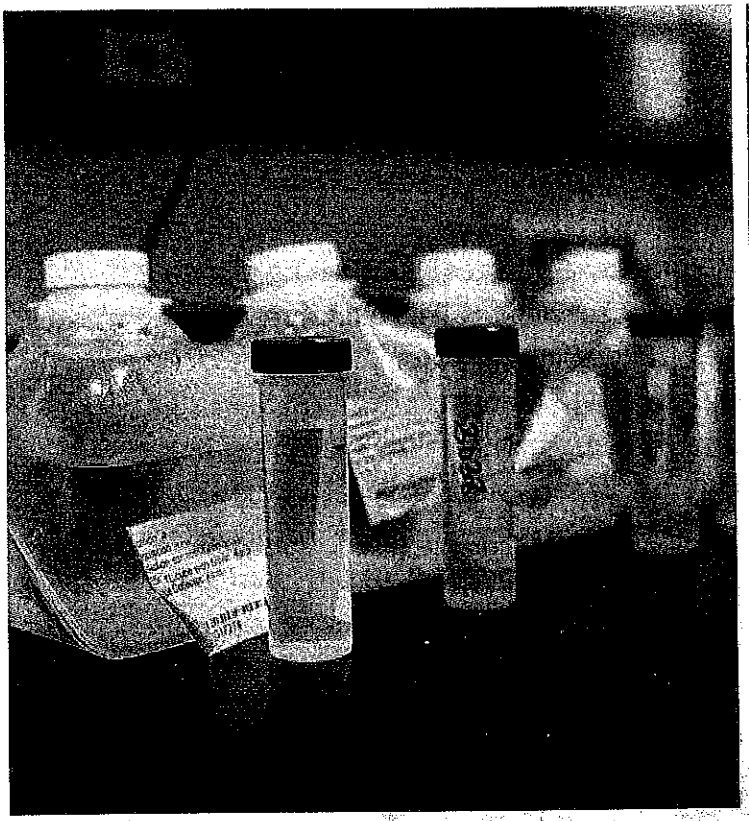
- In February 2023, a train derailment at East Palestine, Ohio released a chemical plume upstream on the Ohio River. The GCWW scientists worked with Ohio EPA, the Ohio River Valley Water Sanitation Commission, and other partner utilities along the river to closely sample, test, and monitor the movement and concentration of the pollution. Although the level of chemicals was extremely low by the time they reached Cincinnati, the GCWW took the extra precaution of closing the intakes and relying on reserved treated water allowing any potential pollution to flow past the area until continued monitoring and sampling determined that it was safe to reopen the intakes.

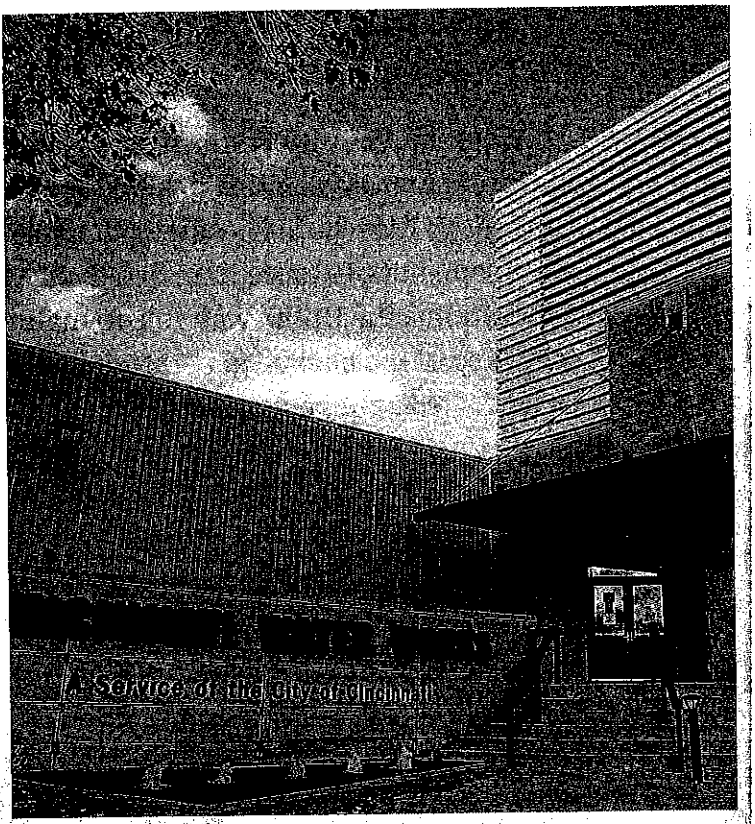
- In September 2015, an Algal Bloom consisting of Microcystis Aeruginosa developed on the Ohio River. The bloom exceeded 500 miles in length and garnered national media coverage as most of the water intakes on the Ohio River were affected. GCWW partnered with the USEPA and Ohio EPA to develop new analytical processes to monitor the toxins and test treatment methods before the bloom approached GCWW's intakes. These methods allowed GCWW to ensure the toxins did not enter the water system.

- In January 2014, GCWW was notified of the release of 10,000 gallons of crude 4- methylcyclohexane- methanol (MCHM) from a leaking aboveground storage tank owned by Freedom Industries in Charleston, West Virginia. MCHM is used as a cleaning agent in the coal industry and possesses a strong licorice-like odor detectable at low concentrations. This spill garnered national attention and wreaked havoc on the Charleston water treatment plant, resulting in a "Do Not Use" order for more than 300,000 customers in the Charleston area. GCWW worked closely with ORSANCO and upstream utilities to track the progress of the spill. To adequately track the spill GCWW's in-house laboratory developed a method to measure the chemical. GCWW was able to rely on storage, and raw water pumping was stopped for 38 hours. This action prevented any of the pollutants from entering the Miller Treatment Plant and ensured our customers received a plentiful supply of high- quality water.

- In September 2008, a storm producing hurricane-strength winds hit the Greater Cincinnati area resulting in a regional power outage that left the treatment plants and many distribution system pumping stations without power for durations ranging from one hour to more than two days. Although these outages significantly affected operations, the Utility was able to maintain water service to all its customers with the help of the backup generators that were already installed, along with the existing water storage capacity and system redundancy.











PROPOSED RETAIL WATER SERVICES

THE VILLAGE OF
Terrace Park

A Service of The City of Cincinnati
GREATER CINCINNATI
WATER WORKS

PROPOSED RETAIL WATER SERVICES

The Village of Terrace Park (Terrace Park) is a thriving community that has been recognized as a top place to live based on its welcoming residential atmosphere, business opportunities, and top-ranked school. With this proposal, GCWW seeks to support and enhance the well-being of Terrace Park by providing all of its residents, businesses, and institutions with outstanding water service in the same exceptional manner they have come to expect from their local government.

GCWW is proposing to supply your community with an abundance of water that is clean, safe, delicious to taste, and in compliance with all current and future EPA water quality requirements.

Our plan to provide Terrace Park with the best water in the region is explained in the sections below.

- **Retail Water Service**
- **Connecting Terrace Park to GCWW**
- **Exceptional Water Quality and Safety**
- **Capital Planning and Resource Management**
- **Fair and Consistent Rates**
- **A Partnership with the Terrace Park Community**

Retail Water Service

GCWW is proposing a comprehensive Retail Water Service program that fully supports Terrace Park and its residents for the entire duration of the contract. This proposal goes beyond simply supplying potable water; it encompasses all operational, maintenance, and administrative functions required to ensure a safe, reliable, and efficient water system. The intent is to provide a seamless, turnkey solution so that the Village does not need to coordinate multiple providers or services.

Comprehensive infrastructure support is a major component of this offering. GCWW will handle the repair, maintenance, and replacement of water mains, valves, and service branches to ensure system integrity and minimize disruptions. **GCWW does not impose a cost threshold that shifts financial responsibility back to the Village; GCWW will retain full financial responsibility for all water related assets for the term of the contract.**

In addition, the Retail Water Service Proposal includes repair, maintenance, and replacement of fire hydrants to maintain proper fire protection capabilities. Long-term system sustainability is addressed through capital planning and resource management, enabling proactive investments and efficient allocation of resources. This retail proposal also includes lead (Pb) service line replacements, supporting regulatory compliance and improving public health outcomes.

Customer-facing and operational services are equally integral to the proposal. GCWW will incorporate our dedicated customer service call center to address resident inquiries, service requests, and emergencies in a timely manner. Billing and metering operations are also included, ensuring accurate usage tracking, transparent billing, and efficient revenue collection.

Together, these services create a fully integrated retail water solution designed to meet the Village's needs while delivering exceptional water service to its residents.

Connecting Terrace Park to GCWW
GCWW Service Areas near Terrace Park: Terrace Park is located adjacent to two GCWW Service Areas with a combined storage of over 40 million gallons (MG):

- Eastern Hills Service Area, 37.5 MG of storage
- Mt. Washington Service Area, 3.2 MG of storage

In addition to the storage within these systems, the Eastern Hills Service Area can be supplied with water from the Central Service System, which has 80 MG of storage. The Mt. Washington System is supplied directly from the Richard Miller Treatment Plant, which has over 28 MG of storage and an addition 9 MG under construction. Both areas have backup power generation that allows pumping to occur in the event power is lost from the local energy provider.

GCWW has already built adequate storage and backup power generation to meet the demands of the current system, future demands, and the addition of Terrace Park.

Hydraulic Model

GCWW incorporated Terrace Park into their existing all-pipes Hydraulic Model to forecast the effect of Max Day Demands and Fire Flow requirements. GCWW Modelling Engineers made the following assumptions about Terrace Park:

- **Population:** 2,295
- **Average Day Demand:** 87 gallons per capita per day (similar to GCWW)
- **System Wide Average Day Demand:** 0.20 Million Gallons per Day (MGD)
- **Peaking Factor:** 1.85 (Ratio of Average Day to Max Day)
- **Max Day Demand:** 0.37 MGD
- **Number of Service Connections:** 833
- **Fire Flow Requirement (Residential):** 1,000 gallons per minute (gpm)

The population is based on data from the website DataUSA developed by Deloitte & Touche; usage factors were set by matching to similar areas within the GCWW system.

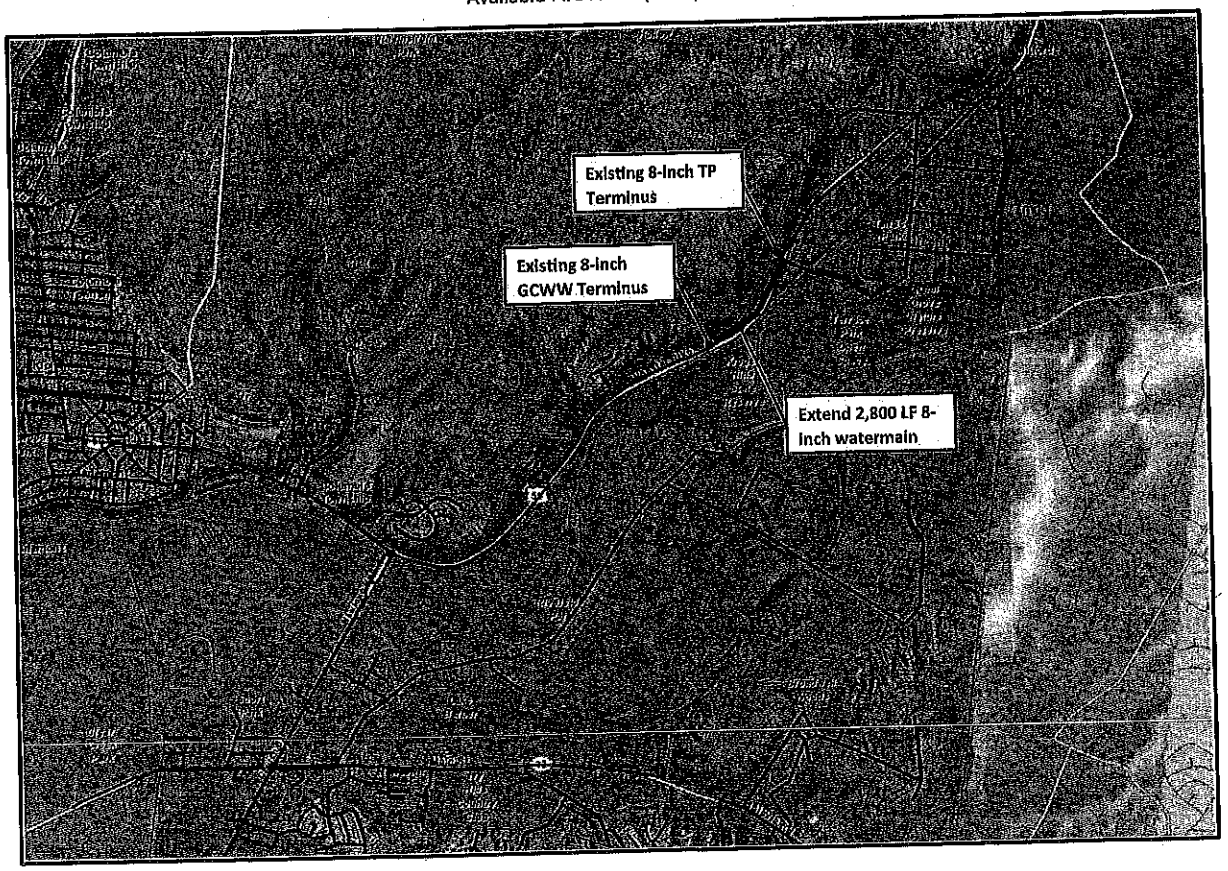
Three scenarios were modelled for connecting Terrace Park and GCWW:

- **Scenario #1:** Extend the 8" water main on Wooster Pike.
- **Scenario #2:** Replace the 8" main on Wooster Pike with a 12" water main starting at Newtown Road and extending into Terrace Park.
- **Scenario #3:** Provide Connections from Wooster Pike and Mt. Carmel Road.

Scenario #1: Extend the 8" Water Main on Wooster Pike

Scenario #1 is based on extending GCWW's existing 8" water main on Wooster Pike 2,800 feet to connect inside Terrace Park. The existing GCWW main currently terminates approximately 730' northeast of 8598 Wooster Pike. The proposed main in this scenario starts at this location and continues until it connects inside Terrace Park near the intersection of Wooster Pike and Elm Street.

Terrace Park Modeling
Model Name: GCWW_2019Arcadis_EPSUpdates2024-11-20 /Scenario Name: Various
Scenario #1: Extend Existing 8-inch watermain in Wooster Pike
Available Fire Flows (MGD) labeled on map.



The estimated cost for the 2,800 of 8" water main required for Scenario 1 is $1.3M, including planning, design, construction, and inspection costs.

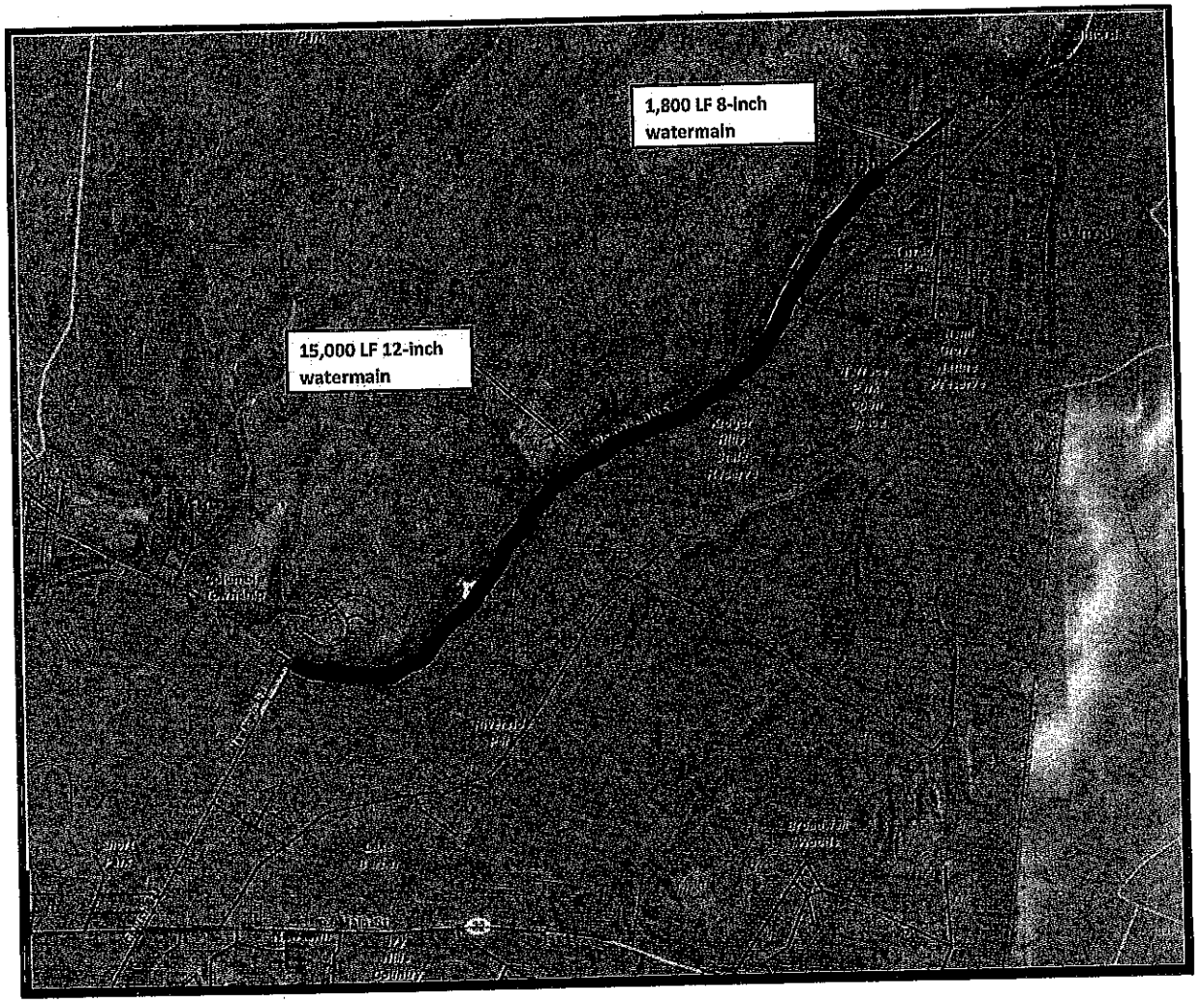
While the piping provided in Scenario 1 provides enough water to meet Average Day Demand (0.20 MGD) and Max Day Demand (0.37 MGD), **the single 8" connection in Scenario 1 provides only 500-575 gpm of fire flow to parts of Terrace Park, and therefore, does not meet fire flow demands (1000 gpm residential).** In order to meet fire flow demands, Terrace Park would have to attain emergency water from a third-party by either establishing a standby usage agreement with their current provider or establishing a new connection with another partner.

As stated above, GCWW intends to provide a full retail solution that eliminates the burden of Terrace Park having to remain in the water industry. **This solution does not provide that, and therefore GCWW does not recommend this Scenario to Terrace Park.**

Scenario #2: Replace the 8" Main on Wooster Pike with a 12" Water Main Starting at Newtown Road and Extending into Terrace Park

This scenario replaces the 8" water main on Wooster Pike with a new 12" main. The new main will connect to an existing 16" main on Wooster Pike at Newtown Road and extend 15,000 feet.

Terrace Park Modeling
Model Name: GCWW_2019Arcadis_EPSUpdates2024-11-20 /Scenario Name: Various
Scenario #2: Replace the existing 8-inch watermain in Wooster Pike with a new 12-inch watermain
Available Fire Flows (MGD) labeled on map.



This scenario is similar to Scenario 1 in that it provides a single connection into Terrace Park from Wooster Pike, but it increases the size of the main to 12". Scenario 2 requires approximately 15,000 feet of 12" and 1,800 feet of 8" water main. The proposed connection provides adequate water to meet average day and max day demands, and nearly meets fire flow requirements (965-1100 gpm). The estimated cost of Scenario 2 is $8.8M.

✕ Summarizing, Scenario 2 requires the most pipe of all three scenarios making it the most expensive option and provides only one connection point and less storage than Scenario #3. **For these reasons, GCWW does not recommend Scenario #2.**

Scenario #3: Provide Connections from Wooster Pike and Mt. Carmel Road

Scenario 3 provides two (2) connections. The first is an extension of the existing 8" water main on Wooster Pike (same as Scenario #1), and the second is an extension of the 12" water main on Mt. Carmel Road and includes crossing under the Little Miami River.

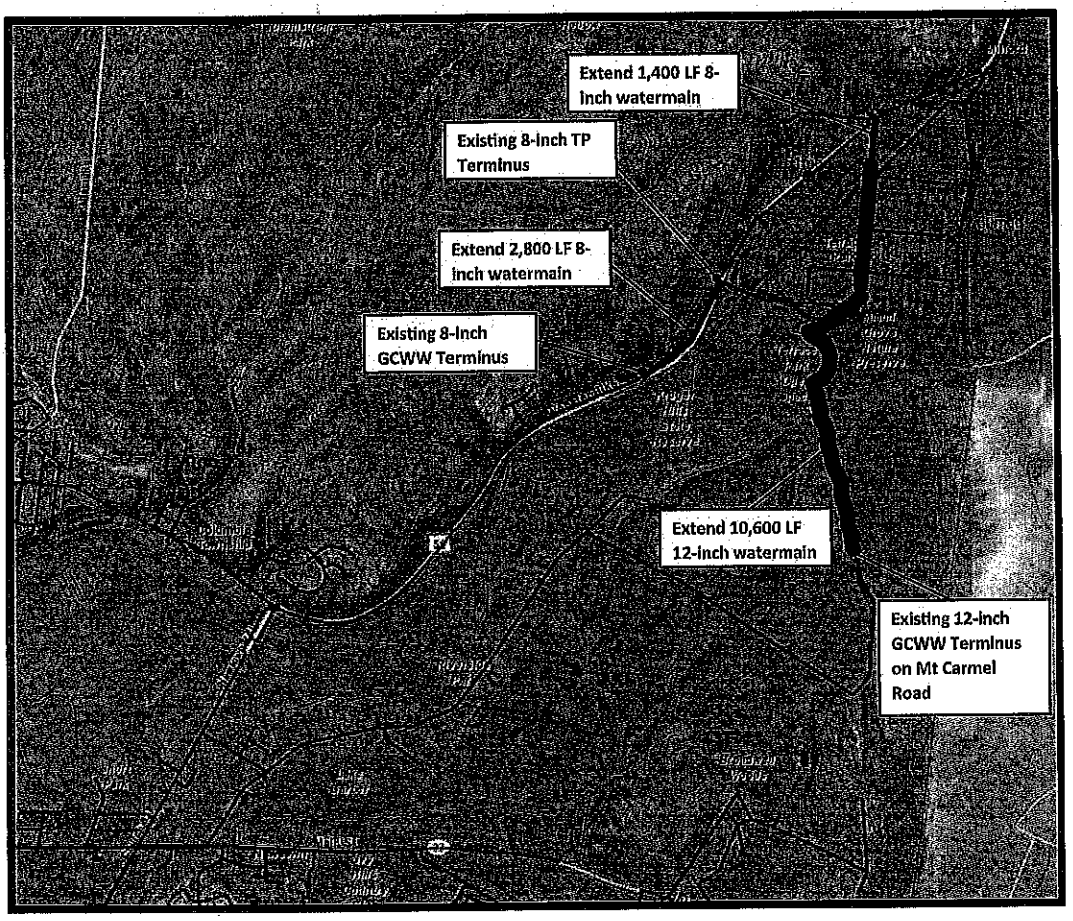
As stated above, the main on Wooster is in the Eastern Hills System. The main from Mt. Carmel Road will provide service from the Mt. Washington System, thereby not only providing a second connection, but a connection that will significantly increase the reliability and redundancy of the supply to Terrace Park.

Terrace Park Modeling

Model Name: GCWW_2019Arcadis_EPSUpdates2024-11-20 /Scenario Name: Various

Scenario #3: Extend the existing 8-inch watermain in Wooster Pike and extend the 12-inch watermain in Mt Carmel Road

Available Fire Flows (MGD) labeled on map.



Scenario 3 meets all demands and fire flow requirements (1050-2100 gpm). This scenario requires 10,600 feet of 12" and 4,200 feet of 8" water main and has an estimated cost of $8.1M.

Summary of Proposed Scenarios	Scenario #1 Extend the 8" Water main on Wooster Pike	Scenario #2 Replace the 8" Main on Wooster Pike with a 12" Water Main Starting at Newtown Road and Extending into Terrace Park	Scenario #3 Provide Connections from Wooster Pike and Mt. Carmel Road
Cost	$1.3M	$8.8M	$8.1M
Water Main Required	2,800' of 8"	15,000' of 12" and 1,800' of 8"	10,600' of 12" and 4,200' of 8"
# of Connections/Service Areas from GCWW	1	1	2
Primary Storage (at High Elevation)	37.5 MG	37.5 MG	40.7 MG
Calculated Minimum Fire Flow Provided	500 gpm	965 gpm	1,050 gpm
Does Scenario Meet Fire Flow Requirements (1,000 gpm)	No	No (but very close)	Yes
Recommended by GCWW	✗ No	✗ No	✓ Yes
GCWW Comments	(1) Does not meet fire flow requirements. (2) Requires Terrace Park to maintain a 2nd connection. (3) Scenario does not provide full retail service.	(1) Scenario is the most expensive and provides less fire flow, less storage, and less # of connections than Scenario #3. (2) Fire flow calculated under 1,000 gpm required minimum.	(1) Two connections from separate systems - great redundancy & great storage. (2) Meets fire flow demand requirements.

MG = Million Gallons; gpm = gallons per minute

As seen in the summary chart on the previous page, **Scenario #3 provides the best alternative for providing water to Terrace Park.** This option provides two (2) connections, each from different Service Areas, supplying excellent redundancy and reliability. This option also provides the most storage (40.7 MG) and meets fire flow requirements (1,000 gpm residential).

The water mains proposed in all 3 scenarios will be installed in compliance with all GCWW standards and similar to every other water main project that GCWW currently installs, utilizing the best-in-class materials of 8" Class 56 ductile iron pipe, high quality compatible valves and fittings, and Type K copper for all service connections.

Exceptional Water Quality and Safety

GCWW has established a national reputation for delivering exceptional drinking water quality through advanced treatment processes, proactive monitoring, and a culture of continuous innovation. GCWW consistently meets or exceeds all state and federal drinking water standards. The Utility's treatment processes are specifically designed to address both current and emerging contaminants, ensuring that customers receive water that is not only safe, but of superior quality.

Granular Activated Carbon (GAC): A defining feature of GCWW's treatment approach is its long-standing investment in granular activated carbon (GAC) filtration, a highly effective process for removing organic compounds, industrial contaminants, pesticides, and emerging substances such as PFAS. As a result of this advanced treatment, GCWW water is not only compliant with anticipated regulatory standards but is proactively positioned ahead of them. GCWW's RMTP includes 12 Granular Activated Carbon (GAC) contact basins which are extremely effective in removing trace chemicals such as per- and polyfluoroalkyl substances (PFAS) and perfluorooctanoic acid (PFOA), pesticides from agriculture runoff, and spills from industrial plants. ***GCWW does not detect PFAS or PFOA chemicals in the finished water from RMTP due to the GAC treatment process.*** GCWW built the GAC facility in 1992 and became recognized as one of the largest utilities in the world at the time to have both GAC and rapid sand filtration systems.

Ultraviolet Disinfection (UV): In addition to GAC, GCWW utilizes ultraviolet (UV) disinfection, which provides an additional barrier against pathogens such as Cryptosporidium. This multi-barrier approach ensures a level of protection that exceeds

conventional treatment practices and has earned national recognition for innovation and effectiveness. Built in 2014, GCWW became the largest water utility in North America at the time to have UV Disinfection, GAC filtration, and rapid sand filters.

Great Taste and Public Recognition: The quality of GCWW's water is not only measurable in technical terms but also recognized by industry professionals and consumers alike. ***In 2025, GCWW was awarded Best Tasting Water in Ohio*** by the American Water Works Association's Ohio Chapter, reflecting the Utility's commitment to both safety and customer experience.

Continuous Water Quality Monitoring and Laboratory Services: GCWW maintains a robust, multi-layered water quality monitoring program supported by a full-service laboratory with specialized sections in wet chemistry, microbiology, organics, and metals. This structure enables comprehensive, in-house analysis of samples collected from source waters, treatment facilities, and throughout the distribution system. With more than 100,000 analyses performed annually and hundreds of samples collected each day, GCWW ensures consistent delivery of safe, high-quality water. Continuous, automated monitoring tracks key parameters–including chlorine, turbidity, fluoride, and pH–in real time, supporting uninterrupted system performance and rapid response to changing conditions. All monitoring and laboratory activities are conducted in full compliance with applicable state and federal regulatory requirements.

Daily System Operations: GCWW Plant Operators will monitor and control Terrace Park's distribution system from our centralized control center utilizing a computerized Supervisory Control and Data Acquisition (SCADA) System 24 hours per day, 7 days a week. A link between the GCWW's facilities serving Terrace Park and our SCADA system brings important data and operating parameters back to our Control Center. With this information, operators can control pumps, valves, and other equipment to ensure proper flows and pressures throughout the transmission and distribution network. All elevated and ground storage tank levels are monitored to maintain the required levels for peak hour operation, as well as for firefighting and other critical water purposes.

Capital Planning and Resource Management

Commitment to Infrastructure Investment in Terrace Park: GCWW is committed to upgrading the existing water system infrastructure in Terrace Park. The GCWW comprehensive capital improvement program is designed to maintain and enhance system performance. For Terrace Park, this includes a commitment to:

- Upgrading existing water mains
- Bringing system components into compliance with current industry standards
- Improving system reliability and hydraulic performance

GCWW has included in this proposal the following investments in Terrace Park:

Infrastructure Investment	Description of Proposed Services
Water Main Replacement	GCWW anticipates approximately 5-10 miles of the existing Terrace Park Water Distribution System will require replacement in order to meet the existing Level of Service of the GCWW System.
Lead Service Line Replacement	GCWW estimates 200-300 lead service lines will need to be removed in Terrace Park. This is required for the health and safety of the residents.
Meter Replacement	New water meters for all accounts.
Total Infrastructure Investment required in Terrace Park	**$23,500,000**

Fire Hydrant Maintenance (Optional Service): Under Ohio law, responsibility for fire hydrant maintenance rests with local fire departments. Accordingly, fire hydrant maintenance is not included in GCWW's standard water service rates. As part of this proposal, GCWW is offering to provide comprehensive fire hydrant maintenance and repair services throughout Terrace Park for an additional charge identified as the Fire Hydrant Maintenance Fee.

For informational purposes, the entire GCWW Distribution System contains more than 35,000 hydrants and GCWW currently provides hydrant maintenance services for more than 10,000 of these hydrants through contractual agreements with individual municipalities. The remaining hydrants are maintained directly by the respective municipalities.

Proposed fire hydrant maintenance services include:

- Repair and/or replacement of damaged or inoperable hydrants
- Installation of new hydrants associated with construction projects
- Fire hydrant flow testing
- Fire hydrant painting and appearance maintenance

The proposed Fire Hydrant Maintenance Fee is optional and may be added to the monthly service charge at Terrace Park's discretion.

Distribution System Maintenance: GCWW will perform all water system maintenance within Terrace Park, including water main leaks and breaks and valve replacements. With 14 full time crews and over 30 Valve Operators, the Distribution Division is responsible for maintaining approximately 3,200 miles of water mains, more than 34,000 fire hydrants, and more than 38,000 valves within its system. Their goal is to respond to any possible main break within one hour and make the repair within six to eight hours. If it is necessary to depressurize a water main to make repairs, they will exercise diligent care to ensure that the pipe is kept sanitary by disinfecting all repair parts needed to make repairs. Required bacteria samples are taken for analysis when putting mains back into service and precautionary boil water notices are issued until the testing results are completed.

Lead Service Line Replacement Leadership: GCWW is a recognized national leader in lead service line replacement, having replaced more than 10,000 lead lines since launching its program in 2018. The program has been acknowledged by regulatory agencies as a model for effective implementation and customer coordination.

As part of its service to Terrace Park, GCWW will apply this expertise to identify and replace lead service lines at no additional cost to customers, supporting public health objectives and ensuring compliance with evolving federal and state regulations.

Professional Management: GCWW is staffed by highly experienced water professionals and has been nationally recognized for its management excellence, including receiving ***The Platinum Award for Utility Excellence*** from the Association of Metropolitan Water Agencies (AMWA). This expertise ensures that all aspects of water quality–from treatment to distribution–are managed with precision, accountability, and a commitment to continuous improvement.

GCWW brings a disciplined, data-driven approach to capital planning, ensuring that infrastructure investments are strategic, sustainable, and aligned with long-term community needs.

Advanced System Modeling and Planning Tools: GCWW utilizes sophisticated hydraulic and water quality modeling tools to:

- Forecast supply and demand
- Evaluate system performance under various scenarios
- Optimize water age and quality throughout the distribution system

These tools enable proactive planning and informed decision-making, ensuring that infrastructure investments deliver maximum value and performance.

Financial Strength and Resource Optimization: GCWW's strong financial position, demonstrated by its long-standing AAA bond ratings, allows it to finance capital improvements at favorable rates. This financial strength translates into cost-effective infrastructure investments and reduces financial burden on customers. Additionally, GCWW's regional scale allows costs to be distributed across a large customer base, further enhancing affordability and efficiency.

Fair and Consistent Rates

GCWW is committed to providing water service that is both affordable and financially sustainable, with a transparent and predictable rate structure.

Competitive and Stable Pricing: As a municipally owned utility, GCWW rates are designed to recover costs while maintaining affordability for customers. GCWW's regional scale and operational efficiency allow it to offer competitive rates compared to neighboring providers.

Predictable Rate Adjustments: GCWW employs a structured and transparent approach to rate adjustments, based on:

- Long-term capital planning needs
- Operational costs
- Regulatory requirements

Rate increases, when necessary, are implemented gradually and communicated clearly in advance, allowing customers and partner communities to plan accordingly.

Historical Rate Stability: GCWW has demonstrated a history of measured and responsible rate adjustments, avoiding sudden or significant increases. This stability is supported by:

- . Strong financial management
- Diversified revenue streams, including wholesale services
- Strategic planning and cost control

Transparency and Accountability

As a public utility, GCWW is accountable to the communities it serves. Rate decisions are made through an open and transparent process, ensuring that stakeholders understand how and why rates are set.

A Partnership with the Terrace Park Community

At the core of GCWW's proposed service model is a commitment to partnership—working collaboratively with Terrace Park to enhance infrastructure, improve service delivery, and support community goals.

Customer Service Excellence: A 2023 survey conducted by the Institute of Policy Research at the University of Cincinnati found that approximately 34% of GCWW customers have had direct contact with GCWW personnel in the past two years. The most common reasons for contacting GCWW were billing questions, meter reading questions, and water leaks. The majority (95%) of these customers found GCWW personnel were courteous, with most (87%) feeling satisfied with the way their problem or question was handled. These responses confirm the success of our commitment to customer service excellence. ***GCWW has been ranked #1 in the J.D. Power Water Utility Residential Customer Satisfaction Survey for large utilities in the Midwest region for both 2024 and 2025.*** This recognition reflects the Utility's commitment to responsive, reliable, and customer-focused service.

Communication and Public Engagement: Effective communication is a priority for GCWW. The Utility provides:

- Advance notifications for planned outages and maintenance
- Automated notifications sent via automated email, text, and phone calls to customers within shutdown and boil water advisories
- Real-time updates through digital platforms
- Public-facing information on upcoming projects and system improvements

GCWW also supports regular engagement with municipal leadership through annual or periodic meetings to review system performance, discuss upcoming initiatives, and address community concerns.

Integrated Infrastructure Planning: GCWW will actively partner with Terrace Park's municipal departments, including the Building and Zoning Department and Maintenance Department, to ensure that water system improvements are aligned with broader municipal initiatives, maximizing efficiency and minimizing disruption. Water main replacements will be coordinated with roadway and infrastructure projects, reducing redundant construction activities and lowering overall costs. This integrated approach improves project delivery and enhances community outcomes.

Long-Term Regional Partnership: GCWW has extensive experience serving both retail and wholesale customers across multiple jurisdictions. This experience enables the Utility to function not only as a service provider, but as a trusted regional partner dedicated to shared success.

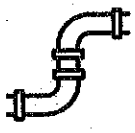
Summary of GCWW's Proposed Retail Services for Terrace Park



Excellent Water

Exceptional Water Quality: GCWW delivers water of the highest quality. Water produced at the Miller Treatment Plant is free from detectable levels of PFAS and PFOA compounds.

Award-Winning Taste: GCWW water was recognized as the Best Tasting Water in Ohio in 2025.



Reliable Infrastructure

System Redundancy and Reliability: GCWW will construct two connection points into Terrace Park, enhancing system redundancy and improving overall reliability.

Water Main Upgrades: GCWW anticipates that the Terrace Park system will require 5–10 miles of water main replacements to meet GCWW standards.



Comprehensive Operations and Maintenance

Comprehensive Maintenance and Repair: GCWW will assume full responsibility for all water main maintenance and repair activities.

Fire Hydrant Services: Repair, maintenance, painting, and flow testing.

Lead (Pb) Line Replacements: Identification and replacement of all lead (Pb) service lines.

No Cost Threshold: GCWW will assume full responsibility for the water system.



Exceptional Financial Strength & Governance

Transparent Rates: GCWW offers affordable pricing with predictable, gradual rate adjustments supported by strong financial management and a clear, transparent rate-setting process.

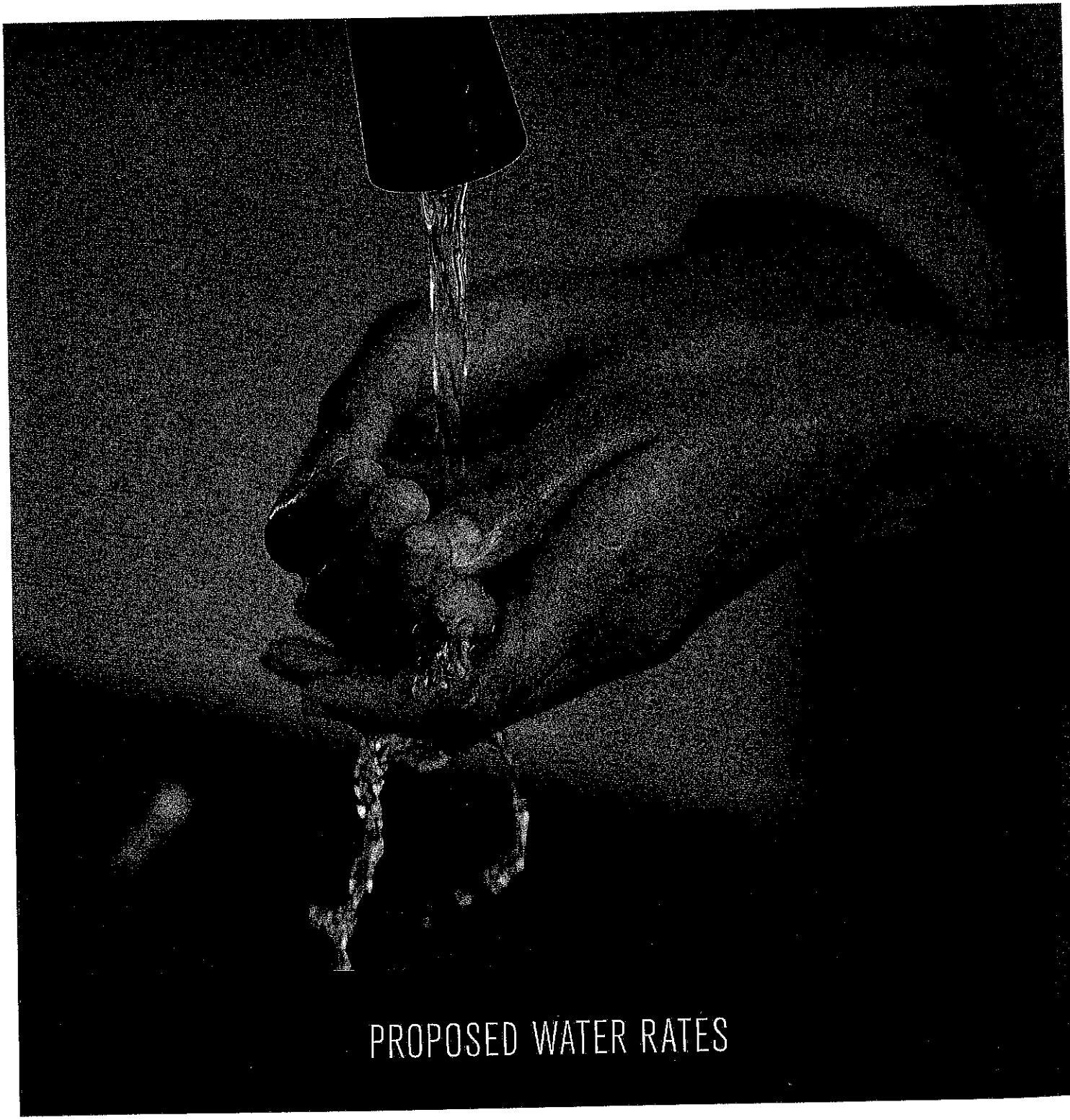
Professional Utility Management: Recipient of the Platinum Award for Utility Excellence from the Association of Metropolitan Water Agencies. Industry-leading operational and administrative oversight.



Outstanding Customer & Community Partnerships

Customer Service Excellence: Providing exceptional customer service is a core value of GCWW, demonstrated by its ranking as #1 in the 2025 J.D. Power Water Utility Residential Customer Satisfaction Survey.

A Collaborative Community Partnership: GCWW is committed to developing a trusted long-term partnership with Terrace Park through proactive communication, strong customer service, and coordinated infrastructure planning.



PROPOSED WATER RATES

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Terrace Park

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PROPOSED WATER RATES

The proposed rate structure is designed to provide Terrace Park with complete retail water service, including all costs associated with operating, maintaining, and replacing the water distribution system.

Under this proposal, GCWW will provide the personnel, infrastructure, maintenance, and customer support necessary to deliver reliable, high-quality water service to the Terrace Park community.

These rates are structured to provide long-term rate stability, reduce unnecessary financial and operational burdens on Terrace Park, and upgrade the existing water infrastructure to the same high standard of service that exists throughout the GCWW system.

Key Benefits of the Proposed Rates

Comprehensive Retail Water Service: All scenarios included in this proposal transfer the full responsibility for system operation, maintenance, and replacement to GCWW.

Reliable 24-Hour Customer Service: GCWW will provide responsive, professional customer service focused on building a strong long-term partnership with the community.

Monthly Billing: Monthly billing provides customers with more consistent and manageable budgeting compared to less frequent billing cycles.

Stable and Predictable Rates: Proposed rates are based on the same structure used for existing GCWW customers, ensuring fairness, transparency, and predictability.

Exceptional Water Quality: Customers will receive high-quality, great-tasting water supported by a reliable, professionally managed water utility.

Current Rates for Terrace Park Customers

The current water purveyor for Terrace Park is in the process of approving a 5% rate increase that will be effective on July 1, 2026. With this latest rate increase, the average Terrace Park customer will pay almost $20 more per month for water than GCWW customers in Hamilton County Incorporated communities like Mariemont & Blue Ash. GCWW customers don't pay extra for water main repairs and replacements. Terrace Park customers pay a 25% infrastructure surcharge for water main and valve replacement/ maintenance in the system.

COST COMPARISON: Average Monthly Cost for Water Services		
Rates & Monthly Costs	Current Terrace Park Rates	Current GCWW Customers in Ham. Co.
Rates		
Usage Charge (per CCF)	$6.75	$4.83
Service Charge (per account)	$0.00	$10.53
Infrastructure Surcharge (per CCF)	$1.69	$4.44
Monthly Cost per Customer Account		
Average Monthly Usage (CCF)	8.33	8.33
Total Usage Charge	$56.23	$40.23
Total Service Charge	$0.00	$10.53
Total Infrastructure Surcharge	$14.08	$0.00
Total Average Monthly Cost	$70.31	$50.76

GCWW rate shown is for the "Incorporated Hamilton & Clermont Counties" Service Area. A full listing of these rates is available later in this section and on GCWW's website.

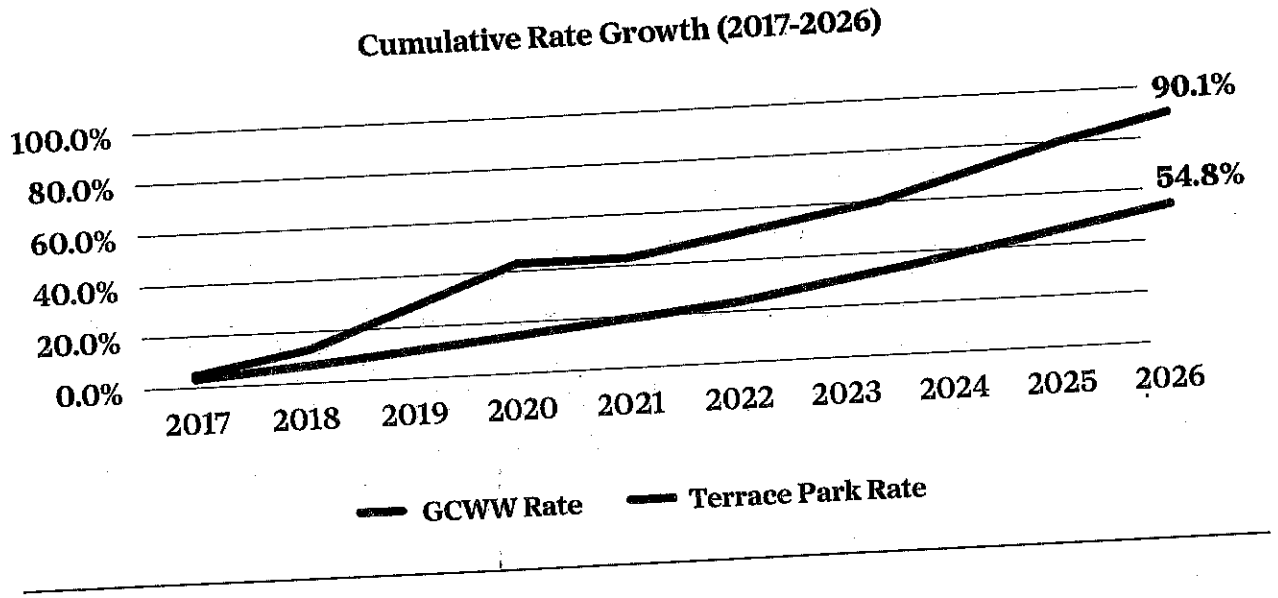
Rate Increase Trends

Both GCWW and Terrace Park's current water provider make regular rate adjustments to cover rising operating and other costs. During the past ten years, rates paid by Terrace Park residents have risen by an average of 7.4% annually, while GCWW has kept rate increases to 4.5% on average.

Comparison of Annual Water Rate Increases				
Year	Current Terrace Park Customers		GCWW Customers	
	Annual Rate Increase	Cumulative Growth	Annual Rate Increase	Cumulative Growth
2017	5.00%	5.0%	3.75%	3.8%
2018	8.00%	13.4%	3.75%	7.6%
2019	15.00%	30.4%	3.75%	11.7%
2020	10.00%	43.5%	3.75%	15.9%
2021	0.00 %	43.5%	3.75%	20.2%
2022	5.00%	50.6%	3.75%	24.7%
2023	5.00%	58.2%	5.55%	31.6%
2024	6.00%	67.6%	5.55%	38.9%
2025	8.00%	81.1%	5.55%	46.7%
2026	5.00%	90.1%	5.55%	54.8%
Average Annual Increase	**7.4%**		**4.5%**	

Cumulative growth based on 2016 base year.

This trend has caused Terrace Park rates to nearly double over the past 10 years.



Proposed Rates for Retail Water Service to Terrace Park

The proposed water rate for Retail Service for Terrace Park from GCWW has 3 components:

- Usage Charge
- Service Charge
- Infrastructure Surcharge

Together, these charges are designed to support the ongoing operation, maintenance, and long-term reliability of the water system while also addressing the infrastructure investments necessary to transition Terrace Park to GCWW service.

Usage Charge

The Usage Charge is based on the amount of water used, as measured by each customer meter, and is billed per CCF (hundred cubic feet; 1 CCF equals 748 gallons). **GCWW proposes applying the same Usage Charge currently used for customers within the Incorporated Hamilton County and Clermont County service area.**

The Usage Charge uses a declining block rate structure, meaning the rate per CCF decreases as usage increases. GCWW anticipates that nearly all Terrace Park customers will fall within the first usage tier ("Block 1"), which is currently set at $4.83 per CCF. A summary of the current Usage Charges is shown below. The complete rate schedule is available on GCWW's website.

Proposed Usage Charge for Terrace Park Residents	
Usage, per Month as Measured at Customer Meter (1 CCF = 748 Gallons)	**2026 Usage Charge $/CCF**
First 20 CCF/month	$4.83
Next 580 CCF/month	$4.06
Over 600 CCF/month	$3.63

GCWW proposes using the same Usage Charge for Terrace Park residents that is charged to GCWW customers in Incorporated Areas within Hamilton and Clermont Counties. Current Rates shown above.

The charges shown above reflect the current rates charged to GCWW customers within incorporated service areas of Hamilton and Clermont Counties ("Hamilton County Rate"). GCWW proposes applying the same rate structure to Terrace Park customers.

Throughout the term of the Agreement, Terrace Park rates will be adjusted in accordance with changes to the Hamilton County Rate, ensuring that Terrace Park customers remain aligned with the rates charged to comparable GCWW customers.

Service Charge

The Service Charge is a fixed monthly charge based solely on the meter size and is applied to every active account, regardless of water usage. Accounts with no water consumption during a billing cycle are still subject to this charge.

GCWW proposes applying the same Service Charge currently used for customers within the Incorporated Hamilton County and Clermont County service area.

A summary of the proposed Service Charges is shown below. The complete rate schedule is available on GCWW's website.

Proposed Service Charge for Terrace Park Residents	
Meter Size	2026 Service Charge $/Month
5/8"	$10.53
¾"	$12.59
1"	$15.51
1 ½"	$39.16
2"	$49.95
3"	$109.50
4"	$209.78
6"	$420.50
10"	$859.11
12"	$1,027.31

GCWW proposes using the same Service Charge for Terrace Park residents that is charged to GCWW customers in Incorporated Areas within Hamilton and Clermont Counties. Current Rates shown above.

The Service Charge shown above reflects the current rates charged to GCWW customers within incorporated service areas of Hamilton and Clermont Counties ("Hamilton County Rate"); the rates will be adjusted in accordance with changes to the Hamilton County Rate, ensuring that Terrace Park customers remain aligned with the rates charged to comparable GCWW customers.

GCWW Water Rates are designed so that the Usage Charge and Service Charge together fund the operation, maintenance, and long-term replacement of GCWW infrastructure. This includes the replacement of aging water mains through GCWW's annual water main replacement program.

Infrastructure Surcharge

Additional infrastructure investments will be required to connect and transition the Terrace Park water system to GCWW service. These costs are separate from the standard Usage Charges and Service Charges because they are unique to Terrace Park.

These investments are necessary to:

- Connect the Terrace Park System to GCWW infrastructure
- Improve system reliability and operational resiliency
- Achieve compliance with current regulatory requirements
- Install new water meters

To recover these Terrace Park-specific transition costs in a transparent manner, GCWW proposes an Infrastructure Surcharge applicable only to Terrace Park customers.

Estimated Cost of Infrastructure Investments Required in Terrace Park		
Infrastructure Investment	**Description of Proposed Services**	**Cost Estimate**
System Connection	Provide Connections from Wooster Pike and Mt. Carmel Rd. 10,600' of 12"" from Mt. Carmel Rd. with section running under the Little Miami River, and 4,200' of 8"" from Wooster Pike. (Scenario 3 from the Proposed Retail Water Services Section.)	$8,100,000
Water Main Replacement	GCWW anticipates approximately 5-10 miles of the existing Terrace Park Water Distribution System will require replacement in order to meet the existing Level of Service of the GCWW System.	$23,500,000
Lead Service Line Replacement	GCWW estimates 200-300 lead service lines will need to be removed in Terrace Park. This is required for the health and safety of the residents.	
Meter Replacement	New water meters for all accounts.	
Total Estimated Cost of Infrastructure Investments Required in Terrace Park:		**$31,600,000**

The costs identified above represent GCWW's best estimate of the infrastructure investments required to connect Terrace Park to the GCWW distribution system and bring the existing water system into alignment with current GCWW standards for reliability, safety, and regulatory compliance.

GCWW recognizes that these costs are significant for a community of approximately 2,300 residents and approximately 830 customer accounts. To reduce the immediate financial impact on customers, **GCWW proposes collecting these costs through an Infrastructure Surcharge recovered over a 30-year period. At the conclusion of the 30-year term, the Infrastructure Surcharge will terminate.**

Proposed Infrastructure Surcharge for Terrace Park Residents	
Description	**Amount**
Usage Charge (see above), $/CCF	$4.83
Infrastructure Surcharge, % of Usage Charge	92%
Infrastructure Surcharge, $/CCF per month	$4.44
Term Length of Proposed Infrastructure Surcharge*	30 Years

**The Infrastructure Surcharge terminates at the end of the term length.*

The proposed Infrastructure Surcharge will be calculated as a percentage of the Usage Charge. As described previously, the Usage Charge is based on the volume of water consumed and is billed per CCF (hundred cubic feet). Under the proposed rate structure, the Usage Charge for the first 20 CCF of monthly water usage is $4.83 per CCF. The proposed Infrastructure Surcharge is 92% of the Usage Charge, resulting in an additional charge of $4.44 per CCF.

As for the effect of rate changes, the applied percentage of 92% of the Usage Charge will remain constant; therefore, the amount collected from customers through the Infrastructure Surcharge will only increase if the Usage Charge is increased.

Structuring the Infrastructure Surcharge as a percentage of water usage helps align recovery of infrastructure cost with system utilization.

All revenue generated through the Infrastructure Surcharge will be dedicated exclusively to water system infrastructure improvements that directly benefit Terrace Park. GCWW will maintain a separate fund to track all surcharge-related revenue and expenditures and will provide transparency regarding both financial activity and infrastructure projects funded through the program.

Average Monthly Cost

As seen in the chart below, GCWW anticipates the average monthly cost for residential water services in Terrace Park to be under $90 per month.

Average Monthly Cost for Water Services	
Rates & Monthly Costs	**Proposed GCWW Rates**
Rates	
Usage Charge (per CCF)	$4.83
Service Charge (per account)	$10.53
Infrastructure Surcharge (per CCF)	$4.44
Monthly Cost per Customer Account	
Average Monthly Usage (CCF)	8.33
Total Usage Charge	$40.23
Total Service Charge	$10.53
Total Infrastructure Surcharge	$36.99
Total Average Monthly Cost	$87.75

Rate Increases: Just as occurs with other GCWW retail customers, the rates in the contract would be expressed as a ratio of City of Cincinnati rates. Thus, when Cincinnati City Council raises the rates for Cincinnati residents, rates for Terrace Park customers would increase by a similar percentage. Contractually, the City of Cincinnati is not able to raise rates on Terrace Park residents without raising rates on its own residents by an equal percentage. Using this approach allows the GCWW to cover any inflationary or regulatory increases that might occur over the term of the contract.

Fire Hydrant Maintenance Fee (Optional)

GCWW is able to provide comprehensive fire hydrant maintenance and repair services throughout Terrace Park. These services include:

- Repair and/or replacement of damaged or inoperable hydrants
- Installation of new hydrants associated with construction projects
- Fire hydrant flow testing
- Fire hydrant painting and appearance maintenance

The local fire department or district is still responsible for the operation of the fire system, including regular monitoring and flushing.

GCWW estimates the annual fire system costs for Terrace Park:

Estimated Annual Cost of Fire Hydrant Maintenance in Terrace Park	
Description	**Cost Estimate**
Fire Hydrant Repair & Maintenance, including painting	$14,400
Installation of New Fire Hydrants	$5,600
Fire Hydrant Flow Testing Program	$5,000
Estimated Annual Cost of Fire Hydrant Maintenance	$25,000

The following is an estimated schedule of monthly fire hydrant maintenance fee, based on the meter size of each customer.

Proposed Fire Hydrant Maintenance Fee for Terrace Park Residents	
Meter Size	**Monthly Charge $/Month**
5/8" to 1 1/2"	$2.50
2" to 4"	$2.60
6" to 8"	$3.30
10" to 12"	$4.00

These rates will only be adjusted as necessary to cover fire system costs.

Summary of Proposed Retail Water Services for Terrace Park

GCWW's proposed rate structure delivers far more than water supply alone – it provides Terrace Park with a fully managed, long-term retail water service partnership backed by the region's most experienced and reliable public utility.

Under this proposal, GCWW assumes full responsibility for operating, maintaining, repairing, and replacing Terrace Park's water distribution system. Residents will benefit from the same high standard of service currently provided throughout GCWW's regional system, including dependable infrastructure management, professional customer support, and exceptional water quality.

A major advantage of the proposal is long-term stability and transparency. Over the past decade, Terrace Park residents have experienced significantly higher and less predictable water rate increases than GCWW customers. GCWW's proposal aligns Terrace Park customers with the same retail rate structure used across incorporated Hamilton County communities. This provides fairness, predictability, and protection from disproportionate increases and protects residents from sudden spikes in costs while ensuring the system remains financially sustainable and professionally maintained for the long term.

Importantly, GCWW customers do not pay separate emergency assessments for water main repairs and replacements. Instead, GCWW incorporates these responsibilities into its professionally managed utility system, supported by an established infrastructure replacement program that has consistently replaced approximately 1% of water mains annually for nearly 40 years.

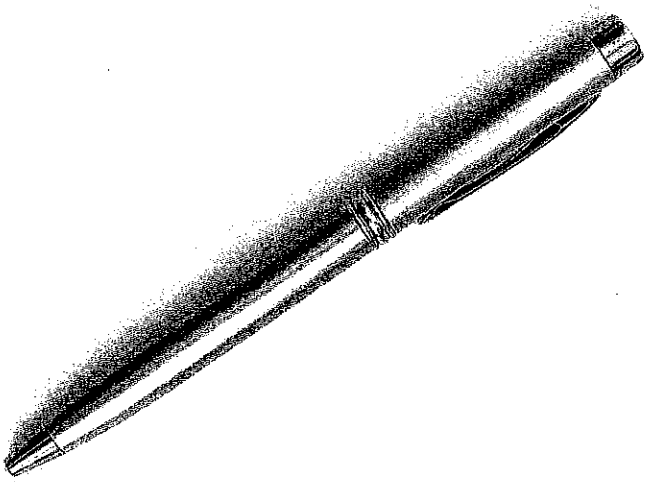
The proposal also includes a dedicated Infrastructure Surcharge designed specifically to fund Terrace Park's transition into the GCWW system. These investments will improve reliability, resiliency, regulatory compliance, and system connectivity. To minimize the immediate financial burden on residents, these costs will be spread over a 30-year period. GCWW will maintain a separate, transparent fund dedicated exclusively to Terrace Park infrastructure improvements, ensuring accountability for every dollar collected.

In addition to water service, GCWW can optionally provide comprehensive fire hydrant maintenance services, including repairs, flow testing, painting, and hydrant replacement support – further reducing operational responsibilities for the community.

Overall, this proposal provides Terrace Park with:

- Reliable, professionally managed retail water service
- High-quality drinking water and strong system reliability
- 24/7 customer support and utility expertise
- Long-term infrastructure investment and replacement planning
- More stable and predictable rates over time
- Transparent funding dedicated solely to Terrace Park improvements
- Reduced operational and financial burden on the Village

GCWW's proposal represents a long-term investment in Terrace Park's infrastructure, service reliability, and financial stability while delivering the level of professional water utility management expected throughout the region.





OFFER TERMS AND PROPOSED CONTRACT TERMS

THE VILLAGE OF
Terrace Park

A Service of The City of Cincinnati
GREATER CINCINNATI
WATER WORKS

OFFER TERMS AND PROPOSED CONTRACT TERMS

Offer Terms and Conditions

This proposal is valid for a period of three (3) months from the date of receipt by the Village of Terrace Park (Terrace Park). It is intended for discussion purposes only. The terms and conditions outlined in this Proposal herein are subject to further negotiation and modification, and any binding terms must be written in an agreement approved by the legislative bodies of Terrace Park and the City of Cincinnati, signed as to form by Terrace Park and Cincinnati legal counsel, and executed by the Cincinnati City Manager and the authorized signatory of Terrace Park.

Please note that the proposed rates, charges, and services specified herein are estimates based on current operational conditions and regulatory requirements. GCWW may adjust these proposed rates, charges and services in response to regulatory changes, inflation, and operational needs. Any adjustments to the proposal will be communicated to Terrace Park and be subject to negotiation of written contract terms.

This proposal is also contingent upon the successful completion of condition assessments, engineering evaluations, and regulatory approvals where necessary. GCWW reserves the right to amend or withdraw this proposal based on findings from these assessments or if it becomes apparent that the terms outlined herein cannot be fulfilled under current operational, financial, or regulatory constraints.

Proposed Contract Terms

Below are some possible terms that could be into a new Agreement with Terrace Park for GCWW retail service. Please note that this proposal has not been reviewed by the City of Cincinnati's Law Department, and we recognize that more detailed negotiations would need to involve attorneys for both Terrace Park and Cincinnati.

In addition, we recognize that approval by Terrace Park City Council and Cincinnati City Council would be required for a water contract amendment, and that neither legislative body has had an opportunity to review the specifics of this proposal or the yet to be developed contract. Thus, we understand that specifics may have to be modified to address the concerns of the respective legislative bodies.

Contract Form: GCWW proposes incorporating the existing 2019 County Water Area Contract between the City of Cincinnati and the Board of Hamilton County Commissioners into any future Agreement with Terrace Park, with the exception of certain modifications to be agreed upon by the parties. A copy of the Agreement is attached to this proposal.

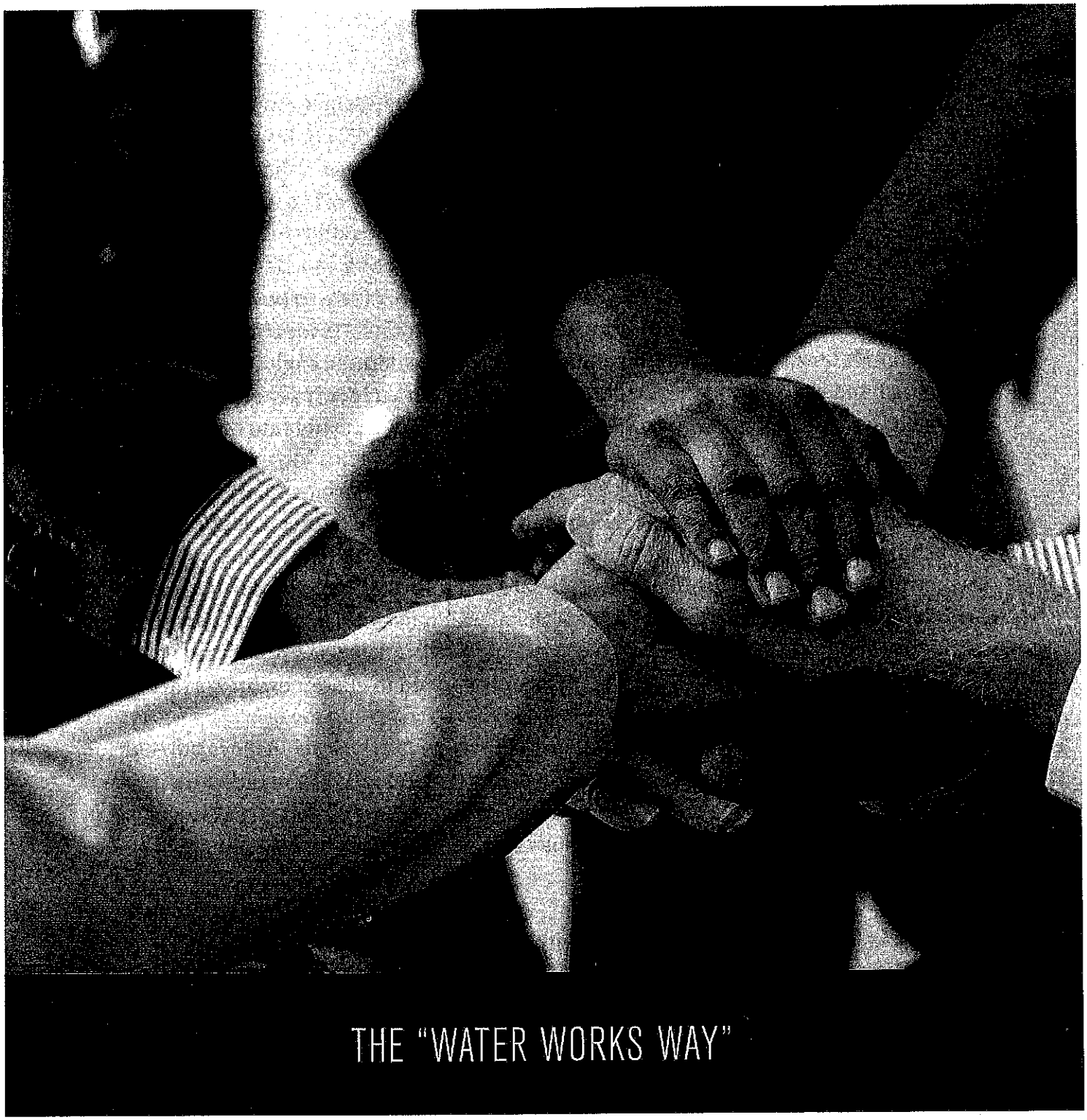
Contract Term: It would be our preference for the contract term to be extended to at least 40 years from the date of addition of Terrace Park to GCWW retail service. The longer contract term would facilitate financing of the accelerated capital investment, by providing bond rating firms the confidence that the contract term exceeds the term of the financing. This will allow us to spread these costs over time and rate impacts.

Rates and Infrastructure Financing: The Usage Charge and Service Charge will be equivalent to that charged to other municipalities in Hamilton County or 1.25 times the City of Cincinnati rates as specified in Cincinnati Municipal Code Ch. 401, Division H (as may be modified by Cincinnati City Council from time to time). This structure allows GCWW to adjust revenue to cover any inflationary increases or costs of implementing regulatory changes. Tying these rates to the City of Cincinnati rates by contract ensures that any percentage rate increases will be equally applied to customers in Terrace Park, Cincinnati and other customers across the region.

The infrastructure surcharge would fund the transition costs of accelerating necessary capital improvements required for Terrace Park to become part of the GCWW system. The amount, duration, scope and other aspects of the infrastructure surcharge shall be included in the contract terms.

If applicable, GCWW is open to working with Terrace Park to discuss inclusion of contract terms to retire any existing water infrastructure debt.

Billing & Collection Services: GCWW supplies many jurisdictions with billing services for other utility or public services. Common billing services include sewer charges, stormwater utility charges, garbage collection charges, and others. If interested, GCWW can expand this proposal to include additional billing & collection services.



THE VILLAGE OF
Terrace Park

A Service of The City of Cincinnati
GREATER CINCINNATI
WATER WORKS

THE "WATER WORKS WAY"

The "Water Works Way" is the guiding principle for our professional lives, that starts with values from our personal lives. Established by and for the employees of GCWW, we stand behind them every day, along with the following Vision, Mission, and Values:

VISION

To be the standard of excellence in water services.

MISSION

GCWW employees provide customers with a plentiful supply of high-quality water, support environmental sustainability, and deliver excellent services in a financially responsible manner.

VALUES

Collaboration, Innovation, Integrity, Learning, Passion, Respect, Service, and Stewardship

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VALUE STATEMENTS

Customers and Communities

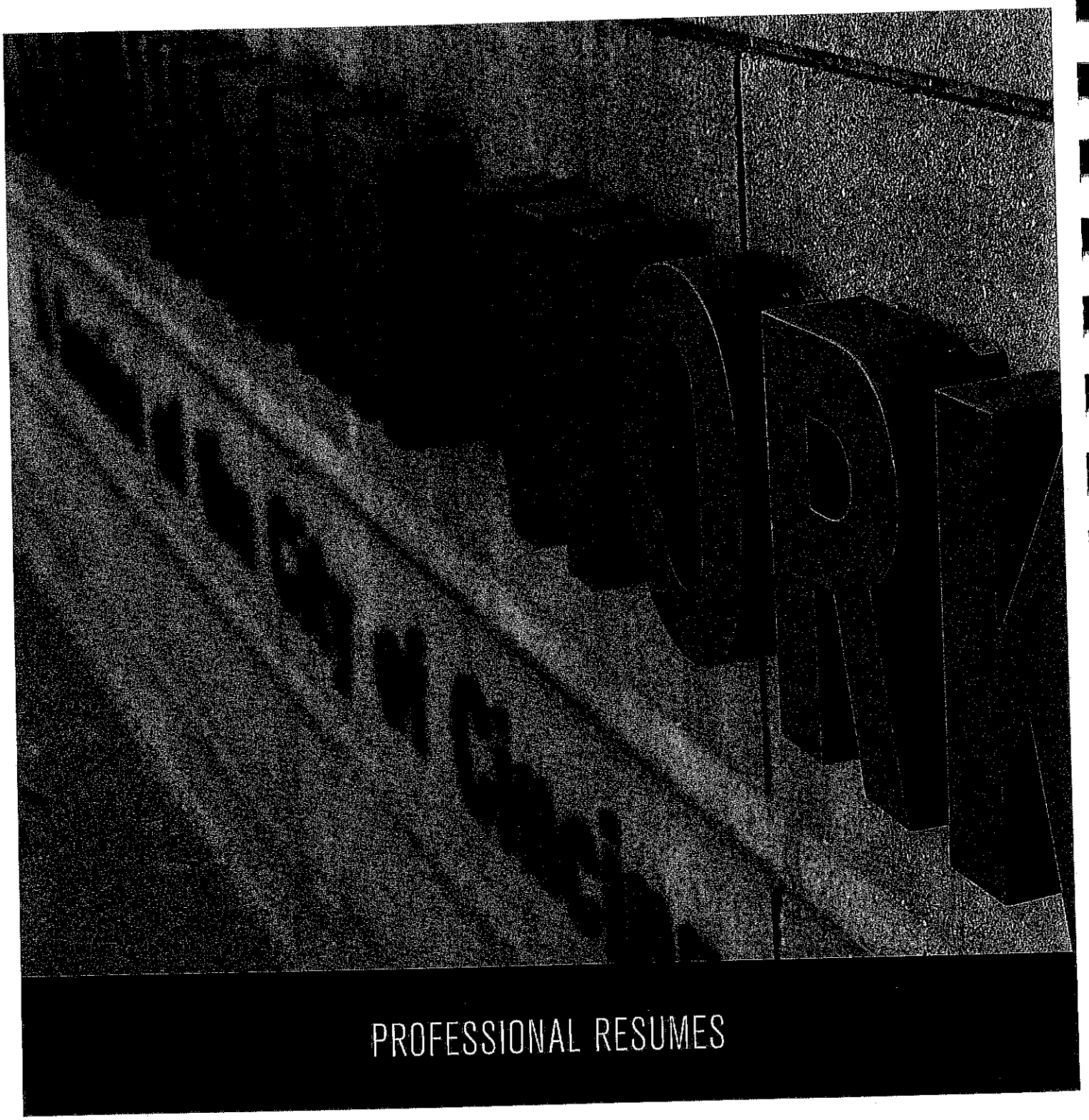
We will earn support and loyalty through our passion for quality and service, dedication to health and welfare, respect for customer and community needs, and commitment to operating an efficient, financially responsible, and innovative utility organization.

Employees

We have a deep respect for our fellow employees and will: cultivate a learning environment through knowledge building and collaboration; build an atmosphere of trust, commitment, opportunity, and integrity; and treat employees as our most valuable resource in serving our customers and communities.

Environment

We will protect public health and the environment through a commitment to future generations, a focus on environmental stewardship, the application of innovative processes and technologies, and an understanding of regional issues.



PROFESSIONAL RESUMES

THE VILLAGE OF
Terrace Park

A Service of The City of Cincinnati

GREATER CINCINNATI
WATER WORKS

PROFESSIONAL RESUMES

We are pleased to submit the following brief professional resumes of our Executive Team.

ANDREA YANG	***Executive Director***
ANDY ORTH	***Deputy Director, Infrastructure***
JASON FLEMING	***Deputy Director, Operations***
ARUN HINDUPUR	***Deputy Director, Stormwater Management***
AMY REINEKE	***Chief of Staff***
SAMUEL STEPHENS	***Deputy Director, Chief Financial Officer***
CATHY B. BAILEY	***Assistant City Manager***
CAMILLE KNOX	***Division Manager, Business Services Division***
LI LIU	***Division Manager, Accounting***
KEVIN OSBORNE	***Division Manager, Communications & Public Engagement***
JONATHAN PETERS	***Division Manager, Asset Management***
HAISHAN PIAO	***Chief Engineer, Engineering Division***
STEVEN PREDMORE	***Superintendent, Distribution Division***
ERIC SAYLOR	***City Engineer, Stormwater Management Utility***
ALEXANDER SCHMITZ	***Superintendent, Supply Division***
TONY SEARLS	***Superintendent, Commercial Services Division***
TODD SMITH	***Division Manager, Information Technology Division***
BRUCE WHITTEBERRY	***Superintendent, Water Quality and Treatment Division***

EXECUTIVE DIRECTOR'S OFFICE

ANDREA YANG
Executive Director

Professional Experience
More than 20 years of legal, policy, administrative, and environmental experience in government, private and non-profit sectors, including 14 years with the City of Cincinnati, 10 of those working with the Greater Cincinnati Water Works.

City of Cincinnati (2012-present), Executive Director, Greater Cincinnati Water Works (2023-present)
Chief Counsel, Infrastructure, Real Estate, and Planning (2023)
Chief Counsel, GCWW (2016-2023)
Senior Assistant City Solicitor, Community and Economic Development, Planning and Real Estate (2012-2016)
Strauss Troy, Private Legal Practice in real estate, planning, municipal and general business law (2007-2012)
U.S. Agency for International Development, Environmental Planning Specialist, Latin America and Caribbean (2000-2002)
Cornell Cooperative Extension, Community and Rural Development Institute, Cooperative Extension Specialist (1998-1999)
U.S. Environmental Protection Agency, Environmental Protection Specialist (1995-1996)
U.S. Peace Corps, Volunteer, Togo, West Africa (1992-1994)

Education Background
University of Cincinnati, Cincinnati, Ohio: Juris Doctor, *cum laude*
Cornell University, Ithaca, NY: Master of Regional Planning
Cornell University, Ithaca, NY: Bachelor of Arts, Biology and Society

Professional Licenses
Bar Admission, Supreme Court of Ohio (82256) American Institute of Certified Planners (17729)

Professional Associations
American Water Works Association American Planning Association
Cincinnati Bar Association (Past co-chair, Real Estate Section) University of Cincinnati Law School Dean's Advisory Board
Cincinnati Real Estate Women (CREW) (Past Board member)

EXECUTIVE DIRECTOR'S OFFICE

ANDY ORTH
Deputy Director, Infrastructure

Professional Experience
More than 29 years of experience in the water industry. He has worked for the City of Cincinnati since 2004 and is currently the Deputy Director of Infrastructure. He started as a Senior Engineer in 2004 in the Engineering Division, working on facility capital projects. In 2008, he moved to the Contract Admin Section of the Engineering Division to manage water main construction projects. In 2020, he was promoted to Chief Engineer. In 2023, he was named Deputy Director of Infrastructure.

Education Background
Northern Kentucky University, Highland Heights, KY: Master of Business Administration
Purdue University, West Lafayette, IN: Bachelor of Science in Civil Engineering

Professional License
Registered Professional Engineer (PE) in State of Ohio

Professional Associations
American Water Works Association
Architects and Professional Engineers in Cincinnati Service Ohio Society of Professional Engineers

EXECUTIVE DIRECTOR'S OFFICE

JASON FLEMING
Deputy Director, Operations

Professional Experience
More than 27 years of experience in the water and wastewater industry. He started for the City of Cincinnati in 2003 and is currently the Deputy Director of Operations. He joined the Greater Cincinnati Water Works in 2003 as a Senior Engineer in our Plant Facilities Section. In 2007, he was promoted to Supervising Engineer in our Plant Facilities Section. In 2008, he joined our Systems Design Section as a Supervising Engineer. In 2011, he was promoted to Principal Engineer in our Plant Facilities Section. In 2013, he was named the Treatment Superintendent of our Distribution Division. In 2023, he was promoted to Deputy Director on Operations.

Education Background
University of Cincinnati, Cincinnati, Ohio: Master of Science, Environmental Engineering
Purdue University, West Lafayette, IN: Bachelor of Civil Engineering

Professional License
Registered Professional Engineer (PE) in State of Ohio

Professional Associations
American Water Works Association
Ohio American Water Works Association

EXECUTIVE DIRECTOR'S OFFICE

ARUN HINDUPUR
Deputy Director, Stormwater Management

Professional Experience
Nearly 20 years of experience in the engineering consulting industry and the municipal/utility public sector within Canada and the United States. He has been involved in strategic and operational management of infrastructure/capital planning, analysis, monitoring, as well operational and maintenance activities associated with stormwater management systems, water distribution networks, wastewater collection systems, public facilities, transportation networks and parks systems. He joined the City of Cincinnati in 2024 as the Deputy Director of the Stormwater Management Utility.

Education Background
Lund University, Lund, Sweden: Master of Science, Water Resources
University of Waterloo, Waterloo, ON, Canada: Bachelor of Environmental (Chemical) Engineering

Professional License
Registered Professional Engineer (PE) in State of Nevada and Texas Registered Professional Engineer (P.Eng.) in the Province of Ontario, Canada

Professional Associations
American Water Works Association
Water Environment Federation
Ohio Stormwater Association
American Public Works Association

EXECUTIVE DIRECTOR'S OFFICE

AMY REINEKE
Chief of Staff

Professional Experience
More than 23 years of experience with the City of Cincinnati including: Chief of Staff (2025 to present)
Division Manager of Business Services Division (2022 to 2024)
Assistant Treatment Superintendent of Business Services Division (2016 to 2021)
Supervising Management Analyst of Human Resources (2015)
Senior Administrative Specialist of Human Resources (2013 to 2014) Administrative Specialist Human Resources Liaison (2006-2012)

Education Background
Bowling Green State University, Bowling Green, OH: Bachelor of Science in Education

Professional Associations
Society for Human Resource Management Greater Cincinnati Human Resources Association American Water Works Association
Ohio American Water Works Association Public Sector Human Resources Association

EXECUTIVE DIRECTOR'S OFFICE

SAMUEL STEPHENS
Deputy Director, Chief Financial Officer

Professional Experience
More than 22 years of experience with Greater Cincinnati Water Works and the City of Cincinnati including:

Deputy Director / Chief Financial Officer, GCWW (11/2023 – Present)
Debt Manager / Division Manager, Cincinnati Dept of Finance (01/2018 – 11/2023) Tax Increment Finance Manager, Cincinnati Dept of Finance (09/2016 – 01/2018)
Development Manager, Cincinnati Dept of Community C Economic Dev (12/2015 – 09/2016)
Development Officer 4, Cincinnati Dept of Community C Economic Dev (03/2014 – 12/2015)

Education Background
Xavier University, Cincinnati, OH: Bachelor of Arts with Honors in International Affairs/ Economics Minor
Ohio University, Athens, OH: Master of Business Administration/Analytics

Professional Associations
American Water Works Association Government Finance Officers Association

EXECUTIVE DIRECTOR'S OFFICE

CATHY B. BAILEY
Assistant City Manager

Professional Experience
Recently promoted to Assistant City Manager and includes more than 32 years of experience with the Greater Cincinnati Water Works, including Executive Director (2015-2025).

Additional Experience
Senior Advisor – temporary assignment (Sept. 2022- Sept. 2023)
United States Environmental Protection Agency – DC Headquarters – Office of Ground Water and Drinking Water (OGWDW)

Education Background
University of Cincinnati, Cincinnati, Ohio: Bachelor of Science, Chemistry

Professional Associations
National Academy of Public Administration - fellow
American Water Works Association - member
American Metropolitan Water Association – board member
US Water Alliance – board member and One Water Council chair
Rogue Water Lab – board member
American Chemical Society – member
Water Environment Federation – member
National Forum for Black Public Administrators - member
The Water Research Foundation – past board member and treasurer
Engaging Local Government Leaders – board member emeritus

Local Professional Associations
Women's City Club – board member
BestPoint Education and Behavioral Health – board member
Greater Cincinnati YWCA – career women of achievement chair
Playhouse in the Park – past board member

BUSINESS SERVICES DIVISION

CAMILLE KNOX
Division Manager

Professional Experience
30 years of experience with the City of Cincinnati, including:
Division Manager, Greater Cincinnati Water Works (5/2025-present)
Assistant Treatment Superintendent, Greater Cincinnati Water Works (5/2022-5/2025)
Supervising Human Resources Analyst, Greater Cincinnati Water Works (11/2021-5/2022)
Senior Administrative Specialist, Greater Cincinnati Water Works (2/2019-11/2021)
Administrative Specialist, Greater Cincinnati Water Works (10/2013-2/2019)
Supervising Storekeeper, Metropolitan Sewer District (10/1995-10/2013)

Education Background
Wilmington College, Wilmington, OH: Bachelor of Arts in Management

Professional Associations
Society for Human Resource Management
Greater Cincinnati Human Resources Association
American Water Works Association
Ohio American Water Works Association
National Forum for Black Public Administrators

ACCOUNTING DIVISION

LI LIU
Division Manager

Professional Experience
More than 14 years of accounting experience with the City of Cincinnati, including:
Division Manager, Greater Cincinnati Water Works (12/2023 to present)
Supervising Accountant, Department of Public Services (11/ 2020-12/2023)
Supervising Accountant, Cincinnati Health Department (8/2019-11/2020)
Senior Accountant, Greater Cincinnati Water Works (3/2016-8/2019)
Accountant, Greater Cincinnati Water Works (5/2012-3/2016)

Education Background
University of Cincinnati, Cincinnati, OH: Master of Business Administration/Accounting

Professional License
Certified Public Accountant (CPA), State of Ohio

COMMUNICATIONS & PUBLIC ENGAGEMENT DIVISION

KEVIN OSBORNE
Division Manager

Professional Experience
More than 35 years of experience in the communications sector, including 26 years with media and nine years with the City of Cincinnati. Other positions held include Communications Director for the Mayor's Office (2014-2016); Policy C Communications Manager for the Department of Community and Economic Development (2018-2019); and tenures at *The Cincinnati Post*, *The Cincinnati Enquirer*, *CityBeat* and WCPO.

Education Background
Wright State University, Dayton, Ohio: Bachelor of Communications/Mass Communications

Professional Associations
American Water Works Association
U.S. Water Alliance
Public Relations Society of America Society of Professional Journalists (past)

ASSET MANAGEMENT DIVISION

JONATHAN PETERS
Division Manager, Asset Management

Professional Experience
More than 16 years of experience with the Greater Cincinnati Water Works, including:
Division Manager, Asset Management (2025-present)
Superintendent, Distribution Division (2021-2024)
Assistant Superintendent, Engineering Division, Contract Administration Section (2018-2021)
Maintenance Section Manager, Supply Division, (2017)
Business Analyst, Business Services Section (2016)
Operations Section Manager, Supply Division (2013-2015)
Senior Engineer, Distribution Division (2010-2013)

Education Background
University of Cincinnati, Cincinnati, OH: Bachelor of Science, Civil Engineering

Professional License
Registered Professional Engineer (PE) in State of Ohio
Ohio EPA Class III Water Supply Operator Certification
LEED Accredited Professional

Professional Associations
American Water Works Association
Ohio American Water Works Association
American Society of Civil Engineers

ENGINEERING DIVISION

HAISHAN PIAO
Chief Engineer

Professional Experience
More than 15 years of engineering experience with the City of Cincinnati and 6 years with an engineering consulting firm, including
Chief Engineer, Greater Cincinnati Water Works (2023 – Present)
Principal Engineer, GCWW (2021 – 2023)
Treatment Supervisor, GCWW (2016 – 2021)
Senior Engineer, GCWW (2009 – 2016)
Senior Engineer, SBR Technologies, Inc. (2003 –2009)

Education Background
University of Cincinnati, Cincinnati, OH: Ph.D. in Environmental Engineering

Professional License
Registered Professional Engineer (PE) in State of Ohio
Ohio EPA Class IV Water Supply Operator Certification

Professional Associations
American Water Works Association

DISTRIBUTION DIVISION

STEVEN PREDMORE
Superintendent

Professional Experience
More than 17 years of experience with the Greater Cincinnati Water Works, including:
Superintendent of Distribution (2024-present)
Assistant Superintendent of Commercial Services (2019-2024)
Supervisor of Premise Services and Metering (2016-2019)
Supervisor of Water Distribution Maintenance (2014-2016)
Distribution Maintenance Repair Crew Leader (2009-2014)
Valve Operator (2008-2009)
Hamilton County Planning and Development, Maintenance Crew Leader (2003-2008)
Quality Hydrant Repair, Inc., Partner and Foreman (2001-2008)

Education Background
Murray State University, Murray, KY: Master of Arts in Business Administration
Wilmington College, Wilmington, OH: Bachelor of Arts in Business Administration
Cincinnati State College, Cincinnati, OH: Associate of Applied Business,
Business Financial Management

Professional License
Ohio EPA Class II Water Distribution Operator Certification
Kentucky Class IV Water Certification
OSHA Certified Trenching C Shoring Competent Person
OTCO Ohio Backflow Prevention Certified
State of Ohio Class A CDL

Professional Associations
American Water Works Association
Ohio American Water Works Association

STORMWATER MANAGEMENT UTILITY

ERIC SAYLOR
City Engineer

Professional Experience
More than 35 years of experience with the City of Cincinnati and private sector, including:
City Stormwater Management Engineer, Stormwater Management Utility (2014 - Present)
Principal Engineer, Metropolitan Sewer District (2009-2014)
Senior C Supervising Engineer, Metropolitan Sewer District (2001-2009)
Project Engineer, Pacific Environmental Services (1997-2001)
Staff Engineer, Science Applications International Corp. (1991-1997)
Engineer, Professional Service Industries (1990-1991)

Education Background
Findlay University, Findlay, OH: Master of Science, Environmental Management
University of Cincinnati, Cincinnati, OH: Bachelor of Science,
Civil & Environmental Engineering

Professional Licenses
Registered Professional Engineer (PE) in State of Ohio

Professional Associations
Water Environment Federation

SUPPLY DIVISION

ALEXANDER SCHMITZ
Superintendent

Professional Experience
More than 16 years of experience with the City of Cincinnati, Greater Cincinnati Water Works.

Education Background
University of Cincinnati, Cincinnati, OH: Bachelor of Science, Mechanical Engineering

Professional Licenses
Ohio Professional Engineer
Ohio EPA Class III Water Supply Operator Certification

Professional Associations
American Water Works Association
American Society of Mechanical Engineers

COMMERCIAL SERVICES DIVISION

TONY SEARLS
Superintendent

Professional Experience
More than 7 years of experience with the City of Cincinnati, including:
Commercial Services Superintendent, Greater Cincinnati Water Works (2019-present)
Assistant Superintendent, Greater Cincinnati Water Works (2019)
Financial Analyst, State of West Virginia (2017-2019)
Revenue Manager, City of Huntington, WV (2015-2017)
Financial Coordinator, Kanawha County Commission (2013-2015)

Education Background
Marshall University, Huntington, WV: Master of Business Administration
Marshall University, Huntington, WV: Master of Science in Human Resources Management
Concord University, Athens, WV: Bachelor of Science in Business Administration
Transformative Water Leadership Academy: Certificate

Professional Associations
American Water Works Association
Ohio American Water Works Association: Diversity and Inclusion Liaison,
Young Professionals Committee; Chairman, Diversity in Water Speaker Series

INFORMATION TECHNOLOGY DIVISION

TODD J. SMITH
Division Manager

Professional Experience
More than 30 years of experience with the City of Cincinnati, including:
Information Technology Manager (2020 to present)
Information Technology Assistant Manager (2009 to 2020)

Education Background
University of Cincinnati, Cincinnati, OH: Bachelor of Science, Information Processing Systems, Minor in Management

Professional Certification
Microsoft Certified Systems Engineer

Professional Associations
Water and Wastewater CIO Forum American Water Works Association

WATER QUALITY & TREATMENT DIVISION

BRUCE WHITTEBERRY
Superintendent

Professional Experience
More than 27 years of experience in the Water Quality and Treatment Division with the Greater Cincinnati Water Works. He started as Source Water Protection Manager and was promoted to Treatment Supervisor, Assistant Superintendent, and now serves as the Superintendent of the Water Quality and Treatment Division. Prior to joining the Water Works, he worked in environmental consulting and for the Indiana Department of Environmental Management.

Education Background
Olivet Nazarene University, Kankakee, IL: Bachelor of Science, Geology
Wright State University, Dayton, OH: Master of Science, Hydrogeology

Professional Licenses
Ohio EPA Class IV Water Supply Operator Certification

Professional Associations
American Water Works Association