



water WORKS

summer 2011 newsletter

Hope you are having a good Summer!

ONLINE ACCOUNT ACCESS AT WWW.NWWSO.ORG

Beginning in May 2011, District customers can now access their accounts to pay their bill online via credit card or electronic check, or to view their account billing and payment history. We accept Visa, Mastercard, American Express and Discover along with E-checks.

Once you have registered your account online, you have the option of setting up automatic payment of your billing on the due date of the invoice, or you can make payments when you choose. Simply visit the District's website at www.nwwsd.org, and click the "Pay Online" button to enter the online account portal!

Water Conservation

Now is the season to inspect your internal plumbing and sprinkler systems for leaks and water losses. Review your water-use habits when you get your utility bill. It's too late to change what you used in the prior billing period, but the monthly and annual pattern becomes a habit that will affect your consumption and the amount you pay.

"Cubic feet vs. gallons?" Water meters measure the flow of water being used through the meter. This usage is measured in increments of either cubic feet or gallons. We use cubic feet as do many other water providers. However, it's a bit difficult to imagine "1,000 cubic feet" of water flow.

Imagine a box one foot wide by one foot deep by one foot tall- that's one cubic foot! To make the conversion using gallons, 7.48 gallons equal one cubic foot. In other words, it takes approximately 7.5 gallon jugs to fill a box which is one cubic foot size. So, 1,000 cubic feet of consumption used per month is 7,480 gallons per month, or over a 30-day month, that's almost 250 gallons per day. Sound like a lot? How many gallons does your home use per month?

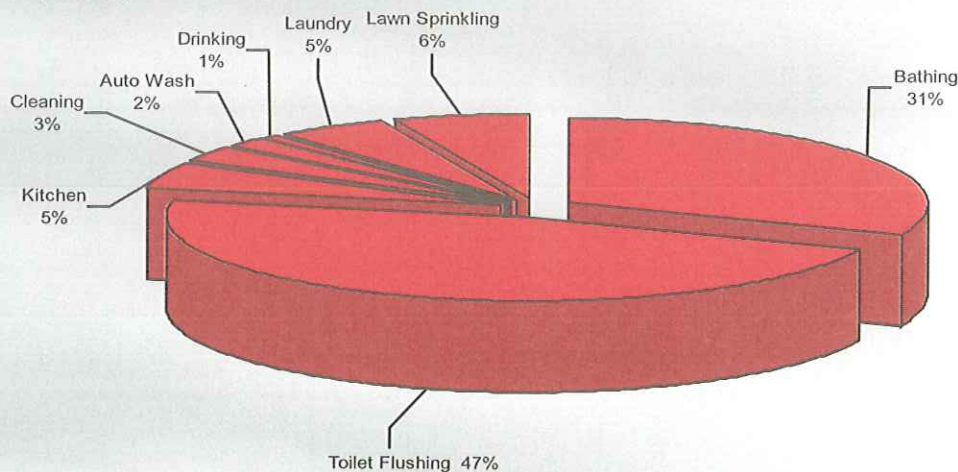
Consumer Confidence Report (CCR)

By now, you should have received your annual water quality report on our water supply serving your area. This report, required by Federal EPA, is done each year outlining the various levels of chemical compounds found in our drinking water. Our water is safe, and this report relates that message in specific details. If you did not get one, or have questions on this, please contact Dan Wickard, our field operations superintendent.



Look Where That Water is Going

This pie chart outlines the general water use for most residential users. You will notice the large amount which is consumed from personal use such as flushing toilets and bathing. Any conservation that you are able to do in these areas would save you both water and sewer costs.



I & I Grant Program

We collect and treat sanitary sewer flow. This is water from toilets and showers from the home and wastewater from commercial, retail and industrial users unfit for release to area ditches, creeks and rivers.

Our system is not a "combined" system for wastewater and stormwater from downspouts, footer tile, rainwater or sump pumps. Storm water goes to storm drains, area ditches, creeks and rivers-it does not need treated. When storm water enters the sanitary system, it overloads the pump systems and treatment plants. This infiltration and inflow (I & I) must be eliminated!

Here's how the grant program works:

We have established a grant program which participates in the cost to remove and separate the combination of sanitary and storm water connections on private property.

District personnel along with the property owners will inspect the premises to determine the scope of work which would be eligible. An agreement must be completed with the property owner. Two written statements from licensed and bonded contractors need to be submitted for review. Upon selection of the contractor, the District must be notified to schedule the inspection of work. Upon final inspection, reimbursement of the project costs up to a cap of \$2,000 will be paid to the homeowners. The program is based upon a first come, first serve basis. Please call me or Dan Wickard at: 419-354-9090 for details concerning our grant program.

Customer Meter Changeout

Most of the District's water customers will be contacted by the District (or our agent U.S. Bronco) to replace their water meter. The new models provide enhanced consumption data information which allows the user to better track their usage and patterns of use. They also provide a more accurate usage figure reflecting daily use and a move toward monthly billing in all areas.

Customer Hours

We are open 8:00 a.m. to 5:00 p.m., Monday through Friday, for your needs. You can reach us by calling (419) 354-9090 or toll free 1-877-354-9090, e-mail us at district@nwwsd.org, or visit our website at www.nwwsd.org

Sincerely,

Jerry Greiner, Executive Director