



Water Works

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A look ahead at rates

During the fourth quarter of each year, we review our income and expenses year-to-date, and estimate our needs for the following year. Some years bring more rain and some years are more dry than usual, which both have an impact on our operations. For example, a rainy year generally reduces our water income but increases our sanitary sewer expenses by way of handling more stormwater infiltration. A dry year, on the other hand, largely increases our water income with more water use and reduces our sewer operating costs with less sanitary-storm water flows.



Many of our expenses are fixed, such as capital improvement debt and equipment costs. They require payment each year regardless of water and sewer use. We do see some variation in some of our operating costs, though, such as electric use and water purchases, as well as labor. All in all, most of our major expenses are fixed each year. We adjust where we can during the year though to balance where possible.

Our board will be reviewing these estimates in early December for a decision on adjusting the rates for water and sewer operations. At the time of this writing, we are unsure what changes may occur in 2016.

Don't let cold weather catch you unprepared

Every winter, many homeowners face the expense and inconvenience of frozen water pipes. But, you can cross that off your list of winter worries by taking a few simple precautions.

- **Disconnect and drain outdoor hoses.** Detaching the hose allows water to drain from the pipe. Otherwise, a single hard, overnight freeze can burst either the faucet or the pipe to which it's connected.
- **Insulate pipes or faucets in unheated areas.** If you have pipelines in an unheated garage or cold crawl space beneath the house, wrap the water pipes before temperatures plummet. Hardware or building supply stores have good pipe wrapping and materials available.
- **Consider installing "heat tape," "heat cable,"** or similar materials on exposed water pipes. These are relatively easy to install, and hardware or building supply stores have many brands to fit almost any need. Be sure that you use only UL-listed products and follow the manufacturer's instructions carefully.
- **Seal off access doors, air vents and cracks.** Repair broken basement windows. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. However, don't plug air vents your furnace or water heater needs for good combustion.
- **Find the master shutoff.** It's most likely where the water line comes into your house from the street. If it's not there, it may be near the water heater or the washing machine. If a pipe bursts anywhere in the house — kitchen, bath, basement, or crawl space — this valve turns it off. So, find it now and paint it a bright color or hang a tag on it. Be sure everyone in the house knows where it is and what it does.
- **Water meter responsibility.** The customer is responsible for protecting the water meter and lines which are inside the home or business. In some cases, a pencil-thin stream of water flowing from a faucet during the worst of a cold spell may help keep the meter from freezing. The District is responsible for a meter that is in an outside meter pit. Do not open a meter pit outside, this allows more cold air in the pit and increases the chances the meter will freeze.

AquaHawk reminder

If you haven't signed up for this free service, please do so. To learn more, watch our video on this service at: <https://www.youtube.com/watch?v=5HRnWxUPEVI>, or simply go to youtube.com and type in "AquaHawk Promo."

Community spotlight: Custar, OH

This month's community focus is on the Village of Custar, located in southwestern Wood County. The community was named after Gen. George Custer, though the name was originally misspelled by railroad workers who made the sign for the station. As of the 2010 census, its population was 179.

In 2006, the District built sanitary sewers in Custar in response to a request from the village council. The District was able to secure grant funding (60%) from the Community Development Block Grant (CDBG). The system discharges to a wastewater lagoon southeast of the village, and also serves nearby Milton Center.

Water was constructed in 2013, also in conjunction with Milton Center and Ohio EPA / Water Supply Revolving Loan Account funding. Both villages had been looking for a water source since the mid-1990s. After the District assumed the Weston system, it became cost effective for NWWSD to provide water.

At this time, the District is collaborating with the Village on a CDBG formula grant that will fix some of their streets and storm drainage and will line some of our sewer manholes. Bids were just taken but it may need to be rebid. We are working with the County, PDG and the Village to get it resolved. This has been a good relationship: Linda Bechstein is great to work with as is most of Council, and all are big supporters of the District.

The benefits of the District include: 1. Though there are only under 200 residents, any costs associated with operations and maintenance of the systems are spread among all 18,000 customers; 2. Twenty-four-hour response to problems; 3. Some grinder pumps in system are owned and operated by the District, but most are gravity sewer connections; 4. Access to District staff for assistance with village issues.

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 cards for payments as well as debit cards. 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. All of these are safe, convenient and saves time for you.

Free water giveaway

If you're not following us on Facebook or Twitter, you'll want to soon! We plan to notify followers via Facebook/Twitter that each of our WaterShed locations will offer FREE water for one-day-only, over 7 different weeks. But you'll only know about it if you follow our social media sites. If you don't have a Facebook or Twitter account, be sure to create one so that you can stock up on water on these select days. Plus, there's also our blog, which offers content not seen elsewhere: <https://jerrygreinernwwsd.wordpress.com/>

Upcoming closures

We'll be closed on **Thursday, Dec. 24** at 12 p.m. and **Friday, Dec. 25** for Christmas. We're closed again on **Friday, Jan. 1** for New Year's, and **Monday, Jan. 18** for Martin Luther King, Jr. Day.

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