



Water Works

Volume 11, Issue X

October 2015

Water watch

Due to the August 2014 water crisis, the topic of water is much more top-of-mind. It's easier to monitor Toledo's water quality via its dashboard, and to gather information via stories which seem to appear in the media almost daily.

At the time this newsletter was printed, the action on Lake Erie was relatively calm. We realize that can change at any moment, but fortunately, this time of year is when it should calm down.

The algae bloom season generally runs like our growing season during spring and summer, when sunshine and warm temperatures, plus the right nutrients and water conditions all combine as one.



We'll continue to keep you posted—as we have—of major changes that will improve everyone's utilization of this most precious natural resource, which is also Ohio's largest natural resource. Remember that this newsletter is one way we accomplish this sharing of news, but we also use our new blog, our website and social media pages, too, as well as CodeRED, which you can sign up for free on our website.

Hydrant flushing nearing end

Every summer, our operations crew releases water from hydrants, also known as hydrant flushing. This is necessary to test the hydrants to make sure adequate flow and pressure is available. Flushing is also done to remove sediment from the pipes in order to maintain water clarity and quality in the distribution pipes. Hydrant flushing has almost been completed for the year, but sometimes when this work occurs, residents can experience rusty water, and should run tap water prior to doing laundry. Should you ever do laundry during this testing period and rust appears on clothing, rust removing chemicals may be obtained from us.



Who provides my water?

In case you've missed it, we developed a map to help customers learn more about their water treatment. Click the "Who Provides My Water?" slider on the main page of our website, nwwsd.org, then enter your address, or just click on your location to find the source of your drinking water and information on your treatment provider.

Closed on Monday, Oct. 12 for Columbus Day holiday

Just a reminder that our office will be closed for Columbus Day on Monday, October 12. This day celebrates the anniversary of Christopher Columbus' arrival in the Americas, and became a federal holiday in 1937.

Use of social media

A website, Facebook page, Twitter accounts and a weekly blog are all ways we are trying to reach out and communicate to those of our customers (and employees) who gather information via digital means. In fact, recent statistics indicate that, for example, 30 percent of all senior citizens are on Facebook.

With traditional correspondence such as newspapers waning, we feel we can reach some of our customers just as efficiently with social media and other modern methods.

For more on this subject, check out our president's blog each week, especially the interesting guest blog from Gary Golden which explains why social media is a lot like a stampede of wild horses. You can find that specific story at: <https://jerrygreinernwwsd.wordpress.com/2015/08/21/wild-horses/>



Safety emphasis

Every month we host an employee safety committee meeting comprised of representation from all of our departments who meet to review mishaps, training needs and offer suggestions and attention in order to maintain a safe working environment for all. The event is hosted by Simon Gundy, assistant superintendent, and John Cheney, board member.



Keep your contact info current

With the threat of a water crisis ever present, it's never been more important to keep contact info with "CodeRED" and "AquaHawk" up-to-date so communication works properly at all times.

CodeRED is a free community notification program used by NWWSD and some other local emergency response teams to notify citizens of emergency situations and critical alerts. NWWSD employs CodeRED to notify customers of water boil notices or other pertinent emergencies relevant to water and sewer service. *AquaHawk* is also a free service that helps customers manage their water usage and lower their utility bills. Customers who sign up for AquaHawk will get notifications if their water consumption indicates that there might be a leak or other critical issue.

You may sign up for both services at: <http://nwwsd.org/customer-service/sign-up-for-alerts/>

Social media contact info

Just a reminder that we believe social media is another strong way to communicate with customers. You can find links to Facebook and Twitter on the front page of our website, www.nwwsd.org.

How to Reach Us

- The District's office is located at 12560 Middleton Pike, Bowling Green, Ohio.
- Our mailing address is P.O. Box 348, Bowling Green, Ohio 43402.
- Our local phone number is (419) 354-9090, toll free is (877) 354-9090, fax is (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/>**

Sincerely,
Jerry Greiner, President