



Water Works

McComb Newsletter—Welcome Edition

May 2016

Welcome to the District!

Our board will accept the transfer of McComb's water and sewer utilities soon, at which point NWWSD — also known as the District — will handle all customer meter reading, billing, main-line work and pump station duties going forward.

For your convenience, we have an on-call person, 24-hours a

day, 7 days a week, who is available **for emergencies: 877-354-9090**. We also have equipment and employees to perform repairs and maintenance work any time of the day.



Who are we?

We are a governmental water and sanitary sewer service provider owned by the users and operated as a public utility provider. We operate under the **Ohio Revised Code Section 6119**.

How to reach us

The District's office is located at 12560 Middleton Pike (State Route 582) between S.R. 25 and I-75.

- Our mailing address is P.O. Box 348, Bowling Green, Ohio 43402.
- Our local phone number: 419-354-9090, or toll free 877-354-9090, fax 419-354-9344.
- The District's office hours are 8:00 a.m. to 5:00 p.m., Monday-Friday.
- You can also e-mail the District at district@nwwsd.org.
- Follow us on Facebook and Twitter!
- Also, we have a new blog: <https://jerrygreinernwwsd.wordpress.com/>
- Emergency after-hours: 877-354-9090

Who do I call?

For billing and customer service questions, contact us toll free at 877-354-9090. For **taps, repairs, locates**: Claud Barringer x170, dispatcher. For **board policy** inquiries: Leanne O'Brien x196, clerk of board. Others: Jerry Greiner x194, president (responsible for **overall District operations**); Dan Wickard x171, superintendent (responsible for all **field operations**); Tom Stalter x174, engineer (responsible for **engineering, design, plan review and inspection**); Beth Vannett x197, office manager (responsible for **meter reading, billing, collection contact**) and Pam Gaffin x179 (her assistant).

Credit card handling

Customers can use their credit card for payment of fees and services here at NO COST to them! For several years now, we have accepted credit/debit cards for payments. Even though our card processor charges us for this service, we do NOT pass this charge of approx. \$2.50 per transaction along to the customer. We feel the convenience and savings in collections cost outweighs the transaction cost from the card processor. In addition to credit cards, we have several other methods for payment for customers. Feel free to check our website or call our customer service department for more information. As consumers, we are all looking for more efficient, safe ways to pay our routine monthly bills-call us to find a service that works for you.

Ohio Utilities Protection Service (“OUPS”)

Before you start a construction or landscaping project, pick up the phone and call Ohio’s One Call (“OUPS”) agency, at least 48 hours before work begins: just dial 811. By making this call, you can save time, money and avoid property damage or personal injury. The service will notify the utility companies who mark the approximate location of underground utility lines in the work area at no cost to residential customers. For more information, visit oups.org or call811.com

Water and sewer rates

Utility revenue must generate sufficient income to cover the cost of operating and debt payments, without transfers from the general income tax fund. The utilities are usually self-supporting, whereas as other municipal services are funded primarily through income taxes. This includes street and sidewalk maintenance, snow removal, police, fire, EMS services, as well as storm, parks and recreation services.

General news

The District has 65 employees who predominantly reside in Wood County. You will see some of these faces in your community. They have gray-colored District uniforms and are easily identifiable with our red-colored, District insignia vehicles. We have little reason to ask to come into your home, so please call us should you be concerned with a stranger at your door!

Village priorities

We have several priorities and work to be done. This includes:

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|--------------------------------|---|
| Water: | Sanitary sewer: |
| - Ensure good service 24/7 | - Ensure good service 24/7 |
| - Install and open WaterShed | - Review cash flow needs |
| - Improve water quality | - Prepare bids for new plant and funding |
| - Implement EPA recommendation | - Eliminate I & I (inflow & infiltration) |

Projects underway and updates throughout the District

A new WaterShed will be in place by mid-spring in McComb’s village park. This vending unit will provide quality drinking water for only 25¢ per gallon. Bring a container (or several) for your own use!

Board members

The District is operated by a nine-member board appointed by the Wood County Commissioners and municipalities who joined the District, as well as the townships to joined the District. These board members are:

Steve Arnold, Bloom Township	Melinda Kale, Liberty Township	Lyle Schulte, Lake Township
John Cheney, Henry Township	Leonard Michaels, Rossford	Mark Sheffer, Weston
Bill Hirzel, Lake Township	Doug Miller, Center Township	William Verbosky, Rossford

The board of trustees meets the 2nd and 4th Thursday of each month at 7:30 a.m. to conduct business. These are public meetings and you are invited to attend. The agenda is posted 24 hours in advance of each meeting at our facility. As well, the minutes of each meeting are published online.

Sincerely,
Jerry Greiner

