



MONROE COUNTY
WATER AUTHORITY

ANNUAL REPORT 2025

Years of 75 Progress



To Our Customers

MANAGEMENT TEAM

Nicholas A. Noce
Executive Director

Larry M. Magguilli
Deputy Executive Director

Diane L. Hendrickson
Personnel Director

Christopher J. LaManna, P.E.
Director of Production & Transmission

Amy A. Molinari
Director of Finance & Business Services

Stephen M. Savage, P.E.
Director of Engineering

Stephen T. Trotta
Director of Operations

We at the Water Authority are proud to celebrate our 75th Anniversary, and, through a series of events in 2025 we embraced the diamond symbol traditionally used to mark this milestone.

The diamond is a particularly apt symbol for us, because a key element in creating one in nature calls for pressure. In a way, our very mission statement willingly puts us under self-imposed pressure — an obligation to provide potable water 24 hours a day, seven days a week, 365 days a year to 800,000 people across seven counties. And to deliver it at an affordable cost.

This year’s report includes the observations of five former MCWA board members who represent several decades in our history. Their recollections help tell the story of how strategic planning and investment have long been an underpinning and key strength of our operations.

Several of our longer-term employees provide examples of how emerging technology has been used to execute the plans and accomplish the mission — especially in addressing

affordability and reliability, even in the face of unforeseen circumstances like ice storms and a pandemic.

But perhaps the best part of our past — from the guidance of the boards and administrations to the outstanding dedication of past and present employees — is that today we are well-positioned for the future. Lake Ontario provides an almost endless supply of fresh water, accounting for approximately 11% of the total fresh water in the United States. This abundant resource offers a tremendous economic advantage for our entire area.

With a strong foundation, a committed workforce, and one of the world’s greatest fresh water resources in our backyard, we are confident that we have laid the groundwork to reliably provide quality, affordable water that enhances quality of life and fosters economic vitality for generations to come.

Nicholas A. Noce
Nicholas A. Noce
Executive Director

Scott D. Nasca
Scott D. Nasca
Chairperson

MISSION STATEMENT

The Monroe County Water Authority is a not-for-profit public benefit corporation that reliably provides quality, affordable water that fosters economic vitality and enhanced quality of life for Monroe County and area communities who request service.

BOARD OF DIRECTORS



Scott D. Nasca
Chairperson



Matthew J. Fero
Vice Chairperson



Marcia Van Vechten
Treasurer



Timothy L. Barbeto



Sheila R. Mason



Sheryl A. Volpe

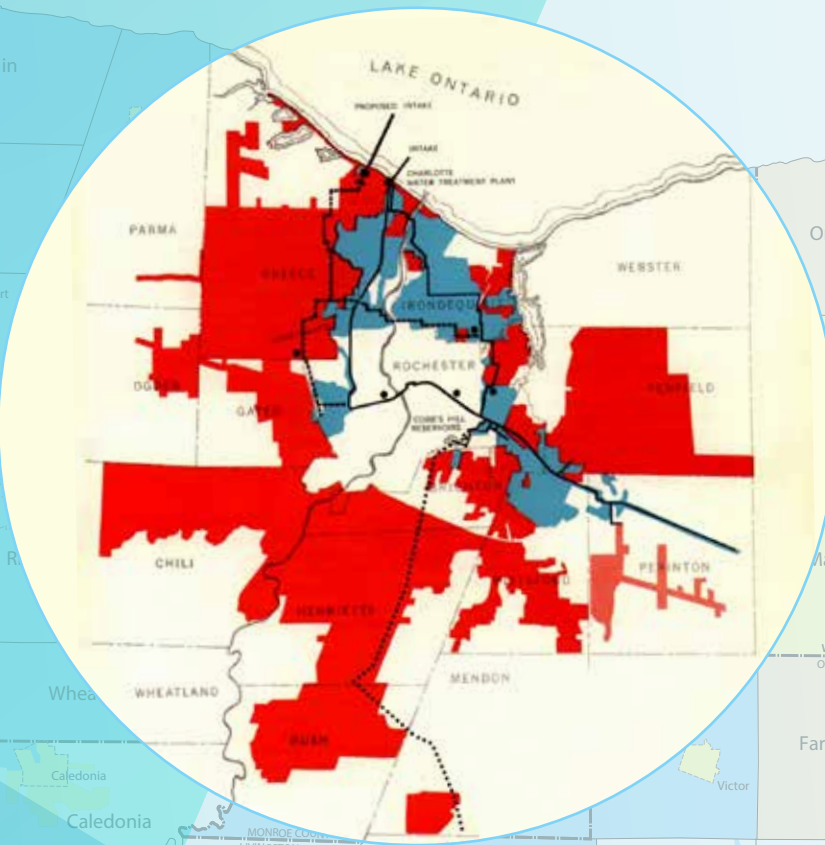


David A. Young Jr.

2025

Service Area Map 1959

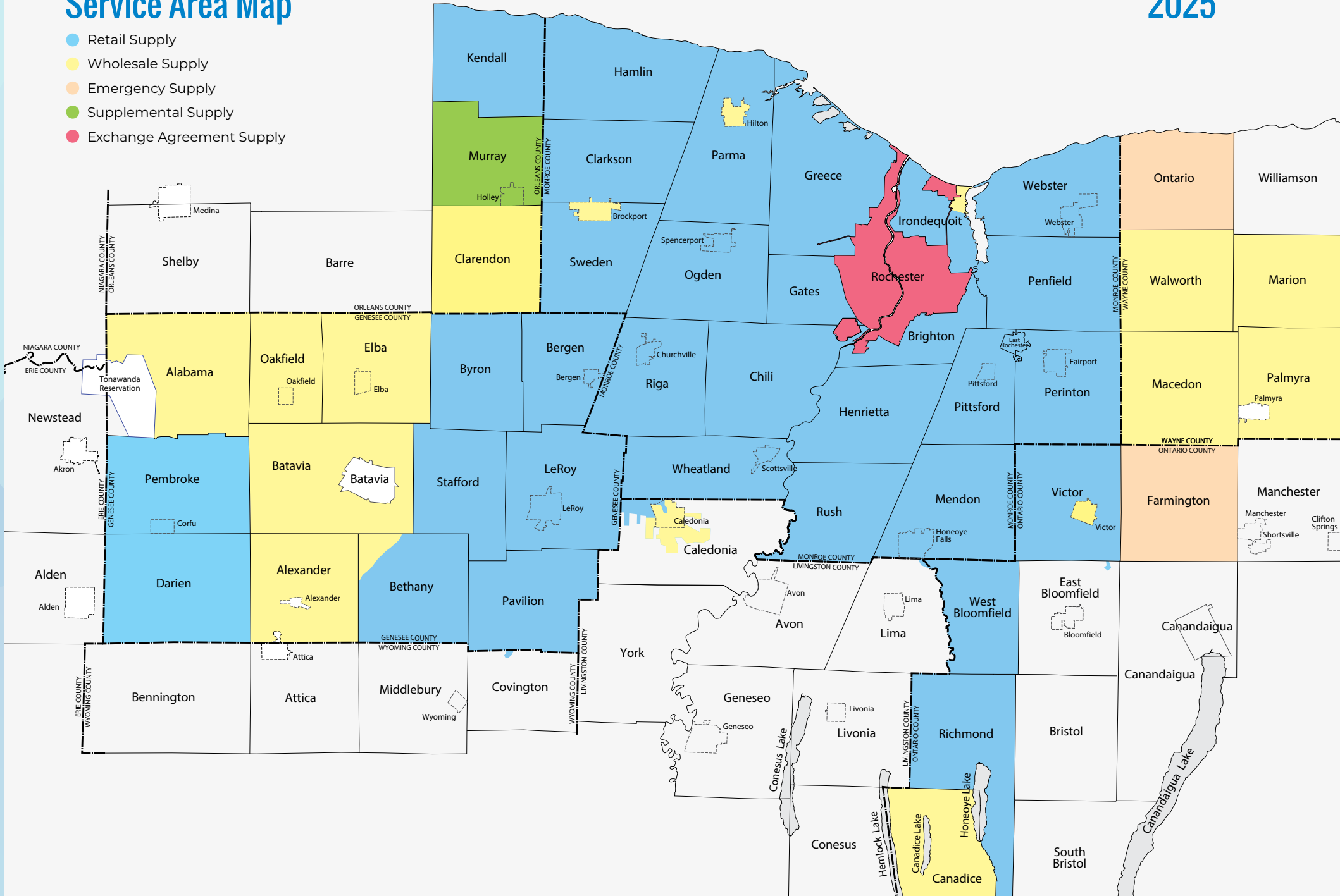
- Retail Supply
- Wholesale Supply
- Emergency Supply
- Supplemental Supply
- Exchange Agreement Supply



2025

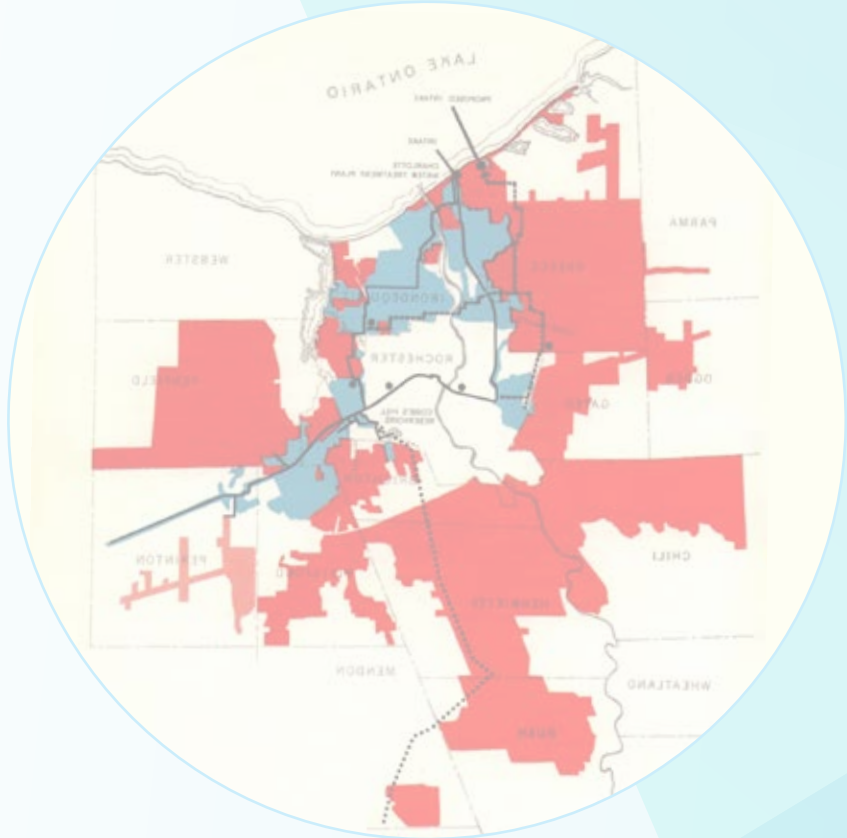
Service Area Map

- Retail Supply
- Wholesale Supply
- Emergency Supply
- Supplemental Supply
- Exchange Agreement Supply



2 Service Area Map 1929

- Retail Supply
- Wholesale Supply



75 Years of Progress

FOLLOW OUR PROGRESS ALONG THE MCWA TIMELINE FROM 1950-2025

1950

MCWA is formed by the NYS Legislature under Title 5 of NYS Public Authorities Law



1954

Begins serving first customers on a wholesale basis - village of Honeoye Falls, and the towns of Rush, Henrietta & West Brighton

1959

Acquires New York Water Service Corporation

1961

New logo created, which is still used today



1962

East Side Operations Center constructed, housing engineering, distribution and maintenance staff

1963

Shoremont Water Treatment Plant goes online (East Plant)

1969

White House awards MCWA \$1.5M grant to improve water supply facilities

1969

MCWA becomes first water distributor in east, second in nation, to install computer system to automate water distribution & customer billing operations

Seventy-five years. Three-quarters of a century.

For any business, organization or agency to survive and thrive over 75 years is something of a feat in itself. And some degree of growth or expansion is likely to be part of the equation.

As the Monroe County Water Authority marks its 75th anniversary, expansion certainly has been a hallmark — and not just as a natural byproduct of longevity. Expansion has been a deliberate, well-planned necessity to achieve our mission: providing quality, affordable water that fosters economic vitality and enhanced quality of life for Monroe County and area communities who request service.

Consider the words in MCWA's 1959 Annual Report, written by then Chairman of the Board, George Williams. He noted the Authority was formed in 1950, along with several other water authorities, by special acts of the New York State Legislature and with bipartisan political support. As full operations were about to begin, Williams wrote:

"The Rochester metropolitan area, situated on Lake Ontario, is on the largest fresh water system in the world. With the expanding population and economy of the United States, the demands for potable water are steadily increasing and the supplies are rapidly diminishing...The Monroe County Water Authority is committed to commence an expansion

program during 1960, and we assure that it will be done in the most economical way for the benefit of the bondholders and all the people of Monroe County."

So began a carefully planned odyssey, one that over many decades would achieve expansion at levels likely well beyond those imagined by those early boards and administrations. Although formed in 1950, the Authority went into full operation in 1959. (See chart on last page comparing the starting point with the 75th anniversary year of 2025.)

Tod Ferguson, a design engineer, began his career at MCWA in 1987. At the time, the Authority was serving some 120,000 customer accounts in 24 towns and villages, all within Monroe County. Most were retail customers, meaning the Authority provided the water and handled the distribution. Several large towns, however, including Greece and Henrietta, were partially wholesale customers, where MCWA sold the water and the towns handled their own infrastructure and distribution.

When the Webster Water Treatment Plant opened in 2013, nearly all of Monroe County was on a retail basis, with water supplied to customers in each of the five surrounding counties, as well. We now serve more than 220,000 accounts in 63 municipalities.

1950-1969 NEW RETAIL CUSTOMERS

1959

Rochester, Brighton, Gates, Greece, Penfield, Perinton, Pittsford

1961

Scottsville

1962

Honeoye Falls, Irondequoit, Perinton

1963

Mendon, Penfield

1964

Chili, Ogden

1965

Gates, Wheatland, West Bloomfield (part of)

1967

Riga

1968

Pittsford (town)

1969

Parma



1963

MCWA wins American Water Works Association NY Section Advancement Award



**1970-1989 NEW
RETAIL CUSTOMERS**

1978
Brighton (part of)

1984
Pittsford (village)

1986
Ogden (part of)

1988
Creek Street Water District
(Penfield)

1989
Rush (part of)

Achieving this growth, while at the same time meeting the mission statement's affordability criteria, was a challenge. Yet through careful planning and capitalizing on emerging technology, it was accomplished without significantly increasing staff.

"For example," Ferguson said, "when I started, we had more drafting tables than desks for engineers. If we had to replace a main, we would send at least two people into the field to survey the area, bring the data back to the office, and go through a series of calculations at the drafting table. That could take weeks to create workable drawings. Since about 2008, we just take a handheld GPS device to the area — the satellite knows exactly where you are — put the readings into a computer, and one person can complete a survey and create workable drawings in two days."

Today, Ferguson said, "everyone has a computer with information at their fingertips. Years ago, when responding to a main break or installing water for a new customer, we relied on paper service maps. That required a call to dispatch to have them read you the information. Now it's all on a laptop. Using the computer and accessing Google maps, you can get the needed data to complete five new service hookups in the time it took to complete one in the past."

While engineering had long been a part of operations, in the mid-1990s it became its own unit. It was then, Ferguson said,

when a more proactive approach was instituted. A 100-year plan was adopted by the MCWA Board of Directors in 2018 to address infrastructure maintenance and replacement.

"The original intent of this plan was for budgeting purposes," said Steve Savage, director of engineering. "When it came time for replacing mains, you wanted to have appropriate funds available so they would be replaced proactively instead of reactively. Now we're looking at what adjustments to the plan might be needed to make it a more accurate budgeting tool. It's one thing to plan for factors like inflation, but when something like a pandemic occurs and materials are harder to access and more expensive, that significantly affects the budget and requires us to play catch-up."

Regional water planning relies on studies and forecasting what the area would look like in the future. For example, would water mains and water storage facilities constructed in the 1960s and 1970s be adequately sized to serve a particular area in the 2000s? Would the service area still be farmland? Would it be heavily developed? Would there be new factors to consider?

"Updating the plan involves looking at what has actually happened in an area, not simply what was forecast," Savage said. "Should we replace a transmission main with a new one in the same location, or is there a better option? Should the main be the same size? What are the current demands in

the area? How may we best incorporate redundancy? Did the opening of the Webster Plant present an opportunity for us to better serve the region? We want to develop plans for these situations in advance, rather than wait until emergencies occur."

Savage also noted the Water Authority's lease agreements with municipalities are set at 40 years, and are on somewhat of a staggered schedule based on when the municipality requested to have the Water Authority operate their water system. Whether it's a wholesale or retail customer, the agreement features standardized terms and rates, designed to assure no community receives preferential treatment.

The process also provides an opportunity for reviewing infrastructure and discussing any upgrades or other changes. Water systems that are not retail customers of the Water Authority have to fund replacements or improvements to the water systems, often through financing through special districts. Retail customers of the Water Authority have the benefit of those expenses being spread over all of the Water Authority's customer base.

As the Authority celebrated its 75th anniversary, Director of Operations Steve Trotta marked his 44th year as an employee. His career has provided him firsthand experience of how technological advancements have played a key role in virtually every operation critical to accomplishing the MCWA's mission.

"Over the years I've been here," Trotta said, "what we do — the maintenance of the water distribution system — hasn't really changed much. What has changed dramatically is the size of the area we serve and the greatly increased number of municipalities we serve. It's a huge system. And yet, we still handle operations with virtually the same number of people as when I started."

Technology has played a big part, Trotta said, "but a lot of the credit also goes to the crews in the field. Their equipment is certainly much better, but they've learned how to use it and to work smartly and efficiently. So, a task that might have taken a crew six to eight hours back in 1982 might now be done in three or four."

One simple example, he said, is digging through pavement. "It was done by hand with a 90-pound jackhammer. Now it's done with a large hoe ram on the back of a backhoe. Saves both bodies and time."

Advanced technology has also played a major role in detecting leaks hidden somewhere within the infrastructure. The Authority may become aware of water loss in an area by comparing sales in that area to the amount of water actually being pumped into it, a figure available at the Shoremont or Webster Water Treatment Plants. If there is a discrepancy, the usual cause is an undetected leak.

**1990-1999 NEW
RETAIL CUSTOMERS**

1997
Clarkson, Greece (23,000 customers transitioned from wholesale to retail)

1998
Webster (town)



1971
50-million gallon Denise Reservoir constructed, making it the largest fully filtered water storage area in the east

1972
West Side Operations Center opens, allowing faster, more efficient service on west side

1975
MCWA completes conversion of 72-vehicle fleet to lead-free gasoline in an effort to improve the environment



1972
Shoremont Water Treatment Plant West 1 goes online, increasing max daily output by 25 million gallons

1976
NYSDOH approves direct filtration mode of treatment, doubling MGD capacity from 25 to 50 and halving chemical costs



CITY of ROCHESTER

1979
First full year operating under exchange agreement with City of Rochester

1980
Shoremont Water Treatment Plant West 2 goes online



1981
Word Processing Section established, used for tasks such as printing contracts, bid documents, mailings, checks, etc.

1982
MCWA purchases micro computer to handle accounting and related programs in house



1986
First year of long-term program to have all water mains 6" and larger cement lined

1987
MCWA operating revenues exceed \$20,000,000 for first time



2000-2013 NEW RETAIL CUSTOMERS

2000

Byron

2001

Corfu, Darien, LeRoy, Pembroke, Stafford

2002

Henrietta, Sweden

2003

East Rochester, LeRoy (village), Caledonia (part of), Pavilion, Spencerport

2004

Churchville, Fairport

2006

Hamlin, Kendall

2007

Covington

2009

Caledonia (village)

2012

West Bloomfield

2013

Richmond, Webster (village), East Bloomfield, Victor (town)

The discovery process involves listening at two points of a main — say, a valve and a hydrant — where the leak is suspected to be in between. Years ago, the listening devices might verify a leak's existence, but finding its exact location was difficult. With today's sophisticated correlating devices and computers, pinpointing the leak is far easier and faster. The leak detection equipment is also used on a routine, scheduled basis to inspect segments of mainlines every year, with the goal to cover the entire system every five to six years.

On a continual basis, the Authority provides a "stakeout service," helping businesses or individuals pinpoint where buried water lines are located before they dig in the ground, whether it be to build a new factory or simply to plant a tree in a front yard.

"Over the years, the requests for stakeouts have increased greatly," Trotta said, "to the point that in the summertime now we may receive 200 to 300 requests per day. We respond to these at no cost to the requestor, basically with four full-time locators and possibly some contracting out in busy times. The use of sophisticated computer technology has sped up the locator process and helped us keep up with the demand without a great increase in labor costs."

Trotta emphasized, however, that even with the advancement in technology and in various equipment,

"I can't give enough credit to the people who have integrated these into their efforts and allow us to get the job done without a big workforce increase."

Over 75 years, example upon example tends to drive home this point. Technology may provide new tools; but people achieve the mission. ■

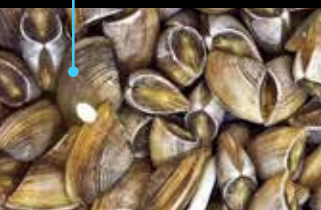


We welcomed federal, state and local dignitaries to Shoremont Water Treatment Plant in celebration of our Diamond Jubilee. The event included remarks from Monroe County Executive Adam Bello, Rochester Mayor Malik Evans, Monroe County Legislature President Yversha Román, Monroe County Legislator Dave Long, and New York State Assemblymember Harry Bronson.



1990

Zebra Mussel Control Project started



1991

Ice storm strikes, leaving 13 of 19 booster pumping stations without power, but MCWA maintains system operations

1993

5-million gallon reservoir completed in Mendon



1998

Voice Response System implemented, enabling customers to enter meter reads via touch tone telephone

1999

MCWA adds granulated activated carbon media to the filtration process, significantly improving water quality



1999

Laptops replace paper maps carried by servicemen to perform field duties

REFLECTIONS FROM OUR FORMER BOARD MEMBERS



Ted Juroe
Board Member
1977-1992

hydrants and serviced water mains, to those in customer service. It seemed every one of them would bend over backward to help a customer.

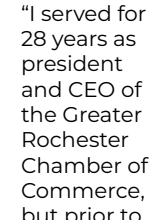
"I came to know some of these employees, excellent people such as Dick Metzger and Ray Ottman. I had great respect for their knowledge, professionalism and dedication to the customer, as I did for Paul Bringewatt, an excellent executive director. For about eight years of my time on the Board, we had John...



Tom Mooney
Board Member
1985-2002

first in the City of Rochester and then with Gordon Howe, who was the first Monroe County executive. That experience gave me a chance to see how things really worked locally on many fronts.

"I concluded that the Monroe County Water Authority was one of the best-run governmental operations in New York State. I say that because it had a mission to expand its operation to service more than just Monroe County, and it brought talented people...



Ruth Scott
Board Member
1991-1996

approach would be the best way to provide excellent service and pure water at an affordable price to customers within and beyond our footprint at the time. Over the years, this definitely turned out to be the case.

"As Board members, we often had an inside look at the meticulous way various operations were handled at the Authority. I remember being impressed at the amount of scientific experimentation and testing of the Lake Ontario...



Joe Rulison
Board Member
2005-2024

Plant (2013) was the culmination of an effort more than 40 years in planning, and one that included the guidance of a number of boards. Today, I simply cannot overstate its importance for the future of our community.

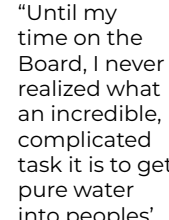
"I say that because the natural resource of water we have right in our backyard will be a huge economic driver — even 50 or 100 years from now. Water is critical for food manufacturing, for chip making, and for so many other businesses...



Bob Hurlbut
Board Member
2011-2022

involved, as well as all the rules and regulations that must be followed. I'm in the nursing home business, and the only business more regulated than mine is nuclear power. So, I understand the complexity of operating under regulations.

"And yet, the people at the Water Authority were able to do this and almost make it look easy. MCWA is a quasi-government agency, and I've dealt with many government agencies. The work and professionalism...



"Until my time on the Board, I never realized what an incredible, complicated task it is to get pure water into peoples' homes — the amount of infrastructure and operations



To continue reading the reflections from our board members over the years, please scan the QR code or visit mcwa.com

2002

New web-based features implemented, including Automatic Bill Pay and online meter read input



2009

MCWA wins Directors Award from the American Water Works Association

2009

Construction starts on East Side Water Supply Project - Webster Water Treatment Plant

2005

Automatic meter reading devices deployed, increasing efficiency and accuracy



2006

MCWA covers 55-million gallon Denise Reservoir in Pittsford following new regulations



Our Teams



Meter Shop

Jon Ritter, Corey Voelkl, Jeff Nieskes, John Caceci, Gregg Ippolito, John Richards, Jon Osucha, Jared Scata, Kevin Rieger, Joe Sinopoli, Chad Okolowicz, Joe DiFelice, Nick Sutphen, Amy Meyer, Julie Ruckdeschel, Jake Olyer, Traci Campbell, Nick Isaac, Dan DiFlorio, Jason Williams



Accounting/Customer Service

Row 1: Melissa Marcellette, Pamela Ciccarelli, Gillian Bennett, Tracy Porter, Megan Pieper

Row 2: Lauren Reed, Christina Bojko, Jeanne Suveges, Heather Heckman, Amy Molinari, Erica Aviles, Julie Hazen, Lisa Rawlins, Alane Mammino, Tammy Coyne, Ashley Hogan, Tasha Parker, Laurel Neff



Facilities, Fleet and Operations

Row 1: Michael Loughborough, Hunter Knorr, Joe Fiannaca, Steve Trotta, Larry Magguilli, Michael Irving, Mike Sullivan, Chad Adams, Stephanie Leary, Kimberleigh Martin

Row 2: David Dingeldine, Brady Bodamer, Andrew Pangrazio, Shane McClurg, Jeff Dewey, Mike Cairns, Michael Segelin, Philip Ciufu, Rich Alexander, Christopher Lotta, Tim Miller, Bill Zarpentine, Mark Iannitti, Bert Cervantes-Nava Jr., Brendan Ringer

Row 3/4: Mike Quattrone, Paul Czapranski, Tom McGinnis, Dave Pitoni, Josh Olson, Phil Baglio, Frank Bodnar, Tom Bourgoine, Steve Kromer, Mike Salisbury, Ben Howlett, Jeff Allen, Christian Cooper, Josh Tiefel, John Fisher, Jeff Krahe, Jon Read, Jim Palmeri, Brian Whitney, Debbie Mattice, Jason Hanlon, Nick Henry, Doug Noah, Joe Attili, Kevin Hetzer, Mike Charella, Casey Bauch, Victor Bugenhagen, Eric Short, Brian Godfrey, Nate Jenison, Shawn David, Ben Floyd, Ryan Billings



Administration/Information Technology

Row 1: Carlo Mastrodonato, Jessica Pugsley, Diane Hendrickson, Nick Noce, Kerry Sharp, Geraldine Moretter, Kimberleigh Martin

Row 2: Kristopher Kwak, Glen Lukaszewski, Brian Ferris, Mark Mulpagano, Marcia Conti, Larry Magguilli, Drey Piedmont, Shashikanth Bhargava, Timothy Eckert, Justin Moore, Alex Bresovski, Craig Watt



Engineering

Row 1: MaryKay Antelli, Virginia Smith, Henk de Smidt, Justin Sullivan, Cady Joy, Jasen Hillebrant, Jason Witkowski, Tim Stevens, John Callear, Tony Piascik

Row 2: Chelsea Parkes, Tom Bourgoine, Steve Savage, Derek Enright, Dave Carroll, Ulysses Ashburn, Timothy Donk, Kiley Miller, Tod Ferguson, Brendan Mulcahy, Frank Tedeschi, Brandon Miller, Mike Kloppel, Wendover Neefus, IV, Justin Andrews, Thomas Doerr, Katie Shepard, Autumn Ashley



Production and Transmission

Row 1: Clay Ziehl, Ed Young, Chris LaManna, Heidi Young, David Katerle, Matthew McLean, Sam Ford, Nicholas Johns

Row 2: Roy Cleveland, Brian Gambell, Matt Henning, Erich Carlton, Matt Bellaire, Ken Naugle, Nick Satter, William DiNardo, Daniel Rimmer, Richard Wagner, Joe Curley

Row 3: Brian Ferris, Chris Trottier, Connor Armstrong, Rick Bryant, Rich Liberi, John Palermo, Scott Trail, Ryan Bonacchi, Jacob Sherman, Ian Buongiorne, Kevin McGavern, Matt Cavallaro, Scott Rawlins

2013
Webster Water Treatment Plant opens

2014
MCWA team wins Top Ops [operators] competition hosted by the New York State American Water Works Association - 2011, 2013-16

2016
MCWA receives two Directors Awards from the Partnership for Safe Water, one for SWTP and one for WWTP



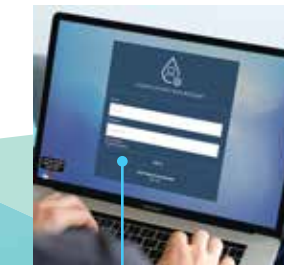
2016
MCWA ranks highest in customer satisfaction among midsize water utilities in the northeast - 2016, 2018

2016
MCWA's Erie Canal Crossing Pipeline wins Project of the Year by American Public Water Works Association



2020
MCWA adapts and operates throughout COVID-19 pandemic

2020
MCWA ranks highest in customer satisfaction among midsize water utilities in the northeast - 2020, 2021, 2024



2020
New MCWA website debuts, featuring online chat feature and Customer Portal

2021
MCWA installs 5-megawatt solar energy array in Penfield, offsetting energy expenses



2025
MCWA celebrates its Diamond Jubilee, commemorating 75 years of public water service

Operating Statistics

(2022-2025 unaudited)	2022	2023	2024	2025
Total Water Output (Million Gallons)				
Lake Ontario Production	18,265	17,498	18,140	20,013
Miscellaneous Purchases & Production	156	258	271	273
Active Customers				
Retail	189,134	190,056	190,949	191,669
Wholesale	25,590	30,515	29,979	30,505
Total	214,724	220,571	220,928	222,174
Water Sales (Million Gallons)				
Residential & Commercial	13,130	12,364	12,866	12,946
Large Commercial & Industrial	2,286	2,133	2,184	2,168
Wholesale	1,884	1,949	1,998	2,058
Total	17,300	16,446	17,048	17,172
Water Purchases (Net Exchange)	3,041	3,154	3,301	2,987
Revenues (000s omitted)				
Residential & Commercial	\$67,471	\$68,745	\$74,360	\$78,761
Large Commercial & Industrial	7,346	7,306	7,797	8,107
Wholesale	4,788	5,385	5,657	6,530
Total Metered	79,605	81,436	87,814	93,398
Fire Service	1,378	1,433	1,517	1,540
Interest Earnings	1,417	5,092	6,579	5,482
Federal Int. Subsidy Series 2010B Taxable Build America Bonds	1,711	1,523	1,610	1,555
Other	3,959	4,490	4,074	8,478
Total	\$88,070	\$93,974	\$101,594	\$110,453
Operating Expense (000s omitted)				
Production/Transmission	\$15,949	\$15,611	\$17,009	\$19,239
Engineering	3,250	4,515	5,044	6,239
Facilities, Fleet & Operations	13,890	14,161	15,634	18,555
Finance & Business Services	6,973	7,658	7,946	9,131
Administration	3,776	3,963	4,257	4,905
Total	\$43,838	\$45,908	\$49,890	\$58,069
Net Revenue	\$44,232	\$48,066	\$51,704	\$52,384
Cash Capital Program	\$13,504	\$22,699	\$28,359	\$29,481
Capital Lease Payments	\$0	\$0	\$0	\$0
Water Revenue Debt Service	\$11,958	\$11,876	\$11,834	\$11,680
Coverage Excluding Obligations on Lease Facilities	3.70	4.05	4.37	4.48



Scan the QR code
or visit mcwa.com
to view extended
operating statistics.

Customer Base

LARGE COMMERCIAL AND INDUSTRIAL	Sales 1000 Gallons	WATER DISTRICTS	Customers by Town	Sales 1000 Gallons
Lidestri Foods Inc. (2 meters)	297,074	Genesee County	10,673	887,800
Rochester Institute of Technology (3 meters)	154,292	Wayne County Water & Sewer	9,000	334,890
Xerox	150,679	Village of Brockport	1,865	247,649
Darien Lake Theme Park	70,681	Sea Breeze Water District	3,045	216,760
Tech Park	55,517	Village of Hilton	1,834	132,598
Bonnaterra Farms	46,124	Village of Victor	1,654	68,327
Unither Manufacturing LLC (2 meters)	43,382	Livingston County Water & Sewer	38	63,023
Unity Hospital (2 meters)	42,582	Town of Clarendon	905	41,620
Fairlife	29,918	Village of Holley	811	40,106
Eastview (2 meters)	29,671	Town of Murray	375	14,646
Subtotal	919,920	Town of Canadice	293	10,496
Remaining 351 Accounts	1,394,681	Town of Farmington	12	555
Total	2,314,601	Total	30,505	2,058,470

RESIDENTIAL AND SMALL COMMERCIAL	Customers by Town	Sales 1000 Gallons		Customers by Town	Sales 1000 Gallons
Town of Greece	33,839	2,238,200	Town of Riga	1,230	76,137
Town of Henrietta	14,086	1,048,053	Village of Churchville	917	44,326
Town of Irondequoit	16,689	969,706	Town of LeRoy	850	75,816
Town of Perinton	14,323	934,750	Village of LeRoy	1,698	106,747
Village of Fairport	2,076	116,867	Town of Rush	1,153	60,539
Town of Webster	14,595	923,737	Town of Pembroke	644	59,449
Village of Webster	1,685	132,361	Village of Corfu	291	12,271
Town of Penfield	13,031	888,669	Town of Wheatland	631	50,558
Town of Brighton	10,168	855,464	Village of Scottsville	754	51,149
Town of Pittsford	9,248	700,198	Town of Richmond	1,096	41,681
Village of Pittsford	675	42,459	Town of Byron	695	37,171
Town of Gates	10,517	668,915	Town of Bergen	581	36,721
Town of Chili	9,820	641,928	Village of Bergen	420	62,763
Town of Victor	5,006	398,064	Town of Kendall	847	36,195
Town of Ogden	5,259	328,324	Town of Stafford	628	29,635
Village of Spencerport	1,336	78,809	Town of West Bloomfield	305	28,319
Town of Parma	3,927	212,557	Town of Darien	386	21,699
Village of Hilton	195	6,267	Town of Pavilion	344	20,125
Town of Hamlin	2,745	163,342	Town of Caledonia	32	2,898
Village of East Rochester	2,412	137,349	Village of Caledonia	10	1,135
Town of Clarkson	1,980	132,580	Town of Bethany	39	1,308
Town of Mendon	2,048	130,565	Town of East Bloomfield	20	1,150
Village of Honeoye Falls	924	64,312	Town of Covington	11	969
Town of Sweden	1,491	126,734	Town of Lima	12	713
			Total	191,669	12,799,684

Financial Highlights

WATER SALES (million gallons)	2025 Metered Consumption	Increase (Decrease) From 2024
Residential & Commercial	12,946.0	80.2
Industrial	2,168.0	(16.0)
Water Districts	2,058.0	59.8
City of Rochester	2,987.0	(313.5)
Total	20,159.0	(189.5)

OPERATING REVENUES (000s omitted)	2025 Actual	Increase (Decrease) From 2024
Residential & Commercial	\$78,760	\$4,400
Industrial	8,107	310
Water Districts	6,530	873
Fire Service	5,186	3,669
Other	4,833	760
Total	\$103,416	\$10,012

OPERATING EXPENSES (000s omitted)	2025 Actual	Increase (Decrease) From 2024
Operating Departments		
Administration	\$ 4,905	\$ 648
Production/Transmission	19,240	2,231
Engineering	6,239	1,195
Facilities, Fleet & Operations	18,555	2,921
Finance & Business Services	9,131	1,185
Total	\$58,070	\$8,180


To review our
audited financial statements,
please visit
mcwa.com

Performance Metrics



QUALITY
of inquiries/1,000 customers

MCWA's Customer Service Information System includes tracking mechanisms for categorizing and measuring the number of customer calls specific to water quality.



EFFICIENCY
Accounts per employee

In 2025, MCWA employees handled nearly double the number of customer accounts as the national median.



COST
2025 rate comparison

Erie County	\$48.89
Onondaga County	\$48.66
City of Rochester	\$42.55

MCWA customers pay less per month than our neighbors.



RESPONSIVENESS
Call center wait time (seconds)

MCWA answers your calls faster. In 2025, the average wait time for customers to talk to a customer service representative was a fraction of the national median.



RELIABILITY
Supply capacity outages over 4 hours

Continuity of production capacity is paramount. In 2025, MCWA had no unplanned outages lasting more than four hours that led to a significant reduction in capacity.



REINVESTMENT
Maintaining infrastructure

Our goal is to implement a budget that reinvests a minimum of 2% of annual revenues in the renewal and replacement of our infrastructure. In 2025, MCWA's reinvestment in infrastructure replacement was approximately 13%.



Now & Then Stats



customers

2025:	222,174
1959:	56,000



Population served

2025:	801,503
1959:	225,000



Square miles of retail service area

2025:	1,037
1959:	33.3



miles of mains

2025:	3,492
1959:	321



fire hydrants

2025:	27,962
1959:	1,693



Avg daily output (millions of gallons)

2025:	54.98
1959:	23.56



Water produced by MCWA (billions of gallons)

2025:	20.67
1959:	5.02



employees

2025:	210
1959:	75 (in 1960)



Performance Metrics



QUALITY

of inquiries/1,000 customers

MCWA's Customer Service Information System includes tracking mechanisms for categorizing and measuring the number of customer calls specific to water quality.

2025

1.7

per 1,000 customers

1993

26

per 1,000 customers



EFFICIENCY

Accounts per employee

In 2025, MCWA employees handled nearly double the number of customer accounts as the national median.

MCWA

913

NAT'L MEDIAN

473



COST

2025 rate comparison

MCWA customers pay less per month than our neighbors.

Erie County

\$48.89

Onondaga County

\$48.66

City of Rochester

\$42.55

MCWA

40.⁰⁵

NAT'L MEDIAN

51.⁷⁷



RESPONSIVENESS

Call center wait time (seconds)

MCWA answers your calls faster. In 2025, the average wait time for customers to talk to a customer service representative was a fraction of the national median.

MCWA

10.⁹

seconds

NAT'L MEDIAN

108

seconds



RELIABILITY

Supply capacity outages over 4 hours

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MCWA

0



REINVESTMENT

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MCWA

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**MONROE COUNTY
WATER AUTHORITY**

**475 Norris Drive
Rochester, New York 14610-0999**

RETURN SERVICE REQUESTED

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STANDARD
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PAID
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PERMIT No. 479

