

Pipelines

WINTER 2022



GCSED Water Meter Replacement is set to begin!

The Greene County Sanitary Engineering Department (GCSED) is investing in water and sewer system upgrades across its service area to improve water quality and increase reliability. These improvement projects will occur over the next five to seven years and are part of a program called **Greene Forward**. The projects will include upgrades and new facilities to deliver clean water and sewer services for the next generation.

As part of the Greene Forward program, GCSED is pleased to announce that we plan to modernize our operations and technology infrastructure to improve our customers' experience through an Advanced Metering Infrastructure (AMI) project.



The information assists in monitoring how the water system is performing and provides accurate data for billing. Customers can also access their water usage data in real-time to better manage water usage and identify leaks, which can save customers money on their water bills.

AMI uses enhanced water meters, commonly referred to as smart meters, to communicate water usage data directly to GCSED wirelessly.

Please see important information below for property owners as we begin the AMI installation process in the coming weeks.

- Property owners will receive a letter from our AMI contractor, NECO, notifying them about upcoming installation. If a water meter is located indoors, customers will be required to make an appointment for installation

by calling NECO at 1-800-624-6975. Please respond to this letter and make an appointment at a time that is convenient for you. No action is required if your meter is located in an outdoor pit.

- Installation visits should take approximately 20-30 minutes and will be completed by NECO staff wearing badges to identify themselves.
- During the installation, water service may be interrupted while the work is being completed. Service disruptions should be minimal, and NECO staff will discuss any service interruptions with you during your appointment.

- If you need to reschedule your appointment or have questions about the visit, contact NECO at 1-800-624-6975.
- NECO staff will work hard to minimize disruptions and follow COVID-19 health and safety procedures, including masking and social distancing.

We look forward to completing this important project. Visit www.GreeneForward.com to learn more about the benefits of this project and other projects associated with the Greene Forward initiative. For further information, please contact our office at 937-562-7450.

Cold Weather Pipe Preparation and Awareness

Protecting Your Pipes & Pit

GCSED would like to remind you that water pipes need extra protection in colder weather. Water main breaks and pressure disruptions can occur any time of the year, but lower temperatures increase their likelihood.

Take special care with pipes directly exposed to cold air or located next to outside walls or walls next to unheated garages. Pipes located in crawl spaces and water meters located on well lines are particularly susceptible to freezing when temperatures drop. Wrapping pipes with insulation or letting water faucets drip during extremely low temperatures may help prevent your water pipes from freezing.

Determining Responsibility for Water Leaks

When it comes to water leaks, there is often confusion as to where responsibility falls. Is the leak the responsibility of the property owner or GCSED? The point of distinction is the valve on your water service at the right-of-way line. GCSED is responsible for any leak occurring on the street side of that valve. The property owner is responsible for any leak occurring on the other side of the valve, even if the leak occurs before the water meter.

Reporting Water Leaks

If you observe an obvious leak or if a wet area on the ground doesn't dry up over an extended period, please report the leak to GCSED by calling **937-562-7450** anytime, night or day. After hours calls are forwarded to the Xenia/Greene Central Communications Center. GCSED will help determine where the responsibility to fix the leak falls.

GCSED's Grease Trap Program

Greene County Sanitary Sewer Regulations Section 4.04 requires a grease trap to be installed in every sewer connection of a food service establishment (FSE) and commercial businesses. Grease traps also known as interceptors may be located underground or under the sink indoors and are required to be cleaned on a quarterly basis. Proof of cleaning shall be submitted to Greene County by certification forms or directly into Greene County's new online FOG BMP program.

In 2021, Greene County implemented an online program known as FOG BMP. The computerized program is intended to maintain grease trap documents including cleaning reports and other associated FSE education and training documents. The program also establishes a multi-directional communication path between Greene County, the FSE and the **fats, oils,**

and grease (FOG) hauler.

Greene County sanitary sewer collection systems consists of nearly 500 miles of main lines including 364 grease trap installations on record. In an effort to reduce the amount of FOG in our system and to assist FSE's and commercial customers with best management practices (BMP), Greene County Sanitary Engineering is collaborative working with Greene County Public Health by participating in the required FSE manager certification training ServSafe.

For more information on the computerized FOG BMP Program, please contact Teri Jack at 937-562-7150 or at teri.jack@greencountyohio.gov.



Time to Recycle Your E-waste

Let's admit it: we all have at least one bag or a box full of cords and cables we don't use anymore or an outdated laptop that is gathering dust. These are all considered **"e-waste" or electronic waste**, and we encourage you to recycle these items responsibly. Recycling this e-waste protects the health of our community.

Greene County residents have several options to recycle their e-waste properly:

- 1) **General electronics** include any computer related items such as laptops, cords, mice, speakers, keyboards, hard drives, etc. Make sure to remove personal data from hard drives before donating to protect your personal information.
 - Drop off at a local Goodwill. These can be functioning or non-functioning items. For more information, go to www.goodwill.org.
 - Recycle at a local Best Buy. Limit three items per household per day. Check www.bestbuy.com for more information.

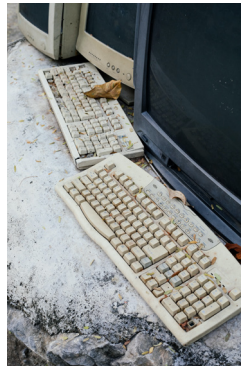
- 2) **Televisions (TVs)** are accepted for recycling at your local Best Buy for a fee.

Check www.bestbuy.com for more information. Small TVs can also be placed in your trash service bin. For bigger TVs, check with your local waste hauler to verify if they

provide bulk pick up option. Larger TVs can also be dropped off for a fee at Montgomery County Transfer Station, 1001 Encrete Ln, Moraine, OH, Ph: 937-225-4999.

There are multiple benefits of getting rid of electronics that you do not use. By recycling e-waste, you are protecting the environment, saving energy used to produce new product parts, and creating space and time in your life for things that you value the most.

For more information on e-waste recycling, please contact Greene County Environmental Services at 937-562-5925.



Greene County Payment Methods

Payments can be made through the following features:

1. **Online bank "Bill Pay"** — Typically a free service offered by your bank
2. **GCSED ACH Draft** – Free application/instructions at greencountyohio.gov/sanitary under available forms
3. **Credit Card or eCheck** — Visit invoicecloud.com/GCSED (fees apply)
4. **Drop Box or In-Person** — 24 hr. night drop box or Cashier's office (during operating hours) located at the Administration Building
5. **Pay by check** — Send with coupon via USPS

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

