

Bynum Fanyo Utilities

Operations Report

4/10/26-5/8/26

FIELD OPERATIONS

Leak Detection/Water Loss/Sub-metering Program

	On meter reading cycle, 20th-20th				
	Gallons Purchased	Gallons Sold	% Sold	% Lost	Water Payment to CBU, at \$3.03
April	15,980,367	5,987,621	37%	63%	\$48,420.51
May	14,967,800	5,754,487	38%	62%	\$45,352.43
June	16,149,200	6,115,867	38%	62%	\$48,932.08
July	14,157,900	7,132,517	50%	50%	\$42,898.44
August	13,942,200	6,368,021	46%	54%	\$42,244.87
Sept	12,724,000	6,284,329	49%	51%	\$38,553.72
October	11,548,500	6,606,217	57%	43%	\$34,991.96
November	9,865,300	5,088,319	52%	48%	\$29,891.86
December	9,032,600	5,257,424	58%	42%	\$27,368.78
January 26	9,256,800	5,987,014	65%	35%	\$28,048.10
February 26	9,960,900	5,500,557	55%	45%	\$30,181.53
March 26	7,904,700	4,826,333	61%	39%	\$23,951.24
April 26	8,806,800	6,078,091	69%	31%	\$26,684.60

Daily Loss per sub-metered zone

Shuffle Creek: 3,863 gal

Russell Rd: 8,350

Mt. Gilead north: 13,701

Mt. Gilead south: 1,514

New submeter installed at Hinkle Rd. Tracks all of Hinkle and Gramercy Park. Has not yet been installed for a full reading cycle, but overnight flows show that area is losing about 22,000 gal per day.

Repairs And Call outs:

4/10/26: Emergency line locate at 4781 N Mt Gilead Rd. WO# 82604

4/16/26: Found leak between 2 full seal clamps on 3 inch main at 2425 Bethel Ln. Cut out and repaired section with 5' piece of pipe and 2 hymax. Flaggers and boil order required. WO# 62621. Estimated gallons lost 5,760



4/25/26: No water call out at 8926 SR 45. Found meter was shut off. Turned back on. Customer believes neighboring property had work being completed and contractor shut off meters not knowing which of 4 meters went to the property. WO# 62624

4/30/26: At Hinkle Rd, cut out section of main previously repaired with 2 hymaxs and approximately 8' of pipe and installed submeter in place of repaired section. WO# 62626



4/30/26: Emergency line locate at 6286 SR 45. WO# 32603

5/7/26: Cut out approximately 3' section of pipe and replaced with 2 hymaxs, made new service tap, and installed new service line to meter at 5111 E SR 45. Existing tap coupler was leaking. There was a previous repair with full seal clamp and was leaking at the clamp. Leak was approximately 2 gpm. WO# 62627. Estimated gallons lost 5,760



Meters:

9 meters replaced in March

297 location "not verified" (red) as of 5/13/26

Line Extensions:

There are no new updates on any line extensions.

Hydrants:

Flushed and painted

44: Wellston

45: Earl Young north of Everett Arnold

46: Everett Arnold

48: End of Earl Young north section

49: Lentz near Earl Young

87: Shilo in back yard

Flushed

13: End Hinkle

16: Gramercy Park

17: Claybrooke left

18: Claybrooke right

51: End of Richland

88: End of Shilo

Estimated gallons lost 48,420

Valves:

Exercised the below valves:

1: Inside fence at Hinkle booster

41: Earl Young and Wellston

53: Robinson and Miller

81: Hydrant 87 Shilo backyard

80: End Richland hydrant

83: End Shilo hydrant

EJP 37: Lentz and Nehrt

150: Nehrt and Four Boys

160: South Shore and Sunshine

161: Unionville School hydrant

163: Hydrant 49

166: Wellston hydrant

167: Hydrant 45

168: Everett Arnold hydrant

169: End of Earl Young north section hydrant

164: Inside fence at Hinkle booster 2

Tanks:

No updates on tanks

Pump Stations:

Hinkle Rd booster station is currently turned off. Beginning 4/30, water began backflowing into CBU system at about 4,000 gallon per day. It is believed CBU manipulated their system somehow that caused water to backflow from B&B to CBU. This caused pumps to cavitate. Because of this, station is turned off in order to not damage pumps. CBU says check valve in master meter vault is not functional and B&B needs to repair. Our belief is CBU should repair. Conversation is ongoing.

Telemetry System:

No updates on SCADA

Buildings and Structures:

No updates

Other:

IURC meeting/vote update

OFFICE:

- [REDACTED] asking if the board would be willing to waive the \$100 disconnect charge. [REDACTED] has a history being on the shut off list and typically pays the minimum amount required to remove her account before shut off day. She was disconnected in July 2025 after her water usage was unusually high (20,000 -70,000 gals of water per month; no leak was found). [REDACTED] paid \$1,505.54 in December to get turned back on. She again paid the minimum amounts in February and March, but was disconnected this month. She claims she was not notified and has not received statements. Our records show 5 contact attempts (text/email), mailed statements, and enrolled in paperless billing. Ampstun noted she had blocked text notifications and we had an incorrect email on file.

- [REDACTED] reached out asking if the board could help with a higher bill due to a leak. His usage was 19,220gal and the total came to \$230.51

- [REDACTED] acct 101561 came into the office regarding a prior leak adjustment for 6126 N Shuffle Creek. Customer provided another letter, a copy of the November 18th meeting notes regarding her leak, December billing statement, and copies of payments made in November and December. The leak was confirmed on customer side of meter in October 2025. Reading day was 10/21 and uploaded AM of 10/22. Customer was contacted on 10/22 regarding high usage and she informed office that she was letting her neighbors use her outside spicket while they renovate. She then asked we check for a leak. Bryan was sent out the same day and there was a rate of 2.16 on her meter. She informed us she would call Brad to fix it. She called back on 10/23 informing us the leak was fixed. Original bill dated 10/24/2025 (billing cycle 9/18 to 10/21) was \$157.57 for 13,930 gallons usage. Customer paid \$96.57 on 11/14/25, and per November board discussion, a \$61 leak adjustment credit was applied the same day to remove the remaining balance. She is now requesting an additional \$55.87 credit, stating that because the repair was not completed until 10/23, two days of leak usage carried into the

following billing cycle (10/21/25-11/18/25), resulting in the 11/21/25 bill of \$94.87 for 7,890 gallons usage. Customer paid that bill on 12/16/25.

- 3000 E Bethel- Discussed last month that owner wants to activate the service on this property. We had this address under a previous owner as an inactive account, in previous situation like this we have been told to assess the equipment condition and that will determine whether they pay a new service fee or not. [REDACTED] wants to move the meter roughly 5 ft over- where he wants it moved will shorten the supply line closer to the main. Bryan went to assess equipment and see where he wanted to move it. The pit is collapsed; it'll need a new pit, lid, and meter. Bryan talked to Grant and he told him to call in line locates and they'll do it week of 5/18. Will this be a BFU charge to customer or B&B?

- New service for 3563 E Boltinghouse Rd, [REDACTED] filled out application and paid \$675.

Transfers:

In April there were 4 transfers in total. We have received payment for deposit/transfer fee from all but 1 new customers and new accounts have been created. Fees have been applied to the customer account who has not paid.

Past Due Report:

As of 4/17/26 there were 86 customers on the past due report, totaling \$12,224.76 owed (past due amount totaling \$6,383.16 owed). After contacting all customers, there were 13 customers left that had not paid the minimum past due amount by 3/29/2026 totaling \$3,398.90 owed (\$2,144.65 past due).

Disconnect: There was a total of 11 disconnects/reconnects all but one has paid to get turned back on. 2 meters that were already off and locked.

Total amount collected from disconnects was \$2,165.75

Board Meeting discussion reminders

- We had a customer email us and drop off a letter after the IURC meeting.
Email and letter attached
- [REDACTED] would like us to look into a meter that he believes is on his property. Office has no record of any meter being on the property from any past owners.
Attached information from beacon
- There has been a lot of customer interest in the Board meetings. For the Annual Meeting, should an RSVP request be sent out to determine if a larger venue is necessary?
- 3000 Bethel LN formerly under [REDACTED] now under [REDACTED]

On Friday, May 15th [REDACTED] called the office saying he was digging on 3000 E Bethel Ln and hit a service line. No line locates were called in. The meter on his property was off and locked so Bryan went to the property to make sure the meter was fully off. Once they realized the meter at 3000 was off and locked, [REDACTED] told Bryan that at one time the same people owned both 3000 and 3010. Bryan then went to check the meter at 3010 and found that it was running. He shut the meter off, and the water stopped confirming there was a service line ran from 3010 to 3000.

On beacon it does not show the same people owning the property. At one point [REDACTED] owned 3000 and [REDACTED] owned 3010.

The customer at 3010 ([REDACTED]) was notified of the situation, He wants to make sure there will not be any additional charges to his account.

- 4565 E Earl Young Rd
Customer submitted information regarding the PRV installed by B&B and the HFI bill she would like us to reimburse her for.