

WATERLINE

A PUBLICATION OF THE BOARD OF MUNICIPAL UTILITIES

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Winter 2023

WATER AND WASTEWATER RATES

Water Rates:

Minimum Service Fee	\$6.38
First 50,000 gal	\$2.16/1,000 gal
Next 200,000 gal	\$1.78/1,000 gal
Over 250,000 gal	\$1.48/1,000 gal

*The Minimum Service Fee is for residential customers and includes the first 2,000/gal of usage. Rates for Standard 3/4" meter.

Wastewater Rates:

Minimum Service Fee	\$23.15
Rate Per 1,000 gal	\$7.45/1,000 gal

*The Minimum Service Fee is for residential customers and includes the first 2,000/gal of usage. Rates for Standard 3/4" meter.

BOARD MAINTAINS LOWEST WATER RATES IN OHIO

We are pleased to inform our community that despite considerable post-pandemic cost escalations across various sectors, our dedicated team has successfully maintained water rates. Our rates have not increased since 7/1/2019. However, beginning on 1/1/2024, water rates will increase by 4% and sewer rates will increase by 2% to accommodate post-pandemic cost increases, necessary updates at the water filtration plant, and other upcoming infrastructure improvements.

It is noteworthy that even with the modest adjustments set to take effect on 1/1/2024, ALRW customers continue to benefit from the most competitive water rates when compared to any incorporated city in the state of Ohio. This commitment to fiscal responsibility underscores our dedication to providing essential services while prioritizing affordability for our valued community members.

We sincerely value your ongoing support and eagerly anticipate the opportunity to continue delivering exceptional service in the upcoming year.

IMPORTANT NOTICE: ENHANCEMENTS COMING TO ALRW'S CUSTOMER PORTAL

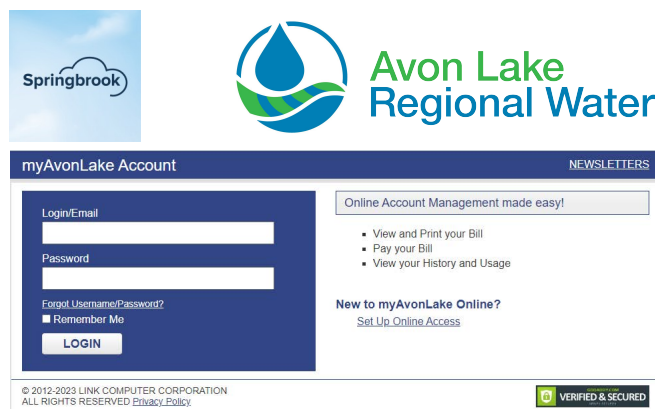
In the upcoming Spring of 2024, we are set to launch a new and improved billing software along with enhancements to our customer portal.

These upgrades are designed to streamline the billing process, making payments more convenient, and providing clearer usage information. We understand the importance of keeping you well-informed throughout this transition, and detailed information about these changes will be distributed as we approach the rollout date.

Thank you for your cooperation and patience as we work towards providing you with an even better experience through our updated systems.



201 Miller Road
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(440) 933-6226
avonlakewater.org



COMMONLY ASKED QUESTIONS ABOUT WATER AND WASTEWATER USAGE

Why is the wastewater charge higher than the water charge?

The water rate for Avon Lake customers is lower than the wastewater rate because 85% of the water produced at our Water Filtration Plant is sold to customers outside of Avon Lake. By selling the water, we are able to spread the costs of producing and distributing it to all our customers, not to just those in Avon Lake. However, on the wastewater side, 85% of the wastewater that comes to our Water Reclamation Facility for treatment is from just Avon Lake customers. This means that the majority of treatment costs are paid for by Avon Lake customers. Treatment costs also play a role in the wastewater rate. The treatment process ensures the water that returns to Lake Erie is properly cleaned and meets all U.S. and Ohio EPA requirements.

Also, over the past several years, Avon Lake Regional Water has invested in critical wastewater infrastructure improvement projects to address increasing demand on the system, reduce basement backups in Avon Lake homes, and to protect Lake Erie. These projects included a \$35



million rehabilitation to our Water Reclamation Facility and separating all the combined sewers in Avon Lake (completed in 2019) per our Long-Term Control Plan with Ohio EPA. The wastewater rate paid for by all our customers contributes to payment of these projects since all customers benefit from the improvements.

Does a leaking toilet/faucet/shower really cause my bill to increase?

Yes. When there is a leak, water will continuously run, no matter if it is a drip or stream. Drips over time will add up because your water meter will run when it detects water being pulled from the water main into your home.

If you suspect there might be a leaking toilet in your home, ALRW offers free toilet dye packets at our office (201 Miller Road) to check for a leaking toilet. Also, ALRW offers leak checks by our Distribution & Collection crew. A two-person team will monitor your water meter for usage after you have confirmed there is no water running in the home. If there is usage, our crew will help you determine where there is a possible leak. For more information, please give our office a call at (440) 933-6226.

What part of my home's water and sanitary lines are my responsibility?

For the waterline, a homeowner is responsible for all the areas past their water meter. This includes the area of the line outside your home and all lines inside your home. For the sanitary lateral, a homeowner is responsible for all the areas before the sewer main. This includes all plumbing lines inside your home and the area of sanitary lateral that connects to our sewer main.

Does Avon Lake Regional Water manage stormwater and maintenance of the storm sewers?

No, stormwater and maintenance of the storm sewers in Avon Lake is handled by the Public Works Department.

TIPS ON HOW TO AVOID FROZEN WATER PIPES

Below are several tips you can take to avoid the hassles and costs associated with frozen water pipes during the winter:

- Do a visual inspection of your home's exterior. Seal any cracks you see and look for air leaks close to the pipes. If there is cold air leaking in, even through a tiny space, pipes can freeze quickly and burst.
- Turn up the thermostat to 65 degrees or higher during the winter. Temperatures in the attic or behind the walls can become cold enough to let the pipes freeze if the thermostat is turned lower than this.
- Put outdoor hoses away before temperatures drop in the winter months, and then shut off the indoor valve.
- In extremely cold temperatures, keep one faucet on in the home, but set it so it only drips warm water slowly. Even the smallest trickle can aid in preventing pipes from freezing. Whenever possible, use a faucet that is located on an outside wall.
- When leaving the home for any period of time, have someone check on it daily when temperatures drop significantly. They should be on the lookout for water damage, standing water, or just confirmation that a faucet has been left dripping and that the house is warm enough to prevent frozen pipes. If this is not possible and you know severe temperatures are coming during your absence, consider draining your water system and shut it off before leaving.
- Know how to spot a frozen pipe. If the faucet is turned on but water does not come out, this is a sign that the pipe is frozen. Leave the faucet on. It is possible to thaw a frozen pipe with a hair dryer or space heater. Start close to the faucet, and work toward the coldest section of the pipe. Avoid using any open flames or torches to defrost pipes.
- In case of a burst pipe: Turn the water off at your home's main shutoff valve. Turn all of your home's faucets on, and call a plumber immediately.