

water **LINE**

A publication of the Avon Lake Board of Municipal Utilities:

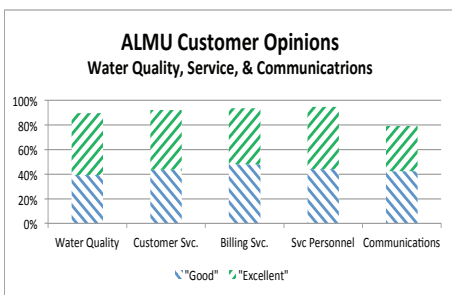
- Charles D. Whitmer, Chairman
- David J. Marquard
- John G. Dzwonczyk
- Anthony L. Abram
- Paul R. Phillips

ALMU gets high marks for water quality and service

Recently, ALMU hired Business Research Services (BRS), a local market research company, to telephone interview a random sampling of 800 of its Avon Lake customers to get their feedback on the quality of water and service ALMU is providing, what additional services ALMU could provide, and some initiatives ALMU is considering.

Ninety percent (90%) of the customers interviewed felt that the quality of ALMU water is "Good" or "Excellent". Ninety-two percent (92%) of those having an opinion ranked our Customer Service as "Good" or "Excellent" and 94% ranked our Billing Services as "Good" or "Excellent". Even better, 95% of those having an opinion on Service Personnel ranked them as "Good" or "Excellent".

Seventy-nine percent (79%) of our customers rated ALMU communications efforts as "Good" or



"Excellent". Eleven percent (11%) was not sure and just over 2% rated our communications as "Fair" or "Poor". During the last year we ramped up our communications efforts by adding new features to our website and making it more user friendly, providing a bi-monthly editorial in *The Press*, frequent blogs on *Avon Lake Patch*, and posting on Facebook and Twitter.

When asked which procedures they would prefer ALMU employ on future projects, even if it costs a little more, a majority of customers (79%) wanted ALMU to buy job materials and supplies locally, 65% wanted ALMU to implement better wastewater treatment methods for protecting the environment, and 60% wanted ALMU to use energy efficient equipment.

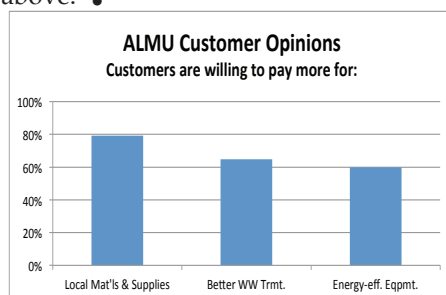
An overwhelming majority (88%) did not request additional services or improvements. The one request that ranked just a percentage point above the margin of error (3%) was a request for ALMU to stop basement flooding. For and update on the significant progress we are making toward solving the problem, refer to "Additional services or improvements" in the survey summary on our website.

Chief Utilities Executive Todd Danielson said,

"Overall, the survey has been very helpful in determining how we can most appropriately serve our customers.

Thanks to those of you who took the time to participate. Our Board and staff pledge that we will always strive to meet your needs."

For a complete summary of all the survey results, visit ALMU's website at avonlakewater.org or use the QR code above.



The 800 interviews represented a random sampling of 10% of the ALMU service population within the City Limits of Avon Lake and yielded a 3% margin of error for the study results.

We made significant progress toward preventing basement flooding.

ALMU has made significant progress toward preventing basement flooding since last year's record rainfall caused sewers to surcharge and overflow.

Foundation Drain Sump Disconnection Program Customers are helping to prevent a minimum of 160,000 gallons of water from entering the sanitary sewer. The ALMU Board approved funds to continue the program to potentially prevent an additional 300,000 gallons of water from entering the sanitary sewer during a 2" rain event. Qualifying property owners will receive either a \$300 sewer credit or



One of four temporary flow relief structures that will divert storm water flow to Lake Erie instead of back into area residents' basements.

a \$100 sewer credit and a basin pump for permanently preventing foundation drain water from entering the sanitary sewer. Forty-five homes have been addressed, and 60 more will soon be complete. Residents/property owners must apply for free building permits in order to participate in the program.

Sunset Road Storm Water Sources Survey

We recently completed an infiltration and inflow survey in an area that previously had a combined sanitary and storm sewer and has private property conditions similar to other areas of Avon Lake that have had flooding problems.

Results of testing found that the storm

Basement flooding progress

From Pg. 1

sewer is not contributing to the excessive flow found in the sanitary sewer on Sunset Road. Testing of downspouts and drains on private property, however, indicate that a majority of the homes have small to large sources of uncontrolled storm water flowing through foundation drains to the sanitary sewer, either from disconnected or blocked downspouts, clogged gutters, or from low areas in the property. These issues are typical across the City, may be leading to damp or wet basements, and are leading to neighbors' flooding and overflows to Lake Erie. ALMU will help the City and residents address these private stormwater issues through outreach, assistance, and incentives.

Temporary Flow Relief Structures We installed temporary flow relief structures at Sunset, Jaycox, Avon Point, and Beachdale that will divert water from severely surcharged sanitary sewers to Lake Erie, instead of backing it into basements.

As residents prevent stormwater from discharging from their properties, these relief structures will cease being used.

These and other appropriate measures are being pursued as we explore ways to prevent basement flooding. •

Piggy-backing ALMU projects could save the City big bucks



Cooperation between the ALMU and City engineering departments on two projects could save tax payers thousands of dollars.

The design is being finalized to separate Belmar's combined sewer and replace Redwood's waterline during 2012 and 2013. Scheduling them back to back will reduce both customer headaches and expenses related to the overall project duration and road repairs. More importantly, many of these roads need repairs. By coordinating

projects, we assure the repairs are only made once.

The Belmar Drainage Basin Combined Sewer Separation project will consist of separating about 11,600 feet of sewer main and replacing laterals to serve 167 homes on Belmar, Ashwood, Mooreland, Artsdale, and parts of Redwood and Electric. Storm sewer, catch basins, yard catch and ditch enclosures will be either repaired or replaced by the city at the time. The Redwood Water Main Replacement project will consist of replacing 2,600 feet of water main and the service connections for 49 homes on Redwood Blvd.

Here is another example of how ALMU and the City are working together to get the best bang for the taxpayer's buck. •

Still time to qualify for a \$300 sewer credit!

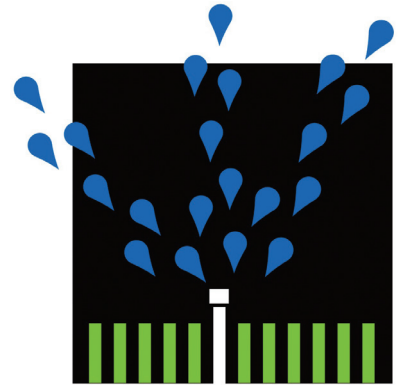
The Board of Municipal Utilities approved an extension and expansion of the Foundation Drain Sump Disconnection (FDSD) program. Through 12/31/12, the Board authorized \$36,000 for 120 residents/properties located in the



formerly combined sewer areas of Avon Lake, who have sumps that pump foundation drain water to the sanitary sewer. Each resident/property owner will receive either a \$300 sewer credit or a \$100 sewer credit and a basin pump for permanently preventing foundation drain water from entering the sanitary sewer. Residents/property owners must apply for a free building permit in order to participate in the program. Visit our website (www.avonlakewater.org) for more information and call us at 440-933-6226 to see if you qualify. All who take part in the program will be required to complete an acknowledgement. •

Deadline for testing sprinkling systems is May 25

Property owners with in-ground sprinkling systems must have backflow prevention devices tested and copies of the test results filed at Avon Lake Municipal Utilities by May 25, 2012. Failure to comply can



result in the water being shut off and a standard turn-on fee applied. We can email you a list of certified testers or you can pick one up at the office between 8:00 am and 4:30 pm weekdays. The amnesty period for property owners who have not registered their in-ground systems is April 1 to May 1. To avoid a fine all you need to do is stop by the Municipal Utilities Office at 201 Miller Road and fill out a form or register by phone. For additional information, call 440-933-6226 or email kris.kral@alutilities.com. •



QR Codes

Beginning in this issue of WaterLine, we will include QR (Quick Response) codes with some of our pieces. Readers with smartphones can use the QR codes to link to more information about the topic on our website.

