



NORTHWESTERN  
**THE DISTRICT**  
WATER & SEWER



## READY TO SERVE YOU IN AN EMERGENCY

Above: The District Duty Team, available 24/7/365 to assist with after hours water or sewer emergencies. Pictured top left to right: Chad Feehan, Justin Bowers, Jarred Myers, Jake Isaacson, Josh Nutter, Greg Warden, Jay Carter, Bryan Martikan, and Jay Graham.

Volume IX | Issue III

## DO YOU HAVE A LEAK?

Did you know the average toilet can leak around 110 gallons per hour? That's 2,600 gallons a day and 78,000 per month. This usage would cost an additional \$600 per month in just your water charges!

The District, along with EPA WaterSense, wants you to check your household plumbing for leaks this month.

### TIPS FOR FINDING LEAKS:

\*Look at your water bill, if you are an average family of four and exceed 1,600 cubic feet of use monthly, you may have a leak.

\*Find leaky toilets by placing a drop of food coloring in the toilet tank. If color shows up in the bowl after ten minutes you have a leak.

While our customer service department monitors accounts for large usage spikes, they can't catch smaller leaks. That is why The District offers a free tool to our customers that will send you a text or email notice if your water use spikes. It's called **AQUAHAWK** and you can sign up for this service at:

[NWWSD.ORG](http://NWWSD.ORG)



EPA WaterSense  
March 18-24

**Fix a Leak Week**

**Responsible for every drop.**

## AFTER HOURS HELP

Did you know that The District is available anytime for water or sewer emergencies? Each week, one of our duty employees volunteers to be on call after hours to help when customers need it most.

There are nine employees (pictured above) who rotate shifts. Here is how it works and how you can help our team to fix it fast:

1. Call **419-354-9001**, (Option 9). A dispatcher from the Wood County Sheriffs office will call the employee on duty.

2. Please give as much information as you can regarding the issue, where the leak is, if there is sewage back up, etc. Be clear on the address and  
(Continued on page 2.)

## TECHNOLOGY

You may have seen The District sewer camera and vacuum trucks in your neighborhood. Our camera crew has been busy taking close up views of our sewer systems with the help of some amazing technology. In 2018, The District began using its camera truck and GPS system to record video and to map coordinates of sewer infrastructure components like private lateral lines, cracks, breaks in the system, etc. The GPS locations are very precise and can be viewed on an iPad. This information is used to update previously collected data and will be used as a part of our asset management program.

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## ANNOUNCEMENTS

District Board of Trustees Meetings are held the second and fourth Thursday of every month at 7:30 a.m. Board meetings are open to the public.

**\*SAVE THE DATE\***  
**CUSTOMER OPEN HOUSE IS SUNDAY, MAY 5!**  
**WATCH FOR MORE INFO SOON.**



Above: From the Technology story, The District camera truck and vac truck work together to collect system data.

### Mission

Our goal is to be the premier water and wastewater provider in Northwestern Ohio. We are committed to sound financial management, responsible environmental stewardship, responsive public service, superior customer service, and responsible economic growth. We strive to field a skilled, respectful, and cooperative workforce dedicated to the highest professional and ethical standards; we support them with appropriate training and technology.

# CONSTRUCTION CORNER

## CURRENT PROJECTS

**LAKE TOWNSHIP – WATERLINE & SEWER INSTALLATION**  
Through September, watch for shoulder restrictions and construction traffic along Tracy Road from SR 795 to Keller Road for sewer installation. Project complete: September. Project investment: \$520,000.

**MCCOMB – SEWER LINE REPLACEMENT**  
Through February, lane restrictions and short-term closures are possible at the intersection of Bond and Liberty Streets. Work on Scott and Perrin Streets will be announced. Project complete: June. Project investment: \$490,000.

**PERRYSBURG TOWNSHIP- SANITARY SEWER REPAIR**  
Through May, intermittent lane restrictions are possible throughout Perrysburg Township for sewer repair. Project investment \$998,000.

**ROSSFORD: SEWER REPLACEMENT**  
Through June, watch for shoulder restrictions and construction crews on roads north of Eagle Point Road for sewer lining. Project complete: May. Project investment: \$767,000.

**ROSSFORD: LEAD SERVICE LINE REPLACEMENT**  
Through June, crews will be replacing lead service lines throughout Rossford and western Northwood. Project investment: \$900,000.  
For more information, go to [nwwsd.org/lead](http://nwwsd.org/lead).

For updates on all construction projects, visit:

[nwwsd.org](http://nwwsd.org)

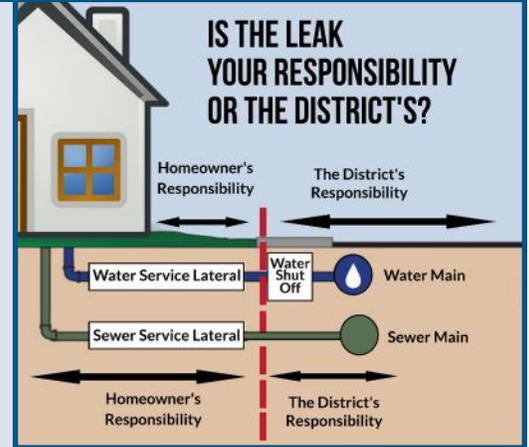


Above Photo: Photograph of a newly installed meter pit in Rossford as part of the lead service line replacement project. Crews are seen above heating the pit to prevent it from freezing in the cold weather.

# AFTER HOURS HELP (CONT.)

phone number with the dispatcher; that way our duty person can call you back with follow-up questions. Keep your phone handy in case our duty person has to follow up.  
3. Depending on the issue and weather conditions, it may take time to assemble a crew and the equipment necessary to make the repair.

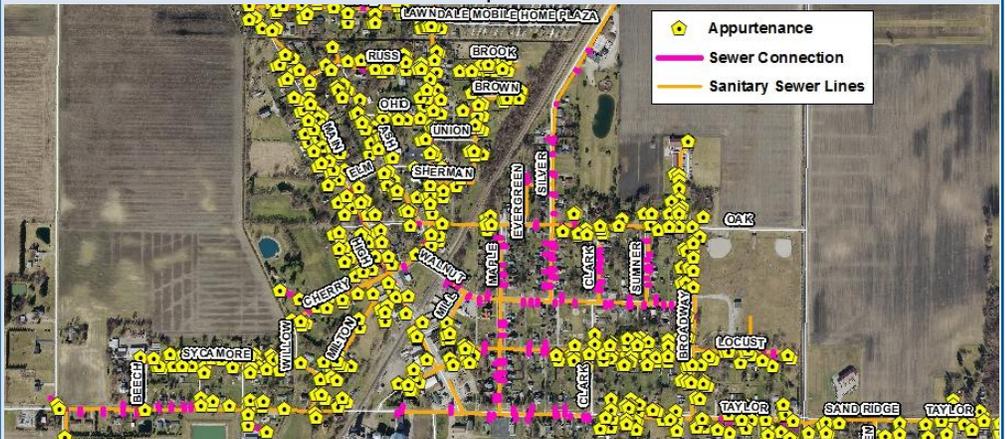
The District wants to remind customers that social media is not regularly monitored after hours. If you run into an emergency, please use the after-hours number to get assistance as soon as possible.



**CALL A PLUMBER**      **CALL THE DISTRICT**  
The above graphic shows you who to call in an emergency.

# TECHNOLOGY (CONT.)

The data will also provide a valuable base for designing upcoming sewer projects to prevent storm water from entering the sewer systems, which can cause overflows at the wastewater treatment plant.



Screenshot of our digital map of Weston's sewer system showing newly collected locations of system appurtenances. By clicking on the points, users can get more information such as dates of cleaning and size of various items of infrastructure.

# CONTACT THE DISTRICT

President Jerry Greiner's Blog  
**THE LEAK**  
Read it at [nwwsd.org](http://nwwsd.org)

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 @NWWSD

