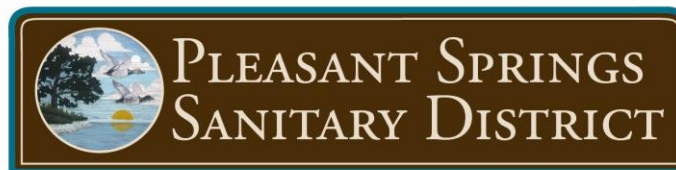


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## *Newsletter – October 2012*

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**User Fee and Tax Levy for 2013:** A User Fee increase of \$5.00 per Quarter is proposed for 2013 due to increased odor control efforts (see below). The proposed tax levy for 2013 is zero, a reduction of \$40,000 in the amount assessed and extended to the tax roll for properties within the District. A copy of the proposed budget has been included with the 4<sup>th</sup> quarter invoices. A public hearing on the budget is scheduled for October 25<sup>th</sup> at 6:00 p.m. at the District office.

**Transfer of Delinquent Charges to Tax Roll:** In compliance with WI Statutes, a penalty of 10% will be applied to all unpaid balances transferred to the tax roll. Customers with delinquent charges will continue to incur monthly interest and penalty charges of one and one-half percent of the unpaid balance. Customers shall be provided notice of any balance due by October 15<sup>th</sup>. Unless that amount is paid by November 1st, an additional penalty of ten percent shall be added per WI Statutes 66.0809 and the County shall be notified that the resulting amount due is to be placed upon the tax roll.

**Electronic Payments:** PSSD has made paying your quarterly user charge simple, fast, and worry-free. Our auto pay option will simplify your quarterly bill paying and remove one task from your to-do list. Simply sign up and your user charge will be automatically deducted from your checking account on the due date. You already know how much your bill will be; together we can make sure your bill will be paid on time.

**Enrolling is Easy:** Sign up today! Use the attached enrollment form. Don't forget to enclose a voided check.

**Paperless Billing:** Say good bye to paper with paperless billing. Save paper, save a tree and save money by helping to reduce operating costs. We have the capability to e-mail your quarterly user invoices and monthly statements. **Enrolling is easy:** Sign up today using the attached enrollment form.

**Panel Warning Lights:** If you notice that a panel warning light is illuminated, **please contact PSSD!** Although our system is continuously monitored electronically, panel warning lights are the last line of defense against system malfunctions. If the issue causing the light to illuminate is not addressed, a sewage backup may occur. If you have a grinder pump panel warning light on your property, please make sure it is visible from the street and not buried under the snow or hidden by a bush.

**Odor Control:** The District has been aggressively pursuing strategies to reduce odors coming from the system. One key to this effort is "pigging", forcing objects through the sewer that are designed to clean the inside surface of the force mains. These are sewer lines that are under pressure because waste must be pumped uphill. This cleaning effort has been made more difficult due to the presence of significant amounts of solid objects in the sewer lines that prevent the "pigs" from moving through the lines.

**What Are You Disposing?** It is very important to be aware of what you are flushing down your toilet or putting down your garbage disposal. Please remember to refrain from pouring grease down the drain or flushing solid objects, non-biodegradable wipes, diapers, kitty litter or medicine. These items can cause unnecessary plumbing expenses for you, problems for our technicians and hazards to the environment.

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**Infiltration and Inflow:** Reduction of clear water infiltration into the sewer system saves us all money! Our technicians are constantly monitoring the system to find and repair leaks. Running clean water down the drain unnecessarily is like pouring money down the drain. Don't illegally discharge sump pumps into the sewer. By doing our part, all of us can contribute to keeping our treatment costs as low as possible.

**12 Ways to Conserve Water at Home!** Not only will the water saving tips below help on your utility bills, it will also reduce District costs for wastewater treatment. The savings we make as a District are passed on to our customers through reduced quarterly user fees. Please conserve where you can.

1. **Evaluate your water habits.** Have a family discussion about water use and ways to cut down. For example, do you leave the water running while brushing your teeth? Do you take extra-long showers? There are simple things you and other family members can do to start saving water today!
2. **Look for leaks – and repair them right away.** Most leaks are easy to detect and repair. For sinks, check faucets and pipes for dripping water. Replace washers, and repair or replace fixtures, if needed. For toilets, add food coloring to the tank water and check the bowl in 15 minutes. (Don't flush.) If color is in the toilet bowl, it means there's a leak.
3. **Install water-saving devices.** If you don't already have water-efficient or low-flow fixtures, you can cut your water use with aerators (devices that mix air with water), low-flow fixtures (such as shower heads), flow restrictors or cut-off valves, and displacement devices (to reduce the amount of water used in older toilets). Make sure all devices are properly installed.
4. **Save water while preparing food.** Use a brush and bowl of water to clean food instead of letting the water run. Thaw frozen food in your refrigerator or microwave, not under running water. Reuse water when you can. For example, when you cook vegetables, save cooking water for soup stock.
5. **Flush the toilet only when necessary.** Don't use the toilet to dispose of trash. Also, consider installing a low-flow toilet. (Look for a toilet with a WaterSense© label on it.)
6. **Know the proper settings on your washer.** To help lower your water and energy bills, choose a water- and energy-saving model if buying a new washer. Be sure it has features as a load size selector and variable water temperature controls. Use the load selector to match the water level to the size of the load. Presoak heavily soiled items.
7. **Wash dishes wisely.** If you use a dishwasher, wash only full loads. If you wash dishes by hand scrape dishes (but don't pre-rinse) and soak pots and pans before washing, don't run the water continuously, and limit your use of the garbage disposal – better yet-compost!
8. **Be efficient in the shower and bath.** Plug the drain before you run water for baths, and take shallow baths. If you run water to get it hot, catch cold water in a bucket for later use. Keep showers short (try to shorten the time you shower by at least a few minutes) with pressure at low force. Shut off the water while soaping up and shampooing.
9. **Use less water to clean your home.** Use a pail or basin instead of running water. Also, use a sponge mop instead of a string mop (sponge mops use less water and take less water to keep clean). Presoak items such as grills and oven parts overnight, then scrub with an abrasive brush or pad.
10. **Check hoses and irrigation systems.** Use a hose nozzle that you can shut off or adjust to a fine spray. When finished, shut it off at the house to avoid leaks. You should also check hoses and connectors (repair or replace any leaky parts or sections). Consider a drip irrigation system. It allows water to slowly soak down to the roots to help reduce evaporation. Keep irrigation systems running efficiently by installing shut-off devices like rain or soil moisture sensors. Repair, replace, or adjust sprinkler heads, perform other maintenance at least yearly. Check often for leaks.
11. **Minimize watering outdoors.** Water when the sun is down (to avoid evaporation) and when it's not windy. Water slowly, deeply and as little as possible. Let grass grow taller in hot weather. Use mulch in the garden and around shrubs to save moisture. Plant shrubs and other plants that don't require much water. Consider alternatives to big, thirsty lawns, such as native grasses. Obey any watering restrictions in your community.
12. **Keep up with pool and hot tub care.** Don't overfill – this helps reduce splashing and spilling. Use a cover to slow evaporation (this keeps water cleaner, too). Check walls, filtration systems, and inlets. Repair them when needed. To learn more about saving water and incentives or other assistance available contact the U.S. Environmental Protection Agency ([www.epa.gov/watersense/](http://www.epa.gov/watersense/)) or the EPA Safe Drinking Water Hotline (800-426-4791).

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Thank you for your cooperation in keeping your system running smoothly.