

# Spring 2010 WaterWorks

## 95% Reported Satisfied or Very Satisfied



### *Telephone survey results*

When asked how satisfied they are with the job Montgomery County Water Services does with providing water and sewer services, treating sewage, and protecting stream quality, 95% of those surveyed responded with a satisfied or very satisfied rating.

"We are quite pleased with the survey results. A similar survey was done in 2006 and we are seeing our customer satisfaction numbers rise," stated Greg Merrill, Director. "Based upon the earlier survey, we instituted a number of changes including our name, our bill, and bill payment options. Our plan is to build upon these successes and to continue to seek input and feedback from our customers."

Water Services would like to thank all who participated in the survey. The data collected will assist in successfully focusing on the changing needs of our customers. The residential customer survey was conducted by Wright State's Center for Urban and Public Affairs in the fall of 2009. Plans for 2010 include a service focused survey for our business customers.

## Need to monitor account status?



Water and sewer accounts can be set up with the option of notifying a third-party of billing status. This can be helpful if you are a landlord or you have a family member that may need assistance in paying their bills.

You can opt to receive a copy of all water bills or just delinquency notices. If you choose the option of receiving all bills, a duplicate of each bill will be sent to you at the same time that the original bill is sent to the occupant of the property. If you decide to only receive delinquent notices, then a copy of what is mailed to the occupant of the property will be sent to you only when the account has become delinquent.

To make arrangements to set up third-party on an account contact Customer Services at 781-2688.

### *Other results*

- 90% reported to be either very satisfied or satisfied with the quality of their drinking water.
- 76% who had contacted Water Services with a question or problem stated that they were very satisfied or satisfied with the resolution to their question or problem.
- 66% indicated that Montgomery County provides water services at an acceptable cost.
- 92% stated their newly formatted water bill is easy to read.

### 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

[www.mcoho.org/water](http://www.mcoho.org/water)

# The Great American Cleanup

Check this out!



People all over Montgomery County are currently participating in the 2010 Great American Cleanup (GAC). Individuals, groups, churches, neighborhood associations, corporations, etc. are all responding to the call for action. Join in and give back to your community.

## It is so simple to get involved!

If you are interested in joining an existing litter cleanup event, call Montgomery County Solid Waste Services at 225-4999 for more information or to register. Several events are currently scheduled. Visit the Solid Waste District's website at [www.mcswd.org](http://www.mcswd.org) for a complete listing.

## You can even create your own cleanup!



We all know of areas within our community that have accumulated litter and need a little help.

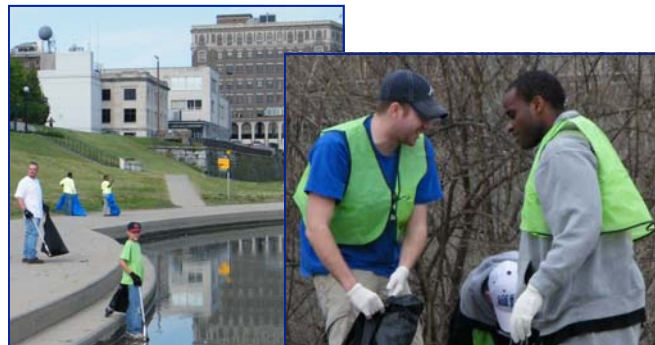
You can choose to clean up these areas on a day of your choice. Most people gather some friends, family, co-workers, etc. to help. Simply register online at [www.mcswd.org](http://www.mcswd.org) under Litter Programs/Great American Cleanup.

## Free supplies are available!

You will receive the supplies you need to conduct your cleanup. Trash bags and gloves will be provided. Safety vests are available also if needed. You can even get posters to help advertise your event and help attract more volunteers to assist.

## You will be eligible to win Dragons tickets!

The 2010 Great American cleanup may end on May 31st but the fun continues. All GAC groups completing a cleanup project and returning the Cleanup Summary Report will be eligible to win tickets for a Dragons baseball game. The Dragon's Lair has been reserved for Sunday, June 20 when the Dayton Dragons take on the Great Lake Loons.



## Spring Into Action

### Stormwater management tips for Miami Valley residents

When it's Spring, here's what you can do to help prevent stormwater runoff - a major pollutant of our rivers, lakes, and streams.

- Plant trees, shrubs and ground cover to help rainwater soak into the ground. Keep the soil covered; bare soil is the primary cause of erosion. Mulch bare areas with straw, grass clippings, stones or wood chips.
- Redirect rain gutter downspouts into landscaped areas instead of onto paved surfaces such as driveways. Rain that falls onto paved areas wash pollutants into the storm drains.
- Consider growing clover in your lawn; it's hardy, stands up to wear and produces nitrogen needed by other lawn grasses.

