



# UNDERGROUND NEWS

SEWER • SOLID WASTE • WATER

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## Meter Change-out Project

June 2006 marked the start of the meter change-out project. The purpose of the project was to utilize proven technology to better serve our customers by more effectively and efficiently obtaining accurate meter readings. Once a meter is changed, LCDU Meter Readers use state-of-the-art, hand-held computers to record meter readings. The information from the hand-held is then downloaded into the utility's billing software at the end of each day. This hand-held computer is highly reliable, has greatly reduced the potential for error and has virtually eliminated paperwork throughout the meter reading process.

A moderate schedule of contacting 50 customers per month was outlined for the project. Coordination between the Billing Staff and service personnel to insure focus was maintained and goals were accomplished. The project has been very successful based on the number of customers who have scheduled a change-out. 5,029 installations have taken place which encompasses new installations and normal change-outs due to wear. The remaining 575 accounts (West/East end areas combined) should be completed by April 2010.

**Submitted by: Connie Strickland, Billing Operations Manager**



## Newsletter Committee:

- Kristen Berg
- Scott Cole
- Josh Ellis
- Mike Erkkila
- Toni Ice
- Tonya Reidy

## Website Update

Our customers now have the capability to create an online account on our website. ([www.lakecountyohio.gov/utilities](http://www.lakecountyohio.gov/utilities)) This enhancement to our website will allow customers to view their account usage, charges, payments, and any posted adjustments to their account. Customers will also be able to link multiple accounts to their online profile. This will give them the ability to view all of their accounts when they log in. If the customer would like to enroll in "paperless billing" they can sign up for email billing and we will email them when their latest bill is ready to be viewed. Paying online is currently not an option. We have incorporated an online survey to identify our customer's needs. These improvements will provide more convenient options for our customers.

**Submitted by: Josh Ellis, Billing Systems Operator**

## Tips to Make Your Workplace Environmentally-Friendly

- Create a ZERO WASTE office space: Recycle your office paper, newspaper, magazines, cardboard, beverage containers, computers, toner cartridges, fluorescent bulbs and furniture.
- Get rid of styrofoam cups. As of now, Lake County does not have a recycling program for styrofoam. BYOM - Bring Your Own Mug.
- Place recycling bins at various places in the office. Clearly label each bin so that the materials are separated correctly.
- Buy recycled and Forest Stewardship Council (FSC) certified paper.
- Print on both sides of the paper. Hint: Switch printers to double sided default.
- Switch fax machines to print reports ONLY when there is a problem.
- Use a digital camera. This saves waste from disposable cameras, film and chemicals.
- Set your computer to go into sleep mode when not in use. Turn off your computer each night when you leave.
- Always spell check and print preview BEFORE you print.
- Pack your lunch each day in reusable containers.
- Keep reusable shopping bags in the office for any office trips to the store.
- Consider holding conference calls instead of traveling. This saves time, fuel, and energy.



**Submitted by: Jessica Mitchell, Ohio State Program Extension Assistant**

## My Favorite Recipe — Fruit Salsa

Gather and prepare the following:

- |   |                              |
|---|------------------------------|
| 2 kiwis, peeled and diced                           | 1 pound strawberries         |
| 2 tablespoons white sugar                           | 1 tablespoon brown sugar     |
| 2 Golden Delicious apples - peeled, cored and diced | 8 ounces raspberries         |
| 3 tablespoons fruit preserves, any flavor           | 10 (10 inch) flour tortillas |
| butter flavored cooking spray                       | 2 cups cinnamon sugar        |

1. In a large bowl, thoroughly mix kiwis, apples, raspberries, strawberries, white sugar, brown sugar and fruit preserves. Cover and chill in the refrigerator at least 15 minutes.
2. Preheat oven to 350 degrees F (175 degrees C).
3. Coat one side of each flour tortilla with butter flavored cooking spray. Cut into wedges and arrange in a single layer on a large baking sheet. Sprinkle wedges with desired amount of cinnamon sugar. Spray again with cooking spray.
4. Bake in the preheated oven 8 to 10 minutes. Repeat with any remaining tortilla wedges.
5. Allow to cool approximately 15 minutes. Serve with chilled fruit mixture.

**Submitted by: Angela Keck, Engineering Assistant**

Please contact a member of the Newsletter Committee to provide ideas, suggestions and feedback for upcoming issues. We'd love to hear from you.



## Employee Spotlight — Matt Armand

Matt began his employment with the Billing Office in the Accounts Receivable position on 4/30/07, bringing with him an undergraduate degree from John Carroll University in Business Management and Spanish. The Billing Office benefits from Matt's wide range of skills and knowledge. After seven months of employment Matt moved into the Billing Specialist position where his primary responsibilities include answering customer inquiries and providing accurate billing. Matt's ability to speak Spanish fluently has afforded him the opportunity to assist in interpreting customer requests on several occasions. Matt participates in the LCDU Professional Development Group, works weekends at The Holden Arboretum and volunteers his time outside of the Department to community organizations such as:

- Lake County NAACP - Political Action Chairperson
- Willoughby Fine Arts - Sarah Weeden Richardson Minority Scholarship Committee
- MC for the Willoughby Fine Arts Annual Fundraiser, Lake County NAACP Political Forum, & the Annual Lake County NAACP Martin Luther King Celebration.
- Board of Trustees for Laketrans.

The Billing Office has an acronym known as LEAD, Linking Excellence, Action and Dedication. Matt exemplifies LEAD. LCDU is privileged to employ an individual who possesses both the principles and vision necessary to assist the Department in achieving its goals.



**Submitted by: Connie Strickland, Billing Operations Manager**

### ***Do you have any hobbies or interest?***

I enjoy exercise, swimming and walking. I also like to read and enjoy learning about computers such as web design.

### ***Do you have family in the area?***

Yes, my entire family resides in Northeastern Ohio. My immediate family lives in Lake County and my extended family lives in Cuyahoga County.

### ***Where did you grow up and go to school?***

I grew up in the City of Cleveland, moved to Euclid in the 4<sup>th</sup> grade and graduated from NDCL. I continued my education at John Carroll University.

### ***What would you say is your least favorite household chore?***

I would have to say in the winter I absolutely hate to be outside snow blowing or shoveling the snow.

### ***Do you have any pets?***

Yes, I have a West Highland Terrier named Buddy.

### ***What would you say is the most interesting place you have been?***

I don't travel much so I would say Washington, D.C. is the most interesting place that I have visited. It has numerous historical museums and neighborhoods as well as governmental offices.

## According To...

The top five golf courses in Lake County, with price in mind, *According To* Mike Melnyk, Gary L. Kron Water Reclamation Facility Chief Operator are...

1. Thunder Hill Golf Club - 7050 Griswold Rd. Madison, Oh 44057
2. Painesville Country Club - 84 Golf Dr. Painesville, Oh 44077
3. Erie Shores Golf Course - 7298 Lake Rd. Madison, Oh 44057
4. Powderhorn Country Club - 3991 Bates Rd. Madison, Oh 44057
5. Little Mountain Country Club - 7667 Hermitage Rd. Concord, Oh 44077



### **July Birthdays**

Glen Oldaker 7/2  
David Bradshaw 7/3  
Thomas Hillwig 7/4  
Grant Glazier 7/5  
Angela Keck 7/5  
Bradley Frederick 7/9  
Karen Dickerson 7/9  
Katie Sheffield 7/10  
Paulette Knepp 7/11  
Debbie Szampias 7/11  
Louis Locher 7/13  
Marie Vanjo 7/16  
Jesus Gonzalez 7/18  
Damian Sherwood 7/18  
Rhuden Burnheimer 7/21  
Michael Stephens 7/23  
Bobbie Hill 7/24  
Frank Martin 7/24  
Mark Yahner 7/26  
Domanick Sherwood 7/27  
Jay Spetrino 7/28  
David Hardy 7/29



### **August Birthdays**

Robyn Needler 8/2  
Thomas Erkkila 8/5  
Dale Anthony 8/8  
Richard Siepka 8/10  
Helen Hensley 8/12  
Joel Jernejcic 8/13  
Karen Peterson 8/15  
Mary Jo Valaitis 8/16  
David Mihalik 8/18  
Vicki Thorsen 8/20  
Keith McCloskey 8/23  
Karen Goodin 8/24  
Edward Ruscitti 8/24  
Joe Popely 8/24  
Jerry Hagan 8/26  
Cindy Leonello 8/27  
Robert Shelby 8/28  
Roland Skaggs 8/29  
Jolene Ball 8/30

### **September Birthdays**

Donald Battista 9/1  
Kenneth Bowling 9/1  
Bert Guinn 9/1  
Kenneth Anzalc 9/2  
Bill Davis 9/2  
Mark Tenkku 9/4  
Ruth Medved 9/9  
James Berg 9/11  
Kenn Paprocki 9/14  
Leonard O'Dell 9/19  
Mike Mospens 9/21  
Mike Pegoraro 9/22  
Kay Meadon 9/23  
James Lubinsky 9/25  
Phillip Peluso 9/27  
David Woodford 9/27  
David Ivans 9/28  
Rick Martin 9/29

