

**FILED**  
August 4, 2016  
**INDIANA UTILITY  
REGULATORY COMMISSION**

Petitioner's Exhibit No. 2

**THE CITY OF EAST CHICAGO, INDIANA**

**INDIANA UTILITY REGULATORY COMMISSION**

**CAUSE NO. 44826**

**DIRECT TESTIMONY**

**OF**

**PATRICIA BODNAR**

CITY OF EAST CHICAGO, INDIANA

CAUSE NO. 44826

DIRECT TESTIMONY OF PATRICIA BODNAR

1 **Q. Please state your name, occupation, and business address.**

2 A. My name is Patricia Bodnar. I am Manager of the Water Department, and my business  
3 address is 5200 Indianapolis Boulevard, East Chicago, IN 46312.

4 **Q. Please describe your formal education and summarize your experience.**

5 A. I graduated from East Chicago Roosevelt High School in 1986. I attended college at IU-  
6 Northwest from 1986 through 1990. I began working for the City in 2003, and have  
7 worked in a variety of roles, including a brief stint as an account representative at the  
8 Water Department.

9 **Q. What are your current duties?**

10 A. I currently manage the Water Department. In that role, I have a variety of  
11 responsibilities including supervising the front office, which takes care of billing,  
12 payment processing, and customer service. I also manage the distribution side of the  
13 Department, including meter readers, meter installers, and a distribution crew that works  
14 on repairs to the distribution system and other service calls.

15 **Q. How many employees do you supervise?**

16 A. I directly supervise approximately eight employees.

17 **Q. How long have you served as Manager of the Water Department?**

18 A. I began serving in this role at the beginning of the year, on January 4, 2016.

19 **Q. What is the purpose of your direct testimony in this proceeding?**

20 A. The main purpose of my testimony is to describe how the Department intends to address  
21 certain billing issues through the meter replacement program.

1 **Q. What have been your primary concerns since becoming Manager of the Water**  
2 **Department?**

3 When I began working for the Department at the beginning of the year, my initial focus  
4 was on required year-end reporting. Once we completed that process, I began to focus  
5 on billing. In the process of learning the billing system, I discovered certain  
6 complications and discrepancies relating to inaccurate meter readings and estimated  
7 readings.

8 **Q. What were some of the causes of these complications?**

9 A. Much of the complications have to do with the current meter infrastructure. East  
10 Chicago has multiple different types and brands of meters in use. Some meters are pit  
11 meters, some are touchpad meters, and some are radio frequency (RF). Pit meters are  
12 especially time-consuming and difficult to read manually, especially in the wintertime.  
13 The various types of meters have different numbers of dials, which can lead to  
14 inadvertent error in recording meter readings. Some of the older meters installed in the  
15 1990s and early 2000s are no longer functioning properly.

16 **Q. How many pit meters does the Department have in use?**

17 A. Approximately 1700 pit meters are in use, or roughly 20% of the system.

18 **Q. What other problems do inaccurate or unavailable meter readings cause?**

19 A. If meter readers are unable to complete their assigned meter reads in the billing cycle,  
20 then bills have typically been estimated. Estimated bills are of course less reliable than  
21 meter reads of actual usage. Estimated bills can also result in highly variable bills when  
22 an actual read is ultimately taken. Variable bills can be difficult for a customer to  
23 manage.

1 **Q. Did these issues affect primarily residential or industrial customers?**

2 A. I discovered various meter reading issues for both residential and industrial customers.

3 **Q. Have you identified a solution for these issues?**

4 A. Yes. I believe it is critical to move to a system of uniform meters with advanced  
5 metering infrastructure (AMI).

6 **Q. In what ways will AMI assist the Water Department?**

7 A. AMI will enable the Water Department to obtain automatic reads and daily usage data.  
8 That will provide highly accurate and reliable information for billing purposes. It will  
9 also create more efficiency, freeing up resources for other purposes.

10 **Q. Has the Water Department begun converting meters?**

11 A. Yes, to a certain extent, as Mr. Crowley explains in his testimony. We are currently  
12 meeting with vendors to determine what additional modifications and replacements are  
13 necessary. Given the variety of meters currently in use, we want to be careful to select  
14 technology that will result in a uniform system at a reasonable cost. It is critical to  
15 develop a uniform system.

16 **Q. When the Department converts the meters, will you immediately transition to  
17 automated readings?**

18 A. The Department will transition to automated readings as quickly as possible, but we  
19 expect drive-by RF technology to be used to a greater extent than it presently is before  
20 the AMI system comes online.

21 **Q. Are you involved with any other projects referenced in Mr. Crowley's testimony?**

22 A. Yes. Billing for the bulk dispensing water station that Mr. Crowley describes would be  
23 managed by my billing department. Also, I supervise the employees responsible for

1 resolving breaks or leaks in the distribution system. We are attempting to address those  
2 issues aggressively.

3 **Q. Is the tariff for water service posted on the City's website?**

4 A. The current tariff is not posted. We are however developing a link to the tariff and any  
5 newly approved tariff will be posted.

6 **Q. Does this conclude your direct testimony in this cause?**

7 A. Yes.

**VERIFICATION**

I, Patricia Bodnar, affirm under penalties of perjury that the foregoing representations are true and correct to the best of my knowledge, information, and belief.

  
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Patricia Bodnar

Date: 8/3/16