



# Water Works

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## **Toledo water quality issues**

By now, most of us know that the majority of NWWSD customers receive water via the Maumee River, and some from Lake Erie via Toledo's Collins Water Treatment Plant. We also know that in Lake Erie, the algae blooms emit a toxin called microcystin which causes health issues.



While the large scale events surrounding the August 2-4 water crisis may have passed, the severity of the issue is far from over. This topic affects many parties at various levels of government, and the major players know they must act fast. 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.

Although the threats of algae blooms and microcystin aren't going away anytime soon, the Collins Water Treatment Plant in Toledo has already made some changes, and has more in the works. Here at the District, we are fortunate in that we're not solely reliant on the Collins Plant, but utilize the Maumee River as another source for water. Plus, we are able to backfeed water (re-route it from another source) on a limited basis. And of course, we have the flexibility of several water dispensing units around our county which served us well during this unfortunate event.

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 website and social media pages, too, as well as CodeRED, which you can sign up for free on our website, [nwwsd.org](http://nwwsd.org).

## **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.

## **Closed on Monday, Oct. 13 for Columbus Day holiday**

Just a reminder that our office will be closed for Columbus Day on Monday, October 13. This day celebrates the anniversary of Christopher Columbus' arrival in the Americas, and became a federal holiday in 1937.

### **Dirty Deeds...won third place**

Every year a state wastewater operations challenge is held to determine the best of the best when it comes to troubleshooting issues: sewer collapse, process failure, other emergencies, etc. The event is sponsored by the Ohio Water Environment Association (OWEA) and the Ohio Section American Water Works Association (Ohio AWWA).



This year our very own team of Bryan Martikan, Todd Saums, Jarred Myers and Tom McGrain took third place and have now been invited to compete nationally at the Water Environment Federation's event in New Orleans later this month. Their team name is "Dirty Deeds," and it was the first time NWWSD has competed in several years. Congratulations guys, for making NWWSD proud and performing your work so well. We're honored to have you as employees because you're among the best in the nation.

### **On-hold recording**

No one likes to wait on hold while on the phone, but the only thing worse is hearing dead silence and wondering if the other end has disconnected you. To that end, we're employing a new message on-hold system as you'll hear the latest NWWSD news and offerings. Nothing changes about our phone system or menu other than you'll hear a pleasant recording when on hold. You can expect to hear information about the District, such as brief history facts, services we offer and reminders. We hope to have it in place sometime this year.

### **School visits**

Part of our ongoing community outreach involves working with schools to be a part of curriculum or guest speaking about the water cycle and conservation. We've already reached out to several school systems and even spoke to some students already this year. We hope to continue to find ways to work with schools and help educate future generations of water users.

### **Keep your contact info current**

With the recent water crisis, we remind you that it's never been more important to keep contact info with "CodeRED" and "AquaHawk" up-to-date so communication works properly during any future events.

*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 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](http://www.nwwsd.org). Both are easy to sign up for, and there is no cost whatsoever.

### **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](mailto:district@nwwsd.org).
- Follow us on Facebook and Twitter!

Sincerely,  
Jerry Greiner, President