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## Water Tower Maintenance

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Periodically water storage tanks are taken out of service for cleaning and inspection. This is primarily due to sediment build-up and to check the viability of the interior paint on the water tower.

In the spring of 2004 the Quality Assurance Department cleaned and inspected the one million gallon standpipe in Willoughby (84 & 174). As a result of this inspection, it was determined that the tank needed some preventive maintenance. The tank would need a new corrosion control system, a new frost-free vent and would need to be painted (interior only).

The standpipe was again taken out of service so the interior portion of the tank could be sandblasted, cleaned, dehumidified and painted. All of this work was conducted during the middle of October, 2006. This type of work must be accomplished during spring or fall, when there are lower water demands and the outside temperature is above freezing to allow for proper curing of the paint. The lower demand is critical because the water is used

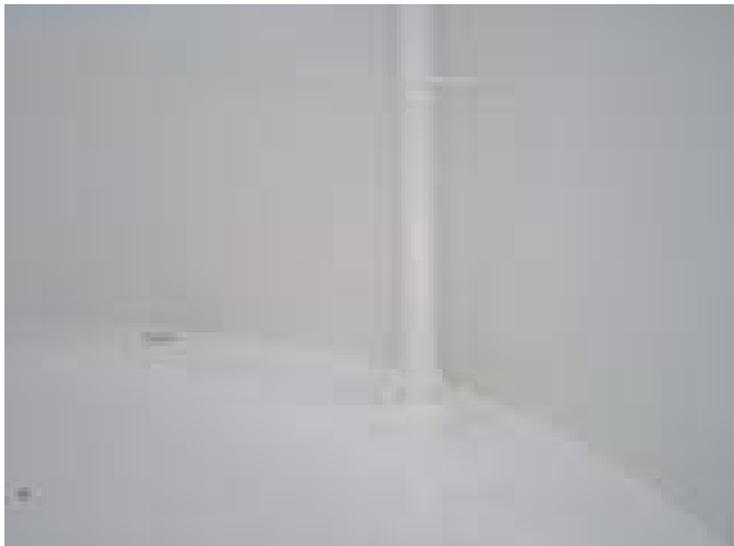
for drinking and fire protection. If the tank were to be taken out of service during high demand periods, the water plant could easily be over-taxed.

Our maintenance department, taking advantage of this out of service period, worked hard to rebuild the altitude valve (a valve that is critical in controlling the level of the tank and prevents it from overflowing).

The preventive maintenance to the tower took approximately four weeks to complete. Upon completion of the painting process the tank had to cure for at least 7 days before any water could be placed into it. The tank was then disinfected for public safety and health and put back into service during the first week of December.

The final step of the process is to take the tank out of service one year after the painting was completed. This last inspection will be completed to ensure that the paint is performing to specifications and standards.

**Submitted By: John Diemert**



## Upcoming Holidays

May 28th - Memorial Day

- Never eat or chew gum while talking on the phone
- Ask, "Would you please hold?" when taking multiple calls. Wait for the reply from the person before switching over to the incoming call

### Face-to-Face Etiquette:

- Look the person in the eyes during conversations
- Do not look at surroundings when talking
- Take an active interest in what the person is saying

Above all, act professional each time you work, no matter if it's in person or on the phone.

## According To...

### Phone Etiquette:

- When answering the phone, identify the location and introduce yourself. Ask the question, "How may I help you?"

## Strive For Excellent Etiquette

*We need your help.  
Interested in writing an 'According To'  
Contact any member of the Newsletter Team.*

*Generation X may not be the selfish job-hoppers everyone once thought they were. In a study of 1,200 working professionals born between 1964 and 1975, 47 percent said that spending the rest of their working careers with their current organizations would make them happy; 85 percent said their employer's future was something they cared about a great deal; 83 percent said they were willing to go "above and beyond" to help their company succeed; and 75 percent described themselves as "extremely glad" they chose their current employers to work for.*

**Source:** [www.managementresources.com](http://www.managementresources.com)

## Meet Our New Employee - Debra VanHorn

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

**A:** I grew up in the Eastlake area and graduated from Eastlake North.

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

**A:** I like to just work hard and see where that takes me.

**Q:** *Do you have any family in the area?*

**A:** Oh yes. I have family in Willoughby, Painesville Township, Mentor, all over Lake County.

**Q:** *Do you have any pets?*

**A:** I have a boxer (Princess Leia) and a kitty-cat that my brother found. The cat wasn't doing well and I agreed to take her in.

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

**A:** Toronto, Canada. My two sons played soccer for Eastlake and had a chance to travel to Toronto to play. We had a chance to stay with a family for 5 days and be a part of their community and culture. It was really interesting and a nice vacation.

**Q:** *What's your favorite music?*

**A:** I'm a big fan of holiday music but overall I like old Motown the best...Stevie Wonder, Dianna Ross, Ray Charles, etc.

**Q:** *What's currently your favorite TV show?*

**A:** 2 1/2 Men...that Jake kid makes me laugh.

**Q:** *What's your favorite after work activity?*

**A:** Relaxing with my family. We like to go for walks and love to play different card games.



**Debra VanHorn**  
Billing

## Written Correspondence Committee Update

The Written Correspondence Committee would like to welcome two new participants in 2007. Angela Keck and Vicki Thorsen have volunteered to work on the committee. We look forward to their input.

## Safety News

What a great year 2007 is shaping up to be for safety. We kicked off the year with a pipe color-coding subcommittee. The subcommittee met just once and accomplished its objectives; a consistent pipe color-coding strategy for the entire Department. This consistency will aid operators and maintenance workers (especially those traveling to multiple sites) in identifying the contents of specific pipe sections and/or valves and will eliminate the chance for confusion and incidence. Participating members for that subcommittee included: Mike Stephens, Ken Stoneman, Rick Douglas, Bob Ruscitti, Bob Shelby, Mike Melnyk, Mark Brenkus and Gary Long.

We then moved on to form a Lockout / Tagout subcommittee. This group of volunteers meet on a weekly basis and are helping to identify a consistent and clear Lockout / Tagout (LOTO) program throughout the Department. Subcommittee members include: Bill Simone, Doug Breach, Bob Ruscitti, Tom Orosz, John Thompson, Scottie Burke, Tom Moviel, Mike Melnyk, Trevor Weaver, Mike Erkkila and Tom Erkkila. The subcommittee will continue to meet once a week for another month or two and will then switch to less frequent meetings. We will be asking for your input and assistance in the near future to develop site-specific and equipment-specific LOTO procedures.

The Executive Safety Committee sponsored the annual safety slogan contest. Would you believe that we have a back-to-back slogan winner? Please help me in congratulating Dave Ivans for his winning entry, "There's No Elevator To Safety, You Have To Take The Steps." Dave was very creative with his entry and even took the time to draw his slogan on the back of t-shirt as a suggestion. We had many other great and very creative entries including the two runners-up, Kelly Taylor, "Know Safety, No Accidents" and Brian Cook, "You Are The Key! Keep Lake County Utilities Accident-Free." Thank you all for your safety slogans and congratulations to the winners.

Our focus in safety for 2007 is primarily on Fall Protection, Lockout / Tagout and Traffic Safety. We will continue to focus on updating our Confined Space Program, completing our Hearing Conservation Program and focusing on Electrical Safety, Trenching and Excavation Safety, Personal Protective Equipment (PPE) and Respiratory Protection.

Thank you all for your continued efforts in safety. Keep up the great work and remember, there is no elevator to safety, you have to take the steps.

**Submitted By: Scott Cole**



## County-Wide Events [For more information and events visit http://www.lakevisit.com/events.html](http://www.lakevisit.com/events.html)

### April:

14th - Summer Campout - Lake County YMCA - Painesville

22nd - Earth Day Celebration- Lake Farmpark and Penitentiary Glen

22nd - Summer Sports Show Expo and Swap Shop - Lake Farmpark - Kirtland

27th - 29th - Festival of Trees: Arbor Day Fest and Plant Sale - Holden Arboretum - Kirtland

28th - Grand River Canoe and Kayak Race - Harpersfield Dam - Geneva

29th - Jazz Impact Spring Concert - Lakeland Community College

### May:

5th, 6th - Railroads in the Parks - Penitentiary Glen - Kirtland

17th Annual Farmer's Market - Jobs and Family Services - Painesville

19th - Great Garage Sale - Lake County Fairgrounds - Painesville Township

19th, 20th - Horsefest - Lake Farmpark

19th, 20th - Annual African Violet Show and Plant Sale - Penitentiary Glen

### June:

1- 16 - "Forever Plaid" - Rabbit Run Theater - Madison

5th - Summer Concerts in the Park - Mentor Civic Center Amphitheater

7, 14, 21, 28 - Concerts in the Park - Concord Town Hall

13th -17th - 47th Annual Strawberry Festival - Lakeland CC - Kirtland

16th, 17th - Dairy Days -Lake Farmpark - Kirtland

23rd, 24th - Woolfest - Lake Farmpark

23rd, 24th - Combined Rose Show - Penitentiary Glen - Kirtland

## Aquarius Water Plant's Open House

On March 22nd, an open house for Department employees was held at the Aquarius Water Plant to showcase the new sodium hypochlorite disinfection system. An article on the details of the system will follow in the next issue. Some of the open house guests included Commissioner Dan Troy, Commissioner Bob Afuldish, Commissioner Ray Sines, Bill Margalis and others.



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## LCDU 2007 Project Update

This looks to be a busy year for construction in the Utilities Department. Projects scheduled for construction this summer include the following:

- Replacement of the Lake Road Lift Station in Madison Twp. Construction to start in April.
- Replacement of the water line on Hubbard Rd between North Ridge and Chapel Roads. This project is out for bid and should be completed by fall.
- Replacement of the waterline on Lakeshore Blvd between Hillcrest and Forest Rd in Eastlake. Construction will start in March.
- Relocation of the Twilight Dr Lift Station.
- Business and Training Center on Blasé Nemeth Rd in Painesville Twp. Construction has started.

Projects currently under design include the following:

- Replacement of the waterline on Hubbard Rd between Chapel Rd and Swetland Rd.
- Replacement of various sanitary sewers in Mentor Headlands. Locations include Garden, Brooksdale, Forest and Woodridge Roads.
- Waterline replacements on E 298<sup>th</sup> and Silver Streets in Wickliffe
- A new sanitary sewer on North Ridge Rd Between McMackin Rd and Burns Rd
- A new sanitary sewer on Ravenna Rd in Concord.
- A new waterline on Johnnycake Rd between Kirtland Rd and Riverside Dr.
- A new sanitary sewer on SR 306 in Kirtland
- A new waterline on Countyline Rd in Madison Twp.
- Sanitary sewer extension on Maple Street in Perry

**Submitted By: Randy Rothlisberger**

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## For Safety's Sake

The East End Service Center received a replacement Ford F450 in late 2006. The new truck is used for a wide variety of jobs including hauling stone and hydrants, excavation spoils and cold patch. The truck is equipped with strobe beacon lights, a retractable tarp, running boards, tool box, a pigeon-hole tailgate and a trailer hitch.

Many times, crew members have to get in and out of the dump bed to retrieve tools and equipment from the bed of the truck. Although the truck is well equipped with many different safety devices and tools, it was soon realized that there were some even greater improvements that could be made to gain access to the dump bed.

Employees Tom Orosz and Joe Hanusosky spent some time brainstorming and came up with a solution to the issue of gaining access to the dump bed. They designed and fabricated a three piece system consisting of a stationary ladder, a retractable ladder and catwalk steps to aid in gaining access to the truck bed in a safe manner.

Thanks to the efforts of Tom, Joe and the rest of the East End Crew, we were able to improve the safety of the new truck, save money by doing the work internally and eliminated downtime on the truck by doing all of the work in-house.

**Submitted By: Jim Berg and Steve Doremus**





## Employee Spotlight

**Melanie Rangel**

GLK

Lab Technician



Eight years ago, a young county employee interviewed for the position of Laboratory Assistant. She worked as Marie's assistant at the GLK plant one summer, displaying abundant energy and a friendly manner.

Melanie's intelligence, quick understanding, and boundless enthusiasm won me over. She was hired and the fact that she was excited about Disco Fridays didn't hurt in the least.

Her ability was quickly evident. She has the distinction of passing every annual OEPA QA/QC analysis of unknowns, typically with an inconsequential variation from the unknown's true value. Internally, Melanie owns the performance records for consecutive days of analysis with 0% deviation in results.

Among Melanie's current responsibilities is atomic absorption spectroscopy analysis of metals, setting up our newly required E.coli monitoring program, and fine-tuning the techniques of laboratory personnel. She is our primary communicator, ensuring that each person who should know is informed of analytical results and trends.

I can't imagine that the lab would be as good as it is without Melanie's involvement.

**-Joe Misosky, Lab Supervisor**

### ***How long have you been working for the Department?***

I've been with the Department for 15 years, 8 years in the lab. I started my career working part time in Billing. Katie Sheffield was my first supervisor. I then worked with Marie Millonzi at GLK for a couple of summers and then worked with Art Perkins at the solid waste scale.

### ***Do you like to collect anything?***

Old poetry books, teapots, lunch boxes and Pez dispensers. My favorite lunchbox from grade school was Peanuts and today it is The Munsters and Strawberry Shortcake. I have about 350 - 400 Pez dispensers of which my favorites are Hello Kitty and the Peanuts.



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

Besides shopping I guess you could say that I am an avid reader. I'm the kind of person that has 5 or so books in progress at all times. I'm just a big nerd wrapped in fabulous clothes.

### ***What do you like most about your job?***

I love doing metals analysis. I live to do metals. It's always something different and always a challenge.

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

Sure do. My father and stepmother live in Mentor and my mother, stepfather, brother and grandfather all live together in Madison. My mother retired from the Department of Utilities, My stepfather is a contractor and my brother is an officer of the law for Fairport Harbor.

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

I grew up in Madison, Ohio. I graduated from Madison High School and then attended Ohio University, Lake Erie College and Lakeland (just for fun). I have a lifelong dream of teaching Modern American Poetry. I'm just a few classes away from a degree in English Literature. Maybe once I retire I'll complete that dream.

### ***What would you say is your favorite music?***

Definitely alternative. My favorite bands right now are Sugar Cult and Taking Back Sunday. Of course I am huge fan of 80's alternative...love it!

### ***Tough question for you...what's one thing that you say that you would never do that you do?***

I always say that I'm not going to spend any money today. The next thing I know I'm at the mall.

### **TV Turnoff Week**

**April 25th - May 1st is the official "TV-Turnoff Week" according to the website: [www.babyfit.com](http://www.babyfit.com). The week without TV gives people the opportunity to find a new hobby, get active, read a book, volunteer at a local non-profit organization, take a class or to start your garden.**



According to Angela Keck, the top five best burgers in Lake County are:

1. Red Robin's Bleu Ribbon Burger, Willoughby, Ohio
2. Max and Erma's, Mentor, Ohio
3. The Kirtland Tavern, Kirtland, Ohio
4. Burgers-N-Beer, Willoughby, Ohio
5. Ruby Tuesday, Mentor, Ohio

## Customer Service Group Update

The Customer Service Group is currently working with the Information Technology (IT) Department on an application called Cityworks. This will be used to create and access work orders and service request information. Other uses include customization for quality control as well as making customer service inquiries and complaints more streamlined and efficient.

**Submitted By: Tonya Reidy**

## Happy Birthday

### APRIL BIRTHDAYS:

Robert Rose	4/7
Mark Foulkrod	4/8
Dale Moran	4/9
Randy Rothlisberger	4/10
Gerald Ondo	4/15
Timothy Logan	4/15
Barry Cvetko	4/20
Richard Damore	4/22
Melanie Rangel	4/23
Robert Taylor	4/24
Debra VanHorn	4/24
James Stillman	4/26
Jack Sumrada	4/27

### MAY BIRTHDAYS:

Thomas Orosz	5/1
Debera Douglas	5/2
Mark Murphy	5/2
Rob Edmonds	5/6
Randall White	5/8
Edward Bauer	5/13
Dean Moore	5/13
William Kuzma	5/15
Susan Dodge	5/16
Keith Maddox	5/17
David Kenny	5/18
Ronald Walker	5/18
Carolyn Reed	5/19
Marie Millonzi	5/19
Joseph Hanusosky	5/21
Edward Schwertner	5/21
Brad Pethel	5/21
Robert Bates	5/24
Sylvia Lindrose	5/25
Barry Traxler	5/25
Anthony Maimone	5/30

### JUNE BIRTHDAYS:

Robert Bradac	6/5
James Needler	6/11
Richard Soden	6/11
Thomas Furlong	6/15
David Hutchinson	6/15
Trevor Weaver	6/18
Teresa Schnell	6/28



**Please contact a member of the Newsletter Team if you wish to have your name removed from birthday announcements.**