



Water Works

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Fill out our survey and win!

We're still actively seeking customers who haven't filled out our survey so we can improve our operation. Taking the survey enters you into a drawing to win a **\$100 gift card**. Just visit the following link and let us know how you feel

about NWWSD: <https://freeonlinesurveys.com/s/ovggu9ps#/> — or click on the slider at nwwsd.org.



Regional water studies

A recent study by the Wood County Economic Development Commission (WCEDC) concludes that the City of Bowling Green infrastructure has existing water capacity to serve others, up to some point. Depending on the number of users, they can be served with the existing plant or expanded plant capacity. Much depends on necessary reservoir capacity to serve the various expanded areas, however (and the willingness of Bowling Green to sell it).

We'll discuss this more in future newsletters as talks continue!

Online account access and paperless billing

You can access your account to pay your utility bill online via credit card or electronic check or to view your account billing and payment history. You can also elect to receive billing notifications by e-mail and by text message.

To register for an account, simply visit the District's website at www.nwwsd.org, select "Pay Your Bill Online", then select "Register Now!" All you need is your account number and service address zip code to get started.

Once registered, you can set up your account for Electronic Billing or text message notification, pay your account via credit card or e-check when you want to, or set your account to pay automatically on the due date if you choose. There is no charge to pay your bill electronically!

Upcoming closures

Just a reminder that we will be closed on **Monday, Oct. 10** for Columbus Day, **Friday, Nov. 11** for Veteran's Day, and **Nov. 24-25** for Thanksgiving,

Look ahead at 2017 budget & rates

All of us know how important it is to have a budget for how we spend the money we have. The method can be simple or complex, but the same holds true for everyone: we can't spend more than we make.



Here at NWWSD, it's that time of year when our board of trustees begin to address next year's budget. Our internal staff has been working on it for a while now, and will begin to present our recommendations to the board this fall. It's important for any organization — especially those in the “public arena” — to create an accurate and up-to-date annual budget in order to maintain control over our finances, and to show exactly how the money is being used efficiently and wisely.

It's still a little early in the process, but right now we do anticipate a slight increase in rates. Current indicators point to a slow and steady increase from current levels, so the bump will be minimal. We'll continue to keep you posted with the process and have everything complete and accurate by the end of the year.

What do you expect?

When you call or stop by at our office, what do you expect? We should be:

1. Courteous
2. Professional
3. Helpful
4. Timely
5. Knowledgeable
6. Familiar
7. Aware
8. Empathetic

This list is in no particular order, but it reflects the things we stress here at the District. And, these are the same things we expect of others when we call as consumers!

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, and at our blog: <https://jerrygreinernwwsd.wordpress.com/>

Sincerely,

Jerry Greiner, President