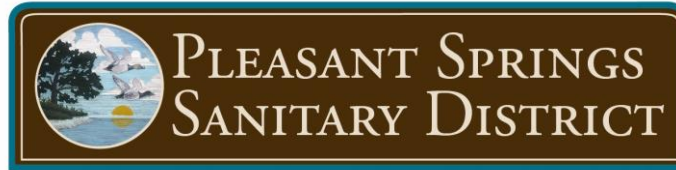


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## *Newsletter – October 2014*

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**User Fee and Tax Levy for 2015:** A User Fee increase of \$7.00 per Quarter is proposed for 2015. This increase is necessary because the burden of 24/7 availability for emergency response has been falling too heavily upon the District's only full-time employee. In addition, PSSD and Kegonsa Sanitary District are implementing an Intergovernmental Cooperation Agreement that will help to ensure that trained technicians are always available to both Districts in an emergency. The proposed tax levy for 2014 is zero. 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 23<sup>rd</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.

**New Pumps & Control Panels:** This year we started to change over our existing grinder pumps to new E-One pumps with new control panels. To date we have changed out (10) pumps. We have budgeted to change out (6) more pumps in 2015. The remaining pumps and control panels will be changed out over the next several years until they have all been completed. These new pumps are much more energy efficient and the control panels are much smaller. The panels still have a red light on top, and also have an audible alarm that will alert homeowners of a high waste water level in the tank.

**Odor Control:** The District continues to work to eliminate or disperse the nuisance odors caused by hydrogen sulfide. A trouble spot for several years has been a small stretch of Williams Drive. In an effort to solve this problem the District has tried a variety of fixes including adding chemicals to mask or prevent odor and "pigging" which cleans the interior of the underground pipes. This year, a new remedy is being tested. The idea is to filter the gases through a moist mulch bed; a perfect environment for odor eating micro-organisms to live. The hydrogen sulfide moves up through the mulch bed, micro-organisms eat away, and odors are eliminated. It sounds simple, and it is! This low cost, environmentally friendly treatment method installed by District employee Gary Teigen has been working so well that the initial investigation is underway to determine if there may be another location in the District that is suitable for a similar installation.

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**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, paper towels, moist towelettes or “wet wipes”, diapers, kitty litter, medicines or batteries (yes, we have found batteries). Grease, of course, sticks to the insides of the pipes and to the pumping equipment in the system. Flushed items that do not quickly dissolve can cause blockages or interfere with pump operation. **Biodegradable does NOT mean flushable!** Introducing inappropriate items such as these into the sewer system can cause household sewer backups, unnecessary plumbing expenses for you, problems for our technicians, and hazards to the environment.

**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.

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**9 Ways to Conserve Water at Home!** Not only will the water saving tips below help on your utility bills, they 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.
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Thank you for your cooperation in keeping your system running smoothly.