



LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Dear Valued Customer,

On behalf of the Lake County Department of Utilities, we welcome you as a customer. Whether you have just moved into Lake County or simply relocated, we hope this informational packet will better acquaint you with our resources and services.

- **Great Tasting High Quality Water – Water Quality Report**
- **Easy Payment Options – Accept All Major Credit Cards**
- **Money Saving Tips - Free Emergency Assessment Service**
- **Access to Special Collections Events – Quarterly Happenings by Solid Waste Management**
- **Landfill Information – Saturday Hours Reserved for Residents**

Our vision for customer service involves utilizing today's technology to engage our customers with courteous, quality and timely service. Please contact David Schick, Public Service Coordinator, at (440) 350-5766 if you have any questions or concerns. We also encourage you to visit us at LakeCountyOhio.gov/Utilities for more information.

We look forward to working with you and thank you in advance for your confidence in our department.

Sincerely,

Matthew C. Armand
Director of Administration
Lake County Department of Utilities

Mission Statement:

Our mission is to supply safe drinking water to our homes, clean water to our rivers and lakes and prevent unnecessary fill to our land. This will be accomplished by striving to maintain a level of management and operating excellence recognized as the best in the utility industry.





LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Contact Telephone Numbers

NORMAL BUSINESS HOURS:

Monday–Friday 8:00AM – 4:30PM

(Closed on Holidays)

Customer Service/Billing Inquiries:

440-350-2070 *Eastern/Central Lake County*

440-918-2070 *Western Lake County*

440-428-4348 ext. 12645 *Lake County Services Main Menu*

Waste Water Maintenance-Sewer Backups Notification Line

440-350-3431

Water Maintenance-Leaks/Breaks Notification Line:

440-350-2725 *Eastern Lake County*

440-918-3416 *Western Lake County*

Solid Waste Facility Office:

440-350-2644 or 440-918-2644

Landfill/Scale House

***OPEN:**

**7:00AM-3:30 PM Monday-Friday
and 9:00AM-1:00PM Saturdays**

AFTER HOURS EMERGENCIES: CALL ANYTIME 24/7

Waste Water Treatment Plant:

440-350-3431

Water Treatment Plant:

440-350-2155 (Bacon Rd.) *Eastern/Central Lake County*

440-428-4359 (Bacon Rd.) *Eastern/Central Lake County*

440-918-3420 (Aquarius) *Western Lake County*





LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Department

Water and Sanitary Sewer Service Provider

| MUNICIPALITY | WATER | SANITARY SEWER |
|---------------------------------------|--|---|
| Concord Township (440-354-7500) | Aqua Ohio City of Painesville LCDU & Private Wells | LCDU & Private Septic |
| Eastlake (440-951-1416) | LCDU | City of Eastlake |
| Fairport Harbor (440-352-3620) | Fairport Harbor Village | LCDU |
| Grand River (440-357-5222) | City of Painesville | LCDU |
| Kirtland (440-256-3332) | Aqua Ohio | LCDU (portion of city) & Private Septic |
| Kirtland Hills Village (440-974-9090) | Aqua Ohio | Private Septic |
| Lakeline (440-946-6189) | LCDU | City of Eastlake |
| LeRoy Township (440-254-4601) | Private Wells | Private Septic |
| Madison Township (440-428-5128) | LCDU & Private Wells | LCDU & Private Septic |
| Madison Village (440-428-7526) | Madison Village | Madison Village |
| Mentor (440-942-8796) | Aqua Ohio | LCDU |
| Mentor-On-The-Lake (440-257-7216) | Aqua Ohio | LCDU |
| North Perry Village (440-259-4994) | LCDU | LCDU |
| Painesville City (440-352-9301) | City of Painesville | City of Painesville |
| Painesville Township (440-352-1443) | Aqua Ohio City of Painesville LCDU & Private Wells | LCDU & Private Septic |
| Perry Township (440-259-5140) | LCDU & Private Wells | LCDU & Private Septic |
| Perry Village (440-259-2671) | LCDU & Private Wells | LCDU & Private Septic |
| Timberlake Village (440-942-6460) | LCDU | City of Eastlake |
| Waite Hill Village (440-942-1612) | Aqua Ohio & Private Wells | Private Septic |
| Wickliffe (440-943-7100) | LCDU | City of Wickliffe & Private Septic |
| Willoughby (440-951-2800) | LCDU | City of Willoughby |
| Willoughby Hills (440-946-1234) | LCDU | City of Willoughby Hills |
| Willowick (440-585-3700) | LCDU | City of Willowick |

***LCDU (Lake County Department of Utilities)**

Please contact your respective provider for water and sanitary sewer rates

The Lake County Department of Utilities
105 Main Street
Painesville, Ohio 44077

LCDU Contact Telephone Numbers:
Eastern 440-350-2070
Western 440-918-2070

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P: (440) 350-2645 • P: (440) 918-2645

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LAKE COUNTY DEPARTMENT OF UTILITIES

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Easy Payment Options

To avoid a **5% late fee**, payment must be received in the LCDU billing office by the due date.

FREE AUTOMATIC PAYMENT PLANS:

Download an application form from LakeCountyOhio.gov/Utilities, call us at 440-918-2070, 440-350-2070, or pick up a form when you make a payment in-person.

CHECKS/ONLINE BILL PAY

LAKE COUNTY DEPARTMENT OF UTILITIES
PO BOX 8005
PAINESVILLE, OHIO 44077-8005
*Checks Payable to L.C.D.U.

CREDIT CARD: All major credit cards are accepted, you will need your utility account number.
A convenience fee of \$2.00 or 2.5%, whichever is greater, will be assessed for this payment option



PHONE: Pay by phone number below, you will need your utility account number.
A convenience fee of \$2.00 or 2.5%, whichever is greater, will be assessed for this payment option

1-888-315-9033

MAKE A PAYMENT IN-PERSON:

Lake County Dept. of
Utilities
125 E. Erie Street
Suite #7
Painesville, Ohio 44077
8:00AM - 4:30PM
MON-FRI

Drop Off Box Location
(Front of Building)
Lake County Dept. Of
Utilities
125 E. Erie Street
Painesville, Ohio 44077

Lake County
Administration Office
Dept. Of Utilities
Nolan Building, 2nd Floor
105 Main St.
Painesville Ohio 44077
8:00AM-4:30PM MON-FRI





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TIPS: Leak Detection

An unattended leak can worsen and cause significant damage to your property, not to mention a very expensive water bill. Since most leaks are metered, below are some tips to help you detect a suspected leak:

**A LEAKY TOILET CAN WASTE
UP TO 60,000 GALLONS A QUARTER.
ADDING UP TO \$3,000 TO YOUR UTILITY
BILL!
- MAKE REPAIRS TODAY -**



STEP 1: Locate your water meter. If it is inside your home, see step two. If your meter is located outside, you should not attempt to open the vault lid; rather, call us.

PHONE: 440-350-2070 / 440-918-2070



STEP 2: Turn off all faucets and appliances that use water.

STEP 3: Most meters have a small red dial known as a leak indicator (See right corner of the illustration to the left). When the water is off, this dial should not be moving. Another approach is to observe the dials on the meter. Typically, you will have a straight-reading meter, which resembles an odometer in a car. If the dials on the meter are moving after the water has been turned off, this is another sign you have a leak.

Once you determine you have a leak, now it is time to identify the source and repair it. Look for signs of wet, warped or discolored stains on your ceilings, floors, walls, and woodwork. Also, pay close attention to any portions of your yard or driveway where puddles never seem to dry up—this can indicate an underground leak.

Replacement parts and repair kits can be inexpensive and are available at most home improvement stores. If you do not feel comfortable performing the repair yourself, it is recommended to contact a trusted plumber.

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TIPS: Preventing Freezing Pipes

It is critical to take precautionary measures to prevent your pipes from freezing and breaking. Broken pipes can lead to very costly repairs. For your convenience, below are some quick and easy tips to help prevent pipes from freezing:



- **Outdoor Prevention:**
 - Disconnect and drain outdoor hoses
 - If you have a lawn sprinkler system, drain the water from your sprinkler supply lines
 - Cover and insulate any outside faucets
- **Indoor Prevention:**
 - Close inside valves that supply outdoor spigots, open the outside spigot valves, and allow any remaining water in the pipes to drain
 - Keep garage doors closed if there are water supply lines located in the garage
 - Insulate any pipes that are located in unheated areas including crawl spaces, attics, garages, pipes located against exterior walls
 - Consider wrapping pipes in unheated areas with electric heating tape
 - Allow a trickle of water to run from any faucets that have pipes located along exterior walls. The constant flow of water will help prevent sitting water in the pipes from freezing
 - Keep the thermostat set to a reasonable temperature at all times, even at night or while away from your home for a long period of time. Although you will save money on your heating bill, if too low it could also cause pipes to freeze

THE BEST APPROACH is to turn your water off at the main shut-off valve, then open all your faucets to drain any extra water in the pipes. Knowing the location of the meter shut-off valve, and making sure it is operable is even beneficial for non-weather related emergencies when the water to your home needs to be turned off. The shut-off valve is usually located where the water line comes into your house from the street, and is typically before the water meter.

If a frozen pipe is detected, use an electric hair dryer or portable space heater to help thaw the pipe.

WARNING: Never use a blowtorch or other flammable devices.



TIPS: What Not to Flush

WARNING: Disposing of the following items down your toilet, sink, drainpipe or garbage disposal may potentially cause blockages and may lead to:

- Raw sewage overflowing in your home
- An expensive and unpleasant cleanup
- Potential contact with disease-causing organisms
- Threats to the environment

Kitchen Items:

- Fats, oils, lard, butter & grease from cooking
- Coffee grounds, egg shells, chicken bones & pasta
- Vegetables & fruits with seeds, pits & cores
- Produce stickers

Personal Items:

- Feminine hygiene products
- Disposable diapers & baby wipes
- Condoms, rubber & latex items & cigarette butts
- Prescription & over-the-counter medications
- Paper towels & cotton swabs
- Disposable/flushable toilet brushes
- Hair, needles & syringes

Other Items:

- ALL items marked as “flushable,” other than toilet paper
- Cloth rags & sponges
- Toys
- Bag/wrappings, cardboard & any plastic items
- Motor oil, transmission fluids, anti-freeze or other toxic chemicals
- Solvents, paints, turpentine, nail polish & polish remover
- Flammable or explosive substances
- Corrosive substances that are acidic
- Flushable cat litter & aquarium gravel
- Plastic bags, bottles, & swabs
- Clothing labels

IMPORTANT: The private lateral, the part of the drainage network between your home and the public sewer, are the responsibility of the homeowner to maintain.

It is always recommended to properly dispose of waste by means of composting, recycling or your garbage receptacle.



TIPS: Avoid Sewer Backups

One way to minimize possible backups into your home is to avoid pouring FOG down your drain.

What is FOG?

Fats, Oils, and Grease (**FOG**) come from meats, butter, margarine, cooking oil, lard, dressings, food scraps, sauces, gravy, and dairy products. Every day, people dispose of these by pouring them down their drains and clogging up their pipes. Eventually, this can lead to costly sanitary backups in their homes as well as to the public sewer system.






Why is FOG a Problem?

When FOG goes down the drain it hardens and causes sewer pipes to clog. This typically happens more often during winter months when the weather becomes colder. If this happens, there's a high risk that sewage may back up and "overflow" into your home, yard, neighborhood and streets.



What are the DO's and DONT'S regarding FOG disposal?



-  • **DO:** Collect grease in a container (coffee can, tuna can or any other sealed container that will not burn or melt), wait for it to cool and harden, then dispose of it in the trash
-  • **DO:** Scrape excess grease and food scraps into the trash
-  • **DON'T:** Pour fats, oils, or grease down the drain
-  • **DON'T:** Use the garbage disposal for greasy or oily food scraps
-  • **DON'T:** Rely on hot water and detergent to dissolve grease. They only remove grease from your plates, but the grease still goes down the drain where it can harden and cause blockages.



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TIPS: Emergency Assessment Service

As our customer, we want you to know our recommended step-by-step process to follow if this back-up emergency happens to you. We offer a **FREE ASSESSMENT SERVICE** to assist you in the initial assessment, possibly saving you hundreds of dollars in a service call to your plumber*.

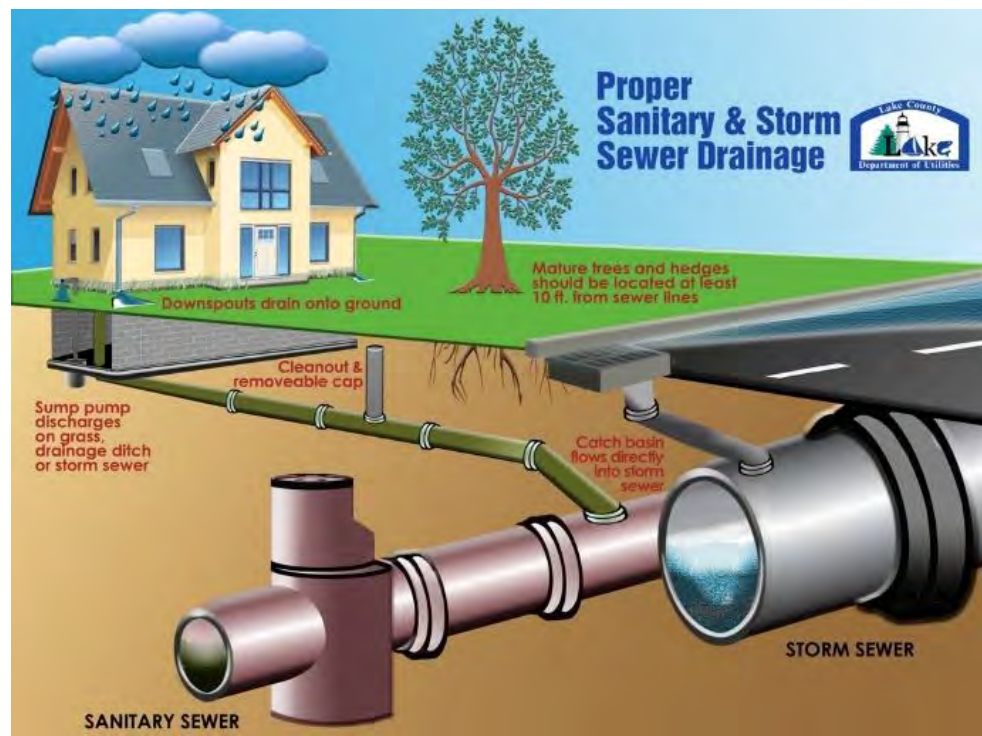
Easy step-by-step process:

1. If possible, try to carefully close as many drain openings as you can by using proper plumbing apparatus (i.e. rubber plumbing plugs).
2. Don't run any water or pour any liquids down the drain until the issue is addressed.
3. **Call LCDU FIRST to report the issue.** We will check the public sewer main for issues and recommend an action, which may be contacting a plumber to assist clearing the blockage.
4. Call your homeowners' insurance company to determine what coverage may be available.

SEWER EMERGENCY:

Sewer Backup
Notification Line

440-350-3431



*Customers are responsible for green sanitary lateral lines from their house to the public sewer main, see graphic.





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Solid Waste Management District:

| -- 2018 -- LAKE COUNTY SOLID WASTE MANAGEMENT DISTRICT RESIDENTIAL SPECIAL COLLECTIONS EVENTS | | | |
|---|---|--|---|
| EVENT | EVENT | EVENT | EVENT |
| (NEW) Electronics Collection | (NEW) Electronics Collection | (NEW) Electronics Collection | (NEW) Electronics Collection |
| Scrap Tire Collection | Scrap Tire Collection | Scrap Tire Collection | Scrap Tire Collection |
| Household Hazardous Waste Collection | Household Hazardous Waste Collection | Household Hazardous Waste Collection | Household Hazardous Waste Collection |
| (NEW) Electronics Collection | (NEW) Electronics Collection | (NEW) Electronics Collection | (NEW) Electronics Collection |

For Additional Inquires Please Contact:

Tim Gourley 440-350-2908
Solid Waste Facility Superintendent
Tim.Gourley@LakeCountyOhio.gov

David Schick 440-350-5766
Public Service Coordinator
David.Schick@LakeCountyOhio.gov



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Solid Waste Facility: Landfill Information

IMPORTANT:

- All vehicles must be **TARPED**, you will not be admitted otherwise
- Saturdays **RESERVED** for residents only with cars and pickup trucks. No commercial trucks, dump trucks, stake body trucks, or box vans are permitted on Saturdays. See operation hours listed below*
- No Demolition Waste Accepted: Solid waste originating from the demolition of buildings, roads, and other structures
- No Liquid/ Hazardous Waste Accepted: Paints, chemicals solvents, automotive fluids, used motor oil, pesticides, or batteries
- No Yard Waste Accepted: Brush, tree branches, stumps, grass, leaves, fire wood, weeds, or bushes

Lake County Fees:

\$32 per ton/dumping in the building
\$30 per ton/dumping in the landfill
(Ask about out of county rates)

No rims on tires, limit 6 per residence
Car Tires \$3 each
Truck Tires \$5 each
Appliances \$5 each

Address:

2039 Blase Nemeth Road
Painesville Twp., Ohio 44077
Office: 440-350-2644

Hours of Operation:

Monday-Friday 7:00AM-3:30PM
*Saturday 9:00AM-1:00PM
Sunday-Closed

Solid Waste Facility Superintendent:

- Tim Gourley
- 440-350-2908

2018 Holiday Closings:

Jan 1, May 28, July 4, Sept 3, Nov 22
and Dec 25

2019 Holiday Closings: Jan 1, TBA



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TIPS: Disposing of Pharmaceuticals

The Lake County General Health District and Solid Waste District administer the Pharmaceutical Drug Collection & Disposal Program. This program allows residents to remove controlled substances from medicine cabinets in a swift timeframe, thereby reducing confusion, abuse, and the disposal of unwanted drugs down the toilet or in the trash. All pharmaceutical drugs collected in these bins will be destroyed safely by incineration.

WARNING, DO NOT BRING: Mail Orders, Needles, or Syringes

NOTE: Remove or black out personal information on the pharmacy label, otherwise leave in the original package/container

What to Drop Off: Pharmaceutical Drugs Only

- Unused Medications
- Expired Medications
- Prescription Pills
- Non-Prescription Pills
- Syrups
- Creams
- Pain Relievers
- Cold/Flu Medicine
- Vitamins
- Pet Medications

Here are the convenient collection sites for residents:

- Eastlake Police Dept.
- Lake County Sheriff Office
- Lakeland C.C. Police Dept.
- Madison Twp. Police Dept.
- Mentor Police Dept.
- Willoughby Hills Police Dept.
- Willoughby Police Dept.

Hours:

Monday-Friday 7:00AM-8:00PM

Saturday 9:00AM-5:00PM

Sunday 1:00PM-5:00PM *Except Lakeland C.C. location

For additional assistance, contact the Health District at 440-350-2543 or lcghd.org



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