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December 2009 Newsletter

Polk County Fresh Water Supply District No. 2 is a municipal utility district governed by a Board of Directors. The Board of Directors are elected by registered voters in the district, consisting mostly of the Onalaska Peninsula. Elections are held in May of each even year. The next election will be held in May 2010 at which time there will be three positions open for election. If you are interested in seeking election to the Board of Directors please contact Sue Norris, General Manager.

It's a Toilet, Not a Trashcan



With the advent of disposable items (i.e. diaper wipes, facial wipes, cleaning wipes, Clorox wipes, etc.) people think these items are able to be flushed. These items do not dissolve, therefore these items cause sewer lines to back up. This can result in backups in your home or business costing you lots of money. If the lift stations cannot handle the items, whether grease logs, wipes, or other items, it can cost the District up to \$100,000.00 to replace pumps, etc. The District is continually trying to educate the customers on how to take care of their systems. If you have not attended the training we provide please plan on doing so. We show a short film on how to cut the amount of grease that goes into the sewer and give you ideas of what not to put down the drains. If you participate in this program, you will receive a discount on the 1st time you have a service call due to a clogged lateral line or pressure system. Please call Vicki at 936-646-5977 to set up an appointment. We will be happy to present the program at your Property Owners Association or Civic Organization meetings.

The financial markets and recession have hit everyone. Due to this the District is making every effort possible to operate the District in a cost efficient manner. The District has managed to keep rate increases very low for the past 10 years. By careful planning, budgeting, and minimizing expenses, the District will **not** have a rate increase as of January 1st. We were also able to decrease the tax rate to \$00.40 per hundred. The District will re-evaluate the financial needs in June 2010 to ensure financial responsibility to manage the District in a manner that assures the ability to properly maintain and operate the system.

It is imperative that our customers pay their monthly or annual bills in a timely manner. Collection costs have risen dramatically in the past few months due to the poor economy. If you are having a problem paying your sewer bill please contact Sue Norris, General Manager. We would much rather work with you to make payment arrangements than disconnect your water for non-payment of sewer, or place a lien on your property for non-payment of standby fees. We have **ACH Bank Drafting** available for your convenience. Please verify your account number if you send your payments online. If making your payment by mail or using the drop box, return the small payment stub with your check. There are times when “guesswork” has to be used to apply a payment due to insufficient account information. The District has looked into accepting credit cards, but has decided against accepting this form of payment, due to the high cost of participating in this program. Utilities that do accept credit cards charge an additional 10-12% for doing so due to the credit card companies charging that much.

Many of you might be wondering, “Where does my sewer go once it leaves my home or business?” From your home or business it travels through your lateral lines to our sewer mains. Each of our sewer mains are directed by means of pressure from one of our 26 lift stations to our plant at the end of Beaumont Street. At this time the sewer is directed to one of two locations. Sewer treatment plant number 1 is located at the end of Beaumont Street. Here the sewage is processed by aeration and chlorination, and then after treatment, is released into Lake Livingston. The released water tests to be cleaner than the lake at that time. The second sewer treatment plant is on FM 3459. Here the sewer is routed through a series of treatments into two ponds. It is then used for the irrigation of 120 acres of hay fields where hay is grown, harvested, and used for agricultural growth.

In the event you should have a problem after business hours please call 936-646-4477. To better serve you we have someone on call at all times. Our normal business hours are Monday through Friday 8:00 AM – 4:30 PM.

Happy Holidays to each of you. We look forward to serving you in the coming year.



Fred Alderman, President; Ron Stephenson, Vice President; JR Jones, Secretary-Treasurer; Robert Mize, Director and Bobby Williams, Director, Sue Norris, General Manager; Shannon Goins, Operations Manager; Wayman, Vicki, Lorne, Johnnie, Larry, Loveearl, Rick and Dawn.



**Thank you for visiting our website:
<http://www.polkcountyfreshwater.com>**