

# Pipelines

WINTER 2025



## Update on the Water Softening Transition

The Greene County Sanitary Engineering Department is working with our partners to address equipment challenges in the water-softening treatment process, temporarily pausing the transition to softened water.

The new softening plant was added to our existing system in order to provide softened water. However, due to unforeseen design issues, the system was not functioning as intended. As a result, our consultants were required to reevaluate the engineering and make necessary adjustments.

Currently they have identified a solution, and we expect to resume the transition in January.

Rest assured, the water you receive continues to meet our high standards for providing safe and clean drinking water

for our customers. When the transition is complete customers can expect improved water quality and reduced home maintenance costs. Thank you for your patience as we work to bring you the benefits of softened water.

For updates, visit [greeneforward.com](http://greeneforward.com).



Our New Reverse Osmosis Membranes

## GREENE » FORWARD

Clean, soft, reliable water.

### Key Sewer Projects Being Completed

- Lift Station Elimination Project
- Clifton Water Resource Reclamation Facility
- Emergency Generator Switchgear Upgrade
- Headworks Improvements
- Control System Network Upgrade
- UV Disinfection Replacement

Learn more at [greeneforward.com](http://greeneforward.com)

## Prepare Your Pipes for Cold Weather

Winter can bring beautiful snow, but it also brings a greater risk to your home's pipes. When the water inside a pipe freezes, it expands—this can lead to bursting pipes and unexpected headaches for you and your family.

Let's take steps together to protect your home and keep things running smoothly:

1. Watch out for cold spots. Pay special attention to pipes that are outside, exposed to cold air, or located along outside walls. Pipes in basements or crawl spaces are especially vulnerable when temperatures drop.
2. Set your thermostat no lower than 60°F to keep your home warm enough to prevent freezing.
3. Let your faucets drip slightly during extremely low temperatures. This small flow of water can help keep pipes from freezing.
4. Open cabinet doors under sinks to let warm air reach the pipes.
5. Empty your taps by finding your water shut-off valve and turning it off. After closing the valve, unscrew garden hoses and open your outside taps to drain any leftover water.
6. Seal drafty spots where cold air could reach your pipes, like around windows, exterior walls, or cracked foundations. This helps keep the cold out and the warmth in.
7. Wrap exposed pipes in basements or crawl spaces with foam insulation, heat tape, or low-wattage pipe heaters to give them extra protection.

### What to Do If You Suspect a Frozen Pipe:

If you think a pipe may have frozen, it's important to act quickly and gently thaw it to prevent it from bursting.

1. Identify the frozen section—this is often near an exterior wall or where the water line enters your home.
2. Leave a cold water tap open downstream from the frozen area. This helps you know when the pipe has thawed and allows water to flow smoothly.
3. Apply gentle heat using an electric heating pad, a hair dryer, or another safe source. Never use an open flame.
4. Need help? If you're unsure of what to do or can't find the frozen pipe, give us a call.

Together, we can protect our homes and keep our community flowing smoothly through the winter season. Let's keep our water systems healthy!



## Holiday Recycling

The holidays may be over, but you can continue to give by recycling your Christmas tree, holiday lights, cardboard boxes, gift wrap, and batteries with Greene County Environmental Services.

### Cardboard and Gift Wrap:

Recycle cardboard boxes and gift wrap with your curbside recycling or at Environmental Services. Break down boxes. For gift wrap, only paper is accepted—no foil, ribbons, or bows.

### String Lights:

Recycle holiday string lights. Do not put them in your regular curbside recycling—they will cause tangles. Bring in your old or burnt out lights directly to our facility for proper recycling.

### Christmas Trees:

Drop off your tree at Environmental Services. Please remove all lights, decorations, and the stand. Bagged or wrapped trees cannot be accepted.

### Batteries:

Recycle household batteries. Do not put them in your curbside recycling—they will cause fires. Bring batteries directly to Environmental Services for proper recycling.

Recycling, supports new products, creates local jobs, and conserves resources.

### Drop-off Location:

2145 Greene Way Blvd, Xenia, OH 45385  
Mon - Fri 10am - 6pm, Sat 9am - 4pm

## Household Hazardous Waste

Greene County Environmental Services  
2145 Greene Way Blvd, Xenia, OH 45385

### Drop Off Events:

Tuesday, January 28 - 12:30pm to 2:30pm  
Tuesday, February 25 - 12:30pm to 2:30pm  
Tuesday, March 25 - 12:30pm to 2:30pm  
Saturday, April 12 - 9:00am to 12:00pm  
Tuesday, April 29 - 12:30pm to 2:30pm

Materials accepted at staff discretion.

### Accepted:

- Acids & Cleaners
- Aerosol Sprays
- Antifreeze
- Herbicides & Pesticides
- Putty & Adhesives
- Stains, Varnishes & Paint Thinner
- Oil Based Paints

### Not Accepted:

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

## Where does my recycled paper go?

Paper and cardboard are the most recycled material in the United States. They are vital to the circular economy, remaining cornerstones of the recycling stream. With e-commerce driving an increase in cardboard, these materials continue to play a crucial role. Greene County Environmental Services has a 99.9% material recovery rate with paper and cardboard—keeping the items you recycle out of landfills! They supply recycled paper and cardboard directly to paper mills in Ohio and Kentucky. By recycling paper, you are supporting new products, creating local jobs, and conserving resources.

Accepted paper items for recycling:

- Cardboard: break down boxes, remove plastic packaging materials, labels can stay on
- Newspapers, magazines, telephone books, and catalogs
- Office paper and envelopes
- Paperboard: cereal boxes
- Pizza boxes: free of food and grease
- Paper cups, fast food beverage cups, coffee cups: without straws and lids
- Cartons: milk, juice, and soup cartons, remove caps and straws

Let's make a difference by recycling paper!



## New Billing Rates

Greene County Sanitary Engineering operates like a private business, funding all water and wastewater services through user charges—no tax dollars involved.

New water and sewer rates will go into effect January 1, 2025. There will be a 3.5% inflationary increase in the water and a 1% decrease in the sewer. For the average residential customer using 7,500 gallons per month, this means a net increase of \$1.01 per month.

## Ways to pay your bill

**Online:** [greenecountyohio.gov/sanitary](https://greenecountyohio.gov/sanitary)

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

### 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 4:00 pm  
667 Dayton-Xenia Road  
Xenia, OH 45385

### After-Hours Emergencies

937-562-7450

### Billing/Bill Payments

937-562-7457

## Greene County Environmental Services

937-562-5925  
Monday-Friday, 10:00 am - 6:00 pm  
Saturday, 9:00am - 4:00pm  
2145 Greene Way Blvd  
Xenia, OH 45385

[greenecountyohio.gov](https://greenecountyohio.gov)