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Newsletter Committee

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



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Please see page 4 for instructions.



Volume 5, Issue 3

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INFILTRATION & INVESTIGATION (I & I TELEVISING) SYSTEM

WE'RE KEEPING OUR "I's" ON YOUR PIPES

Inflow and infiltration are terms used to describe the ways that groundwater and storm water enter the sanitary sewer system. Inflow is water that is dumped into the sewer system through improper connections such as downspouts and sump pumps. Infiltration is groundwater that enters the sewer system through leaks in the aging pipes and manholes.

A sanitary sewer is a pipe located in the street or easement that is designed to transport wastewater from sanitary fixtures inside houses and buildings to our wastewater treatment plants. Sanitary fixtures include toilets, sinks, bathtubs, showers and washing machines. With more than 800 miles of sewer pipe and 12,000 manholes, a 1" rainfall can result in millions of gallons of clear water entering the sanitary system. Clear water belongs in storm sewers or on the surface of the ground, not in the sanitary sewers. When clear water gets into the sanitary sewers, it must be moved and treated like sanitary waste. Too much clear water often causes sewer backups and overflows. An eight-inch sanitary sewer can handle domestic wastewater flow from up to 500 homes, but only eight sump pumps, operating at full capacity, or twelve homes with downspouts connected to the sewers could overload this same eight-inch line.

At an average cost of \$1.80 per 1000 gallons to treat water at our waste water plants, the Department of Utilities recently implemented an I&I team. This joint effort of employees from the Wastewater Collection and Engineering Divisions will identify sources of I&I in our system. The information will then be used to prioritize repair and replacement projects.

There are four major methods of identifying I&I in our sanitary system: flow monitoring, smoke testing, dye testing and television inspection. Flow meters installed in the sewer lines monitor the water flowing through them. If the flow increases during rainstorms, it's a sure sign of I&I. Filling the sanitary sewer line with smoke and watching where it emerges identifies improper connections such as downspouts and storm catch basins. Smoke can also emerge from holes in the ground indicating leaks in sewer pipes. Flushing water and sewer dye into a suspicious downspout, sump pump or catch basin can determine sources of clear water entering the sewers by the color of the water as it flows through the pipes. Guiding portable television cameras through the sewer pipes documents many of the sources of clear water entering the sanitary sewers.

With our aging sewer infrastructure and the need to spend our dollars wisely, this team will be a valuable asset not only to the Wastewater Collections and Treatment Divisions, but also to the Utilities Department as a whole.

Submitted by: Ronnie Walker, GLK Water Reclamation Facility

Survey Results from the Customer Service Group

With the focus on effective interdepartmental productivity, communications and cooperation, the Customer Service Group recently conducted a survey. The purpose was to measure the level of satisfaction of service among various groups within the Utilities Department.

Participation was very good with input from over 80 department employees.

Groups within the Utilities Department (Administration, Engineering, Billing, Maintenance, Safety, Operations) were rated on a scale from Strongly Satisfied to Strongly Dissatisfied. Areas rated were Cooperation, Timeliness, Communication and Interaction with Staff Members.

The survey results indicate a high level of satisfaction with all groups evaluated. The Administration Group (Nolan Building 2<sup>nd</sup> floor) had the greatest interaction with respondents and received the highest overall satisfaction rating.

The survey also solicited suggestions to improve our interactions. The majority of the suggestions centered on communication.

The survey will provide valuable input and be utilized to set next year's objectives for the Customer Service Group.

Thank you to everyone for your feedback and comments.

Show Customers You're Listening

Taxpaying customers want government employees to pay attention to them. Prove you're listening by following these simple steps:

- Be attentive: make eye contact and nod occasionally.
- Make sure your posture's open and welcoming.
- Paraphrase what the customer has said and repeat it back to him or her.
- Ask the customer to elaborate on certain points he or she has made.

CUSTOMER SERVICE TIPS

Accentuate the Positive

Use positive words or phrases when interacting with customers to give your transactions a more pleasant tone. Some common examples include:

- "We can help you with that."
- "If you send us the required information, we can complete that for you."
- "Might we suggest that you..."
- "Your options are..."
- "No problem."

2010 LCDU HOLIDAY PARTY

The Department's Annual Holiday Gathering will be held December 3rd from 5:30 - 10:30 pm at Lost Nation Sports Park.

Cost is \$10.00 per person and includes appetizers, salad, pizza, soft drinks and desserts.

RSVP with checks made payable to Diane Hine (440) 350-2645 or Jolene Ball (440) 350-2652 by November 12th.

Checks can be mailed to: LCDU, 105 Main Street, 2nd Floor, Painesville, OH 44077.







LCDU Retirees (July - September 2010)

Bob Bates - 22 years

Gary Long - 27 years



Rich Damore - 27 years

Barry Traxler - 26 years

We appreciate your many years of service and dedication. We extend our sincere congratulations and wish you the best!

According To...Rick Martin

The top five best wing places:

- 1. Cleats in Mentor - Six Pepper Blend (dry rub)
- 2. Just One More Tavern in Kirtland - Mixed (mild to wild), Pineapple Habenero
- 3. Buffalo Wild Wings (BW3) in Mentor - Medium with a side of hot
- 4. Winking Lizard in Mentor - Spicy Sesame
- 5. Quaker Steak and Lube in Mentor - Louisiana Lickers, Buckeye Barbeque

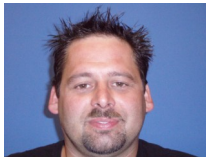


Please send us your suggestions to:  
melissa.weiss@lakecountyohio.gov

LCDU Changes...

Jim Berg - Superintendent, East and West Water Service Centers.  
Helen Hensley - Secretary, West Water Service Center.  
Dave Woodford - Inspection Supervisor, Engineering Group.  
Mike Stephens - Supervisor, East Water Service Center.

Introducing Our New Employees...



**Dave Gelhausen**  
Maintenance  
GLK Wastewater Reclamation Facility



**Dana Fearing**  
Account Clerk  
Billing/Customer Service



**Bill McGonnell**  
System Maintenance  
West Water Service Center



**Josh Hattox**  
System Maintenance  
West Water Service Center

...stay tuned for their interviews in future newsletters

LCDU Anniversaries (October - December 2010)

10 Year

Kristen Berg 11/20  
Mike Stephens 12/18  
Keith McCloskey 12/28

20 Year

Linda Millberg 12/10  
Dean Moore 12/17  
Marie Vanjo 12/30

35 Year

Kermit "Chappie" Johnson

15 Year

Grant White 12/18  
Mark Yahner 11/20

25 Year

Robyn Needler 10/22  
Ed Schwertner 12/17



LCDU Birthdays (October - December 2010)

OCTOBER BIRTHDAYS:

Mike Mospens 10/1  
Frank Zalek 10/5  
Jim Binns 10/6  
Jeff Urban 10/7  
Clint Gockerell 10/15  
Tom Rigby 10/16  
Kerry Troy 10/16  
Doug Breach 10/17  
Rich Hazen 10/17  
Al Saari 10/18  
Mark Rhoades 10/19  
Jeff Soeder 10/20  
John Diemert 10/21  
Tiffany Ducksworth 10/22  
Ron Hakli 10/23  
Chris Hodges 10/23  
Bill Hill 10/24  
Kristen Berg 10/29  
Trevor Long 10/30  
Connie Strickland 10/30

NOVEMBER BIRTHDAYS:

Beth Hripko 11/1  
Mike Shack 11/2  
Scott McGlothin 11/4  
Joe Elmore 11/7  
Missy Weiss 11/7  
Brian Rihtar 11/10  
Nancy Videtic 11/15  
Richard Miklaucic 11/19  
Steve Seaman 11/19  
William Simone 11/23  
Buddy Scoville 11/25  
Joe Misosky 11/27  
Scott Reed 11/27

DECEMBER BIRTHDAYS:

Greg Widmer 12/2  
Maryhelen Gilkey 12/4  
Dave Baum 12/6  
Mike Melnyk 12/6  
Ken Overbaugh 12/9  
Tom Moviel 12/13  
Skip Rigby 12/13  
Joe Abel 12/14  
Carol Chase 12/14  
Nancy Perkins 12/15  
Jason Emming 12/17  
Debra Roberts 12/17  
Lucy McClung 12/18  
Lori Ross 12/21  
John Spuzzillo 12/21  
Tom Hanes 12/22  
Jim Adams 12/24  
Pat Bush 12/30

