

# Pipelines

FALL 2020



## Circle of (GCSED) Life

Circles have no beginning or end, are infinite, promote unity, and represent an unimpeded flow of energy. This shape perfectly depicts the process flow of GCSED.

GCSED manages a circular process that draws natural resources from our local, buried aquifers. **Water Treatment Plants** clean and treat water before sending it to the **Water Distribution** system. Recyclables are repurposed through our **Environmental Services** Division. **Cost Recovery** occurs for water used and sewage

generated using a cost of service model.

**Sewer Collection** occurs through a complex series of pipes and pump stations. Lastly, water and other resources are collected, treated, and returned to the environment for reuse via **Water Resource Recovery**.

We work in synergy with natural resources, local communities, advanced engineering and technologies, regional partners, and state and federal regulators to deliver seamless services to our customer base.

## Go Paperless

*for a Chance to Win a \$250 Visa Giftcard!*

When you **register** your GCSED account through our Invoice Cloud online payment management program **and enroll** to receive paperless bill (ebill) by Oct 31st, you'll automatically be entered in Invoice Cloud's sweepstakes drawing to win a \$250 Visa gift card. Customers already enrolled in paperless billing will be automatically entered in the sweepstakes drawing. The official rules of the sweepstakes are available at [www.co.greene.oh.us/317/Sanitary-Engineering](http://www.co.greene.oh.us/317/Sanitary-Engineering).

Register your account through Invoice Cloud, and take advantage of these time-saving, convenient features:

- Enroll to receive paperless bill (ebill) – Receive notification your monthly bill is available by email or text along with a reminder notice ten days before the due day
- 24 hour access to your account balance information
- Customers can link multiple accounts for easy viewing and payment
- Enroll for automatic reoccurring monthly payments or use one-time payment option
- Pay using Mastercard, VISA, Discover or echeck – Credit card convenience fee is \$2.25 per transaction or 90 cents for each echeck

### Did you know?

GCSED offers a free automatic monthly ACH payment option. Complete the automatic ACH application online at [www.co.greene.oh.us/sanitary](http://www.co.greene.oh.us/sanitary). Most banks and credit unions also offer their customers free online Bill Pay services. For more information, contact us at **937-562-7450** or visit the department's new **Facebook** page.

# A Water Professional with a Big Heart



**D**evoted and knowledgeable GCSED professionals ensure daily that drinking water quality standards are met for Greene County residents. For 20 years, this team has been led by Ken French. He's retiring and wanted to share some insight into his diverse career and contributions.

## What is your educational background?

I have a Master's degree in Biological Sciences, and that's where my interest for water quality came from. My education provided me with indispensable, analytical skills to assess solutions for managing the water plant.

## How did you begin your career at Greene County?

I started my career as a lab technician fresh out of college in 1993. As a problem-solver and trouble-shooter, I looked for a dynamic work environment. In 1994, I began my career as a plant worker. There was never a routine day; something always needed my attention, and there were always special projects. Then, I moved on to be a plant manager. For 20 years, I've implemented my knowledge and expertise to oversee various projects at the water plant.

## What is your proudest contribution to the Department?

In the late 1980's, Greene County residents in the Sugarcreek and Spring Valley area needed a public water system. However, the nitrate levels at the Southwest Regional wellfield were exceeding the Federal Maximum Contaminant Levels. We developed a study on the effect of prairie grass on removing nitrate from groundwater. In 1996, the wellfield sites were planted with Big Blue, Indian, Switch grasses, and other typical prairie species. Over the years, the nitrogen level had decreased. It was an honor to be involved in the project that provided Greene County with a cost-effective, sustainable solution to deliver safe water to its residents.

## What will you miss the most?

I'll surely miss all my colleagues who became a family to me. I enjoyed working with everyone, and appreciated my team that I could always rely on. It's thanks to their skills and knowledge that the water plant is operating flawlessly.

## What are your plans for retirement?

My wife and I are planning to return to Tanzania, Africa where we helped install water filters in the village of Masasi a few years ago. This part of the world has no safe drinking water and sanitation system, and we'll be happy to provide any support and make a difference for this community.

**Thank you, Ken French, for your dedicated service and for making indispensable contributions to the development of the department during your career.**

# Building Renovation and Office Relocations

GCSED is renovating our Xenia offices. To provide seamless customer service, various offices have temporarily relocated:

## Need to pay your water/sewer account?

- Cashier's Office: 420 Factory Rd., Gate B
- Night Drop Box: 667 Dayton-Xenia Rd.
- Online: [invoicecloud.com/GCSED](https://invoicecloud.com/GCSED)
- Phone: (855) 925-1665
- Mail: PO Box 340, Xenia, OH 45385

## Have a question about a bill?

See our Billing Office at temporary trailers in the north parking lot of our Xenia location.

## Applying for Water/Sewer Permits or renting Irrigation Meters or Hose Bibs?

Project Management can assist you with this process at 2145 Greene Way Blvd in Xenia.

For more information, please contact our office at 937-562-7450.

## Ways to pay your bill

**Online:** [co.greene.oh.us/sanitary](https://co.greene.oh.us/sanitary)

**By Phone:** 855-925-1665 (24 Hr. Service)

### By Mail:

Greene County Sanitary  
Engineering Department  
P.O. Box 340  
Xenia, OH 45385-0340

*Remember to update your GCSED online banking vendor address. Some banks send your payment via USPS rather than ACH transaction.*

# Don't Dump Grease—Recycle It for Free!

**M**ore cooking at home means more grease accumulating. But cooking oils and grease from frying pans and deep fryers are common enemies of sewage systems, so please don't dump them down the drain!

Grease flows easily down your drain when it's hot, but reaching cooler temperatures in your sewer pipes, it turns hard and can adhere to your pipes. This grease buildup can cause stoppages and backups.

To prevent costly plumbing maintenance, dispose of grease and other cooking wastes by throwing it out with your garbage. You can also prevent pollution and promote reuse of oil by recycling it. Greene County Environmental Services accepts used cooking oils at no cost to you with the collection of Household Hazardous Waste. Cooking oil is not accepted during public access hours. If you have any questions, please call Environmental Services at **937-562-5925**.

## Greene County Sanitary Engineering

### Administration Building

937-562-7450  
Monday-Friday, 7:30 am to 4:30 pm  
667 Dayton-Xenia Road  
Xenia, OH 45385

### After-Hours Emergencies

937-562-7450

### Billing/Bill Payments

937-562-7457

[co.greene.oh.us](https://co.greene.oh.us) 