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See page 13 for further details

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Executive Director's Notes

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The first edition of this Newsletter made me recall some other new beginnings we have experienced in the past few years. The appeals board is a group of seven individuals from outside of the utilities who gather to listen to customers who reach an impasse or have issues with our rules and regulations. The board is comprised of administrators, engineers, planners and public works people who are known for professionalism and knowledge in their particular area. Customers are given time to present the circumstances that led them to an appeals board hearing. The Department is given an opportunity to present the reasons for our position. The board will then question any points needing further clarification, deliberate and reach a decision. The process has proven to be a good venue for resolving issues with our rules and regulations.

The Rio Grande project is a demonstration of the innovative and forward thinking by our wastewater operations group. The

existing 30 year old Rio Grande plant was upgraded with a Membrane Bioreactor (MBR) which filters contaminants from wastewater in a highly effective manner.

Liquid Sodium Hypochlorite is now feeding at our Aquarius Plant which will serve to provide effective disinfection of drinking water while reducing risks associated with handling liquid chlorine for our employees.

Our Billing operations have studied how employees complete tasks. Where appropriate, technology has been implemented and as a result an improved system for tracking customer accounts and information now exists. In a related item you probably have noticed our new bill. The new bill is a result of the efforts of our Customer Service Committee. It is easier to read and provides opportunity for conveying more information to the customer.

As the weather warms up you may notice some new faces within our ranks. These are college age individuals who participate in the Seasonal Intern Program. This program provides

additional staffing to accomplish tasks that need completion as well as giving the intern valuable real-world experience. To date, their efforts have resulted in: better organization and housekeeping in our operations, the ability to locate hydrants and valves by GPS within our water distribution system with extreme accuracy, and assistance with safety training. Currently they are locating and inspecting all the manholes in our wastewater collection systems. This information will be used to determine future system improvements.

These are just a few of the activities that are being accomplished within our Utility Department. They demonstrate the sense of pride and determination of our employees. By continuously striving to go above and beyond the norm we can achieve improvement of an already exemplary Utility.

Submitted By: Rick Martin

Did You Know?

- * Only 1% of the earth's water is available for drinking water. 2% is currently frozen.
- * Of all the earth's water, 97% is salt water found in oceans and seas.
- * A dairy cow must drink four gallons of water to produce one gallon of milk.
- * One gallon of water weighs approximately 8 ½ pounds.
- * The first municipal water filtration works opened in Paisley, Scotland in 1832.

Meet Our New Employee—Tiffany Ducksworth

Q: Where did you grow up and go to school?

A: I was born and raised in Painesville and I attended and graduated Harvey High School.

Q: What do you like most about your position/job?

A: I like the pace and the schedule.

Q: Where do you see yourself in 5 years? 10 years?

A: In the future, I see myself working in the billing aspect of the department. I would also like to further my education and return to college.

Q: Do you have any family in the area?

A: Since I am originally from Painesville, the

majority of my family still resides here.

Q: Do you have any pets?

A: No, with having 5 children I am quite busy without having pets to add to my already busy schedule.

Q: What's the most interesting place you've been and why?

A: My husband and I once traveled to Baltimore, Maryland. We stayed in a suite on the 40th floor that overlooked the harbor and I remember the breath-taking view.

Q: What's your favorite music?

A: I enjoy all types of music but gospel is my most favorite.

Q: What's currently your favorite TV show?

A: My current favorite TV show is LAW & ORDER.

Q: What's your favorite after work activity?

A: I am very active in my church. I'm currently in the church's choir and I enjoy helping out in other church events and activities.



Tiffany Ducksworth
Billing Department
Account Clerk I

Healthy Hints

There's no magic trick to weight loss or gain—it's simply a matter of balance—calories “in” vs. calories “out”. And when there's no time, remember to BREATHE DEEPLY—it reduces stress and helps get oxygen to those cells to rev that engine!

Source: www.nutrilink.com

Here's a tip for surviving the snack bar at the movies. Movie popcorn is not a low fat treat.

A bucket of popcorn without butter has 360 calories and 22 grams of fat.

Even a bucket without butter has 360 calories and 22 grams of fat. If you are craving salt, try a baked soft pretzel instead. If you can't live through a movie without popcorn,

get a kid's size to reduce your fat and calorie intake.

Source: www.activehealth.com

100 laughs a day is equal to 10 minutes of exercise!

Source: www.be.young.dsl.pipex.com

Meet Our New Employee—Rob Edmonds

Q: Where did you grow up and go to school?

A: Painesville. I am currently a Painesville resident and I'm a 1986 Harvey High School graduate.

Q: What do you like most about your position/job?

A: I get some personal gratification from knowing that the work I do makes our public waters cleaner and healthier.

Q: Where do you see yourself in 5 years? 10 years?

A: Definitely some continued growth in our Department.

Q: Do you have any family in the area?

A: Yes. I'm married (wife Kelly) with one child (daughter Amber).

Q: Do you have any pets?

A: Yes I have a beagle named Toby.

Q: What's the most interesting place you've been and why?

A: North Carolina Coast...there's just something about the ocean that I like. I also enjoy family vacations.

Q: What's your favorite music?

A: Contemporary Christian music.

Q: What's currently your favorite TV show?

A: History Channel and I enjoy Deal or No Deal.

Q: What's your favorite after work activity?

A: Definitely quality family time.



Rob Edmonds
GLK
Operator Trainee

Upcoming Holidays

Independence Day—July 4th

Labor Day—September 4th



According To...

Must see movies from the past year or so according to Scott Cole:

1. The Village
2. Junebug
3. Open Water
4. Crash
5. 40 Year-Old Virgin
6. Batman Begins
7. Sin City
8. Hitch
9. King Kong
10. Finding Neverland

Safety News

The 2006 winner of the safety slogan contest is Dave Ivans from the WESC. Dave's winning entry is, "Safety First. Injuries Last and Last."

The top three priorities in safety for the 2006 year are:

1. Hearing Conservation
2. Confined Space
3. PPE (Personal Protective Equipment)

Look for development and further communications in each of these three areas in 2006.

Human Resource Message

Summer can be a time for relaxing and enjoying fun-filled days. Don't let mishaps or injuries disrupt this carefree season. Keep these safety tips in mind and let the fun begin!

Learn to swim. This is your best water safety measure. Both swimmers and non-swimmers should wear flotation devices when boating.

Stay alert. Never leave children unobserved around any body of water, even if they've had swimming lessons. Enclose backyard pools completely with a self-locking fence.

Don't go solo. No one should ever swim alone or in an unsupervised area.

Dive smart. Enter the water feet first before you dive. It may not be as deep as you think.

Stay sober. Alcohol doesn't mix with activities such as swimming or boating. And, don't drink if you're watching over children in the water.

Bee stings—Gently remove a bee's stinger by scraping it out with a firm edge, such as a credit card.

Clean the sting site carefully and apply ice to minimize swelling. A topical anesthetic may be soothing. If you develop hives or have difficulty breathing, seek emergency help.

Ticks—Use tweezers to grasp the tick as close to your skin as possible. Pull it straight out, then disinfect the area. Ticks can cause Lyme disease, so call your doctor if you experience fever, rash, aching muscles, fatigue, or swelling of the knees or other joints.

Minor burns—Cool minor burns under cold running water or use a cold compress. Don't put ice directly on burned skin. And, never put butter on a burn. Wrap the injured area loosely with a dry gauze or cloth bandage to keep it clean.

Sunburn—Soothe sunburn by applying cool compresses or taking cool oatmeal baths. If you develop blisters or a fever, contact your doctor.

Avoid Too Much Sun

Sunscreens with high SPF numbers offer some protection, but too much exposure to the sun can cause skin cancer and premature wrinkling.

Avoid the strong mid-day sun—between the hours of 10 a.m. and 4 p.m.

Always wear sunscreen—SPF 15 or higher.

Always wear a wide-brimmed hat, sunglasses and tightly woven clothing.

With myuhc.com[®], UnitedHealthcare's innovative consumer Web site, you can access an array of health information that will help you answer important questions.

Care24 nurses can answer many of your health questions. Call any time—24 hours every day!

1-888-887-4114

Submitted By: Bill Margalis

Meet Our New Employee—Dennis Elliott

Q: Where did you grow up and go to school?

A: Geneva and graduated from Geneva High School.

Q: What do you like most about your position/job?

A: I just like the constant movement and learning new things...it's exciting to me. I work with a lot of good people and it's a great job.

Q: Where do you see yourself in 5 years? 10 years?

A: Moving up...maybe in maintenance. In 10 years? ...still moving up.

Q: Do you have any family in the area?

A: Most of my family resides in Ashtabula County (Geneva).

Q: Do you have any pets?

A: Yes I do. I have a black lab named Buddy.

Q: What's the most interesting place you've been and why?

A: I'd have to say Puerto Rico. I visited while working in the military. I was a young guy at the time and I enjoyed it.

Q: What's your favorite music?

A: Classic Rock, specifically The Doors.

Q: What's currently your favorite TV show?

A: I don't really watch TV. I do a lot of concrete work in my spare time therefore I

don't have a lot of time to watch TV.

Q: What's your favorite after work activity?

A: Yard work. It helps me relax when I have down time.



Dennis Elliott
GLK
Compost Operator

What's in Your Bottled Water?

Each year, Americans alone spend approximately \$7 billion on bottled water at an average cost of more than \$1 a bottle. Bottled water is convenient, but is it really better than tap water? In 1999, the National Resources Defense Council published the results of a four-year study, in which they concluded that "An estimated 25 percent or more of bottled water is really just tap water in a bottle-sometimes further treated, sometimes not." Furthermore, tap water is regulated by the Environmental Protection Agency under strict standards, while bottled water, because it is classified as "food", is regulated by the Food and Drug Administration under more relaxed standards.

Source: Lew's News, Spring 2006

Meet Our New Employee—Lori Ross

Q: Where did you grow up and go to school?

A: I grew up in Painesville and went to Harvey High School.

Q: What do you like most about your position/job?

A: I love everything about my job but mostly being outdoors and the people I work with.

Q: Where do you see yourself in 5 years? 10 years?

A: Here (with the Department of Utilities).

Q: Do you have any family in the area?

A: Yes. Most of them live in Painesville.

Q: Do you have any pets?

A: Yes. I have a dog.

Q: What's the most interesting place you've been and why?

A: Georgia. My sister lives there.

Q: What's your favorite music?

A: I like most everything.

Q: What's currently your favorite TV show?

A: Deal or No Deal.

Q: What's your favorite after work activity?

A: Yard work.



Lori Ross
WESC
Meter Reader



Employee Spotlight

Rick Martin

Executive Director



CAREER WITH LCDU: 26 yrs
 HAPPILY MARRIED FOR 23 yrs
 WIFE: Beth
 DAUGHTER: Lauren - 16
 PETS: Golden Retriever, Missy

What was your first job with the Department of Utilities?

I started with the Department of Utilities in June of 1975 as a seasonal worker at the Madison Wastewater Treatment Facility. In the fall of 1975 I began working part time as a laborer and plant operator.

Where did you grow up and go to school?

My lower school years I attended St. Mary's (Painesville) and St. Gabriel's (Concord). My middle school years were at Hobart (Painesville). I went to Harvey High School. For college I began at Lakeland Community College and completed my education at Xavier University where I was a marketing major and received a Bachelor of Science in Business Administration.

What's currently your favorite TV. show?

The Office

What's your favorite after work activity?

Being anywhere around water with my family and friends. My family owned a nursery business while I was growing up and I still find gardening enjoyable.

How do you think your subordinates perceive you?

I would say that most people see me as being professional, business-minded, competent, and coaching.

What do you like most about your position/job?

My favorite thing about the Department is the people. We have a great group of people who want to do things right. I find great satisfaction in trying to assist people in discovering their strengths and then seek out avenues for them to make the most of their abilities.

What's the most interesting place you've been and why?

I find Washington DC fascinating because it is the place where our (country's) history and governance takes place. The Smithsonian museum depicting the history of aviation with the different types of planes (like the Spirit of St. Louis) really gives you an appreciation for how much progress has been made in aviation. The Franklin Delenor Roosevelt Memorial was impressive as each area you walked in depicted a different period of his Presidency.

What's your favorite music?

I like the Blues. I find a lot of comic relief in the lyrics and the melodies are the roots of today's rock music. I often listen to jazz in my office. My fondness for music grew from my newspaper delivery days. I could get the AM radio station out of Detroit (Michigan) that played Motown artists and would listen to it as I distributed the Cleveland Press to customers every afternoon.

How would you summarize your management style?

Overall I am very results oriented, self-driven and mentoring. I like to do a lot of coaching and I say that I am approachable.

How do you measure success?

I believe an organization's success is dependent on its people. A stated earlier, I place a high value on the people in the Department. I have always expected the best from everyone (including myself) and our people. I have found great success by clarifying what it is that we are trying to accomplish and letting our employees determine the best path to attain that goal. That is what we did when I was directly involved with our drinking water operations. That group has developed numerous methods/techniques of operating that are recognized as tops in the water industry. It is extremely gratifying when goals are shared and attained by a group of people. I think success is also measured by forward movement within an organization. Currently, there are many individuals in our utility working in a positive direction and the fruits of their labors will allow us to effectively deal with many of the challenges facing the water, sewer and solid waste industries in the future. I also believe that success can be demonstrated by the value of relationships with others. On a personal level, this requires strong family relationships be a top priority. As a public servant, success can be measured by persons valuing what you bring to the table (your input, knowledge or feedback).

What is one mistake that you have made as a manager that you would change if you could?

I believe in Management by walking around and have not done this enough. I feel employees need to learn in an environment that is enriched with comments and suggestions from their peers. In keeping with this philosophy, I feel it is necessary to spend time in spontaneous, hands-on contact with employees looking for opportunities to make comments while receiving input and feedback from our employees. I plan to allocate my time better in the future to allow getting to the sites more frequently.

Asset Management

Asset Management is a plan to maximize the value of an asset (such as a waterline or a lift station) and replacing the asset when the cost to repair exceeds the cost to replace. This is most easily explained by comparing asset management to owning a car. When we buy the car new we expect no problems. With some routine maintenance such as oil changes, new air filters, etc. we can keep the car running for several years. As the car gets older, repairs become more serious. The car may need a new transmission or an engine replacement. Much of our water and sewer systems are nearing the "transmission/engine" replacement stage of its life. Much like saving for a new car, it is our responsibility to plan for the replacement of the older portions of our system. We cannot replace all the lines (pipes) that need replaced in one year and we don't need to. The infrastructure will not all fail at once. When we take our car exhaust in for repair we usually only need to replace the worn out or damaged portions and not the entire exhaust system. The same holds true for our infrastructure until the cost to repair exceeds the cost to replace. We have developed criteria to determine what lines are at the most critical points in their life and have begun an infrastructure replacement program to replace them.

A typical life for a water line is 50 to 80 years while a sanitary sewer may last between 60 to over 100 years. Each year we add new pipe to the system while the existing pipe continues to mature. In order to avoid having pipe much older than the design life, we must begin to replace approximately 7 miles of waterline and rehabilitate 4 miles of sanitary sewer each year.

If we are able to anticipate the need to replace pipe, we can become proactive instead of reactive and reduce emergencies. This is not to say we will eliminate water main breaks and sewer problems altogether, but we can minimize the impacts on our day to day activities.

Recent projects by the Utilities Department include:

- Eastlawn Drive Waterline Replacement eliminated 10 dead end waterlines in Eastlake.
- Middle Ridge Waterline eliminated 2 dead ends and provided a valuable loop in the east end. This 12 inch waterline was installed by our own east end maintenance crew who did an excellent job and received compliments from residents as well as the Lake County Engineers Office and others.
- South Ridge Road Water line eliminated a dead end of nearly 4 miles.
- Our sewer maintenance crew is busy cleaning and televising all of the lines in the Village of Fairport Harbor.

Upcoming projects include:

- Replacement of the Lake Road Lift Station in Madison which was constructed in 1924. Typically a lift station will last about 20 years. A few rehabilitation projects and our talented maintenance crews have kept this 80 year-old facility up and running.
- Replacement of the water line on Hubbard Road between North Ridge and Chapel Roads.
- Replacement of the water line on Lakeshore Blvd. in Eastlake between Reeves and Forest.

An asset management plan followed by a continuing infrastructure replacement program will provide Lake County residents with drinking water and sanitary sewer collection at affordable rates well into the future.

Submitted By: Randy Rothlisberger

Rules and Regulations Committee

The Rules and Regulations Committee was organized to review current rules and regulations and to update them on a routine basis. The Rules and Regulations committee board consists of: Al Saari, Doug Bradley, Randy Rothlisberger, Rich Damore, and Tonya Reidy.

The Board meets once a month to discuss any changes or additions that should be made to the current Rules and Regulations.

Comments should be forwarded to Tonya Reidy. Employee input is welcome.

Submitted By: Tonya Reidy

The Psychology of Language

You can aulacly uesderatnrd what you're redanig because of the phaonmneal pweor of the hmuan mnid. Aoccdrnig to rscheearch at Cmabrigde Uinerfvtsiy, it deosn't mttaer in what oredr the ltteers in a wrod are; the olny iprmoatnt tihng is that the frist and lsat ltteers be in the rghit plcae.

The rset can be a taotl mses and you can sitll raed it wouthit a porbelm. Tihis is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.

Did you have any rael troblwe readishg this?

No answur reiquerred.

Source: Spam Email

Written Correspondence Committee

To continue to reflect a positive image of the Utilities Department, a written correspondence committee is meeting monthly to review and improve correspondence with “customer friendly” and “keep it simple” messages. Current activities include responding to a developer’s request for sewer/water availability. Property owner assessment notices are also under review to improve the delivery and tone of our communications. Participants include: Doug Bradley, Scott Cole, Dee Hine, Beth Hripko, Michele Mallory, Carolyn Reed and Marie Vanjo. If you have correspondence for review, please forward it to Beth in the Utilities Admin. Office.

Submitted By: Beth Hripko

Product Review Committee (Water and Sewer)

The committees were formed to create a formal review and approval process for new products for use in water and waste water construction and to review and update existing material specifications. The committee also investigates and suggests new products for use by the department.

The committee is made up of Utilities Department employees from maintenance, quality control, operations and engineering that are willing to take on additional responsibilities in order to make sure we are using the best products available.

A manufacturer or supplier will submit an application for a new product. The product is reviewed by the committee for compliance with our specifications, quality and reliability. If the product meets our specifications, it may be approved for use in our system.

Specifications are reviewed for accuracy and completeness then updated to today’s standards. Employee input is welcome. Please forward information to Randy Rothlisberger.

Submitted By: Randy Rothlisberger

Meet Our New Employee—Karen Okonek

Q: Where did you grow up and go to school?

A: Chardon High School...I'm a Hilltopper. I attended the Ohio University and received a Bachelors in Environmental Geography.

Q: What do you like most about your position/job?

A: The new challenges.

Q: Where do you see yourself in 5 years? 10 years?

A: Going back to school to get my masters.

Q: Do you have any family in the area?

A: Yes. My parents still live in Chardon. My brother is in North Bloomfield (North of Warren).

Q: Do you have any pets?

A: I have a beautiful chocolate lab named Belle and a kitty named Sampson.

Q: What’s the most interesting place you’ve been and why?

A: Punta Cana, Puerto Rico. It was enlightening to say the least. It really makes you appreciate living in the United States.

Q: What’s your favorite music?

A: Anything but country and rap.

Q: What’s currently your favorite TV show?

A: Survivor.

Q: What’s your favorite after work activity?

A: Besides yard work? Just chillin' and being with my dog.



Karen Okonek
GLK
Operator Trainee

Did You Know?

Dialing "211" from any phone in Lake County will access the Help Services Center provided by the United Way. The service provides help with many questions and issues (ranging from mental health to local library hours) 24 hours a day, 7 days a week...and it's free of charge.

Meet Our New Employee—Joseph Abel

Q: Where did you grow up and go to school?

A: I grew up in Berea and graduated from Berea High School.

Q: Where do you see yourself in 5 years? 10 years?

A: Probably somewhere in management or supervision.

Q: Do you have any family in the area?

A: Yes. My wife's family is in the area and all of my family lives on the West side. I have two kids (2 boys) and a wife.

Q: Do you have any pets?

A: Yes. I have a Pug named Gizmo.

Q: What's the most interesting place you've been and why?

A: Alaska. I went there in 2001. We took a train ride, went kayaking, snorkeling and spotted some whales. It was amazing.

Q: What's your favorite music?

A: My music preference changes but right now I'm on a country kick because that's what my wife listens to.

Q: What's currently your favorite TV show?

A: Well, I don't get to watch too much TV. I'm usually watching what the kids want to watch. But I do enjoy watching NASCAR.

Q: What's your favorite after work activity?

A: In winter it's snowmobiling. In summer I enjoy being in the yard.



Joseph Abel

Madison

Operator Trainee

Canada Goose Control at the GLKWRF



The local Canada Goose population has exploded in the last decade. In the late sixties, the Canada Goose population was nearly nonexistent. A group of sportsmen and biologists captured and raised several pairs of the flock for reintroduction into the wild. The rest is history.

During last year's spring count, an estimated 84,000 resident Canada Geese were recorded in Ohio – nearly 45 percent more than in 1993. As our resident goose population has grown, so too have the complaints. Each year, the Ohio Department of Natural Resources (ODNR) receives hundreds of e-mails

and calls from Ohioans wondering how they can discourage these big birds.

One way to keep geese off your property is by scaring them away. This can be done by using objects such as flags, balloons, scarecrows, or shiny tape. These objects should be moved frequently, as the geese get used to them.

Landowners may also have success by using noise devices such as air horns or leaf blowers. Almost any loud sound will startle and repel geese, at least temporarily. The use of dogs is also effective and is the method that the staff at the Gary L. Kron Water Reclamation Facility (GLKWRF) chose.

Ohio Geese Control, LLC was contracted to use their Border Collies on a daily basis to harass the geese beginning in late March through the month of May. This time period was selected to prevent the geese from nesting on the property.

The dogs would visit the plant three times a day to establishing a "predator" status to the geese. As soon as the geese would see the dogs, they would take flight and leave the plant. The handler uses the Border Collies because of the dog's unique herding skills. The dogs responded to the handler's commands without harming the birds. Slowly the

numbers of geese visiting the plant dwindled.

In previous years, the plant would commonly be "home" to over three-hundred geese with at least fifty nesting pairs. Each pair has on average of six to twelve goslings. With the heavy concentration of geese at the facility, the goose droppings became an ugly problem. This year, with the use of the dogs, the plant had only five successful nesting pairs. In addition to using the dogs, several fields were left to grow to discourage geese from using these areas for fear of predators hiding in the tall grass.

Reducing the goose population at the GLKWRF will be an ongoing task and hopefully with the use of these tactics we can significantly reduce the goose numbers at the facility. It should also be noted, while discouraging these migratory birds from your property, these geese are protected under state and federal laws. It's a violation of these laws to harm or destroy any migratory bird outside the regular hunting season, or its nest or eggs without a permit from the State.

Submitted By: Bob Shelby

Division Improvements

Many capital projects for the wastewater treatment facilities in our department are planned or have been completed in 2006. The Gary L. Kron Water Reclamation Facility (GLKWRF) in Mentor is nearing completion of the collection system radio telemetry upgrade for enhanced communication between the facility and the remote pump stations and packaged wastewater treatment facilities. In the past, communication between the remote stations and the GLKWRF utilized telephone lines. This system experienced many communication failures during bad weather events and was not reliable. This in-house upgrade to radio signal communication has proven to be a very dependable system. Costs are estimated at \$24,000.

GLKWRF is currently in the process of upgrading the outdated plant process computer system to a state-of-the-art Allen Bradley computer program. This in-house project will provide facility operational staff with the means to adequately monitor and control the facility processes from the process computer control console. Costs are estimated at \$25,000. The design, engineering, installations and programming of both projects (Telemetry and Process Computer) were all accomplished by experienced in-house personnel accounting for a savings of tens of thousands of dollars in lieu of Contract Services.

The staff at GLKWRF is researching a cover system for the facility roughing filter operation and the installation of a final clarifier weir brush cleaning system. The roughing filter process can generate odors, especially in the heat of summer, by filtering the primary treatment effluent over a series of stacked fiberglass media. The open top system currently in operation is one of the remaining processes that are not covered to prevent off-site odor migration. A cover system would assure that the facility is utilizing the best available technology to control odors. The estimated cost is \$80,000.

In 2006, we are researching the installa-

tion of a final clarifier weir cleaning system. The system uses a series of brushes attached to the clarifier rake drive to clean the weirs, weir walls and channels of unsightly algae growth. Secondly the brush system would also prevent the algae from growing on the weirs to a level that would periodically slough off into and with the final effluent (discharge). The estimated cost of the system is \$15,000 per clarifier.

The satellite pump stations throughout the collection system are either equipped with permanent stand-by power generators or the means to connect a portable generator. These generators maintain power at each pump station during a power outage. The stand-by power generators reduce the risk of sewage back-up in the system or overflow to the waters of the State of Ohio. The estimated cost to complete the generator project in 2006 is \$60,000.

The substantial capital projects at our satellite packaged wastewater treatment facilities are an influent micro-screen at the Heatherstone Wastewater Treatment Plant. The purpose of a micro-screen is to remove inorganic debris from the wastewater influent. The Heatherstone facility, located in Painesville Township, experiences high levels of such debris on a daily basis and the process would benefit greatly by this removal. The estimated cost of this project is \$50,000. This facility historically has had difficulty maintaining discharge compliance with ammonia discharge limits. Modifications to the air supply system, such as new blowers and modified air diffusers, have corrected this problem so that the facility is in discharge compliance on a consistent basis. This modification cost approximately \$30,000.

The Sunshine Acres Wastewater Treatment Plant located in Leroy Township experiences high influent flows during rain events. Our Engineering Division has researched the flow data recorded by our staff and is in the process of designing a flow equalization basin at the facility's headworks. The equalization

basin will collect the influent flow and discharge it to the wastewater process at a consistent rate and eliminate high flow surcharges. The estimated cost of this project is \$35,000.

We have undertaken a system-wide beautification project. This project (clean-up, landscaping, etc) is helping to improve our public image. We have a dedicated staff assigned fulltime to this project during the summer months. We expect to restore two to three sites each year, while maintaining previously restored sites to a degree that reflects our commitment to the community.

I am confident that these capital projects for 2006 will enhance treatment, control odors, improve communication between the facility and satellite operations, improve our public image and reduce liabilities at our facilities and collection systems. I would like to take this opportunity to thank the Wastewater Operations and Maintenance staff for their dedicated and professional approach to these and all projects assigned to them. We look forward to another productive year.

Submitted By: Gary Long

Only Tap Water Delivers:

- The protection of public health,
- The ability to fight fires,
- The fuel of economic development, and
- The community's overall quality of life.

Source: AWWA in Action, April 2006

Professional Development Group



In an effort to develop future leaders of the department, the Professional Development Group was created to provide training and expose participants to all areas of the Department of Utilities. Currently in its second year the group continues to be active. About 20 employees representing all areas of the Department make up the group. This year, group members have taken an active role in planning and leading meetings. Recently the group had the opportunity to tour the Bacon Road Water Treatment Plant and the Madison Wastewater Treatment Plant. Several social events

and training sessions are planned for the upcoming months in 2006. Additional Projects the Professional Development Group is working on this year include the "Insert Title Here" Newsletter, the LCDU Booth at the Lake County Fair, and the Department holiday party.

Submitted By: Jolene Ball

Customer Service Group

Customer Service Core Group: A focus group was created in April of 2005 to identify ways to enhance customer service in the Department. The following participants meet monthly: Rick Martin, Jack Sumrada, Dee Hine, Dave Kenny, John Diemert, Connie Strickland, Katie Sheffield, Toni Ice, Kermit Johnson, Tonya Reidy and Eric Folkman.

The objective of the group is to identify the customer needs, provide accurate information, resolve problems and contact customers for follow up in a timely and professional manner.

Listed below are projects from the group :

Billing Statement - A new 8 ½ x 11 billing statement with a return envelope was developed and the first billing generated February 06.

Front of Bill: Customer and account information, consumption record /history, fees, charges, information box.

Back of Bill: Normal business and

emergency after hours numbers, understanding your bill, locations to pay bill, how to check for leaks, LCDU mission statement, does a customer qualify for a prorated water or sewer rate?

Response from customers have been positive.

Training - Presentations of each department's functions to train and educate staff so as to provide accurate information and be able to refer customer calls to appropriate personnel:

10/13/05 - John Diemert : West End Distribution System.

11/17/05 - Phil Peluso: East End Distribution System.

01/12/06 - Dave Kenny: Small Meter Service Connections.

02/23/06 - Toni Ice: Water Quality and John Diemert: Backflow.

03/23/06 - Kermit (Chappy) Johnson: Servicing and Bob Shelby: Treating Waste Water.

05/11/06 - Jay Spetrino facilitator for Aquarius Water Plant.

DTBD - estimate 6/06 Dave Bradshaw to provide tour of the Solid Waste Facility.

After each presentation the core group offered suggestions and discussed implementing a training manual with consistent definitions/terms. Presentations will eventually be conducted for our customers and other interested parties.

Customer Calls - Currently not all departments are linked with the capability to transfer incoming calls. A quarterly log of incoming calls has been obtained from each department to determine if a call center would be beneficial. Data is being compiled and analyzed to determine software/hardware options.

Submitted By: Connie Strickland

County-Wide Events

For more information and events visit <http://www.lakevisit.com/events.html>

July:

4th—Fireworks at Mentor Civic Center Park @9:50 pm

14th—Junk in Your Trunk Sale @ Mentor High School

15th—City of Mentor Festival on the Lagoons—Willoughby Arts Festival

16th—Ice Cream Social @ Lawnfield

21st-23rd—Party in the Park in Painesville

23rd—Party in the Park 5-mile run

29th-30th—Little Mountain Heritage Festival

30th—Jazzfest @Debonne' Vineyards

August:

1,8,15—Northeast Running Club 5K Cross Country Series

3rd-6th—Madison Old Fashioned Days

4th-5th—Vintage Ohio @Lake Farm-park

12th—Super Star Party @ Penitentiary Glen—Paddle for a Purpose @ Fairport Harbor Lakefront Park

15th-20th—Lake County Fair

25th-27th—Cleveland Challenge Cup of Bocce @ Wickliffe Italian/American Club

September:

1st—Old Village Market @ Lawnfield

2nd—MOL Labor Day Parade

2nd-3rd—Concord Community Days

7th—Taste of Painesville

10th—Bug Day! @ Penitentiary Glen

15th-17th—"It's Better In Mentor" Festival

16th-17th—Village Peddler @ Lake Farmpark

17th—"IBIM" 5-mile run & 2-mile walk

24th—Great Western Reserve Clam-bake @ the LC History Center

Protecting Our Environment By Reducing Mercury In Wastewater Effluent

Wastewater treatment plants have specific discharge limits contained in their permits. Most of the mercury entering the treatment facility comes from users of the system. The treatment plant's primary goal is to provide clean water and a healthy environment.

The Industrial Pretreatment Department at the GLKWRF. has developed a plan of study to accomplish the goal of reducing or eliminating mercury in the collection system. A mercury reduction program has two objectives: proper disposal of mercury waste and reduction of mercury discharges. The Department has implemented a recycling program that will collect fluorescent light bulbs, batteries, thermometers, thermostats, and other mercury containing equipment for proper disposal. Surveys will be sent out to dental offices, hospitals, schools, and medical clinics. The surveys will help determine areas of immediate attention and those that can be corrected through

education. These are just a few of the items that are in the plan.

Mercury is a naturally occurring element found everywhere in the environment. It can become airborne from natural processes and fall back to earth in dust, rain or snow. Human activities that release mercury to the environment include mining and smelting; burning fossil fuels and wood; cement and lime kiln production; petroleum refining; and incinerating solid waste and sludge. No matter the source, once mercury enters the environment it remains there.

Lakes and rivers are contaminated when there is direct discharge of mercury-containing industrial or municipal wastewater to them. In water, mercury is converted to methyl mercury by bacteria or by chemical reactions. Tiny organisms absorb methyl mercury. Fish absorb methyl mercury from the organisms they eat. It builds up to

high levels in predatory fish at the top of the food chain. Bioaccumulation produces high concentrations of methyl mercury in fish that people eat. There is no method of cooking or cleaning fish that will remove it.

Methyl mercury is a neurotoxin; it can affect the brain and spinal cord. In the brain methyl mercury interferes with the way nerve cells function.

The Utilities Department has an important role to play. Educating the public and the industrial users of the system is the only way to reduce or eliminate mercury from entering the environment.

Submitted By: Scott McGlothlin

Name the Newsletter Contest

We will be taking suggestions to name our Department's newsletter. All entries will be judged by the Newsletter Committee (see page one). The winner will be announced in next quarter's newsletter and will receive a \$50.00 gift card. Please submit entries by email to Josh Ellis (jellis@lakecountyohio.org) or by mailing this form to Josh Ellis in the Billing Department through inter-office mail no later than July 30th.



Name (print): _____

Department: _____

Suggested Name(s) for Newsletter:

Happy Birthday!

JANUARY BIRTHDAYS:

Michael Hozian	3/24	Sylvia Lindrose	5/25	Clint Gockerell	8/8		
William Munger	1/2	William Chandler	3/25	Barry Traxler	5/25	Richard Siepka	8/10
Gary Long	1/5	Brian Cook	3/25	Anthony Maimone	5/30	Helen Hensley	8/12
Michele Mallory	1/14	Mark Brenkus	3/26			Karen Okonek	8/15
Shawn White	1/15	John Clarkson	3/26	JUNE BIRTHDAYS:		Mary Jo Valaitis	8/16
Joshua Ellis	1/17	Robert Blakesmith	3/29	Robert Bradac	6/5	David Mihalik	8/18
Carol Lindrose	1/24	Michael Sullivan	3/31	James Needler	6/11	Vicki Thorsen	8/20
Scottie Burke	1/27			Richard Soden	6/11	Keith McCloskey	8/23
Robert Baytosh	1/31	APRIL BIRTHDAYS:		Thomas Furlong	6/15	Karen Goodin	8/24
Joseph Fedor	1/31	Robert Rose	4/7	David Hutchinson	6/15	Edward Ruscitti	8/24

FEBRUARY BIRTHDAYS:

Kermit Johnson	2/2	Randy Rothlisberger	4/10			Robert Shelby	8/28
Jonathan Hegfield	2/4	Gerald Ondo	4/15	JULY BIRTHDAYS:		Roland Skaggs	8/29
Gerald Roy	2/6	Timothy Logan	4/15	Glen Oldaker	7/2	Jolene Ball	8/30
Susan Brochak	2/7	Barry Cvetko	4/20	David Bradshaw	7/3		
CJ Land	2/7	Richard Damore	4/22	Thomas Hillwig	7/4	SEPTEMBER BIRTHDAYS:	
Richard Douglas	2/10	Melanie Rangel	4/23	Grant Glazier	7/5	Donald Battista	9/1
Michael Spencer	2/10	Robert Taylor	4/24	Angela Keck	7/5	Kenneth Bowling	9/1
Warren Zorn	2/11	James Stillman	4/26	Bradley Frederick	7/9	Kenneth Anzelc	9/2
Steven Doremus	2/13	Jack Sumrada	4/27	Karen Dickerson	7/9	Mark Tenkku	9/4
David Hernandez	2/14			Kathleen Sheffield	7/10	Ruth Medved	9/9

MARCH BIRTHDAYS:

Philip Spencer	2/16	MAY BIRTHDAYS:		Keith Hankins	7/10	James Berg	9/11
Linda Millberg	2/16	Thomas Orosz	5/1	Bruce Greive	7/11	Kenneth Pallutch	9/12
John Thompson	2/16	Debera Douglas	5/2	Paulette Knepp	7/11	Mickey Scoville	9/14
Douglas Bradley	2/18	Mark Murphy	5/2	Debra Szampias	7/11	Joseph Scaperato	9/14
Paulette Chandler	2/21	Rob Edmonds	5/6	Ronald Beres	7/12	Leonard O'Dell	9/19
Barbara Cummings	2/21	Randall White	5/8	Louis Locher	7/13	Kay Meadon	9/23
Roscoe Snoeberger	2/23	Paul Mosser	5/9	Marie Vanjo	7/16	James Lubinsky	9/25
Toni Ice	2/23	Edward Bauer	5/13	Jesus Gonzalez	7/18	Phillip Peluso	9/27
Gabriel Steele	2/24	Dean Moore	5/13	Rhuden Burnheimer	7/21	David Woodford	9/27
		William Kuzma	5/15	Michael Stephens	7/23	David Ivans	9/28

APRIL BIRTHDAYS:

Susan Dodge	5/16	Bobbie Hill	7/24	Richard Martin	9/29
Kenneth Stoneman	3/3	Keith Maddox	5/17	Frank Martin	7/24
Tonya Reidy	3/5	David Kenny	5/18	Mark Yahner	7/26
Lauren Schuler	3/5	Ronald Walker	5/18	John Spetrino	7/28
Scott Cole	3/10	Carolyn Reed	5/19	David Hardy	7/29
Dennis Elliott	3/13	Marie Millonzi	5/19		
Frank Burkholder	3/13	Joseph Hanusosky	5/21	AUGUST BIRTHDAYS:	
Dee Hine	3/16	Edward Schwertner	5/21	Robyn Needler	8/2
Kelly Taylor	3/18	Brad Pethtel	5/21	Thomas Erkkila	8/5
Nathaniel Proctor	3/19	Robert Bates	5/24	Dale Anthony	8/8



Congratulations On Your Anniversary!

Please contact a member of the newsletter team if you have an upcoming anniversary that you would like to announce.
