

Pipelines

SUMMER 2020



In Hard Times, We Do Our Best Work

As early March 2020 peeked its head around the corner, GCSED found itself with great momentum on a number of initiatives including water and wastewater system performance, new program developments, customer service training, and project planning with some mild concern about a potential global pandemic hitting our area.

Fast forward 10ish days and boom, our worlds were turned upside down with COVID-19. The timeline below tracks the steps GCSED took to ensure we did our part to comply with local, state, and federal health and safety standards while also maintaining continuity of service for our customers.

- **March 12th:** Assembled Continuity of Operations Plans for various scenarios.
- **March 17th:** All facilities closed to the public and increased employee protections put into place.
- **March 19th:** Moved to an essential-only staffing scenario focusing exclusively on core services with supporting staff working remotely.
- **March 23rd:** Greene County Commissioners and Administration terminate water shut-offs and late payment penalties for at least 90 days and allow for immediate turn-ons of any occupied service disconnections.
- **March 31st:** Governor DeWine orders a moratorium on water shut-offs and mandates water reconnections.
- **May 4th:** Transitioned to essential operations plus 50% of supporting staff, week on/week off.
- **June 1st:** Brought back 100% of staff, incorporating strict employee safety protocols consistent with Ohio recommendations. Public access at all County facilities remains prohibited.

- **Moving forward:** We anticipate allowing public access later into June with some restrictions. We also plan to offer creative pay plan programs to help customers get caught up with any charges that may have accumulated during the event.

We are very proud of our response to COVID-19 and would like to thank the County Administration and County Commissioners for their support throughout the event. We'd also like to thank our customers for their patience and understanding as we worked through one of the most challenging events in most of our careers. Lastly and most importantly, we'd like to thank our employees who rose to the occasion and found a way to provide essential services to our customer base and protect the environment while living through a global pandemic.

There was a segment of our workforce that did not skip a beat throughout the entire event. These are the folks who make sure that your water tap is always live with clean, plentiful water and others who take all your used water, clean it, and safely recycle it to the local environment and others who maintain a complex network of piping and pumps to make sure things go where they are supposed to go. These selfless heroes are the true champions of our community and organization! And with that, we say **THANK YOU!**

"COVID-19 made us a smarter, better, more cohesive organization from top to bottom, side to side. We plan to incorporate the lessons learned from COVID19 to be more effective and efficient in our core mission which will benefit you, our customer, and us as an organization!"

-Jason Tincu, Director at #GCSED

Environmental Services

Offering new public access hours for Recycling, Yard Waste, and Mulch

Monday through Friday: 10 am to 6 pm
Saturday: 9 am to 4 pm
Sunday: Closed

According to Jason Tincu, Director of Sanitary Engineering, "The operating hours will allow for improved services to customers." The facility will be open six days per week, including Fridays. Residents will be able to drop off their recycling and pick up mulch. Materials accepted for recycling include cardboard, paper, metal cans, plastic bottles, glass bottles, and yard waste. Yard waste is considered branches, grass, and leaves.

We are also offering some services during our normal operating hours that were previously restricted to special waste drop-offs. Scrap metal and fluorescent lamps will now be accepted from households anytime during the public access hours. Household customers will receive directions to recycle these items when they visit with staff at the entrance. Households that need to recycle household appliances containing Freon have a new option. We now offer appointments to residents to drop off their Freon-containing appliances. Please contact the Environmental Services office to set your appointment.

Greene County Environmental Services
2145 Greene Way Blvd.
Xenia, OH 45385

Phone: 937-562-5925
Online: [co.greene.oh.us/recycle](https://www.co.greene.oh.us/recycle)

Like us on Facebook at [facebook.com/GreeneCountyRecycle](https://www.facebook.com/GreeneCountyRecycle) for current recycling information.

2020 Water Quality Report

Greene County continues to meet all Ohio EPA standards and, through continuing improvements, will be able to meet the projected needs of our customers. Greene County has a current, unconditional license to operate our water system. The Northwest Regional Water Treatment Plant serves Beaver Creek, parts of Kettering and Xenia, Sugar Creek, and Bath Townships. It also serves the Greene County Career Center, Cedarville, Shawnee Lake, and Wilberforce.

It receives water from three (3) well fields, which all draw water from the Little Miami River Buried Valley Aquifer.

The well fields are located on Beaver Valley Road, Shakertown Road, and Orchard Lane.

The Southwest Regional Water Treatment Plant serves residents in Sugar Creek and Spring Valley Townships. The water source is the Little Miami River Buried Valley Aquifer, with the well field off St. Rt. 42. Some residents on the western side of Beaver Creek, Sugar Creek Township, and Kittridge Road in Bath Township receive their water from the City of Dayton, which uses the Great Miami Buried Valley Aquifer as its water source.

Find your version of the report here:
co.greene.oh.us/938/Water-Quality-Reports

If you'd like a printed water quality report please call (937) 562-7450 and request one by providing your 10-digit account number.



Transitioning to Paperless

Later this year, we will be transitioning to a digital newsletter to further commit in our endeavors to be more environmentally friendly. Instead of being included with your bill, look for this newsletter on our website and our Facebook page.

Paying Online Saves You Time

Greene County Sanitary Engineering has a new online billing and payment solution, offering more ways to view and pay your water/sewer bill, plus 24/7 phone payments and pay by text. **Residents can receive and view bills electronically, make a payment with credit/debit card or e-check, and choose to go paperless.** A quick, one-time payment can be made without registering or you can create an account to enjoy more features like setting

up scheduled payments, saving payment information for later use and viewing bill history. Convenient email reminders will let you know when your bill is ready and when a scheduled payment is pending.

Go to co.greene.oh.us/sanitary to register your account and enjoy the convenience of this new system.

Greene County Payment Methods

Through these uncertain times, the safety and health of our customers and employees remains our top priority. In response, GCSED will continue to provide essential utility services. Payments can be made through the following features:

- 1. Online bank "Bill Pay"** — Typically a free service offered by your bank
- 2. GCSED ACH Draft** — Free application/instructions at co.greene.oh.us/sanitary under available forms
- 3. Credit Card or eCheck** — Visit invoicecloud.com/GCSED (fees apply)
- 4. Drop Box** — 24 hr. night drop box located at the Administration Building
- 5. Pay by check** — Send with coupon via USPS

During the COVID-19 crisis, water shut-off for account delinquency will be suspended until further notice. Please bear with us and stay safe as we make our way through this crisis together. Thank you!

Ways to pay your bill

Online: co.greene.oh.us/sanitary

By Phone: 855-925-1665 (24 Hr. Service)

By Mail:

Greene County Sanitary
Engineering Department
P.O. Box 340
Xenia, OH 45385-0340

Remember to update your GCSED online banking vendor address. Some banks send your payment via USPS rather than ACH transaction.

Greene County Sanitary Engineering

Administration Building

937-562-7450
Monday-Friday, 7:30 am to 4:30 pm
667 Dayton-Xenia Road
Xenia, OH 45385

After-Hours Emergencies

937-562-7450

Billing/Bill Payments

937-562-7457

co.greene.oh.us 