

Pipelines

FALL 2008

Telephone Numbers

**Greene County
Sanitary
Engineering
Department**

**Administration
Building**
562-7450

**Emergency
Number**
562-7450
(after business
hours)

Billing
562-7457

Customer Service
562-7495

Public Relations
562-7679

**Environmental
Services**
562-5925

Web Address:
www.co.greene.oh.us/saneng/

Changes planned for interactive phone system

When Greene County began operation of its new interactive phone system this fall, customer feedback indicated we needed to make some changes. The County is in the process of assessing the feedback and making some changes to the system operation.

Designed to provide more and better service for our customers, the new system allows customers to find information about their bill through the telephone system, rather than having to wait for a customer service represen-

tative. It can also be used to let our customers know if their water use has been higher than normal, indicating that they might have a leak, and to remind customers that their account is overdue.

The overdue payment notices upset some of our customers when the first reminder was sent. The problems were three-fold: we did not have an updated customer phone list; the system did not indicate that a message was sent, so some were sent several times; and some customers simply did not want to be reminded. What was in-

tended to be a courtesy for our customers ended up being a nuisance to some, and for that we apologize. As a result, Greene County Sanitary Engineering will not call people to remind them of past due notices, unless a customer specifically requests the service and provides a current phone number.

Customers who want to be notified of high water usage should also provide a current phone number. There will be a place on your water bill to provide either a phone number, e-mail address or both.

Project updates

Greene County wrapped up one major project this fall and two others are proceeding on schedule.

BWRRF

Improvements to the Beavercreek Water Resource Reclamation Facility were completed. The work included

changing the way we handled sludge and eliminating more phosphorus from the effluent.

A new manager was hired to oversee the various wastewater plants in the County. Shawn Holton is responsible for operations at Beavercreek, Sugarcreek, Ce-

darville and Clifton wastewater plants.

SWRRF

At Sugarcreek, a multi-million dollar project is on schedule to upgrade the plant to meet new standards. Improvements include expanding the plant itself, moving the current pre-treatment

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Collection events set

Greene County will once again hold monthly collection events in 2009. The events will be held on the second Saturday of each month, except for February, when the event will be held the third Saturday of the month. The dates for the event in 2009 are: January 10, February 21, March 14, April 11, May 9, June 13, July 11, August 8, September 12, October 10, November 14, December 12. Greene County residents can bring Household Hazardous Waste, scrap metal, appliances (including those with Freon), and electronics to the events, which run from 9 a.m. to 1 p.m. They are held at the Environmental Services Division building, 2145 Greene Way Blvd, in Xenia. See our website at <http://www.co.greene.oh.us> for more information .

Project updates - -

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facility in Bellbrook to the expanded plant on 725; installing larger pipes to the plant, and installing a flow equalization basin to prevent water from flowing through the plant untreated.

The pre-treatment facility in Bellbrook was demolished this fall when work on the pre-treatment facility at the expanded plant was completed.

Northwest Regional Water system

The third major project is upgrading the Northwest Regional Water System in Beavercreek.

The improvements are part of a master plan approved in 2005 to prepare the system to meet demand for the next 20 years. They include three phases: wells, distribution system, and the water treatment plant.

Two additional wells were installed in June, joining another well that was added last year. A new water line was installed on N. Fairfield Road and is already improving service from north to south of U.S. 35. Additional distribution improvements are planned. Work began

this summer on an upgrade to the water plant that will allow the County to treat 10.5 million gallons of water per day.

The County is still asking residents to use water in a sustainable and responsible manner. Staff is recommending that all our customers remain on the odd-even lawn watering system, understanding that even that may be too much water. According to area landscape and irrigation experts that have partnered with the County to spread the word about water-efficient lawn care, your lawn needs 1 inch of water per week to stay green, and only 1 inch per month to stay alive.

County staff members are working to communicate more effectively with our customers. Special inserts have been included with your bill all year, the website has been updated, and the Code Red system was installed and tested so that the County can alert hundreds of customers of emergency situations in a matter of a few minutes.

Watershed improvements

In addition, bids were opened this summer for two stream restoration projects being undertaken by the Greene County Sanitary Engineering Department.

One of the projects is the Hartman Wetland and

Stream Restoration Project, which will restore a 1,700 linear foot segment of stream and an adjacent two-acre wetland located on a farm near Cedarville. The project will restore riparian cover, stabilize the stream banks and minimize erosion as well as establish a two acre seasonally-flooded emergent wetland.

The North Fork Massies Creek Stream Restoration Project is intended to address erosion and water quality concerns, improve drainage and restore habitat along a 2.7 mile segment of the creek. Using natural channel design techniques, the project will stabilize the stream banks, create riffle/pool habitat and restore and enhance vegetation.

Work on both projects is expected to be complete by the end of 2009.

Working with the County on both projects are Malcolm Pirnie, the Greene Soil and Water Conservation District and a landowners group.

Greene County is participating in the stream restoration program in order to improve stream quality for the Little Miami River. Improved stream quality could, in turn, keep the EPA from implementing more rigid discharge regulations, which would be costly to our ratepayers.