South and Center Chautauqua Lake Sewer Districts

Celoron, New York
Summer 2013

33 Years of Service
The South & Center Chautauqua Lake Sewer Districts are an enterprise department of Chautauqua County Government funded only by user charges and fees. The Administrative Board of Directors oversees the planning, technical and financial aspects of the Sewer Districts serving more than 5,000 homes and businesses.

The Sewer Districts’ mission is to provide reliable customer service and highly efficient wastewater treatment to protect Chautauqua Lake.

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Director
Randall Peterson
Welcome

With 33 years of service to more than 5,000 residents and businesses of the lower Chautauqua Lake region, and so much happening in the region in terms of economic pressures and environmental issues, we think it is a good time to update our ratepayers on our present and future endeavors. We have a team of 15 dedicated employees who, every day of the week, at all hours of the day and night, work to ‘keep things flowing’ so that you, our customers, don’t have to think about us or the service we provide.

This newsletter will give you an idea of what the collection system and the treatment plant is all about, it will describe some updates we have achieved, and will present our plans for the future. If you have any questions or concerns, we will be happy to assist you, and we will schedule a tour for you if you would like to see the process firsthand.

Sincerely,

[Signature]

Randall Peterson
Director
Randall Peterson
In 1967, the Chautauqua County Legislature hired an engineering firm to conduct a comprehensive sewerage study for the County. The study recommended a regional plan for a public collection system and treatment facility for numerous areas within Chautauqua County in order to protect the public health and to preserve the County’s water resources. This study led to the formation of the South & Center Chautauqua Lake Sewer Districts in 1970. The Center District serves portions of the Town of Ellery including the areas of Maple Springs, Bemus Point, Oriental Park, Arnold Bay, and Colburns. The South District serves the old systems of Celoron and Lakewood as well as portions of the Town of Ellery, the Fluvanna area in the Town of Ellicott, West Ellicott, Vukote, Loomis Bay, and Ashville Bay. Federal grants were awarded to Chautauqua County and construction was initiated in the late 1970’s. On March 10, 1980, the present treatment plant went online serving Celoron and Lakewood, displacing those former treatment plants. Additionally, five major interceptor pumping stations were constructed on both the north and south sides of the lake. They remained unused for four years because key interceptors linking them to the treatment plant were not constructed because of escalating costs for various reasons. In early 1982, the County made one final effort to complete the halted project with public backing by adopting a new engineering plan to complete the regional collection system and to serve all the areas originally proposed, based on information discovered during the original plan analysis. During the summer of 1982, an environmental health study was conducted which identified private well contamination and failed septic systems discharging to nearby streams, ditches, ground surface and to the lake itself. The re-evaluation recommended, in part, a change in sewer technology from the original plans, using vacuum sewers and low pressure sewers in order to lessen high construction costs and environmental problems associated with gravity sewers in certain areas. It also recommended that the original scope of the collection system be reduced to cover only those areas deemed the most critical public health concerns and population densities to make it affordable to the users at the time. The study went on to further state that, upon completion, the County should re-evaluate the need for sewers in the remaining areas based on health requirements, population densities, alternate means of financing and the resulting unit costs. Since then, we have added portions of the Town of Busti to include industrial areas and new development, and would like to see even more unsewered areas added in the future.
THE TREATMENT OF WASTEWATER

What is wastewater? Wastewater is liquid waste discharged by domestic residences, commercial properties, and industry. It mostly consists of water, more than 95%. Not only do we flush our toilets to the treatment plant, but we also send higher quantities of water from our dishwashing and our laundry. The treatment of wastewater is not only important for our own health but also to keep our environment clean and healthy. Without proper treatment, many ecosystems would be severely damaged from untreated water being discharged back into the environment.

The Treatment Plant was designed to treat a capacity of 4.1 million gallons per day, allowing for a growth in population; however, average daily flows remain at 2.3 million gallons per day. There are several options for treating wastewater but this plant was built as what is known as an Activated Sludge plant. To provide you with a general description of the plant, we will follow the path of the wastewater as it passes through the plant.

When wastewater enters the plant, it flows through preliminary treatment – screening, shredding, and grit removal. Flow measuring devices are placed after this process. Next, the wastewater receives primary treatment where some of the solid material carried by the water will settle out (called sludge) or float to the surface (called scum – which consists of grease) where it can be separated. The water then flows into aeration tanks. Oxygen is supplied by extreme mixing, and microorganisms are grown to feed on organic contaminants. This is the Activated Sludge part, referred to as secondary treatment. As these microorganisms grow, they form particles that clump together (called floc). As the water passes from the aeration tanks into the secondary clarifier tanks, it is slowed down and allowed to settle. The floc falls to the bottom and is removed and sent back to the beginning of the aeration process to do more work, and the mostly clear water, free of organic matter and solids, is allowed to flow over and out of the tanks. This process is highly efficient, with more than 98% removal of organic material. Before this water can be discharged back to the environment, into the lower end of Chautauqua Lake, the water enters into re-aeration tanks which add additional oxygen so that we are sure our water is of high quality for the fish. Additionally, the last tanks provide for disinfection to destroy any remaining bacteria.

Workers at treatment plants must attend classes, do apprenticeship, and be certified to become licensed as Wastewater Treatment Plant Operators and must participate in ongoing training to maintain their licenses. We operate the plant with a Chief Operator and attendants who are on duty seven days a week. The Treatment Plant also has the required National Pollutant Discharge Elimination Permit (NPDES) required by Federal Law. The main concern of the Treatment Plant Operator is meeting the effluent (discharge) limits specified in the NPDES permit. The permit specifies the monthly average and maximum levels of settleable solids, suspended solids, biochemical oxygen demand, phosphorus, number of bacteria, temperature, flow, and the pH of the discharge.

The operation of the complex plant processes requires monitoring and testing on a continuous basis. The Plant maintains a laboratory for testing the quality of the water as it passes through each plant process and the sludge quality. Laboratory testing is also used to assure compliance with the stringent regulatory requirements of the NPDES Permit. The South & Center laboratory is inspected and licensed by the New York State Department of Health and also is a certified member of the National Environmental Laboratory Accreditation Program meeting their certification standards on an annual basis. Tests that are run on-site include Biochemical Oxygen Demand, Carbonaceous Oxygen Demand, Suspended and Settleable Solids, pH and Temperature, Dissolved Oxygen Demand, Phosphorus, Ammonia, Total Kjeldahl Nitrogen, Residual Chlorine, and Fecal Coliform. Other parameters may be tested on an as-needed basis. We are proud of our ability to provide this testing on-site for the best management of our treatment plant and quick response for environmental purposes.
THE COLLECTION SYSTEM

The South & Center Chautauqua Lake Sewer Districts’ (SCCLSD) collection system is an underground network of pipes, manholes, tanks, pumps and conduits. There are over 600,000 feet (almost 115 miles) of pipe, ranging in size from one and a half inch up to thirty six inches in diameter, used to collect wastewater in the Districts. SCCLSD uses three methods for collecting domestic wastewater from its customers. These methods are gravity (the most common), vacuum, and grinders. These methods are usually very area specific, with some exceptions. Besides piping, the SCCLSD uses 12 major and 11 minor pumping stations, 150 simplex (1 pump) and more than a dozen duplex (2 pumps) stations, over 1,800 manholes, and 865 vacuum valve pits for collection and transmission. No matter what method is used for initial collection, the wastewater finds its way to the Treatment Plant to be processed.

GRAVITY SEWERS

All of your sinks, toilets, bathtubs, showers, washing machines, etc. are connected to a drain pipe which collects what we refer to as wastewater. This pipe runs from your house to the SCCLSD's sewer main, usually located in the street or street right-of-way. This lateral pipe is usually 4 inches in diameter and must slope to the main sewer. This pipe then flows downhill to another pipe, which flows downhill to another pipe, which flows downhill to another pipe, etc.; all the while, these pipes are getting larger and larger in diameter so that they can handle more wastewater.

So, if we keep flowing downhill, how deep does it get? If we were to try and have one pipe flow from our farthest point, Midway Park, which is approximately eleven and a half miles or 60,000 feet from our treatment plant, we would need to be over 100 feet deep. That won't work. What we do instead is use a series of pumping stations along the way. Pumping stations collect the wastewater in a large tank, or wet well, and pump it down the road to either another pumping station or a gravity sewer line. Pumps allow us to move the wastewater uphill to a point where we can begin to flow by gravity again.

VACUUM SEWERS

Vacuum sewers work well in areas requiring shallow installations of collection lines. These sewers operate on a pressure differential within the sewer lines utilizing what we call "lifts". These lifts are rises in the pipe approximately 1 foot high. When the air pressures equalize, it can push or lift the wastewater up and then continue to flow again. But how does the wastewater from your house get into the vacuum sewer system? A vacuum valve is used for this. The vacuum valve is installed in a valve pit outside your home. One vacuum valve pit can collect wastewater from up to four houses. The vacuum valve pit contains two areas. The upper pit area is where the vacuum valve is located. The lower pit bottom is where your wastewater goes. Your wastewater leaves your house in the same manner as the gravity method described earlier and flows to the valve pit through your lateral connection at a minimum slope of two percent. When the lower tank gets enough wastewater in it, the vacuum valve opens. The vacuum valve has a timer on it so the valve only stays open for a few seconds. Through a series of pipes and lifts as described above, the wastewater flows to a pumping station. There, it is pumped to a gravity sewer line to continue its journey to the Treatment Plant.

NOTE:

Vacuum customers: if you hear a continuous noise from your vent, please call the Sewer Districts at 664-9727
GRINDER SEWERS

If your house is in an area that uses grinders, it’s like having your very own mini pumping station. Your wastewater leaves your house just as in both of the aforementioned methods, by means of a lateral connection. Instead of connecting to a sewer main or a vacuum valve pit, however, you connect to a grinder tank. The grinder tank is a small version of a wet well for a gravity pumping station. It collects your wastewater and maybe your neighbor’s, grinds up the solids, and then pumps it to a gravity sewer through a small pressure collector line. The idea of grinders is to service low lying areas and small areas where it would not be cost effective to install gravity or vacuum sewers.

PUMPING STATIONS

SCCLSD uses gravity, vacuum and low pressure grinder pump sewers to collect wastewater from customers in a ratio of 60%, 30% and 10% respectively. However, 95% of all users are also served by major pump stations and pressure sewers that deliver wastewater to the Treatment Plant. Depending on a customer’s location, wastewater may flow through a series of several gravity and pressure sewers before delivery to treatment. If you use either the vacuum or the grinder pump method of collecting your wastewater, they all end up using gravity sewers and pumping stations to make their way to the treatment plant.

There are many different styles of pumping stations, but they all do the same job - collect wastewater and pump it towards the Treatment Plant, because, for one reason or another, it could not flow by gravity. Costs, physical conditions, etc. come into play. As mentioned before, SCCLSD utilizes 12 major and 11 minor pumping stations. All pumping stations have two major components - a collection basin (usually a wet well), and pumps. For a more detailed description of our pumping stations, please visit our website at www.co.chautauqua.ny.us/departments/SCCLSD and “Take a Tour”.

NOTE:

Grinder customers: if you see a blinking red light, hear a buzzer on a control panel, or your facilities are not working, please call the Sewer Districts at 664-9727

NOTE:

Do not connect roof drains, sump pumps, etc., to sanitary sewer. This type of water does not need to be treated and adds to the cost of treatment.
THE MAINTENANCE DEPARTMENT

It is the job of the 8 employees in the maintenance department to keep all the pumps pumping and the sewer lines flowing. Generally, people don’t know who we are and we are quite proud of that fact. If your facilities work and you never have to worry about the process of wastewater, we are doing our job. Of course there are problems that arise, and a mechanic is on call 24 hours a day just for that emergency. Call 716-664-9727.

The oldest part of our sewer district is the gravity sewer systems in Lakewood and Celoron. To evaluate an aging system, the Districts have invested in a Closed Circuit TV (CCTV) camera. The CCTV camera is used to view the system, and to evaluate the flow capacity and integrity of the pipe. We use the CCTV camera to identify breaks, roots, blockages, and we are able to record all the data to our main computer database. If a problem of roots or a blockage is found, we have a rodder truck to cut the roots. We then can bring in our flush truck to pressure wash and remove the debris from the pipe. Recently we acquired a piece of equipment called a pipe packer. This packer is used to repair the gravity sewer system using an air bladder to install a fiberglass patch to repair a break or root infestation. This can be performed without digging or stopping flow, which is cost efficient, saving the Districts thousands of dollars.

The gravity system in some areas is aging very well. However, we have identified several areas that pose a concern. The Districts will be taking a proactive step in rehabilitating our poorly aged sewers by investing in what is called slip lining technology. The slip lining is done with no excavation, no traffic issues, no backfill or paving costs and minimal loss of service to our customers. Similar to the pipe patch technology, slip lining can repair several hundred feet of pipe. In 2005, we slip lined the entire 800 feet of Crawford Lane in Lakewood. After curing, the product is as rigid as a plastic PVC pipe. In 2013, we have contracted $320,000 to slip line over 6,000 ft. of badly broken pipe, which is approximately 2% of the gravity sewer.

The most noticeable feature in our collection system is our manhole covers; we even made the manhole cover part of our logo. It has been questioned why the manhole covers are low and sometimes act like a pot hole. They are placed at least a half inch below grade to prevent snow plows from hitting them. The manholes built in the late 1930’s are double-walled, hand-laid, red brick averaging 6’ to 8’ ft. deep. We are currently maintaining 1,833 manholes. Similar to the gravity pipe, some manholes are aging better than others. We go through every 3 to 4 years and inspect the manhole cover, frame, and brick work for infiltration, dilapidation, and overall condition. Several manholes will be reconditioned this year and next year using an epoxy coating. It is a new technology that has been developed to rehabilitate and protect the brick and mortar. In 2013 and 2014, we will recondition 150 manholes at a cost of $200,000, which is approximately 12% of the manholes.

Many of you may see us walking the streets and backyards and wonder, “What are they doing?” Well, the systems require bi-annual inspections and maintenance. If you are on a vacuum system, you may have a vacuum pit in your lawn. Inside that pit, there is a vacuum valve. Twice a year the valve is inspected and evaluated to ensure it is operating properly. We have replaced the vacuum valves that had been in service since the original installation of the vacuum system in 1986 with brand new valves. We began the upgrade of the vacuum valves in 2005 and completed the replacement in spring of 2013. The vacuum is generated from our vacuum stations. The vacuum stations are equipped with three vacuum pumps and two sewage pumps. The pumps are monitored and inspected on a daily basis. In 2002, the Districts upgraded the vacuum pumps with high efficient, high output vacuum pumps. In 2005, the stations were upgraded with high efficient centrifugal sewage pumps.
When a vacuum valve fires, it makes a distinct sound through the vent pipe for three to four seconds. If you hear a suction noise coming from the vent pipe at your home for a long period of time, the valve is probably misfiring. A crew will be called in and will walk from vacuum pit to vacuum pit looking for the misfiring valve. Please, if you hear this sound, call us at 716-664-9727, and let us know as soon as possible. Your call is greatly appreciated.

The low pressure system is another system that requires annual maintenance and inspection. Some homeowners may have a grinder pit and/or raised panel in their lawn. Inside the pit are a series of floats and a grinder pump. Each year we inspect the pump, floats and plumbing to be sure everything is operating properly. The pump grinds the solids as it pumps the wastewater. Every other year each pump is pulled and serviced. In 2002, all metal parts were removed from the tanks because of a rusting issue and retrofitted with plastic parts. The raised gray panels you may see near the grinder tanks were also replaced in 2004 thru 2006 because of a corrosion issue; they are now of fiberglass construction. The panel is somewhat distinctive because it is equipped with a red light. The red light is a warning light so if you see the red light flashing or hear an alarm from the raised panel, we ask that you call us immediately. Why? Because that alarm means it needs immediate attention, and you can be of great help to us by calling 716-664-9727.

Every day our crews go out into the Districts to check the systems, inspect the pumps at the pump stations and address problems as required. It is standard safety practice that our crews work in pairs when in the field. The jobs are dirty and dangerous at times. Sewer gas is deadly. Every time an employee enters a pump station or opens a manhole, they are placed in possible danger and must have someone beside them for safety reasons. They are in danger of asphyxiation due to toxic gases, of falling when entering the dry 40 feet deep vaults, of drowning in the very large wet wells, or of being electrocuted from the system that operates on 480 volts. We are proud of their dedication and safety record. The maintenance department works hard to keep the systems running at their best; however, there are times you may have issues with your facilities or concerns about your system. Please, don’t hesitate to call us first before making the call to the plumber. (716-664-9727) We are here to assist you and are on call 24/7. As the infamous saying goes: “We work hard to be #1 in the #2 business!!"
When the Sewer Districts were formed, records of each line, manhole, grinder, etc. were noted and drawn on maps. Customer connections were drawn on index cards. Over the last 10 years, SCCLSD has developed a comprehensive digital mapping system, which incorporates scanned copies of all of our paper records with accurate Global Positioning System (GPS) points of all of our manholes, grinders, vacuum valves and more.

A Geographic Information System (GIS) is a collection of computer hardware, software and geographical data for capturing, managing, analyzing and displaying all forms of geographically referenced information. With GIS we are able to link information to location data, such as addresses, parcels, or streets within a network and sewer infrastructure. We can layer all of this information to give a better understanding of how it all works together. GIS organizes geographical information so that the person reading the map can select data necessary for a specific problem. GIS maps are interactive.

On the computer screen, SCCLSD employees can scan a GIS map in any direction, zoom in or out, and change the nature of the information contained in the map. Users can chose whether to see the roads, parcels, manholes, grinders, vacuum valves, isolation valves, etc. More importantly, the user chooses how this information should be depicted.

The SCCLSD has deployed a mobile version of its GIS for use in the field on laptops and tablets. Personnel now have access to all drawings, connection cards, and CCTV video reports right when and where they need it.
SCADA

Supervisory Control And Data Acquisition, or SCADA, is a computer system for gathering and analyzing real time data. The Sewer Districts recently upgraded its aging radio telemetry system with a newer technology that uses cellular networks to transmit real time data from 19 major and minor pump stations throughout the collection system. This system alerts on-call personnel immediately when a problem is detected. The system is accessible to staff via any computer, tablet or smartphone, with internet access. In addition to alarm notifications, the system provides a wealth of data to maintenance personnel, including pump performance and efficiency, allowing the Districts to perform preventative maintenance before a problem occurs. Two rain gauges have also been installed as part of the new system. This data allows staff to monitor the effects of rain events on wastewater flow rates.
In August of 2003, the Districts’ Board of Directors approved a Fats, Oils, and Grease Policy (FOG) which details the methods for compliance with Local Law 6-94 Article 9 stating that no commercial institution shall discharge fluids to the sewer system containing more than 100 mg/L of fats, oils or grease. They instituted this policy to protect the collection system and the treatment plant. Grease blockages are expensive to the District: the crew must find the source of the blockage, release the jam with specialized equipment and then clean the line thoroughly. In certain instances, they have had to dig up clogged lines, to cut and replace them. All this has to happen without stopping service to upstream customers. At the Treatment Plant, grease can foul and break pumps and motors.

The most economical and prudent method for dealing with the grease problem is proper pretreatment of waste streams to reduce or eliminate the introduction of grease into the collection system. The sources of the largest potential grease discharges are required under this policy to limit/prevent their grease from becoming a problem. There are multiple sources of FOG in commercial kitchens. FOG from some of these sources can be recycled and should never be discharged to the sewer system. Waste cooking oil is one of the major sources of FOG that can be recycled, and some recyclers may pay the restaurant a small fee for the waste oil. Commercial establishments should ensure that personnel are trained to properly store waste oil for recycling and not pour it down the sink. Ideally, garbage grinders should not be used at all. They greatly increase the amount of solids and FOG discharged to the sewer system. If they are used, they must discharge into a grease trap/interceptor, not directly into the sewer. Use of a garbage grinder will most likely increase the frequency of maintenance needed for a grease trap/interceptor. Disposal of food as solid waste in the trash is encouraged instead of using garbage grinders.

Some soaps or chemicals may dissolve FOG and transport it out of the facility, but they can have harmful effects on the treatment system. They do make the FOG dissolve and move downstream; however, the FOG problem just re-appears somewhere downstream. The use of chemicals for control of grease in the sewer collection system is absolutely prohibited by the SCCLSD.

By its very nature, grease will adhere to many types of surfaces, with sewers being especially vulnerable to grease build-up. The cool internal surfaces of sewers provide ideal locations on which thin layers of grease can build up. While a large clump of grease will not attach itself to a pipe, it will leave a tiny portion of itself if it does come into contact with the pipe. Over a period of time, subsequent “touches” by clumps of grease will build up to the point that the sewer is completely choked by a “grease log.” Grease also accumulates in the wetwells at pump stations, where controls can become fouled and prevent pumps from operating properly. When wastewater can no longer get past a grease build-up, it must go somewhere. Wastewater will seek the nearest outlet, which may be a manhole or the customer’s lateral, sometimes backing up into a house or business. Back-ups resulting in an overflow into the street are not only a health hazard, but will result in a violation to us from the DEC with enforcement actions and possible fines.

Pretreatment is accomplished by the installation of a grease interceptor which is a large enclosed chamber, usually 1,000 gallons in size, installed underground just outside the building. It is designed to separate and retain oil and grease from the kitchen wastewater. Separation is accomplished by
the fact that fats and grease will have enough time to solidify inside. Treated wastewater, nearly free of FOG, passes through the chamber and on to the sewer. In order to ensure efficient operation, the separation device must be cleaned periodically to remove the accumulated grease and settled solids and to restore required separation volume.

The Districts have had very few line blockages due to FOG since initiating this Policy. Residential homeowners can also help by draining their grease into old containers throwing it into the trash rather than allowing it to go down the drain. We also discourage the use of sink grinders as they only add unnecessary loading to the treatment plant.

PHOSPHORUS

In 2004, the New York State Department of Environmental Conservation (NYSDEC) added Chautauqua Lake to the Clean Water Act Section 303(d) list of impaired water bodies that do not meet water quality standards. NYSDEC had identified phosphorus as the primary cause of water quality impairment in the lake. Phosphorus is essential to the growth of algae and other biological organisms. When it is present in excess, it may pollute the water body by causing excessive growths of rooted or floating aquatic plants, which can also negatively impact dissolved oxygen conditions and aesthetic effects. Based on this listing and their designation as high priority waters, NYSDEC has developed a Total Maximum Daily Load (TMDL) for Phosphorus in Chautauqua Lake. A TMDL determines the maximum amount of a pollutant that a water body is capable of assimilating while continuing to meet existing water quality standards. The South and Center Chautauqua Lake Sewer Districts, along with the other NYSDEC permitted major dischargers, has been given orders to implement treatment process improvements to achieve the new phosphorus TMDL. We voluntarily began tracking phosphorus and nitrogen-loading, another nutrient of concern, to the plant and the amounts in our discharge back in 2002. We have been able to increase our removal rates by making process changes which enhanced removal through solely biological means. When compared to the number NYSDEC has assigned to us, we are already meeting phosphorus removal limits. This does not mean that we will not have to make investments in upgrading our plant, however. We will want to be assured that we are doing everything we can to meet our limits. We also know that NYSDEC is currently developing nutrient criteria for the Chadakoin River that may provide justification for an even more stringent phosphorus limit for us in the future and possibly nitrogen. There will be significant costs involved, but we will evaluate our alternatives carefully in order to safeguard our environment.
PAST, PRESENT & FUTURE PROJECTS

Due to the critical nature of the SCCLSD operation and the aging equipment at the treatment plant and pump stations, we have taken a proactive approach to prevent catastrophic failures. Each year, staff evaluates existing equipment and prioritizes replacement and rehabilitation.

- In 2001, five of the twenty-one major drive units with related equipment were replaced.
- We continue the work of rehabilitating deteriorated pipelines and manholes with slip lining and epoxy coating.
- Earlier this year, a new standby generator was installed at the treatment plant to provide power to run the plant in the event of a power outage. Emergency generators are also located at the major pump stations.
- This year, the steel and concrete in six of the tanks at the treatment plant will be rehabilitated.
- Starting in 2014, pumps will be upgraded at most major pump stations.
- Each year, maintenance equipment and vehicles are upgraded, as necessary.

BUDGET

The South & Center Chautauqua Lake Sewer Districts are an enterprise department of Chautauqua County. This means that we are totally funded by you, our ratepayers. We must balance our budget and plan for the future. Some areas of our collection system of pipes are thirty years old, but much of the infrastructure is from the 1940’s when Celoron and Lakewood were sewered. A small bit of our system dates back to the 1920’s. These lines have failures, as you read in another section. The equipment at the Treatment Plant was installed with a 20-year life expectancy. That was 33 years ago! To prevent equipment failure and possible loss of service, we must continue to rehabilitate and upgrade.

Our current financial status is sound. We typically operate on a 2.6 million dollar budget and are able, with our rate schedule, to always keep a reserve fund, some of which is earmarked for upgrades, and some as an emergency fund. We try our best, and hope you now have a better understanding of what we do here. We can’t shut down!