

*SHRWD*  
*Newsletter*  
*Summer 2017*



*2017 Awards*

SHRWD is proud to announce that we have been awarded both the IWEA Laboratory Excellence Award and the IWEA Excellence in Safety Award. Our staff worked diligently to update our policies, procedures and processes in order to be ready for the inspection process. Both awards require an on-site intensive inspection of the plant. Each award requires a score of 95% or better. Working towards these awards helped us to fine tune our current processes and become a safer facility. We are all proud to have accomplished this goal for South Henry Regional Waste District!

*SHRWD Conducts Rate Study*

A rate structure is intended to make sure that we generate enough money to cover expenses as well as make needed changes to the system. SHRWD's most recent study was conducted in 2014. At that time SHRWD was able to hold rates without an increase due to refunding of bonds that provided savings. SHRWD has held our current rates steady since 2009!

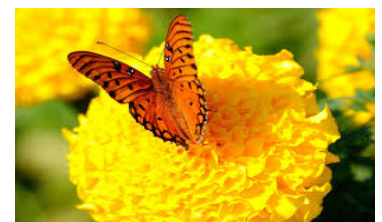
SHRWD is currently undergoing another rate

study. Our rate study is being conducted by Umbaugh and will be completed within the next month. A successful rate study will determine the revenue needed to operate as well as the cost of service.

Our customers will be made aware of the results of the rate study towards the end of 2017. SHRWD will inform customers of suggested rate changes, and the reason, if needed. SHRWD will continue to

find ways to operate that will keep our customers rates as low as possible. Currently, we have been able to maintain rates that are well below the average for the State of Indiana.

Please call our office with any questions you might have concerning this process. SHRWD will be glad to help.



**Congratulations!**

SHRWD is proud to announce that Tricia Haler recently passed the Class II Operator's test required by IDEM to operate a facility the size of our treatment plant. This is an extremely difficult test to pass. Please join us in congratulating Tricia on this accomplishment!

*Planning Grant Update*

In December of 2016 SHRWD reported that our OCRA planning grant had been awarded and that a study would be conducted on our collection system in 2017. FPBH, Inc., our engineering firm, conducted the study and suggested that

several items need to be addressed. Following are the items suggested: Flying J lift station upgrade, re-routing of the sewer force main that currently runs from Flying J to Spiceland to alleviate flow to Spiceland and Dunreith, and

safety nets installed at all lift stations. With these changes our 24 year old system will have the needed items to continue to operate smoothly and efficiently.

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PERMIT NO. 1

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**We're on the web!**

**Shrwd.org**



## *Reliable Service Tips*

*It's the simple things in life!*



Reliable service starts at home. What you do in the home matters: to our system, the environment and even to your rates. Every time you use a faucet or flush a toilet you are creating wastewater: an average family will put approximately 80-100 gallons per person down the drain every day. Practice these tips to keep your service running smoothly and affordably.

1. Beware of FOGG-household fats, oils, grease, and grit. These items should not be rinsed down the drain!
2. Use your garbage disposal properly. Use cold water when using your disposal and allow it to run for 30 seconds after food has been cleared.
3. Know what to flush-human waste and toilet paper only!
4. Know your lateral-you should know the location of the sewer lateral and clean out on your property.
5. Be Plant Wise-Don't plant trees or shrubs over the sewer lateral on your property.
6. Our costs are your costs-clogged pumps increase operations costs, which can directly affect sewer rates. With 10 major pump stations, providing reliable service means that every pump station needs to be operating efficiently and effectively. Put hair from a brush or drain in the trash. Do not flush hygiene products, wipes, or diaper wipes. Do not flush paper towels. Do not flush dental floss or q-tips. Do not flush cigarettes.
7. Know who to call-You can call the district 24hours a day/7 days a week at 765-987-8432.