

# Pipelines

SPRING 2021



## Meter Replacement Project Coming Soon

As part of the Greene Forward initiative, the Greene County Sanitary Engineering Department is beginning an important project to modernize our water metering technology. This new technology called Advanced Metering Infrastructure, or AMI, streamlines our water meter reading and billing processes while also giving customers better access to water usage data to improve the customer experience. AMI uses enhanced water meters, commonly referred to as smart meters, that wirelessly communicate water usage data directly to the Sanitary Engineering Department. The information is then used to monitor how

- **Benefits to the Environment:** Improved water usage management and better detection of leaks and main breaks in the system will conserve water resources. Further, the remote technology will reduce Greene County's carbon footprint by eliminating the need for staff to drive to locations to read meters.
- **Improves Meter Reading and Billing Accuracy:** AMI technology improves meter reading accuracy and reduces the possibility of errors.

**AMI technology will modernize our water meter infrastructure without increasing customer costs and may achieve cost savings in the long-term for customers who use access to real-time data to monitor and manage their water usage.**

the water system performs and provide accurate data for billing. Additionally, customers can access the data for their meters in real-time to monitor their water usage. AMI technology will bring several benefits to our customers and community:

- **Improves Customer Experience:** AMI technology provides access to customers that is updated frequently and includes detailed water usage information. Customers can retrieve this information via a web-based portal, helping customers manage their water usage and identify leaks or plumbing issues, which can provide cost savings to the customer.

- **Enhances Operational Control:** AMI frequently updates meter data available throughout the water distribution system, which can help the Sanitary Engineering Department identify areas within the system experiencing water loss, helping to locate leaks and prevent larger main breaks.

The Sanitary Engineering Department is currently evaluating the existing water meter infrastructure to determine the best possible AMI solution. Stay tuned for more updates in the coming months. If you want more information about this and other Greene Forward initiatives, please give us a call at [937-562-7450](tel:937-562-7450).

## GREENE » FORWARD

Clean, soft, reliable water.

**What Is "Greene Forward":** GCSED is upgrading the water and sewer system across its service area to soften and enhance water quality while increasing system reliability.

**Why:** Like many areas, GCSED has aging infrastructure, hard water, and growing demand. *Greene Forward* will upgrade and add new facilities to keep delivering clean water and sewer services for the next generation. Customers get clean, soft water from their tap; can flush and forget, and be confident that treated water helps preserve our rivers.

**How:** The first phase will optimize the existing well network, develop the Hilltop wellfield, build new water mains and rehabilitate booster pump stations to feed those areas currently served by Dayton and Montgomery County, replace residential and commercial water meters, and expand a water treatment plant to include softened water. The second phase will expand wastewater treatment facilities and upgrade the sewer collection system.

GCSED currently ranks mid-range in regional affordability. To remain competitive, we are using *rate balancing*. This will increase the water rates slightly (2%) and decrease sewer rates (-1.5%) across a series of years. This will allow GCSED to fund respective revenue requirements and results in almost no change to average residential bill and minor bill impacts to other customers. In mid-2021, GCSED will update its financial plans to capture the latest capital cost assumptions and update the rate plan as needed. Ohio Water Development Authority offers extremely competitive loans (20-year rates ranging from ~0.5%) for water and wastewater infrastructure improvements.

**Read more on next page (see right sidebar).**

# Save on Summer Irrigation and Recreation Water Usage!

As summer approaches, many customers use additional water for irrigation and outdoor recreation purposes, leading to higher water and sewer charges. The County offers a meter program to lower the cost to customers who plan to use additional water for these reasons. The extra water cost when customers don't use the program is typically \$12.09 per 1,000 gallons. However, the customer is charged at a rate of \$5.62 per 1,000 gallons using special meters. The customer also has lower sewer charges with the special meter since the sewer fees aren't added to the bill.

## What Types of Meter are Available?

**Irrigation and Deduct Meters** - Require a one-time connection charge, a charge of \$8.33 per month, and an annual backflow certification from a qualified plumber.

**Hose-bib meters** - Detachable hose-bib meters are also available for one-time or short-term use, such as filling a pool or watering new sod. The County provides these meters for a rental fee of \$20 for four business days, \$50 for a half-season (July 15 – October 15), or \$100 per season (April 15 through October 15).

## Meet Steve Creager, our new water plant manager!

Managing the water plant for Greene County is an immense responsibility. It requires maintenance of the proper licensure and experience in knowing the water processing plants from the inside out.

Mr. Creager has invested a majority of his career into the Greene County Sanitary Engineering Department. He began his career as a Central Maintenance worker in 1992 and later transferred to a maintenance worker position at the water plant. After learning more about the water plant's analytical processes, Steve then chose to advance his career by receiving professional water licenses to become a water plant operator. He was primarily

## Should I Have a Special Meter?

The need for a special meter is dependent on how much water you use for outdoor purposes. The typical rule is if you **do not** use 17,000 gallons or more in a season, then you'll most likely not see the savings from the special meter.

Below are some general guidelines to consider:

- Customers using a garden hose to water the grass or flowers occasionally typically **do not** need a special meter.
- You **should** use a special meter when you fill in-ground swimming pools or use water for long periods.

Customers with special meters are financially responsible for any costs associated with meter loss or damage due to neglect. Arrangements for the installation or rental of a special meter are completed through our office.

**Call the GCSED office at 937-562-7450 to find out more about irrigation, deduct, and hose-bib meters.**



Steve Creager

responsible for Southwest Regional and Eastern Regional sections of the plant. Recently promoted to plant manager, Mr. Creager never forgets to mention that his water plant colleagues have always been great to work with, and that makes a big difference taking care of such a large facility. His current career plans include overseeing the future water plant upgrades, maintaining the long-term database for the upcoming annual Water Quality and Lead/Copper Reports, and ensuring the plants are delivering safe drinking water to our customers.

## Greene Forward

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### Who Will Manage Greene Forward:

A talented group of in-house and contracted professionals will help GCSED to stay on task, on schedule and on budget using industry standard tools and practices.

### Stay Up To Date:

GCSED will launch the Greene Forward website during the summer of 2021 where project details, status updates, and FAQs will be shared. Quarterly public meetings will also be offered as the program takes shape.

**GREENE »  
FORWARD**  
Clean, soft, reliable water.

## Ways to pay your bill

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

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

