



The City of Lorain, Ohio

UTILITIES DEPARTMENT

Administrative Offices – 1106 First Street
Lorain, Ohio 44052

Joseph A. Carbonaro
Director of Utilities

January 5, 2026

City Council Members

Re: Utilities Department Sub-Departments & Functions

The Utilities Department performs a multitude of operations and functions to provide water and wastewater services to residents and customers. We have approximately 26,000 total customer accounts that receive both services. We serve customers not only within the corporate limits of the City of Lorain but also in Sheffield & Elyria Townships, City of Sheffield Lake, Amherst Township, and New Russia Township as well as intermittent services to the City of Vermilion and City of Amherst. The following is a breakdown of the Utilities Department:

- General Administration – Office of the Director; Performs administrative functions for the entire department that includes but not limited to Safety & Training, Environmental Management, Accounts Payable & Payroll, and Procurement.
- Billing & Meter – Performs Utility Billing functions, Customer Service, Meter Reading, Operation and Maintenance, and Delinquent Services.
- Black River WWTP – Larger of the two WWTPs in the City of Lorain originally built in 1954 and upgraded in 1972. Provides wastewater treatment to approximately 80% of customers at an annual average volume of 13 MGD.
- PQM WWTP – Built in 1987, provides wastewater treatment to remaining portions of the City of Lorain and primarily the county areas of Amherst & New Russia Townships. Treats an annual average volume of 3 MGD.
- Water Distribution – Performs operations & maintenance work on the water distribution system of the City of Lorain. There are approximately 320 miles of water mains under the responsibility of the City of Lorain as well as all the associated valves, hydrants, etc.
- Water Purification – Originally built in 1906, with upgrades in the 1920s, 1940s, 1970s, and 1990s. Provides water treatment services for customers of the City of Lorain. Provides an annual average volume of 8 MGD.
- Sewer Collections – Performs operations & maintenance work on the sewer collections system as well as stormwater infrastructure (i.e. catch basins, pipes, etc.). There are approximately 275 miles of sanitary sewer pipes and 170 miles of stormwater pipe under the responsibility of the City of Lorain.

The Utilities Department provides emergency services during normal business hours (7am – 3pm) as well as after-hours. The respective numbers are as follows:

Customer Service # (Billing Office) – 440-204-2500 for Call Queue

Water Distribution # - 440-204-2285

Sewer Collections # - 440-204-2200

After-Hours # (Water Purification Pump House) – 440-204-2280

Respectfully,

Joseph A. Carbonaro
Director of Utilities
City of Lorain, OH