

Winter 2010 WaterWorks

2010 Rate Increase Canceled



Due to current economic conditions, Montgomery County Water Services will not increase rates for 2010. The five percent previously authorized water and sewer rate increase was rescinded by the Board of County Commissioners citing the negative impact such an increase would have on our customers. Water Services reevaluated its 2010 budget to support this move.

The scheduled increase had been authorized in 2007 as part of a three-year plan (2008, 2009, and 2010). "Being responsive to our customers is one of the driving forces of Montgomery County Water Services' strategic plan," stated Greg Merrill, Director of Environmental Services. "Keeping our rates at the 2009 level was a challenge we welcomed and we worked hard to revise our budget to allow this decision. We strongly encourage our customers to help us reduce costs by opting for paperless statements and online bill payments. "

Choose Paperless Statements

Electronic billing now available

Montgomery County Water Services is pleased to be able to offer our customers a paperless bill statement. If you prefer an electronic bill over paper, this is the option for you. Customers will receive an e-mail notification that their bill is ready for viewing. You will be able to click on the link in the e-mail to go to our website to view your statement. You can then choose to pay your bill electronically or you may use any of our other payment options.

Give it a try! This option is easy to turn on or off

If you currently have not signed up to make electronic payments, go to our website at www.mcoho.org/water. Select the "Pay Bill" button. Once you are signed up you can view your bills, make payments, and choose to go paperless. If you have already signed up on our web site to pay your bill electronically, sign in to your account to view your bill.

From this area you can select to receive a paperless bill.

Be sure to select "Apply Changes" to activate your choices.

An e-mail notification will be sent to confirm the change.

IMPORTANT NUMBERS

Customer Service
(937)781-2688

Permits
(937)781-2653

Night/Emergency
(937)781-2678

General
(937)781-2500

Public Education
(937)781-2532

Cold Weather Precautions

This is the time of year when you may experience plumbing problems due to the colder weather. Please visit our website and access our Cold Weather Tips from the Customer Service link. Preparing now may help save you time and money later.

www.mcoho.org/water

Think Safety!

Ice and snow present dangers to Montgomery County Water Services' meter readers and others.



Please keep your sidewalks, steps, and the path to your meter clear and dry.

With your help and consideration, our employees can avoid injury while on your property this winter.

and for the kids...



Help your family conduct a water audit.

Ask each member of your household to participate.

Find out who is using water wisely in your house.

Things to think about

Which uses the most water:

a shower **or** a bath?

the dishwasher

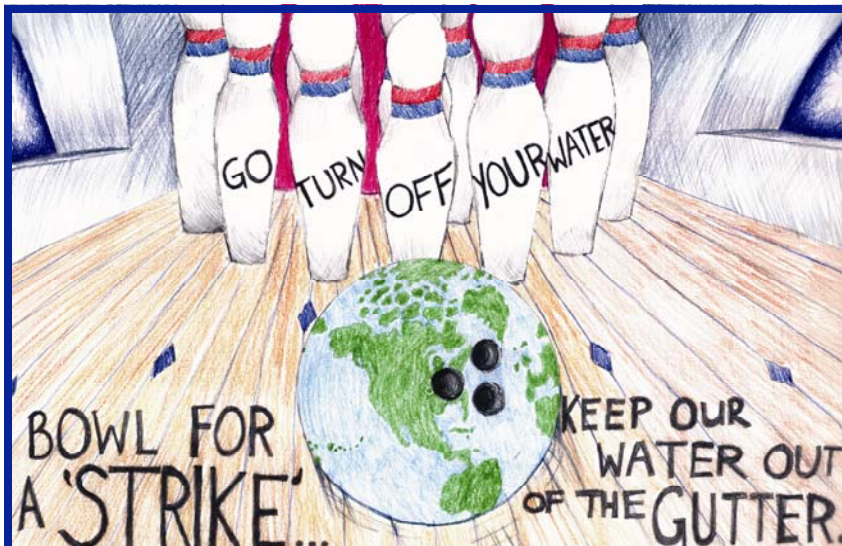
or

washing dishes by hand?

The average family's indoor water usage is about 50 gallons of water per person per day.

How does your family compare?

2010 Environmental Calendar Grand Prize Winner



Congratulations to Jeremy Rosean, a senior, from Stivers School for the Arts!

Watch for information on the 2011 Environmental Calendar Contest kicking off in May '10.