

Community Metrics Reporting

The Division of Drinking and Ground Waters (DDAGW) has developed an online application for a public water system owner, administrative contact, or designated metrics submitter to submit public water system metrics. All community public water systems must record and report their metrics on an annual basis.

The application will be available in the Drinking Water Online Portal (DROP) starting in May of each year and will remain open until November. The reported metrics will be for the previous calendar year. For example, if you are reporting in May of 2021 you will be reporting the metrics for calendar year 2020.

What are metrics?

Metrics are performance measures that allow public water systems (PWS) to gauge the status of their water system. There are no right or wrong answers and Ohio EPA accepts actuals or estimates. PWS are encouraged to set goals for their metrics to improve operations and reduce costs overtime.

For a community public water system, the following data is required to be tracked and reported:

- Total water system expenses;
- total water system revenue;
- total number of service connections;
- total number of distribution waterline breaks;
- total length of distribution pipe;
- total amount of billed water exported;
- total amount of billed metered consumption;
- total amount of unmetered consumption;
- total amount of water produced;
- total number of planned repair, rehabilitation, and replacement tasks;
- total number of unplanned repair, rehabilitation, and replacement tasks; and
- additional customer service metric selected by the water system.

Ohio EPA will use this data to calculate the following metrics:

- operating ratio;
- operating cost to produce water per service connection;
- breaks per 10 miles of distribution pipe;
- non-revenue water;
- maintenance tasks per year on vertical assts; and

The PWS can view this calculation by reviewing the draft application prior to submitting the metrics or after submitting the final application once submitted.

For more information regarding metrics or asset management planning, go to

epa.ohio.gov/ddagw/pws/assetmanagement or contact Ohio EPA's Central Office at (614) 644-2752.

Logging into the Drinking Water Online Portal (DROP)

The metrics application can be accessed through [Ohio EPA's Customer Support Center](#) or by clicking the DROP button shown here and on DDAGW's home page at epa.ohio.gov/ddagw.

Logging into an Existing Account:

If you have an existing account, you will log in using your username and password. If you have forgotten your account login information you can use the [Forgot your username or password](#) link at the bottom of the login page to retrieve your username and/or your password. Follow the steps below to reset your password and/or to retrieve your username.

If you no longer have access to the associated email address, or have issues logging in to an existing account, please contact Ohio EPA's DROP customer service by email at ddagw_droportal@epa.ohio.gov or phone at (614) 644-2894.



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First Time Login:

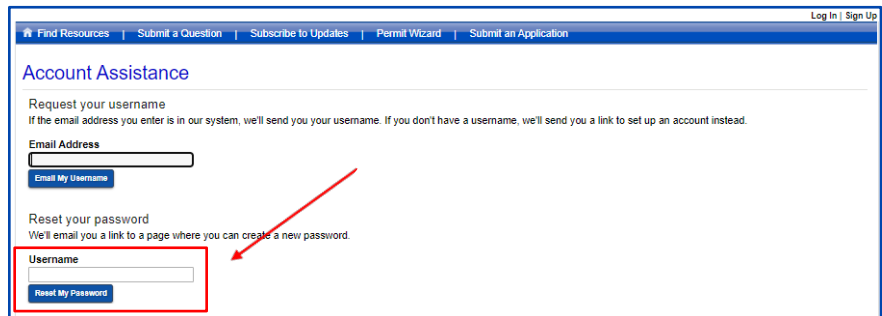
If Ohio EPA sent you a username and it's your first time logging in, you will first need to reset your password.

Step 1: Go to the [DROP Login Page](#).

Step 2: Click **Forgot your username or password** at the bottom of the login page.

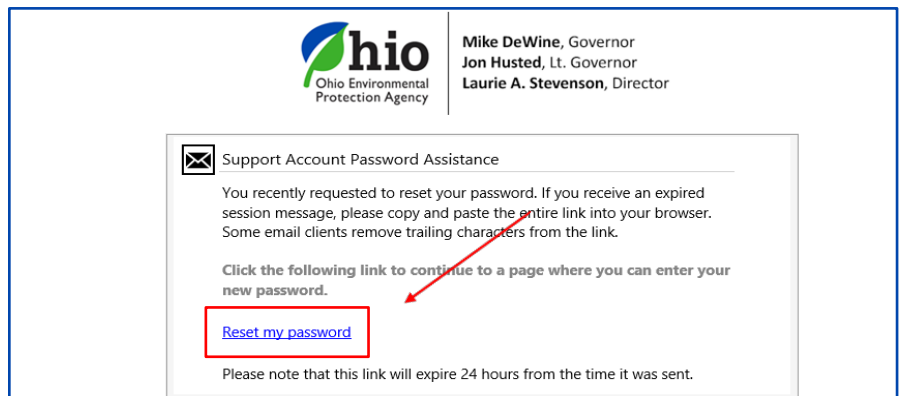


Step 3: Type in the username (the email address associated with the account) for the first-time login.



Step 4: Check your email - you will receive an email containing a link to reset your password.

Follow the instructions in the email to reset the password and gain access to the Customer Support Center.

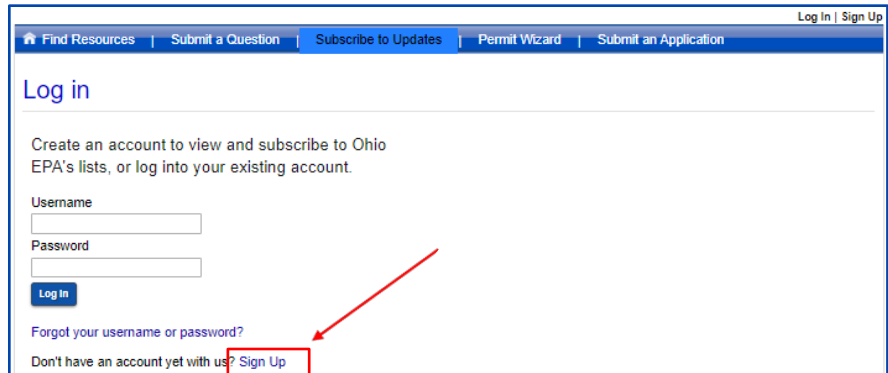


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[Creating a New Account:](#)

If Ohio EPA didn't send you a username, or you do not have a Customer Support Center account, you will need to create an account and then notify Ohio EPA to associate the PWS with your new account. To do this, follow the steps below.

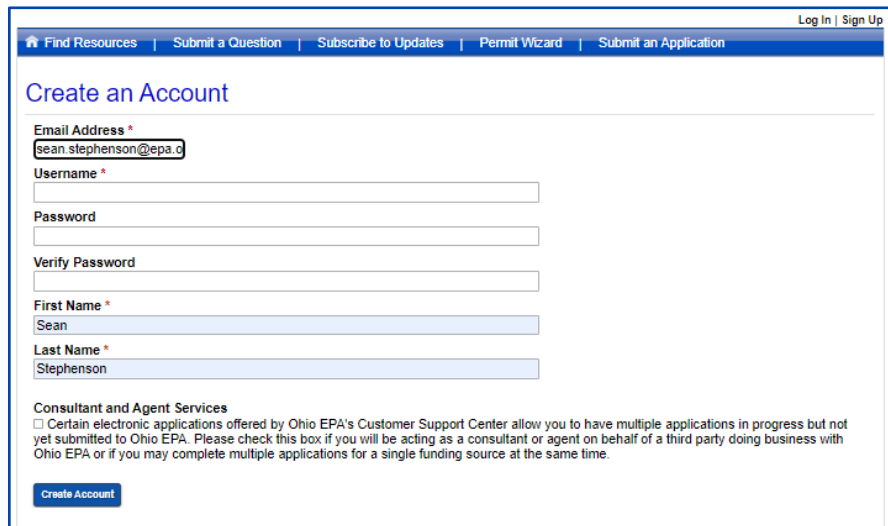
Step 1 – Click **Sign Up** at the bottom of the login page.



Step 2 – Enter your information to create an account.

If you have an account, a warning will pop up stating the email address is already in use.

You can retrieve your username or password by clicking **get account assistance** at the bottom of the pop-up window.

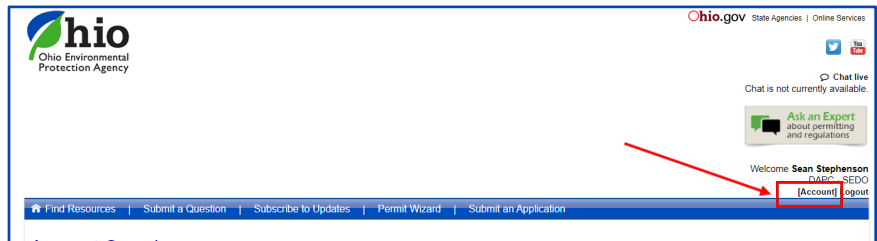


Step 3 – Notify Ohio EPA that you created an account and need to associate your new account to your water system's metrics application. Contact Ohio EPA's DROP customer service by email at ddagw_dropportal@epa.ohio.gov or phone at (614) 644-2894. Please provide your email address used to create the account, your name, and the public water system you will be reporting for. Ohio EPA will then move the metrics application under your new account.

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Submitting Metrics

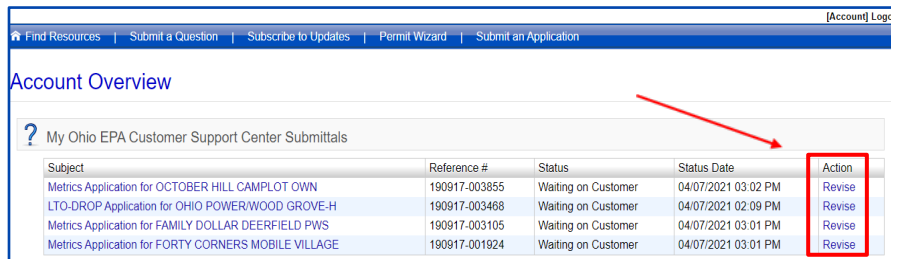
To access the metrics application once logged in, you will need to click on **[Account]** in the upper right corner. This will bring you to the account overview page.



The account overview page will show any PWS metrics applications that are associated with your account. If you do not see a PWS listed, please contact Ohio EPA's DROP customer service by email at ddagw_dropportal@epa.ohio.gov or phone at (614) 644-2894.

To open the application, you will click **[Revise]** next to the PWS metrics application.

This will open the application and you can begin the submission process.

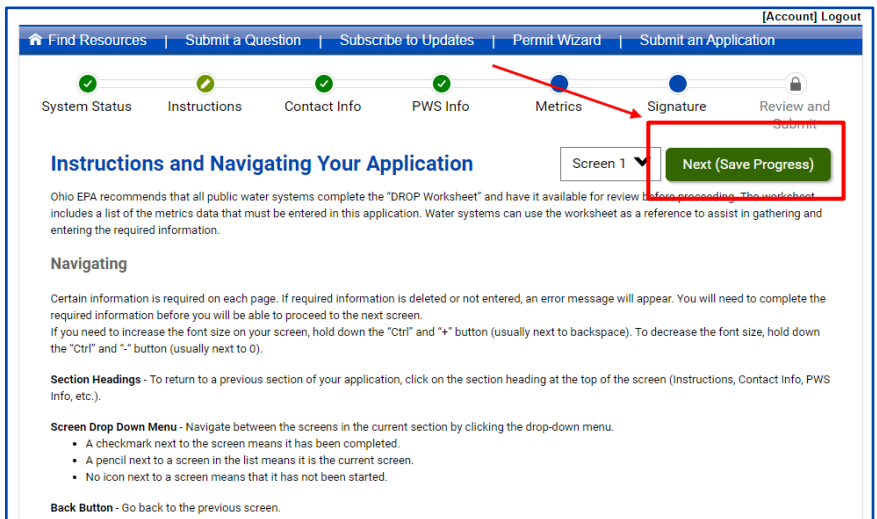


Instructions and Navigating the Metrics Application

Once you click revise, the metrics application will open.

The first page of the application goes over how to move through the application.

Once you have reviewed these instructions, you will click the green **Next (Save Progress)** button to move forward.



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My Contact Information

Here the person submitting metrics will enter their current contact information.

After entering your contact information, click the **Next (Save)** button to move forward with the application.

The screenshot shows the 'My Contact Info' step of the application wizard. The progress bar at the top indicates that 'System Status', 'Instructions', 'Contact Info', 'PWS Info', and 'Metrics' are completed, while 'Signature' and 'Review and Submit' are pending. The form fields include: Salutation (dropdown), First Name (Sean), Last Name (Stephenson), Title (empty), Address 1 (50 W Town St, Suite 700), Address 2 (empty), City (Columbus), Country (US), State (OH), ZIP Code (43216), and a phone number (614-644-3625). A 'Next (Save)' button is located at the top right.

Public Water System Information

You will need to select if the PWS operated during any part of the reporting year.

If the PWS did not operate you will select **No** and sign and submit the application.

If the PWS did operate during any part of the reporting year you will select **Yes** and follow the directions below to continue with the application.

The screenshot shows the 'Community Metrics' step of the application wizard. The progress bar indicates that 'System Status', 'Instructions', 'Contact Info', 'PWS Info', and 'Metrics' are completed, while 'Signature' and 'Review and Submit' are pending. The form displays 'Public Water System: OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. Below the link, there is a paragraph of text explaining the requirements for public water systems. At the bottom, there is a checkbox labeled 'I have reviewed and understand the metric rules.' which is currently unchecked.

Community Metrics – Certification Statement

You will first need to confirm that you have read and understand the metrics requirements.

These requirements can be found in Ohio Administrative Code (OAC) **3745-87-05**.

Once you have reviewed the metrics rule you will need to click the box *I have reviewed and understand the metrics rule* to confirm this and then click the **Next (Save)** button to continue with the application.

This screenshot is identical to the one above, showing the 'Community Metrics' step. It highlights the checkbox labeled 'I have reviewed and understand the metric rules.' which is currently unchecked. The 'Next (Save)' button is visible at the bottom right.

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Community Metrics – Water System Expenses

Enter the total water system expenses for the reporting year.

This includes any funds spent or cost incurred by the PWS (for example, chemicals, operations, and maintenance costs, PWS personnel wages benefits, debt services etc.).

Total water system expenses will be used to calculate the operating ratio and the cost to produce water per service connection.

The screenshot shows the 'Water System Expenses' form. At the top, there is a navigation bar with links: Find Resources, Submit a Question, Subscribe to Updates, Permit Wizard, and Submit an Application. Below this is a progress bar with steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. The 'Metrics' step is currently active. The form title is 'Water System Expenses'. Below the title, it says 'Public Water System: OH3102212 - WYOMING CITY PWS'. There is a 'More Information' link. The main instruction reads: 'Enter the total water system expenses in 2020 (e.g., chemicals, operation & maintenance, water system personnel wages, debt service). Indicate if the amount listed is based on actual data or an estimate. Either is acceptable.' The form has a field for 'Total water system expenses' with the value '130,250'. Below this is a question 'Is your result actual or an estimate?' with radio buttons for 'Actual' (selected) and 'Estimate'.

Community Metrics – Water System Revenue

Enter the total water system revenue for the previous calendar year.

This includes any funds brought in by the PWS (for example, water bill payments).

This value will be used to calculate the operating ratio.

If your organization operates several water systems and combines financial information, you may need to estimate this amount because each PWS is reported separately.

The screenshot shows the 'Water System Revenue' form. It has the same navigation bar and progress bar as the previous form. The form title is 'Water System Revenue'. Below the title, it says 'Public Water System: OH3102212 - WYOMING CITY PWS'. There is a 'More Information' link. The main instruction reads: 'Enter the total water system revenue for 2020. Indicate if the amount listed is based on actual data or an estimate. This information is for future reference only. Either is acceptable. Total water system revenue includes any funds brought in by the public water system. If the bill is combined with other dues (e.g., combination of water and sewer bill), only report the water portion of the revenue. Do not include tap-in fees. Tap-in fees should go into your capital improvement fund, not in general operating revenues.' There is a checkbox for 'Show/Hide Examples:'. The form has a field for 'Total water system revenue'. Below this is a question 'Is this result actual or an estimate?' with radio buttons for 'Actual' and 'Estimate'.

Community Metrics – Service Connections

You will enter the total number of service connections for the PWS during the reporting year.

A service connection is an active or inactive pipe, gooseneck, pigtail, and any other fitting that connects to or has the potential to connect to each individual house, apartment unit, condominium, mobile home, or any other structure with human consumption available to the PWS regardless of whether the water usage is metered.

The screenshot shows the 'Service Connections' form. It has the same navigation bar and progress bar as the previous forms. The form title is 'Service Connections'. Below the title, it says 'Public Water System: OH3102212 - WYOMING CITY PWS'. There is a 'More Information' link. The main instruction reads: 'Enter the total number of service connections as of 12/31/2020. Do not include changes made in 2020. A service connection is an active or inactive pipe, gooseneck, pigtail and any other fitting that connects or has the potential to connect each individual house, apartment unit, condominium, mobile home or any other structure with human consumption available to the public water system regardless of whether the water usage is metered.' There is a checkbox for 'Show/Hide Examples:'. The form has a field for 'Total number of service connections'. Below this is a question 'Is this result actual or an estimate?' with radio buttons for 'Actual' and 'Estimate'.

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Community Metrics – Waterline Breaks

Enter the total number of waterline breaks that occurred in the distribution system during the reporting year.

Do not enter breaks that occurred in the treatment plant or service lines.

The number of water line breaks in the distribution system will be used to calculate the breaks per 10 miles of distribution pipe.

The screenshot shows the 'Waterline Breaks' form, which is Screen 5 of the reporting process. The top navigation bar includes links for 'Find Resources', 'Submit a Question', 'Subscribe to Updates', 'Permit Wizard', and 'Submit an Application'. A progress bar at the top indicates the status of various sections: System Status, Instructions, Contact Info, PWS Info, Metrics (current), Signature, and Review and Submit. The form title is 'Waterline Breaks' and it is for 'Public Water System: OH3102212 - WYOMING CITY PWS'. Below the title, there is a 'More Information' link and a text box for entering the total number of waterline breaks that occurred in the distribution system during 2020. A checkbox for 'Show/Hide Examples' is present. The form asks for the 'Total number of distribution waterline breaks' and provides a text input field. It also asks 'Is this result actual or an estimate?' with radio buttons for 'Actual' and 'Estimate'. Navigation buttons for 'Back' and 'Next (Save)' are at the bottom right.

Community Metric – Length of Distribution

Enter the total length of the distribution system in miles or feet.

Do not include any pipe added or removed outside of the reporting year.

This will be used to calculate the total number of breaks per 10 miles of distribution pipe.

The screenshot shows the 'Length of Distribution' form, which is Screen 6 of the reporting process. The top navigation bar and progress bar are identical to the previous form. The form title is 'Length of Distribution' and it is for 'Public Water System: OH3102212 - WYOMING CITY PWS'. Below the title, there is a 'More Information' link and a text box for entering the total miles or feet of distribution pipe as of 12/31/2020. A checkbox for 'Show/Hide Examples' is present. The form asks for the 'Total length of distribution pipe' and provides a text input field. It also asks 'Select Miles or Feet' with radio buttons for 'Miles' and 'Feet'. It also asks 'Is this result actual or an estimate?' with radio buttons for 'Actual' and 'Estimate'. Navigation buttons for 'Back' and 'Next (Save)' are at the bottom right.

Community Metrics – Nonrevenue Water

The next several questions are to determine non-revenue water. Non-revenue water is the water that has been produced but is “lost” before it reaches the customer. This includes unbilled authorized consumption (for example, unbilled metered consumption and unbilled unmetered consumption), apparent losses (for example, customer metering inaccuracies, unauthorized consumption, and data handling errors), and real losses (for example, leaks).

To determine non-revenue water each PWS will need to enter:

- total number of gallons of billed water exported (for example, interconnections);
- total gallons of billed unmetered consumption (for example, water billed to service connection or through bulked metered station); and
- total gallons of unmetered consumption (for example, flat fee structure accounts).

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Community Metrics – Billed Water Exported

Enter the total amount of billed water exported during the reporting year in gallons or million gallons.

This includes any water exported through interconnections, such as a permanent pipe connected to another water system which would be billed for the usage.

If this is not metered, it must be estimated. If you do not export water, enter zero.

The screenshot shows a progress bar at the top with steps: System Status, Instructions, Contact Info, PWS Info, Metrics (current), Signature, and Review and Submit. The 'Metrics' step is highlighted. Below the progress bar, the title 'Billed Water Exported' is displayed. A dropdown menu shows 'Screen 7'. To the right are 'Back' and 'Next (Save)' buttons. The form content includes a header 'Public Water System: OH3102212 - WYOMING CITY PWS', a 'More Information' link, a detailed instruction paragraph, a 'Show/Hide Examples' checkbox, a text input field for 'Total amount of billed water exported *' with the value '0', and radio buttons for 'Is this result actual or an estimate? *' with 'Actual' selected.

Community Metrics – Billed Metered Consumption

Enter the total amount of billed metered consumption for the reporting year.

This includes water billed to metered service connections and water sold through a metered bulk station.

This does not include billed metered consumption that will not be collected (for example, payment not collected for leak adjustments, bad debt, forgiveness) or metered consumption that has already been accounted for in billed water exported.

The screenshot shows a progress bar at the top with steps: System Status, Instructions, Contact Info, PWS Info, Metrics (current), Signature, and Review and Submit. The 'Metrics' step is highlighted. Below the progress bar, the title 'Billed Metered Consumption' is displayed. A dropdown menu shows 'Screen 8'. To the right are 'Back' and 'Next (Save)' buttons. The form content includes a header 'Public Water System: OH3102212 - WYOMING CITY PWS', a 'More Information' link, a detailed instruction paragraph, a 'Show/Hide Examples' checkbox, a text input field for 'Total amount of billed metered consumption *' with the value '3.24', a section 'Select Gallons or Million Gallons (MG) *' with 'MG' selected, and radio buttons for 'Is this result actual or an estimate? *' with 'Actual' selected.

Community Metrics – Unmetered Consumption

You will first need to select if you have any billed unmetered consumption. Based on this answer there are two below sets of questions that will be asked.

If your PWS **does** have billed unmetered consumption:

If you select yes, a question asking if you have meter data to determine the total gallons of billed unmetered consumption (for example, read meters, but billed on flat rate) will populate.

If you do have meter data, select yes, and click the **Next (Save)** button.

The screenshot shows a progress bar at the top with steps: System Status, Instructions, Contact Info, PWS Info, Metrics (current), Signature, and Review and Submit. The 'Metrics' step is highlighted. Below the progress bar, the title 'Unmetered Consumption' is displayed. A dropdown menu shows 'Screen 9'. To the right are 'Back' and 'Next (Save)' buttons. The form content includes a header 'Public Water System: OH3102212 - WYOMING CITY PWS', a 'More Information' link, and two questions with radio button answers: 'Did you have any billed unmetered consumption in 2020 (e.g., accounts billed based on a flat fee)? *' with 'Yes' selected, and 'Do you have meter data that can be used to determine the total gallons of billed unmetered consumption (e.g., read meters, but still bill based on a flat rate)? *' with 'Yes' selected.

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Then you will enter the total amount consumed by billed unmetered service connections.

This screenshot shows the 'Unmetered Consumption - Results' screen (Screen 10) of a web application. The top navigation bar includes links for 'Find Resources', 'Submit a Question', 'Subscribe to Updates', 'Permit Wizard', and 'Submit an Application'. A progress bar at the top indicates the status of various steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. The 'Metrics' step is currently active. The main content area displays the title 'Unmetered Consumption - Results' and a dropdown menu set to 'Screen 10'. Below this, the public water system is identified as 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The instructions state: 'Enter the total amount consumed by billed, unmetered service connections using the meter readings in 2020. The meter data must include all of 2020 for all billed, unmetered service connections. If you do not have the meter data for all of the billed, unmetered service connections, hit the back button and check "No" for the 2nd question on the previous page about whether you have meter data to determine the total gallons of billed unmetered consumption. You will then estimate the consumption using either the population or number of service connections.' A text input field contains the value '1.1'. Below the input field, there are two radio button options: 'Gallons' and 'MG' (selected). At the bottom, there are two radio button options: 'Actual' and 'Estimate' (selected). Navigation buttons 'Back' and 'Next (Save)' are located at the bottom right.

If your PWS **does not** have billed metered consumption:

You will select no and then click **Next (Save)** to move forward.

This screenshot shows the 'Unmetered Consumption' screen (Screen 9) of a web application. The top navigation bar and progress bar are identical to the previous screen. The main content area displays the title 'Unmetered Consumption' and a dropdown menu set to 'Screen 9'. Below this, the public water system is identified as 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The question asks: 'Did you have any billed unmetered consumption in 2020 (e.g., accounts billed based on a flat fee)?'. Two radio button options are shown: 'Yes' and 'No' (selected). Navigation buttons 'Back' and 'Next (Save)' are located at the bottom right.

Then you will enter 0 into the total amount of unmetered consumption and then select **Next (Save)** to move forward.

This screenshot shows the 'Unmetered Consumption - Results' screen (Screen 10) of a web application. The top navigation bar and progress bar are identical to the previous screen. The main content area displays the title 'Unmetered Consumption - Results' and a dropdown menu set to 'Screen 10'. Below this, the public water system is identified as 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The instructions state: 'You do not have any unmetered water. Enter Zero in the box below'. A text input field contains the value '0'. Below the input field, there are two radio button options: 'Actual' (selected) and 'Estimate'. Navigation buttons 'Back' and 'Next (Save)' are located at the bottom right.

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Community Metrics – Total Amount of Water Produced

Enter the total amount of water produced during the reporting year in gallons or million gallons.

This should be calculated using the total production data reported on the monthly operating reports (MORs) for the year.

The screenshot shows the 'Water Produced' form within a web application. At the top, there is a navigation bar with links: 'Find Resources', 'Submit a Question', 'Subscribe to Updates', 'Permit Wizard', and 'Submit an Application'. Below this is a progress bar with seven steps: 'System Status', 'Instructions', 'Contact Info', 'PWS Info', 'Metrics', 'Signature', and 'Review and Submit'. The 'Metrics' step is currently active, indicated by a green checkmark. The form title is 'Water Produced' and it is identified as 'Screen 11'. The public water system is 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The instructions state: 'Enter the total amount of water produced in 2020 in either gallons or million gallons. This should be calculated using the total production data reported on the monthly operating reports (MORs) for the year. Add up the total production for each month to get the total for the year.' There is a checkbox for 'Show/Hide Examples:'. The main input field is for 'Total amount of water produced *'. At the bottom, there is a question 'Is this result actual or an estimate? *' with radio buttons for 'Actual' and 'Estimate'.

Community Metrics - Planned Repairs

Enter the number of planned repairs, rehabilitation, or replacement tasks on vertical assets during that occurred during the reporting year.

This includes any planned maintenance (for example, greasing pumps, changing pump tubing, replacing cartridge filters, cleaning storage tanks etc.).

This does not include any task done in response to emergencies.

The screenshot shows the 'Planned Repairs' form. The navigation bar and progress bar are identical to the previous form. The form title is 'Planned Repairs' and it is identified as 'Screen 12'. The public water system is 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The instructions state: 'This includes repair, rehabilitation, or replacement tasks that were planned to be conducted prior to the work being completed. These tasks will generally include routine maintenance (e.g., changing pump tubing, replacing cartridge filters, cleaning storage tanks). It does not include work completed in response to emergencies (e.g., equipment failure).' The main input field is for 'Total number of planned repair, rehab, and replacement tasks *' with the value '75' entered. At the bottom, there is a question 'Is this result actual or an estimate? *' with radio buttons for 'Actual' and 'Estimate', where 'Estimate' is selected.

Community Metrics – Unplanned Repairs

Enter the number of unplanned or emergency repairs, rehabilitation, or replacement tasks during that occurred during the reporting year.

These tasks will generally include emergency maintenance (for example, equipment failure, unexpected maintenance etc.).

The screenshot shows the 'Unplanned Repairs' form. The navigation bar and progress bar are identical to the previous forms. The form title is 'Unplanned Repairs' and it is identified as 'Screen 13'. The public water system is 'OH3102212 - WYOMING CITY PWS'. A 'More Information' link is provided. The instructions state: 'This includes repair, rehabilitation, or replacement tasks that were not anticipated or planned prior to the work needing to be completed. These tasks will generally include emergency maintenance (e.g., equipment failure, unexpected maintenance).' The main input field is for 'Total number of unplanned repair, rehab, and replacement tasks *' with the value '23' entered. At the bottom, there is a question 'Is this result actual or an estimate? *' with radio buttons for 'Actual' and 'Estimate', where 'Actual' is selected.

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Community Metrics – Customer Service Metric

Your PWS is required to identify and track one additional customer service metric that is relevant and useful.

Some examples include total number of water complaints, average residential cost of water service per month, total number of disruptions of service etc.

This is just an example and you can select a metric from the dropdown or select “Other” and describe your own customer service metric (data for the metric will be entered on the next screen).

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status | Instructions | Contact Info | PWS Info | Metrics | Signature | Review and Submit

Customer Service Metric - Results

Screen 15

Public Water System: OH3102212 - WYOMING CITY PWS

More Information

Enter the Total number of water complaints

Total number of water complaints *

15

Is this result actual or an estimate? *

☒ Actual ☐ Estimate

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status | Instructions | Contact Info | PWS Info | Metrics | Signature | Review and Submit

Customer Service Metric

Screen 14

Public Water System: OH3102212 - WYOMING CITY PWS

More Information

Your facility is required to identify and track one additional customer service metric. It should be a metric that is relevant and useful to track, and it must relate to customer service. The metric must be calculated for 2020. Select 1 additional customer service metric for 2020, or Select "Other" and describe your own customer service metric (data for the metric will be entered on the next screen).

What is the additional customer service metric? *

Total number of water complaints

Metrics Review

This is an overview of the metrics that were calculated based on the data submitted.

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status | Instructions | Contact Info | PWS Info | Metrics | Signature | Review and Submit

Metrics Review

Screen 1

Billed Water Exported: 36

Billed Metered Consumption: 3,240,000

Billed Unmetered Consumption: 0

Revenue Water: 3,240,036

Revenue Water = (Billed Water Exported) + (Billed Metered Consumption) + (Billed Unmetered Consumption)

Revenue Water = (36) + (3,240,000) + (0)

Percent Non-Revenue Water: 67.59964

Non-Revenue Water = [1 - (Revenue Water) / (Total Gallons Produced)] * 100

Non-Revenue Water = [1 - (3,240,036) / (10,000,000)] * 100

Breaks per 10 miles: 10

Breaks per 10 miles = [(Line Breaks) / (Miles of Distribution)] * 10

Breaks per 10 miles = [(15) / (15)] * 10

Cost per Service Connection: 868.333333

Cost per Service Connection = (Water System Expenses) / (Service Connections)

Cost per Service Connection = (130,250) / (150)

Water System Expenses: 130,250

Service Connections: 150

Operating Ratio: 0.868333

Operating Ratio = (Water System Expenses) / (Water System Revenue)

Operating Ratio = (130,250) / (150,000)

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Certification

To submit the application, you must agree to submit the application on behalf of the applicant organization, that the form is completed to the best of your knowledge, and consent to submit the form electronically.

The screenshot shows the 'Certification' screen of the Drinking Water Online Portal Application. At the top, there is a navigation bar with links: Find Resources, Submit a Question, Subscribe to Updates, Permit Wizard, and Submit an Application. Below this is a progress bar with seven steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. The 'Metrics' step is currently active. The main content area is titled 'Certification' and includes a 'Screen 1' dropdown, 'Back' and 'Next (Save)' buttons. The 'Applicant Certification' section contains a statement of acknowledgment and two bullet points: 'I have reviewed the applicable asset management and contingency planning rules, OAC Chapters 3745-87 and 3745-85.' and 'The Metrics data are true and accurate to the best of my knowledge.' Below this is a 'SUBMITTAL AUTHORIZATION' section where the user certifies they are authorized to submit the application on behalf of the applicant organization. This is followed by two questions with radio button options: 'Do you certify that you are authorized to submit this application on behalf of the applicant organization and to the best of your knowledge the application is complete and accurate? *' and 'Do you consent to sign this application electronically? *'. Both questions have 'Yes' selected. A signature line with a 'Clear' button is provided. At the bottom, there are input fields for 'Printed Name *' (Sean Stephenson), 'Signature Date *' (04/05/2021), and 'Signatory's title *' (ES2).

Review of Draft Application

Here you can review and save a draft of your application prior to submitting.

You must click the box that you have reviewed the draft application prior to moving forward to the final submission page.

Once you click that you have reviewed the application, you will click the **Next (Save)** button to move forward.

The screenshot shows the 'Review Draft Application' screen of the Drinking Water Online Portal Application. It features the same navigation bar and progress bar as the previous screen. The main content area is titled 'Review Draft Application' and includes a 'Screen 1' dropdown, 'Back' and 'Next (Save)' buttons. The text instructs the user to save a draft copy of the application by clicking a link. An 'Important!' note states: 'You must click "Next" on any screen where you make changes for those changes to be saved.' Below this, it says: 'When you are finished making changes, return to this screen and save another draft copy of your form and verify that it is complete and accurate.' and 'Once you are satisfied with the information in your application, click the box below, then click the "Next" button on this screen.' A link 'Save a draft copy of the Metrics Report for review' is highlighted with a red box and an arrow. Below the link is a checkbox labeled 'I have reviewed the draft application.' which is also highlighted with a red box.

Community Metrics Reporting

Submitting the Final Application

After you have reviewed the application you can then submit the final application by clicking the green **Submit Final Form** button.

Once you submit, no changes can be made and the application will be locked.

The screenshot shows the 'Submit Final Application' screen. At the top, there is a navigation bar with links: Find Resources, Submit a Question, Subscribe to Updates, Permit Wizard, and Submit an Application. Below this is a progress bar with seven steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. All steps are marked with a green checkmark. The 'Metrics' step is currently selected. On the right side, there is a dropdown menu showing 'Screen 2' and two buttons: 'Back' and 'Submit Final Form'. The main content area contains the following text:

Submit Final Application

You may submit the application **one time**. After you click the "Submit" button you will have **locked your application** and will not be able to change it. If you are **not sure** that you are satisfied with your form, please click any section above and make the changes you want.

Please Note! You must click the "Next" button on any screen where you change information for the changed information to be saved!

Then return to the "Review Application" screen to download and save draft copy for your records to review and confirm you are satisfied with your application.

Then return to this screen and click "Submit" to send the final version of your application to Ohio EPA.

After you click the "Submit Final Form" button you will have **locked your application** and will not be able to change it.

After you submit your application, you will see a submittal confirmation screen and be able to save a final copy of the application for your records along with a copy of the submittal confirmation.

Submittal Confirmation

This is the submittal confirmation showing that the metrics application was successfully submitted.

You can download the final application for your records.

The screenshot shows the 'Submittal Confirmation' screen. At the top, there is a navigation bar with links: Find Resources, Submit a Question, Subscribe to Updates, Permit Wizard, and Submit an Application. Below this is a progress bar with seven steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. All steps are marked with a green checkmark. The 'Metrics' step is currently selected. On the right side, there is a dropdown menu showing 'Screen 3'. The main content area contains the following text:

Submittal Confirmation

Thank you! Your **Metrics Application** for **WYOMING CITY PWS** number **190917-001533** was submitted **04/14/2021 13:42**.

For Applicant:
Sean Stephenson
OH3102212

Please use number **190917-001533** when referring to this application with Ohio EPA in written correspondence, emails, or on the phone.

At any time in the future, if you log into [Ohio EPA's Customer Support Center](#), and go to your Account Overview, you can click on the reference number for the application to see its status, see a list of the attachments that you submitted with your application, send questions or send additional information to Ohio EPA.

If you have questions about this application please contact:

Brian Tarver at brian.tarver@epa.ohio.gov or 614-728-1740	for general questions regarding your application.
Asset Management at DDAGW.AssetManagement@epa.ohio.gov or 614-644-2752	for questions regarding your Metrics data

[Save a copy of the final application for your records.](#)

[Save a copy of this submittal confirmation for your records.](#)

Thank you!