



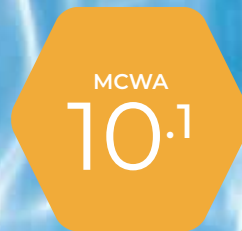
MCWA EMPLOYEES:  
**Unsung Heroes**



# MCWA employees work smarter:

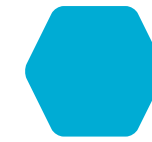
## RESPONSIVENESS

**Call center wait time (seconds)\***  
MCWA answers your calls faster. In 2022, the average wait time for customers to talk to a customer service representative was a fraction of the national median. **\*MCWA instituted a new call management system in 2022.**



## EFFICIENCY

**Accounts per employee**  
In 2022, MCWA employees handled nearly double the number of customer accounts as the national median.



## TO OUR CUSTOMERS:

Over the years in this space, we have credited MCWA's success in fulfilling our mission to the diligence and talents of our 210 employees. This Annual Report salutes their steadfast efforts, notes the service milestones of many, and highlights two whose work has been recognized with very special honors.

But what is it that drives such dedication? We believe it starts with the singular purpose of our mission, and a common understanding of just how vital our role is in the lives of so many. This was only magnified during the recent pandemic, when delivering clean water for drinking, for disinfecting, and a myriad of other uses was quickly and appropriately designated as an essential service. Even though constrained in some ways by mandated protocols, our people carried out the tasks without missing a beat.

The scope of our challenge has only continued to grow. Today, we provide our services in six counties covering some 1,480 square miles and serving nearly 786,000 customers.

Perhaps in recognition of the importance of meeting the challenge, a strong sense of teamwork exists among our employees, which, in turn, drives a strong sense of family. Our people are there for one another; the same way we, as a unit, are there when municipalities or individuals call upon us.

In short, we are proud to dedicate this year's Annual Report to our employees—those who make it all happen.

*Nicholas A. Noce*  
Nicholas A. Noce  
Executive Director

*Scott D. Nasca*  
Scott D. Nasca  
Chairperson

## MANAGEMENT TEAM

Nicholas A. Noce  
Executive Director

Larry M. Magguilli  
Assistant to the 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

## BOARD OF DIRECTORS

(left to right)

Matthew J. Fero  
Vice-Chairperson

Marcia Van Vechten

Joseph R. Rulison  
Treasurer

Scott D. Nasca  
Chairperson

Sheila R. Mason

Sheryal A. Volpe

Allen S. Bernstein





## MCWA EMPLOYEES:

# Unsung Heroes

Most everyone today is familiar with the term 24/7/365. It simply means something that takes place 24 hours a day, seven days a week, 365 days a year. In short, every single moment.

To provide safe, clean drinking water, MCWA employees can settle for nothing less. The mission is just too vital. Customers depend on MCWA, trusting that pure water will be there as promised whenever the tap is turned on.

All 210 MCWA employees play critically important roles to make this happen, and every year some are recognized for their diligence often by outside organizations. Ken Naugle and Steve Savage are among those who received such honors in 2022, and their achievements are presented here.



## YEARS OF SERVICE

A tribute to our dedicated employees and their numerous years of service. Almost half of MCWA employees have been with the Water Authority for more than 15 years.

### 40+ YEARS

Douglas Hartman  
Stephen Trotta

### 35-39 YEARS

Rhonda Connors  
Tod Ferguson  
Wilfredo Villarrubia  
Scott Bubel (Deceased)

### 30-34 YEARS

Ann Ziki  
James Clark  
Michael DiNapoli  
Marc Magnera  
Samuel Lana  
Liliana Dos Reis  
Felicia Romagnolo  
Lisa Rawlins  
Joseph Harrell

### 25-29 YEARS

Karl Pray  
Jody Dunn  
Hendrik De Smidt  
Gregory Ippolito  
Robert Weston  
David Pitoni  
Cheryl Corson  
Mark Iannitti  
David Konzel  
Brad Smith  
Ryan Billings  
Armand Cantatore  
Steven Leyland  
Edward Young  
Michael Cairns  
Stephen Kromer  
Christian King  
Roy Cleveland  
Jeanne Suveges  
Kathleen Kelly  
Joseph Placius



## “The real product we provide is trust...”

Having started with MCWA in 2017, Ken Naugle’s career with the Water Authority isn’t a particularly long one.

Prior to 2017, however, he served 16 years with Monroe County Department of Public Health. There, as regulatory administrator for the agency’s water supply and bathing facility programs and administrative hearing officer for the Board of Health, he interacted frequently and closely with MCWA staff charged with keeping the authority in regulatory compliance. Today, Naugle leads MCWA’s compliance efforts—the same ones he used to enforce.

These last 20-plus years have given Naugle a unique perspective on MCWA employees’ extraordinary dedication and determination to meet each and every water quality standard.

“Think of it this way,” Naugle said. “Drinking water is the only public utility that provides something people ingest. When someone opens a faucet, they need to trust that the water will be 100-percent safe and drinkable. Our employees take great pride in meeting this high expectation.”

“Public trust of this kind is built over time,” he said. “It’s hard to obtain, but can be very easy to lose. That’s why our people stay so vigilant. Meeting every water quality standard is critically important. In a way, the real product we supply to our customers is trust.”

### Ken Naugle

Production Engineer  
and Laboratory Manager,  
Production and Transmission  
Department

2022 Volunteer of the Year,  
presented by the New York  
Section of the American  
Water Works Association

Today, MCWA serves some 786,000 people, ranking as the third-largest water system in New York State, behind only New York City and the Suffolk County Water Authority.

And MCWA employees can take great pride in the results of recent competition sponsored by the New York Section of the American Water Works Association (NYSAWWA) to determine the State’s best-tasting drinking water. Of all the applicants, MCWA finished third, a scant two points behind the winner.

Naugle, a member of AWWA since 2002, took a more active role in the Association once he joined MCWA. From 2017-2019, he chaired the NYSAWWA Regulatory Review committee, then chaired the Water Utility Council, which works to develop action programs to initiate, evaluate,

**20-24 YEARS**

Daniel DiFlorio  
 Brian Nau  
 Brian Godfrey  
 John Kelly  
 Scott Rawlins  
 Timothy Miller  
 Richard Liberi  
 Matthew Cavallaro  
 Philip Ciufò  
 Thomas McGinnis  
 Bruce Green  
 Alane Mammino  
 Joseph Parravano  
 Corey Voelkl  
 Stephen Connell  
 Anthony Geraci  
 Paul Czapranski  
 Benjamin Howlett  
 Kimberle Pennington  
 Diane Hendrickson  
 Debbie Mattice  
 Thomas Bourgoine  
 Richard Bryant  
 Joseph DiFelice

respond and comment on legislative, regulatory and other matters that directly affect water utilities, and to encourage continuing provisions of best water service to the consuming public. His efforts in 2022 earned him the Section's Volunteer of the Year Award, and he continues to serve today as a member of the Board of Trustees.



**15-19 YEARS**

William Zarpentine  
 Douglas Noah  
 Joshua Olson  
 Brian Whitney  
 Anthony Avila  
 Ryan Bonacchi  
 Bennett Floyd  
 Mary Johns  
 Kevin Hetzer  
 John Palermo  
 Jonathan Read  
 Julie Ruckdeschel  
 Kenneth Matthews  
 David Carroll  
 Ulysses Ashburn  
 Erich Lucas  
 Tamara Coyne  
 Nicholas Noce  
 Richard Wagner  
 Joshua Pusey  
 Jared Scata  
 Jeffrey Nieskes  
 John Richards  
 Stephen Savage  
 Michael Segelin  
 Eric Palma  
 Derek McKeon  
 Christopher Lotta  
 William DiNardo  
 Brian Gambell  
 Traci Campbell  
 Amy Meyer  
 Virginia Smith  
 Chad Okolowicz

**"It's a matter of doing our job—and doing it well."**

Steve Savage was proud to receive the Professional Manager of the Year Award. But he'll be the first to tell you this was a team honor.

In fact, in his acceptance speech, Savage said: "This isn't about me. It's a tribute to the intelligent and talented staff that work with me every day to be the good stewards of the water system that we're required to be."

Savage's department includes some three dozen engineers. And, because they so often work closely with municipalities, town engineers, developers and outside consulting engineers, MCWA's reputation often depends on their performance.

"Any time a municipality is undertaking a development or project, it usually includes a water component," Savage said. "Same with highway projects initiated by a county or the New York State Department of Transportation. And these usually impact our facilities."

"My employees always do whatever it takes to design the rehab and replacement of our existing facilities or make necessary adjustments so that everything is in conformance with the development or project."

No matter who initiates a project, a good deal of communication is required to keep things moving. That's where MCWA's engineers take special pride.

Service years noted are as of December 31, 2022. Includes employees who retired in 2022.



**Steve Savage**  
 Director of Engineering,  
 Engineering Department  
 Professional Manager of the Year in the 'water' category, presented by the American Public Works Association, Genesee Chapter

"It's actually a performance metric for us to turn things around quickly, with accurate comments and in a consistent manner," Savage said. "That goes a long way to make things go smoothly for us and for those we're working with. It's a matter of doing our job—and doing it well."

Savage has been with MCWA for 17 years, the last 15 in his current role. Others on his staff have more than 20 years of service, and one well over 30. To a great extent, that speaks to the pride MCWA employees take in their work.

"It's true," Savage said. "Most of our people end up retiring from here."



**PERFORMANCE METRICS**

MCWA is always seeking to improve. As a result, we compare ourselves, whenever possible, to national standards of performance, as well as our own from previous years.

**REINVESTMENT**

**Maintaining infrastructure**  
 MCWA's goal is to implement a budget that reinvests a minimum of 2% of annual revenues in the renewal and replacement of our infrastructure. In 2022, our reinvestment in infrastructure replacement exceeded 17%.

MCWA  
**17%**

**RELIABILITY**

**Supply capacity outages over 4 hours**  
 Continuity of production capacity is paramount. In 2022, MCWA had **no** unplanned outages lasting more than four hours that led to a significant reduction in capacity.

MCWA  
**0**

**COST**

**2022 rate comparison**  
 MCWA customers pay less per month than our neighbors.  
**Onondaga County \$40.19**  
**Erie County \$36.07**  
**City of Rochester \$35.81**

MCWA  
**34.35**

National Median  
**42.92**



**QUALITY**

**# of complaints/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.

2022  
**2.6**  
 (per 1,000 customers)

1993  
**26**  
 (per 1,000 customers)





# OPERATING STATISTICS

(2013-2022 unaudited)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Water Output (Million Gallons)</b>										
Lake Ontario Production	17,090	17,811	18,063	18,483	16,552	17,761	16,400	17,622	18,146	18,265
Miscellaneous Purchases & Production	151	165	144	156	155	162	155	143	173	156
<b>Active Customers</b>										
Retail	180,238	181,677	182,394	183,651	184,718	185,751	186,311	187,498	188,375	189,134
Wholesale	21,928	17,603	18,125	18,608	18,570	24,449	24,775	28,905	30,042	25,590
<b>Total</b>	<b>202,166</b>	<b>199,280</b>	<b>200,519</b>	<b>202,259</b>	<b>203,290</b>	<b>210,200</b>	<b>211,086</b>	<b>216,403</b>	<b>218,417</b>	<b>214,724</b>
<b>Water Sales (Million Gallons)</b>										
Residential & Commercial	12,871	12,733	12,686	13,729	12,466	13,031	12,509	13,506	12,850	13,130
Large Commercial & Industrial	2,535	2,495	2,382	2,588	2,505	2,532	2,465	2,141	2,236	2,286
Wholesale	1,389	1,338	1,375	1,512	1,461	1,515	1,518	1,551	1,813	1,884
<b>Total</b>	<b>16,795</b>	<b>16,566</b>	<b>16,443</b>	<b>17,829</b>	<b>16,432</b>	<b>17,078</b>	<b>16,492</b>	<b>17,198</b>	<b>16,899</b>	<b>17,300</b>
<b>Water Purchases (Net Exchange)</b>	<b>3,279</b>	<b>2,718</b>	<b>2,361</b>	<b>2,983</b>	<b>3,537</b>	<b>3,211</b>	<b>3,242</b>	<b>3,045</b>	<b>2,705</b>	<b>3,041</b>
<b>Revenues (000s omitted)</b>										
Residential & Commercial	\$45,018	\$47,300	\$48,987	\$53,741	\$52,189	\$55,737	\$56,587	\$63,284	\$63,986	\$67,471
Large Commercial & Industrial	5,242	5,439	5,308	5,901	5,865	6,520	6,644	6,222	6,855	7,346
Wholesale	2,661	2,646	2,829	3,205	3,245	3,673	3,848	4,024	4,728	4,788
<b>Total Metered</b>	<b>52,921</b>	<b>55,385</b>	<b>57,124</b>	<b>62,847</b>	<b>61,299</b>	<b>65,929</b>	<b>67,079</b>	<b>73,530</b>	<b>75,569</b>	<b>79,605</b>
Fire Service	982	1,225	1,250	1,275	1,299	1,312	1,333	1,361	1,357	1,378
Interest Earnings	147	115	98	145	193	1,005	1,571	722	74	1,417
Federal Int. Subsidy Series 2010B Taxable Build America Bonds	1,855	1,859	1,852	1,865	1,876	1,860	1,833	1,798	1,906	1,711
Other	3,389	3,391	3,608	3,608	2,773	2,780	2,743	2,935	3,976	3,959
<b>Total</b>	<b>\$59,294</b>	<b>\$61,975</b>	<b>\$63,932</b>	<b>\$69,740</b>	<b>\$67,440</b>	<b>\$72,886</b>	<b>\$74,560</b>	<b>\$80,346</b>	<b>\$82,882</b>	<b>\$88,070</b>
<b>Operating Expense (000s omitted)</b>										
Production/Transmission	\$14,713	\$12,904	\$12,282	\$13,102	\$12,673	\$14,479	\$13,275	\$14,161	\$13,839	\$15,949
Engineering	2,852	3,373	3,554	3,709	3,448	3,786	3,423	4,237	3,534	3,250
Facilities, Fleet & Operations	11,201	12,975	12,933	11,671	12,831	13,728	13,046	14,873	13,398	13,890
Finance & Business Services	5,836	6,013	6,036	6,136	6,494	6,824	6,961	8,449	7,416	6,973
Administration	4,640	6,865	8,217	8,629	7,437	4,671	4,149	4,049	10,441	3,776
<b>Total</b>	<b>\$39,242</b>	<b>\$42,130</b>	<b>\$43,022</b>	<b>\$43,247</b>	<b>\$42,883</b>	<b>\$43,488</b>	<b>\$40,854</b>	<b>\$45,769</b>	<b>\$48,628</b>	<b>\$43,838</b>
<b>Net Revenue</b>	<b>\$20,052</b>	<b>\$19,845</b>	<b>\$20,910</b>	<b>\$26,493</b>	<b>\$24,557</b>	<b>\$29,398</b>	<b>\$33,706</b>	<b>\$34,577</b>	<b>\$34,254</b>	<b>\$44,232</b>
<b>Cash Capital Program</b>	<b>\$4,633</b>	<b>\$9,364</b>	<b>\$16,443</b>	<b>\$18,878</b>	<b>\$14,662</b>	<b>\$16,345</b>	<b>\$13,502</b>	<b>\$15,266</b>	<b>\$13,487</b>	<b>\$13,504</b>
<b>Capital Lease Payments</b>	<b>\$1,303</b>	<b>\$1,231</b>	<b>\$641</b>	<b>\$620</b>	<b>\$586</b>	<b>\$341</b>	<b>\$331</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Water Revenue Debt Service</b>	<b>\$10,020</b>	<b>\$10,568</b>	<b>\$10,619</b>	<b>\$10,837</b>	<b>\$10,863</b>	<b>\$11,511</b>	<b>\$11,899</b>	<b>\$11,078</b>	<b>\$11,936</b>	<b>\$11,958</b>
<b>Coverage Excluding Obligations on Lease Facilities</b>	<b>2.00</b>	<b>1.88</b>	<b>1.97</b>	<b>2.44</b>	<b>2.26</b>	<b>2.55</b>	<b>2.83</b>	<b>3.12</b>	<b>2.87</b>	<b>3.70</b>



## CUSTOMER BASE

Large Commercial and Industrial	Sales 1000 Gallons
Lidestri Foods Inc. (2 meters)	353,494
Xerox	225,655
Rochester Institute of Technology (5 meters)	156,123
Wegmans - 1500 Brooks Ave. (7 meters)	94,672
MDC Coast 24 LLC (7 meters)	90,557
Delta Sonic (4 meters)	58,364
Tech Park Owner LLC (2 meters)	49,375
Nortera Foods USA Inc (formerly Bonduelle) - Bergen (2 meters)	44,917
Six Flags Darien Lake	43,776
Unity Hospital (2 meters)	34,044
Subtotal	1,150,977
Remaining 412 Accounts	1,238,746
<b>Total</b>	<b>2,389,723</b>

Residential and Small Commercial	Customers by Town	Sales 1000 Gallons
Town of Greece	33,592	2,261,261
Town of Irondequoit	16,673	1,045,906
Town of Henrietta	13,873	1,012,737
Town of Perinton	14,294	990,882
Village of Fairport	2,071	124,582
Town of Webster	14,345	946,373
Village of Webster	1,595	138,053
Town of Penfield	12,876	939,627
Town of Brighton	10,133	856,627
Town of Pittsford	9,156	728,791
Village of Pittsford	673	47,837
Town of Gates	10,464	692,471
Town of Chili	9,735	652,084
Town of Victor	4,757	385,842
Town of Ogden	5,146	342,312
Village of Spencerport	1,323	80,700
Town of Parma	3,858	216,748
Village of Hilton	192	6,707
Town of Hamlin	2,725	159,914
Village of East Rochester	2,402	146,140
Town of Clarkson	1,904	129,624
Town of Mendon	1,947	125,127
Village of Honeoye Falls	861	64,251
Town of Sweden	1,365	124,613

Water Districts	Customers by Town	Sales 1000 Gallons
Genesee County	10,446	681,302
Wayne County W&S	4,360	336,339
Village of Brockport	1,809	281,190
Sea Breeze Water District	3,044	198,579
Village of Hilton	1,899	142,498
Village of Victor	1,004	66,619
Livingston County W&S	39	80,362
Town of Clarendon	827	42,106
Village of Holley	1,000	29,993
Town of Murray	375	13,441
Town of Canadice	775	9,709
Town of Farmington	12	1,799
<b>Total</b>	<b>25,590</b>	<b>1,883,937</b>

Residential and Small Commercial	Customers by Town	Sales 1000 Gallons
Town of Riga	1,219	82,243
Village of Churchville	897	45,574
Town of Rush	1,147	68,250
Town of LeRoy	843	62,989
Village of LeRoy	1,703	110,619
Town of Wheatland	626	52,529
Village of Scottsville	751	48,115
Town of Pembroke	620	52,402
Village of Corfu	289	12,174
Town of West Bloomfield	389	49,197
Town of Richmond	1,078	42,082
Town of Kendall	834	38,131
Town of Byron	547	26,987
Town of Stafford	565	26,425
Town of Bergen	399	25,522
Village of Bergen	416	20,433
Town of Pavilion	344	22,259
Town of Darien	384	12,821
Town of Caledonia	36	2,452
Village of Caledonia	6	912
Town of Covington	11	1,337
Town of Bethany	38	1,175
Town of Lima	12	1,086
Town of East Bloomfield	20	958
<b>Total</b>	<b>189,134</b>	<b>13,025,881</b>

## FINANCIAL HIGHLIGHTS

WATER SALES (million gallons)	2022 Metered Consumption	Increase (Decrease) From 2021
Residential & Commercial	13,129.7	280.0
Industrial	2,285.9	49.6
Water Districts	1,883.9	71.0
City of Rochester	3,041.1	336.3
<b>Total</b>	<b>20,340.6</b>	<b>736.9</b>

OPERATING REVENUES (000s omitted)	2022 Actual	Increase (Decrease) From 2021
Residential & Commercial	\$67,471	\$3,485
Industrial	7,347	492
Water Districts	4,788	60
Fire Service	1,378	21
Other	3,958	(18)
<b>Total</b>	<b>\$84,942</b>	<b>\$4,040</b>

OPERATING EXPENSES (000s omitted)	2022 Actual	Increase (Decrease) From 2021
Operating Departments		
Administration	\$3,776	\$(6,665)
Production/Transmission	15,949	2,110
Engineering	3,250	(284)
Facilities, Fleet & Operations	13,890	492
Finance & Business Services	6,973	(443)
<b>Total</b>	<b>\$43,838</b>	<b>\$(4,790)</b>



To review our audited financial statements, please visit [mcwa.com](https://www.mcwa.com)





**MONROE COUNTY  
WATER AUTHORITY**

475 Norris Drive  
Rochester, New York 14610-0999

RETURN SERVICE REQUESTED

