

Pipelines

WINTER 2023



What's in My Bill?

For most Greene County Sanitary Engineering Department (GCSED) customers, your bill contains two main service charge categories...your water supply and your sewer charges. As most customers have only one meter installed, the amount billed for sewer is based on the water usage.

The water portion covers the water delivered into your home from the water treatment plant while sewer reflects the water leaving your home to be treated at a wastewater treatment facility. Since sewer is typically not metered, you pay a sewer charge based on the amount of water used. This also includes the water that does not actually end up in the sewer systems such as water to wash your car or to water your lawn and garden unless you take advantage of one of our hose bibs (seasonal deduct meters).

GCSED bill contains the following sections of information:

- Top of bill shows the account owner and mailing address, account number, and service address.
- Meter Information which shows the dates of usage, previous and current meter reads along with the billed usage in gallons.
- Water Usage History which shows one year of water usage history
- Billing Summary shows previous month balance, payments received and any past due balance. **If a past due amount is \$80.00**

or more, the water will be subject to shut before the end of the month.

- Current Charges shows current charges for the meter service applicable to the account for Base (minimum) charges and Usage charges.

GCSED base or minimum charge is a continuous charge whether the property is



occupied or vacant. This charge includes the first 1,000 gallons of water usage and 3,000 gallons of sewer usage. The minimum charge helps cover costs for building and maintaining the water/sewer infrastructure, services for meter reading, billing and other customer service functions. The usage charges are variable fees based on your monthly water and sewer usage and are billed in 1,000-gallon increments.

Check for spikes or sudden increases in your water cost and usage. If your usage remains high after a sudden increase, you may have a leak in your system. A slow but steady increase in water consumption that does not correlate with a change in household size, the start of the lawn-

watering season, or other factor often means there is a water leak.

GCSED is operated similarly to a private business enterprise whereas the cost of providing water and wastewater services to our customers is financed through user charges. No tax dollars are used to support sewer and water services. GCSED is investing in water and sewer system upgrades across its service area to improve water quality and increase reliability. The projects will include upgrades and new facilities to deliver clean water and sewer services for the next generation.

GCSED's water and sewer rates are established to cover operating cost, debt service and reinvestment into infrastructure and equipment. GCSED last increased water rates in 2015 and sewer rates in 2019. Beginning January 1, 2023, GCSED will change the way water and sewer services are billed. Customers will see a 3% increase in their water bill, but a 2.25% decrease in their sewer bill. Residential water and sewer customers using an average 6,000 gallons per month will see no change in their monthly bill. Residential customers using more than 6,000 gallons per month may see a slight decrease in their bill, while customers using less may notice a slight increase.

If you have any follow up questions about your bill or any of our related programs, please call us at (937) 562-7450. Thank you!

Recycling Electronics

One question you may have found yourself asking after the holidays might be, "what should I do with my old electronics?" Unfortunately, our Environmental Services Facility does not have the resources to take in those old electronics. However, we can point you in the right direction. Goodwill – Accepts smaller electronics (no televisions) at all Miami Valley areas. Best Buy – Accepts smaller electronics at no cost, however, limited to three items per household per day. For a fee of \$29.99 per item (limit two per household per day), they will accept televisions that are under 32" for

Tube TVs, Portable TVs, and Flat LCD, plasma and LEDs smaller than 50".

Montgomery County Solid Waste Transfer Station – Accepts computers, monitors, televisions, VCR's, DVD/CD players, speakers, FAX machines, telephones/cell phones, microwaves, copiers, and small countertop appliances.

Bulk Pickup – You can call your waste/recycling service to request a bulk pickup of your unwanted electronic items.

There are multiple benefits of getting rid of electronics that are not used. Through recycling these products you are protecting the



environment, saving energy used to produce new parts and you are creating space in your life for things that you value more. For more information on recycling, please contact Greene County Environmental Services at 937-562-5925.

GCSED in the Classroom

Back in January of 2022, Greene County Sanitary Engineering received a grant from the Ohio EPA (Environmental Protection Agency) to support the creation and implementation of our environmental education initiative. This is an educational program that is geared towards our local elementary students. After giving the students a bit of insight as to what we do as a department and for our community, the students are then swept into the world of our groundwater dependent ecosystem.

They learn what is an ecosystem, the difference between groundwater and surface water, what an aquifer is, what can cause an aquifer to become polluted and why it is important to our community to protect it. This hour long educational opportunity gives the students a hands on learning experience to see how pollution can end up into our rivers, lakes and seeping down into the aquifer. We also discuss what they can do, as kids, now to help protect the aquifer and the recycling opportunities we provide at our Greene County Environmental Services facility.

So far, Main, Trebein and Parkwood Elementaries in Beavercreek have taken advantage of our educational program and invited us into their fourth grade science classrooms. Our goal is to reach as many students as we can to share this valuable information and share in our mission of being stewards of our environment. Other educational opportunities we provide are tours of our facilities. We have three different tours: Water Treatment, Water Resource Recovery and Recycling. These tours are open to any groups of people and will take you into a deeper understanding of how your water is treated, how your wastewater is treated or the where and how your recycled items are recycled.

If you are an educator and would be interested in our classroom program, "Our Aquifer, Our Water," or would like more information on a tour, please contact our Public Relations specialist, Barbara Class at barbara.class@greencountyohio.gov or call 937-562-7447. "Our Aquifer, Our Water" is a free opportunity for your students to see and understand the effects pollution has to our aquifer.



It's that time of year again! Along with the snow and cold, winter brings a greater risk for your pipes. When the water inside the pipe freezes, the water expands and can lead to your pipes bursting! Take these easy precautions to help prevent any future headaches.

- 1 - Find your water shut-off valve and turn it off. The water shut-off valve is typically inside and close to where the water service enters your home.
- 2 - After you've closed your inside shut-off valve, unscrew your garden hoses and open your outside taps to drain them.
- 3 - Look for places where your inside pipes could freeze, such as:
Your basement. A crawlspace. Near an outside wall or window. Places near cracked foundation.
- 4 - Seal these areas to keep the cold out and the heat in.
- 5 - Protect the pipes exposed in basements or crawl spaces from colder temps by attaching a low-wattage wrap heater, heat

tape, heat cables controlled by a thermostat or foam pipe insulation.

6 - Keep the temperature in your home no lower than 60 F. If your water pipes are in a cabinet, on an outside wall, leave the doors open so warm air can reach them.

If you'll be away from your home for a long time:

- Turn off the main water shut-off valve in your basement or crawlspace.
- Drain your pipes through a sink or tap in the lowest level of your home.
- Have someone check your house daily to ensure the heat is on there are no water-related problems.

To thaw frozen pipes:

- 1 - Locate the suspected frozen area of the water pipe (commonly adjacent to an exterior wall or where the water service enters the home through the foundation).
- 2 - Leave a cold water tap downstream of the location open, so that when the water begins to flow again, you know the pipe has thawed.
- 3 - Apply heat to the suspected area (section of pipe) by using one of the following methods: electric heating pad wrapped around the pipe or by using an electric hair dryer.

If you are not able to locate the frozen pipe or are unsure of what to do, contact a licensed plumber.

Greene County Environmental Services

Household Hazardous Waste



Accepted :

- Acids & Cleaners
- Aerosol Spray Cans
- Antifreeze
- < 5 Gallons of Fuel - Gasoline & Kerosene
- Herbicides & Pesticides
- Putty & Adhesives
- Stains, Varnishes & Paint Thinner
- Oil Based Paints

Not Accepted :

- Motor Oil
- Electronics
- Small Household Appliances
- Computers & Accessories
- Televisions
- Pharmaceuticals
- Ammunition
- Explosives



Household Hazardous Waste Drop off Dates/Times:

Tuesday, January 24th - 12:30 pm to 2:30 pm
Tuesday, February 28th - 12:30 pm to 2:30 pm
Tuesday, March 21st - 12:30 pm to 2:30 pm
Saturday, April 15th - 9:00 am to 12:00 pm
Tuesday, April 25th - 12:30 pm to 2:30 pm

Ways to pay your bill

Online: greencountyohio.gov/sanitary

By Phone: 855-925-1665 (24 Hr. Service)

By Mail:
Greene County Sanitary
Engineering Department
P.O. Box 340
Xenia, OH 45385-0340

Remember to update your GCSED online banking vendor address. Some banks send your payment via USPS rather than ACH transaction.

Greene County Sanitary Engineering

Administration Building

937-562-7450
Monday-Friday, 7:30 am to 4:30 pm
667 Dayton-Xenia Road
Xenia, OH 45385

After-Hours Emergencies

937-562-7450

Billing/Bill Payments

937-562-7457

greencountyohio.gov

