

A publication of the Board of Municipal Utilities

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Avon Lake
Regional Water

ONE BIG SIP FOR AVON LAKE, ONE GIANT BOOST FOR WATER-SUPPLY RESILIENCY

There's a shockingly big hole in the ground near Moore and Lake, and Avon Lake Regional Water is at the bottom of it.

Between lake ice and toxic algae, we've had plenty of reason to expect the worst from nature recently. As you may have heard, we devised a resiliency plan after 2014's lake-ice event slowed our incoming water supply. This plan included short-, middle- and long-range system additions to help keep your water flowing, even in extreme times. The Storage Improvement Project (SIP) is a \$23 million, middle-range part of that plan. Construction began this August, and the project will be complete by the fall of 2017.



The construction site is directly across Lake Road from our water plant, and the huge, underground clearwells will hold 3.1 million gallons of clean water, bringing our total storage capacity up to more 4.6 million gallons. The majority of the project will be completely covered with grass upon completion. An accompanying house-sized building, to be situated on the western third of the



final grassy field, will be constructed around pumps and other important equipment used to send the clean water out.

This project is significant, so, as we do daily, we looked for ways to save you as much money as possible as we undertook it. Of course, because we sell water across the region, the burden will be made lighter by sharing the cost among the 200,000 served. In addition, we applied for, competed for and won an Ohio EPA 0% loan that will save you (and all our ratepayers) more than \$5,000,000 over the course of the loan. Feel free to come by soon to check out the mark we're making on behalf of your resilient water supply—otherwise, it'll be all underground in a matter of months.💧

LOVE YOUR LAKE PHOTO CONTEST WINNERS

Frank Krempasky, Sharon Turk and Beth Gee—Avon Lakers, all—won first- through third-place honors, respectively, in the adult category of the inaugural Love Your Lake Photography Contest. Fourteen-year-old Sarah Gee took home top youth honors. To see all the winning photos, go to avonlakewater.org/LoveYourLake.💧

WATERFEST 2015 BRINGS SMILES, FISH AND BIG BOATS TO MILLER ROAD PARK

Miller Road Park was full this past August 8 for the second annual Lake Erie WaterFest. Highlights included the new WaterFest Raingutter Regatta sponsored by Franciscus Roofing and a Touch-A-Fish exhibit created by the Ohio Department of Natural Resources' Wildlife Division. Avon Lake Regional Water would like to thank all our WaterFest participants, visitors and sponsors for their part in helping to make WaterFest 2015 a great success. Hope you can join us for WaterFest 2016 next August!💧



WaterFest 2015 partners

Franciscus Roofing
Bay Mechanical
College Nannies + Tutors
Kopf Builders
MWH
Friends of the Parks-Avon Lake

Lake Erie Living
Avon Lake Printing & Signs
The Press
NRG
City of Avon Lake
Northeast Ohio Parent

WATER PLANT CHIEF WINS TOP STATE HONOR

Drink your daily tap water knowing that it comes from an award-winning source—Avon Lake Regional Water's own Steve Heimlich, head of our water filtration operations. He and his team are responsible for withdrawing water from Lake Erie, cleaning it to the high standards you expect, and sending it to you. During his 39 years in the utility industry, Steve has been responsible for the production of hundreds of billions of gallons of water to millions of Ohioans, all while giving generously of his time and resources. In September 2015, at the annual Ohio meeting of the American Water Works Association (AWWA), Steve received the organization's highest honor: The George Warren Fuller Award. The Fuller Award is presented each year by the AWWA to a water-industry member for distinguished service to the water supply field in commemoration of the outstanding leadership and industry advances which characterized the life of water-industry veteran George Warren Fuller.💧



CONSTRUCTION NOTEBOOK

PROJECT	STATUS
Walker Road water line	Nearly complete. Lawn restoration should be done by mid-October, leaving an unblocked Walker Road. Thanks for your patience this summer.
Mull-Norman sewer rehabilitation and water lines	Delayed to late 2015. Lateral drains of homes in project area have been marked. Residents should leave in place until they've had us out for their inspection—they may have their own separation project to do. Call 933-6226.
Fairfield/Berkshire/Inwood/Brookfield combined sewer separation and water lines	Starts spring/summer 2016. Sanitary/storm lateral locator flags will be placed in resident yards late 2015. (For their own convenience/savings, residents should leave in place until they've had us out for their home inspection. Please call 933-6226 to schedule.) Residents will be invited to an informational meeting in the spring. Construction should start by June 2016.
SIP (Storage Improvement Project)	Underway. Will be completed by September 2017.
Wastewater plant rehabilitation	Starts this winter. Project will take 2 years.

CUSTOMER FEEDBACK

-----Original Message-----

From: Kelly S.

To: Contact@avonlakewater.org

Subject: Crew on Vinewood Drive

I just wanted to send a note of appreciation and commend the crew that [was] working on Vinewood Drive to repair the water main break.

They went door to door to let residents know that the water would be shut off before beginning their work. I am not sure if this is routine but in other areas that I have resided this was not the case.

Additionally, I saw other workers moving the garbage cans out to the road so that the garbage truck could easily pick up the remaining trash where the crew's trucks and equipment were blocking the cans.

Please let your staff know that their hard work does not go unnoticed!

Thank you!

Sent from my iPhone

PRE-PAID ENVELOPES

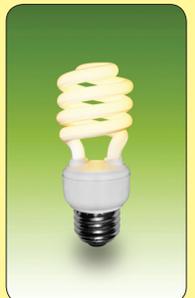
Why don't we send 'em with your bill?

More than half our customers pay us using non-mail methods. With all the payment options available in today's world, producing and pre-paying for postage for 8,000 envelopes each quarter (many of which would go unused) is a waste of your money. Here's a look at all your options:

- AutoPay (Ongoing automatic payments—sign up at avonlakewater.org)
- One-time "Pay Now" option on avonlakewater.org
- Scheduled payment through your bank via online checking account
- Pay via phone at (440) 933-6226
- Walk-in/drive-thru payments at 201 Miller Road (M-F, 8 a.m.-4:30 p.m.)
- 24/7 drop box at 201 Miller Road
- Customer service desk, Avon Lake Drug Mart

PLEASE RECYCLE FLUORESCENT LIGHTBULBS

CFLs (compact fluorescent lamps), the popular, energy-efficient bulbs you may have in your home, contain mercury vapor. To keep mercury out of Lake Erie, do not dispose of these bulbs in your home garbage or recycling bins. Instead, drop them off at CFL recycling locations at the front of home improvement stores such as Lowe's or at Lorain County Solid Waste District, 540 Abbe Road open Monday and Wednesday from noon until 6 p.m., and Saturday from 9 a.m. until 6 p.m.



Save a tree while keeping your costs down.
Sign up for AutoPay and/or eBill delivery
at avonlakewater.org

