LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Dear Valued Customer,

On behalf of the Lake County Department of Utilities, we welcome you as a customer. Whether you have just moved into Lake County or simply relocated, we hope this informational packet will better acquaint you with our resources and services.

- **Great Tasting High Quality Water – Water Quality Report**
- **Easy Payment Options – Accept All Major Credit Cards**
- **Money Saving Tips - Free Emergency Assessment Service**
- **Access to Special Collections Events – Quarterly Happenings by Solid Waste Management**
- **Landfill Information – Saturday Hours Reserved for Residents**

Our vision for customer service involves utilizing today's technology to engage our customers with courteous, quality and timely service. Please contact David Schick, Public Service Coordinator, at (440) 350-5766 if you have any questions or concerns. We also encourage you to visit us at **LakeCountyOhio.gov/Utilities** for more information.

We look forward to working with you and thank you in advance for your confidence in our department.

Sincerely,

Matthew C. Armand
Director of Administration
Lake County Department of Utilities

Mission Statement:

Our mission is to supply safe drinking water to our homes, clean water to our rivers and lakes and prevent unnecessary fill to our land. This will be accomplished by striving to maintain a level of management and operating excellence recognized as the best in the utility industry.

105 Main Street • P.O. Box 490 • Painesville, OH 44077-0490 • P: (440) 350-2645 • P: (440) 918-2645

lakecountyohio.gov

Facebook at Lake County Utilities
Twitter @LCDU_Ohio

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Contact Telephone Numbers

NORMAL BUSINESS HOURS:
Monday thru Friday 8:00 a.m. – 4:30 p.m.
(Closed on Holidays)

Customer Service/Billing Inquiries:
440-350-2070 Eastern/*Central Lake County*
440-918-2070 *Western Lake County*
440-428-4348 ext. 12645 *Lake County Services Main Menu*

Waste Water Maintenance-Sewer Backups Notification Line
440-350-3431

Water Maintenance-Leaks/Breaks Notification Line:
440-350-2725 *Eastern Lake County*
440-918-3416 *Western Lake County*

Solid Waste Facility Office:
440-350-2644 or 440-918-2644

Landfill/Scale House ***OPEN: 7:00 a.m. - 3:30 p.m. Monday thru Friday and 9:00 a.m. - 1:00 p.m. Saturdays**

AFTER HOURS EMERGENCIES: CALL ANYTIME 24/7

Waste Water Treatment Plant:
440-350-3431

Water Treatment Plant:
440-350-2155 (Bacon Rd.) *Eastern/Central Lake County*
440-428-4359 (Bacon Rd.) *Eastern/Central Lake County*
440-918-3420 (Aquarius) *Western Lake County*

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Water and Sanitary Sewer Service Provider

MUNICIPALITY	WATER	SANITARY SEWER
Concord Township (440-354-7500)	Aqua Ohio City of Painesville LCDU & Private Wells	LCDU & Private Septic
Eastlake (440-951-1416)	LCDU	City of Eastlake
Fairport Harbor (440-352-3620)	Fairport Harbor Village	LCDU
Grand River (440-357-5222)	City of Painesville	LCDU
Kirtland (440-256-3332)	Aqua Ohio	LCDU (portion of city) & Private Septic
Kirtland Hills Village (440-974-9090)	Aqua Ohio	Private Septic
Lakeline (440-946-6189)	LCDU	City of Eastlake
LeRoy Township (440-254-4601)	Private Wells	Private Septic
Madison Township (440-428-5128)	LCDU & Private Wells	LCDU & Private Septic
Madison Village (440-428-7526)	Madison Village	Madison Village
Mentor (1-877-987-2782)	Aqua Ohio	LCDU
Mentor-On-The-Lake (440-257-7216)	Aqua Ohio	LCDU
North Perry Village (440-259-4994)	LCDU	LCDU
Painesville City (440-352-9301)	City of Painesville	City of Painesville
Painesville Township (440-352-1443)	Aqua Ohio City of Painesville LCDU & Private Wells	LCDU & Private Septic
Perry Township (440-259-5140)	LCDU & Private Wells	LCDU & Private Septic
Perry Village (440-259-2671)	LCDU & Private Wells	LCDU & Private Septic
Timberlake Village (440-942-6460)	LCDU	City of Eastlake
Waite Hill Village (440-942-1612)	Aqua Ohio & Private Wells	Private Septic
Wickliffe (440-943-7100)	LCDU	City of Wickliffe & Private Septic
Willoughby (440-951-2800)	LCDU	City of Willoughby
Willoughby Hills (440-946-1234)	LCDU	City of Willoughby Hills
Willowick (440-585-3700)	LCDU	City of Willowick

***LCDU (Lake County Department of Utilities)**

Please contact your respective provider for water and sanitary sewer rates

The Lake County Department of Utilities
105 Main Street
Painesville, Ohio 44077

LCDU Contact Telephone Numbers:
Eastern 440-350-2070
Western 440-918-2070

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Easy Payment Options

To avoid a **5% late fee**, payment must be received in the LCDU billing office by the due date.

FREE AUTOMATIC PAYMENT PLANS:

Download an application form from LakeCountyOhio.gov/Utilities, call us at 440-918-2070, 440-350-2070, or pick up a form when you make a payment in-person.

CHECKS/ONLINE BILL PAY

LAKE COUNTY DEPARTMENT OF UTILITIES
PO BOX 8005
PAINESVILLE, OHIO 44077-8005
*Checks Payable to L.C.D.U.

CREDIT CARD: All major credit cards are accepted, you will need your utility account number.
A convenience fee of $2.00 or 2.5%, whichever is greater, will be assessed for this payment option

PHONE: Pay by phone number below, you will need your utility account number.
A convenience fee of $2.00 or 2.5%, whichever is greater, will be assessed for this payment option

1-888-315-9033

MAKE A PAYMENT IN-PERSON:
Monday thru Friday, 8:00 a.m. - 4:30 p.m.

105 Main St.
New Administration Building
1st Floor, Suite A113
Painesville, OH 44077
Telephone: 440-350-2070, 440-918-2070

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

TIPS: Leak Detection

An unattended leak can worsen and cause significant damage to your property, not to mention a very expensive water bill. Since most leaks are metered, below are some tips to help you detect a suspected leak:

A LEAKY TOILET CAN WASTE UP TO 60,000 GALLONS A QUARTER. ADDING UP TO $3,000 TO YOUR UTILITY BILL!
- MAKE REPAIRS TODAY -

STEP 1: Locate your water meter. If it is inside your home, see step two. If your meter is located outside, you should not attempt to open the vault lid; rather, call us.

PHONE: 440-350-2070 / 440-918-2070

STEP 2: Turn off all faucets and appliances that use water.

STEP 3: Most meters have a small red dial known as a leak indicator (See right corner of the illustration to the left). When the water is off, this dial should not be moving. Another approach is to observe the dials on the meter. Typically, you will have a straight-reading meter, which resembles an odometer in a car. If the dials on the meter are moving after the water has been turned off, this is another sign you have a leak.

Once you determine you have a leak, now it is time to identify the source and repair it. Look for signs of wet, warped or discolored stains on your ceilings, floors, walls, and woodwork. Also, pay close attention to any portions of your yard or driveway where puddles never seem to dry up—this can indicate an underground leak.

Replacement parts and repair kits can be inexpensive and are available at most home improvement stores. If you do not feel comfortable performing the repair yourself, it is recommended to contact a trusted plumber.

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LAKE COUNTY DEPARTMENT OF UTILITIES

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TIPS: Preventing Freezing Pipes

It is critical to take precautionary measures to prevent your pipes from freezing and breaking. Broken pipes can lead to very costly repairs. For your convenience, below are some quick and easy tips to help prevent pipes from freezing:

- **Outdoor Prevention:**
  - Disconnect and drain outdoor hoses
  - If you have a lawn sprinkler system, drain the water from your sprinkler supply lines
  - Cover and insulate any outside faucets
- **Indoor Prevention:**
  - Close inside valves that supply outdoor spigots, open the outside spigot valves, and allow any remaining water in the pipes to drain
  - Keep garage doors closed if there are water supply lines located in the garage
  - Insulate any pipes that are located in unheated areas including crawl spaces, attics, garages, pipes located against exterior walls
  - Consider wrapping pipes in unheated areas with electric heating tape
  - Allow a trickle of water to run from any faucets that have pipes located along exterior walls. The constant flow of water will help prevent sitting water in the pipes from freezing
  - Keep the thermostat set to a reasonable temperature at all times, even at night or while away from your home for a long period of time. Although you will save money on your heating bill, if too low it could also cause pipes to freeze

THE BEST APPROACH is to turn your water off at the main shut-off valve, then open all your faucets to drain any extra water in the pipes. Knowing the location of the meter shut-off valve, and making sure it is operable is even beneficial for non-weather related emergencies when the water to your home needs to be turned off. The shut-off valve is usually located where the water line comes into your house from the street, and is typically before the water meter.

If a frozen pipe is detected, use an electric hair dryer or portable space heater to help thaw the pipe.

WARNING: Never use a blowtorch or other flammable devices.

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LAKE COUNTY DEPARTMENT OF UTILITIES

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TIPS: What Not to Flush

WARNING: Disposing of the following items down your toilet, sink, drainpipe or garbage disposal may potentially cause blockages and may lead to:

- **Raw sewage overflowing in your home**
- **An expensive and unpleasant cleanup**
- **Potential contact with disease-causing organisms**
- **Threats to the environment**

Kitchen Items:

- Fats, oils, lard, butter & grease from cooking
- Coffee grounds, egg shells, chicken bones & pasta
- Vegetables & fruits with seeds, pits & cores
- Produce stickers

Personal Items:

- Feminine hygiene products
- Disposable diapers & baby wipes
- Condoms, rubber & latex items & cigarette butts
- Prescription & over-the-counter medications
- Paper towels & cotton swabs
- Disposable/flushable toilet brushes
- Hair, needles & syringes

Other Items:

- ALL items marked as "flushable," other than toilet paper
- Cloth rags & sponges
- Toys
- Bag/wrappings, cardboard & any plastic items
- Motor oil, transmission fluids, anti-freeze or other toxic chemicals
- Solvents, paints, turpentine, nail polish & polish remover
- Flammable or explosive substances
- Corrosive substances that are acidic
- Flushable cat litter & aquarium gravel
- Plastic bags, bottles, & swabs
- Clothing labels

IMPORTANT: The private lateral, the part of the drainage network between your home and the public sewer, are the responsibility of the homeowner to maintain.

It is always recommended to properly dispose of waste by means of composting, recycling or your garbage receptacle.

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LAKE COUNTY DEPARTMENT OF UTILITIES

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TIPS: Avoid Sewer Backups

One way to minimize possible backups into your home is to avoid pouring FOG down your drain.

What is FOG?

Fats, Oils, and Grease (**FOG**) come from meats, butter, margarine, cooking oil, lard, dressings, food scraps, sauces, gravy, and dairy products. Every day, people dispose of these by pouring them down their drains and clogging up their pipes. Eventually, this can lead to costly sanitary backups in their homes as well as to the public sewer system.

Why is FOG a Problem?

When FOG goes down the drain it hardens and causes sewer pipes to clog. This typically happens more often during winter months when the weather becomes colder. If this happens, there's a high risk that sewage may back up and "overflow" into your home, yard, neighborhood and streets.

What are the DO's and DONT'S regarding FOG disposal?

- **DO:** Collect grease in a container (coffee can, tuna can or any other sealed container that will not burn or melt), wait for it to cool and harden, then dispose of it in the trash
- **DO:** Scrape excess grease and food scraps into the trash
- **DON'T:** Pour fats, oils, or grease down the drain
- **DON'T:** Use the garbage disposal for greasy or oily food scraps
- **DON'T:** Rely on hot water and detergent to dissolve grease. They only remove grease from your plates, but the grease still goes down the drain where it can harden and cause blockages.

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TIPS: Emergency Assessment Service

As our customer, we want you to know our recommended step-by-step process to follow if this back-up emergency happens to you. We offer a **FREE ASSESSMENT SERVICE** to assist you in the initial assessment, possibly saving you hundreds of dollars in a service call to your plumber*.

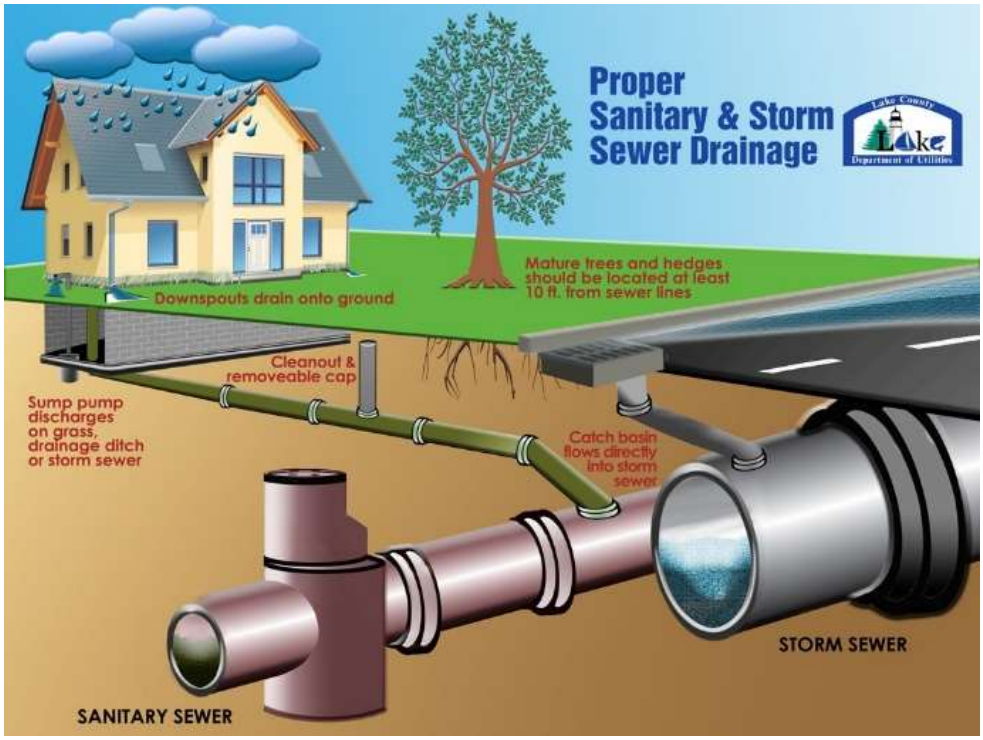
Easy step-by-step process:

1. If possible, try to carefully close as many drain openings as you can by a using proper plumbing apparatus (i.e. rubber plumbing plugs).
2. Don't run any water or pour any liquids down the drain until the issue is addressed.
3. **Call LCDU FIRST to report the issue.** We will check the public sewer main for issues and recommend an action, which may be contacting a plumber to assist clearing the blockage.
4. Call your homeowners' insurance company to determine what coverage may be available.

SEWER EMERGENCY:

Sewer Backup Notification Line

440-350-3431



*Customers are responsible for green sanitary lateral lines from their house to the public sewer main, see graphic.

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Collection Calendar: 2022

Appliances, Electronics, Monitors, TVs, & Tires - Unloaded by Resident

Collection Season: June 6 thru August 31
Lake County Landfill and Recycling Center
2039 Blase Nemeth Rd. Painesville Twp.
Monday – Friday: 7:00 a.m. – 3:30 p.m., Saturday: 9:00 a.m. – 1:00 p.m.

All personal data securely and professionally erased.

- **NO COST, FREE:** Most corded and rechargeable household electronics including phones, computers, towers, and printers.
- **$3 EACH:** Car and pickup truck tires – off rim, 6 max., up to 20".
- **$5 EACH:** Household appliances, flat/tube screens 27" and smaller, and semi-truck tires – off rim, 6 max. per day, over 20".
- **$10 EACH:** Flat/tube screens larger than 27", projection & console sets.
- **$15 EACH:** Tractor and agricultural tires, off rim, 6 max. per day

PROHIBITED: Batteries, broken/bare CRTs, any light bulb, carbon monoxide detectors, gas-powered equipment, hazardous waste, materials containing liquids, devices containing liquid mercury (thermostats, switches, medical devices, thermometers), PCB-containing materials, propane tanks, radioactive materials, and smoke detectors.

Hazardous Waste Event Dates - Unloaded by Collection Team

June 11 and September 24
Lake County Fairgrounds
1301 Mentor Ave., Painesville Twp., enter via Mentor Ave.
8:00 a.m. – 2:00 p.m.

ACCEPTED: Most automotive, household cleaners, lawn, pool, and unknown chemicals. Bulbs and batteries. Aerosols, empty propane tanks, kerosene, mercury, paints (oil-based), polyurethanes, primers and grout. Roofing tars, shellacs, stains, thinners, turpentine, and varnish.

PROHIBITED: Ammunition, explosives, latex paint (dry it & toss it), medical waste, prescription medicines, and smoke alarms (mail to manufacturer).

LAKE COUNTY DEPARTMENT OF UTILITIES

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Solid Waste Facility: Landfill Information

FREE RECYCLING: Single stream drop-off recycling bin have been placed at the Landfill and is available for all Lake County residents and businesses.

REQUIRED: All vehicles must be **TARPED AND WEIGHED**, no admittance otherwise

SATURDAYS:

- **RESERVED** for residents only with cars and pickup trucks.
- **PROHIBITED:** Commercial trucks, dump trucks, dump trailers, stake body trucks or box vans are not permitted on Saturday. *See landfill holiday hours for closures and commercial alternate hours.

PROHIBITED:

- Demolition Waste, solid waste originating from the demolition of buildings, roads, and other structures
- Liquid/hazardous waste: paints, chemicals solvents, automotive fluids, used motor oil, pesticides, or batteries
- Yard waste: brush, tree branches, stumps, grass, leaves, fire wood, weeds, or bushes

Lake County Fees:
$32 per ton/dumping in the building
$30 per ton/dumping in the landfill
(Ask about out of county rates)

Address:
2039 Blase Nemeth Road
Painesville Twp., Ohio 44077
Office: 440-350-2644

Solid Waste Facility Superintendent:
Tim Gourley
440-350-2908

No rims on tires, limit six per resident:
Car Tires $3 each
Truck Tires $5 each
Appliances $5 each

Hours of Operation:
Monday thru Friday 7:00 a.m. - 3:30 p.m.
Saturday 9:00 a.m. - 1:00p.m.
Closed Sunday

2022 Holiday Closings:
Jan. 1, May 30, July 4, Sept. 5, Nov. 24 and Dec. 26

2022 Holiday Closings: Jan. 2

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

TIPS: Disposing of Pharmaceuticals

The Lake County General Health District and Solid Waste District administer the Pharmaceutical Drug Collection & Disposal Program. This program allows residents to remove controlled substances from medicine cabinets in a swift timeframe, thereby reducing confusion, abuse, and the disposal of unwanted drugs down the toilet or in the trash. All pharmaceutical drugs collected in these bins will be destroyed safely by incineration.

PROHIBITED: Mail orders, needles, or syringes

ACCEPTED: Pharmaceutical drugs only

- Unused Medications
- Expired Medications
- Prescription Pills
- Non-Prescription Pills
- Syrups
- Creams
- Pain Relievers
- Cold/Flu Medicine
- Vitamins
- Pet Medications

NOTE: Remove or black out personal information on the pharmacy label, otherwise leave in the original package/container

COLLECTION SITES AND HOURS:

- Eastlake Police Dept.
- Lake County Sheriff Office
- Lakeland C.C. Police Dept.
- Madison Twp. Police Dept.
- Mentor Police Dept.
- Willoughby Hills Police Dept.
- Willoughby Police Dept.

Monday thru Friday 7:00 a.m. - 8:00 p.m.
Saturday 9:00 p.m. - 5:00 p.m.
Sunday 1:00 p.m. - 5:00 p.m.
CLOSED Sunday, Lakeland C.C. location

For additional assistance, contact the General Health District at 440-350-2543 or **LCGHD.org**

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Emergency Alert Notifications: Self-Registration

The Lake County Emergency Management Agency provides alerts for your specific residential location and/or alerts for multiple locations where other loved-ones may live within the county.

You can submit your contact information that include email, landline phone, mobile phone or text at Reverse911Signup.info to sign up for these important alerts.

Alerts can be setup for specific types that may include tornados, flash floods, civil danger, hazardous material, heavy snow, law enforcement, nuclear power plant, radiological hazards and other weather-related alerts as an informational resource for public use.

The self-registered system is made available to Lake County's residents and businesses as a supplement, and not a replacement for, existing public safety warning and information notification systems such as television and radio.

Please keep yourself informed by continuing to monitor other public safety warning and information systems such as television and radio whenever possible.

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Landfill and Recycling Facility: Free Recycling Location

Location/Hours

Landfill & Recycling Center
2039 Blase Nemeth Road
Painesville, OH 44077
Tel: (440) 350-2644
Check-in at scale house

Monday – Friday,
7:00AM – 3:30PM
Saturday 9:00AM – 1:00PM

REQUIRED

All vehicles must be inspected for hazardous materials and check-in at the scale house. Once unloaded, please use caution while exiting in the right by-pass lane.

Garbage Unloading Area

Recycle Unloading Area

REPUBLIC SERVICES

LAKE COUNTY SOLID WASTE DISTRICT

LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Landfill and Recycling Facility: Free Recycling Info

Aluminum & Metal

Beverage Cans
Food Cans
*Above items should be empty, clean and dry

Glass

Beverage Containers
Food Jars
*Above items should be empty, clean and dry

Paper

Brochures
Envelopes
Junk Mail
Magazines
Newspapers
Phone Books

Cardboard

Cardboard Boxes
Cereal Boxes
File Folders
Food Boxes
Drink Carton/Boxes
Poster Board
Ream Paper

Plastic Bottles & Jugs

Plastics #1, 2, 5, 6, 7
Food/Laundry Jugs
Soda Bottles
Take-out Containers
Water Bottles

Location/Hours

Landfill & Recycling Center
2039 Blase Nemeth Road
Painesville, OH 44077
Tel: (440) 350-2644
Check-in at scale house

Monday – Friday,
7:00AM – 3:30PM
Saturday 9:00AM – 1:00PM

Special Handling

These items should never be mixed with regular recycling and require special handling.

Batteries, Computers & electronics, Fluorescent tubes, Hazardous waste, Incandescent light bulbs, Needles, Paint, Syringes, Toxic material containers, or Yard waste.

Non-recyclable

Aerosol cans, Aluminum foil, Bagged recycle, Ceramic, Clothing, Food waste, Napkins, Mirrors, Plastic bags, Shredded paper, Stickers/Address labels, Tissues, Styrofoam, Paper towels, Glass windows & Pyrex.

For more information on recyclables, visit RepublicServices.com.

WHEN IN DOUBT THROW IT OUT

REPUBLIC SERVICES

LAKE COUNTY SOLID WASTE DISTRICT