

# Pipelines

SUMMER 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/](http://www.co.greene.oh.us/saneng/)

## Water system improvements continue

What a difference a year makes. The summer of 2007 was hot and very dry. A comparison of May's figures shows the area was about 2.9 inches below average in rainfall in May of 2007, compared with 3 inches above average in May 2008, the most recent date for which figures are

available.

In spite of the wetter weather, Greene County has been continuing improvements to ensure an adequate drinking water supply. 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

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## New phone system will improve service

Greene County water and sewer customers will find contacting the Department by phone regarding billing questions a little easier starting in August. The Department is installing the Intelligent Voice Response Telephone System to improve customer service.

Customers will be able to obtain their current balance, last payment amount, last

payment date, current bill amount, and payment due date from the telephone system without having to wait to talk to a billing representative. This will ease the wait on the phone, provide customers with more options, and allow customers to call anytime for this information, not just during business hours.

The new phone service will eventually

become more interactive, allowing the Department to call customers and alert them about past due bills and high water usage. This feature is dependent upon the County having the customer's telephone number in its database.

Additional customer service features are anticipated in the future.



## Yard Waste hours

Yard waste hours at the Xenia site are Monday through Thursday 1 pm to 8 pm and Saturday 9 am to 4 pm

The Beavercreek Yard Waste site is open Mondays and Wednesdays 4 to 8 pm The Fairborn site is open Tuesdays and Thursdays 4 to 8 pm The Bellbrook site will open in a new location across Ferry Road when final site improvements are completed.

All sites close when lightening is present.

## Recycling Center hours

Hours for the Greene County Recycling Center, 2145 Greene Way Blvd., in Xenia, are Monday through Thursday from 7:30 am to 8 pm; Friday from 7:30 am to 4:30 pm and Saturday 9 am to 4 pm.

## Water System improvements - -

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service from north to south of U.S. 35. Additional distribution improvements are planned. Work should begin 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 also 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.

For more information about the water situation, please see our website at [www.co.greene.oh.us](http://www.co.greene.oh.us) and click on Sanitary Engineering in the gray box at left.

## Special collection events held monthly

Greene County's 2008 special collection events are held the second Saturday of each month at the Recycling Center, 2145 Greene Way Blvd., Xenia, from 9 am to 1 pm.

The events are open to Greene County residents at no charge. Items accepted include electronics, scrap metal, appliances, and household hazardous waste. These include:

**Household Hazardous Waste** - antifreeze, aerosols, bulk fuels,

flammable solids, corrosive acids and bases, mercury, putty and adhesives, cleansers, oxidizers, poisons, and pesticides-herbicides.

**Electronics** - computer and television monitors (up to 19 inches), CPUs and accessories, scanners, laptops, docking stations, telecommunications equipment, copy machines (table top), printers, telephones and cell phones, VCRs/DVD players, video boards, uninterrupted power supply, stereo equipment, calculators, typewriters,

audiovisual equipment, fax machines, wire/cabling, circuit boards, CRT's, and keyboards/mice.

**Appliances** - including those with Freon

**Fluorescent bulbs**

**Scrap metal**

For more information about our collection events and the Greene County Recycling Center, please see our website at [www.co.greene.oh.us](http://www.co.greene.oh.us), and click on Environmental Services in the gray box.