



NORTHWESTERN
THE DISTRICT
WATER & SEWER



Pay It 
Forward **HELP A LOCAL FAMILY
IN NEED**

WATERWORKS

Volume X | Issue VIII

Above: In May, The District began its Pay it Forward Program to help our customers in financial need with water and sewer bills. This program relies on donations from customers who can help.

BILL ASSISTANCE

We recognize that some of our customers are facing financial hardship due to the Covid-19 pandemic. The District has delayed water disconnections due to nonpayment through the June billing period. We have also provided a 3-month waiver of late payment fees. Starting with the July bills, the regular schedule of disconnections will resume, meaning water shut-offs will resume the last week of August.

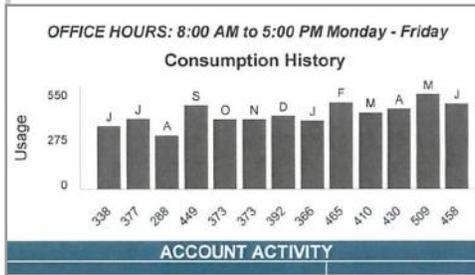
Customers have the option to certify balances that accrued during January to June 2020 on real estate taxes for payment in 2021.

According to President Jerry Greiner, "Cities throughout Ohio resumed water shutoffs in July, we wanted to allow those who needed extra time the ability to get back on their feet."

If you continue to have issues paying your bill, you are encouraged to contact our customer service office to discuss your bill. *Continued on page 2*

NEW USAGE GRAPH ON BILL

Knowing your water use can be helpful in saving water. Below is a picture of the new usage graph for our water customers. It shows use over a 13-month period. During the first year, two billing cycle reads may fall within the same month resulting in a combined month on the graph. This issue will be resolved in 2021.



PAY IT FORWARD

The District and the Salvation Army are partnering to help our neighbors in need during financial hardship. The Pay It Forward Program is a dedicated fund to help those in our community get back on their feet following a crisis. All donations stay within The District's service area and are tax-deductible. You can make a one-time donation or choose an amount to be paid monthly along with your District bill.

Just go to **NWWSO.ORG** or contact us at 419-354-9090 Option 2 during regular business hours.

ANNOUNCEMENTS

District Board of Trustees Meetings are held the second and fourth Thursday of every month at 7:30 a.m. Check **NWWSO.ORG** for meeting status due to COVID-19 requirements.



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.

Responsible for every drop.

CONSTRUCTION CORNER

CURRENT PROJECTS

DISTRICT-WIDE HYDRANT FLUSHING

Weekdays from 8 am until 3:30 pm, crews will be flushing and testing fire hydrants throughout The District. Residents should flush water from taps if water is discolored.

PERRYSBURG TOWNSHIP: SEWER LINING

Through December, lane restrictions are possible north of SR 795, west of I-75, and south of the turnpike for sewer rehabilitation. Project investment: \$1.23 million.

PERRYSBURG TOWNSHIP - AMPOINT WATERLINE REPLACEMENT

Through August, intermittent lane restrictions are possible throughout Ampoint Industrial Park and on Third Street. Project investment \$994,000.

ROSSFORD - WATERLINE REPLACEMENT

Through September, lane restrictions are possible on Santus Drive, Valley Drive, and on Glenwood Road. Project investment: \$1.5 million.

ROSSFORD - TREE STREETS WATERLINE REPLACEMENT

Through August, lane restrictions are possible on Maple, Oak, Walnut, and Superior Streets. Project investment: \$770,000.



Above: The District is investing \$200,000 on a unique project at our Tontogany Wastewater Treatment Plant. This picture shows maintenance work to remove sludge from the bottom of our lagoons. This three week project involved draining two lagoons then "dewatering" the sludge to be disposed of at a landfill.

TRUSTEE PROFILE: TIM PHILLIPS



The District will profile its newest board members in this and upcoming editions of "Waterworks". This month, we feature Tim Phillips, a Henry County appointee who joined The District's Board in March.

Mr. Phillips most recently served on the Board of Trustees at the Henry County Regional Water & Sewer District. He also was the Water and Sewer Superintendent in the Village of Hamler, where he currently resides. Mr. Phillips will serve a three-year

term.

"I am pleased to represent Henry County and feel my knowledge of the area and its water and wastewater systems will be an asset to The District's Board of Trustees," said Phillips.

Mr. Phillips fills the tenth board seat at The District. The merger between The District and the Henry County Regional Water and Sewer District allowed a tenth board seat to be appointed by the Henry County Commissioners.

BILL ASSISTANCE

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"We hope our customers who need help reach out so we can advise them of options including assistance from the Pay it Forward Program," according to Beth Vannett, Customer Service Manager.



The Pay It Forward Program offers a one-time award of up to \$200 per year to assist District customers with their water and sewer bills. The District partners with the Salvation Army to administer the funds to those in need. You can contact the Salvation Army directly to see if you qualify. Call 419-352-5918 to speak with the Salvation Army or go to NWWSd.ORG for more information.

CONTACT THE DISTRICT

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Northwestern Water and
Sewer District



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