NEW SYSTEM ADDS BENEFIT, REQUIRES YOUR ACTION

We want to continue to offer you the level of quality services and care you’ve come to expect while making the most of available technology to better serve you, so we are in the process of updating our decades-old customer billing system. This new system comes online October 10 and includes a new online portal where you can view and pay your bill online. **If you want to access this portal and/or pay this or any future bill electronically, YOUR ACTION IS REQUIRED.** Here’s what you need to do:

- **NO EARLIER THAN OCTOBER 10, please contact us, either via account@avonlakewater.org or (440) 933-6226 to get your customer ID (CID) number.** We apologize in advance for any inconvenience this may cause you.

- Once you have this number, set up your new account online at https://alrw.authoritypay.com (you can also find a link on our website). Then, you can re-register for eBills and/or pay each quarter’s bill electronically. (Want us to take it out of your bank each month? Give us a call.)

- Unfortunately, your current online banking information will **NOT** automatically transfer (for privacy reasons, we never asked you to fill out authorization documents previously), but we can transfer them for you once you e-mail/call us.

- ANOTHER OPTION: Call/mail/bring in your payment this time and wait for your December bill, which will have your new CID number on it, then go online and start up your new portal all on your own.

**If you’ve paid electronically before: Your existing online payment portal is now closed. You’ll need to e-mail/call (AFTER 10/10) or just send us a check to pay this bill.**

Not Internet active or don’t want to bother? No problem. We’ll still take your cash and checks the old-school ways: Via mail, our drop-off box/inside our office (201 Miller Road), and at Avon Lake’s Drug Mart. We’ll also still take your credit card payments over the phone/in person.

CREDIT CARD POLICY CHANGES

As you may know, Avon Lake’s current water/wastewater infrastructure needs have mandated we raise our rates to keep our systems secure. As such, it’s important for us to use the money you pay us efficiently so rate hikes are smaller and less frequent. Therefore, after years of absorbing credit card transaction fees, we will start passing those fees along, so that the customers that enjoy the ease of credit cards are the only ones paying for the convenience. In addition, our new system will not accept **recurring** credit card payments. If you prefer a recurring option, feel free to call us to set up a recurring bank withdrawal for you.

FINAL SEWER SEPARATIONS IN SIGHT

Fairfield-Brookfield project

Construction began September 26 and will go late into 2018. Residents of Fairfield, Brookfield, Berkshire, Inwood and a few addresses on Redwood, Electric and Lake will receive new water, wastewater, storm water and/or road infrastructure improvements as we work with the City of Avon Lake on the Fairfield-Brookfield sewer separation project. Other notes:

- You can view the August 30 resident info night at http://alwtr.us/FBinfonight.
- Homeowners: Call us at (440) 933-6226 for your free inspection so you’ll know if you need to separate your outgoing water—doing it before our crews come through may save you money.
- **Sign up for project-information updates at updates@avonlakewater.org.**

Improving “The 45s” water infrastructure and roads starts next year, goes through 2019

Avon Lake’s coziest cottage district is the largest sewer separation in our city’s history. Owners of homes on Lakewood, Oakwood, Tomahawk, Forest, and South Point have until June 2019 to separate their home’s outgoing water, and should call (440) 933-6226 to have us come out for a free inspection. The project, currently being designed (call us if you have invisible pet fence or irrigation), will go out to bid next summer, with construction beginning shortly thereafter, ending in late 2019.

Lateral loan program open for business

If your home was built before 1972, you may need to separate your home’s outgoing water by installing a new lateral or two. If you do, let us help you pay for it. Once you know (get your inspection from us) you need to separate, if you choose to do it with two separate laterals, you can get a 10-year, 2%-interest loan from us. Call, come in (201 Miller), or get/submit your loan application on avonlakewater.org.
WATERFEST WRAP UP

Rain cut the fun short this year, but not before good times were had by all. A special shout-out goes to Lorain County Metro Parks and West River Paddle Sports for WaterFest’s newest feature, Paddleboard Pool, perfect for small ones who are still working on their stand-up-paddleboard skills.

FISH DESIGN CHALLENGE

With 85 finalists, picking winners was no easy task, but our judges (including WaterFest attendees) did it. Winning fish can be found on avonlakewater.org, and the resulting art installation (to go on display at Avon Lake Public Library in October) will be featured in our next issue.

WHAT YOUR RATES ARE BUILDING AROUND TOWN

It’s been a little more than a year since construction started on your new underground clean-water storage space (which will keep nearly 3 million gallons of clean water on hand). Since then, a giant hole was dug, walls were set and poured, the sides of the excavation were filled in with dirt, the tank has been filled, tested for leaks and drained and the building that will house the emergency generator and pumps (which have now been set in place inside/underneath) is nearly done. Next up: Disinfection and final filling; most of the facility will be up and running by the end of this year.

Your new 3-million-gallon water tower broke ground this summer on Walker Road between Moore and Miller. Water-storage overkill? Nope. Avon Lake Regional Water provides an average of 20 million gallons of water per day. Given the possibility of frazil ice or toxic algae, we know you want your water system prepared for emergencies.

It may look pricey, but given the fact this plant is the only thing standing between your toilet and Lake Erie, this long-overdue project is an absolute must. It is being designed with the future in mind, including ways to reduce future costs and waste.

All water lines age out, and this main water artery of our city was due for replacement. Case in point: This summer’s dry weather caused a record 32 breaks this summer, many of them in the older sections of this water line. Construction is nearing completion, with restoration coming next. If we miss the weather deadline for grass planting, that will happen next spring.

LOVE YOUR LAKE PHOTOGRAPHY CONTEST WINNERS

First place • Craig Collins
Second place • Ken Lewis
Third place • Carol O’Toole
Hon. Mention • Lori Sherwood