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Growth spurs expansion of facilities

Del-Co Water is growing and improving our facilities to ensure we can provide the quality of service our customers deserve. A new building on our main campus is under construction. It will house a new training facility, our engineering and distribution departments, and an attached pull-through garage to allow for more efficient and proper storage of Del-Co's large equipment. Del-Co employed eighty-nine staff members when we constructed the first training room in 2006. With steady development in our service area, our staff expanded to 110 full-time team members,

a 24% increase over twelve years. The new complex will house our growing team and provide a place for training Del-Co staff and external organizations or groups in need of space.

The ground floor will feature twenty-one office spaces with an open pass-through design, a food prep kitchen and lounge area, and five pull-through equipment bays with integrated job material storage. In addition, the new complex will feature a second-floor training room that can accommodate 250 people. We will have the ability to divide the space into



three sections for simultaneous training. Some features include a cloud-based ceiling to reduce echoes, a projection screen that is 92" by 164", elevator

accessibility, and much more.

Co-Authors: Brian Leach and Ben Rogers

Be prepared for the cold with these safety tips

Whether at home or work, if you're prepared for the hazards of winter, you're more likely to stay safe when temperatures plunge. Here are some recommendations to consider to ensure you and your home are winter-ready.

Practice Safe Shoveling

Snow removal is responsible for thousands of injuries yearly, so if you're shoveling for extended periods, you're putting your body and heart at risk. Remember to take it slow and not work to the point of exhaustion – it's okay to take breaks!

Carbon Monoxide Awareness

Carbon Monoxide poisoning is most prevalent during winter when we utilize various heat sources. If the carbon

monoxide detector in your home sounds, immediately evacuate and call 911. Other critical ways to prevent CO exposure are to avoid the indoor use of un-vented gas-burning appliances, un-vented gas or wood-burning stoves, and un-vented fireplaces.

Protect Those Pipes

Prevent interior water issues by insulating pipes exposed to freezing temperatures. Pipes that border an exterior wall have the most potential to freeze, so they should be insulated properly. In extreme cold, faucets should be opened slightly as this encourages water flow and reduces the opportunity for frozen pipes.

Electrical Safety

Mitigate outdoor electrical issues by inspecting the

exterior of your home, specifically looking for damaged or frayed wires, as these are vulnerable to adverse conditions. Ensure that electronic decorations have tight-fitting connections: three-prong outlets are optimal. Cords should be stored away from central walkways to prevent trip hazards. To prevent fall hazards, inspect ladders and adhere to the 3-Point Contact rule. To prevent fire hazards, avoid concealing cords beneath flooring – mats, rugs, and carpeting.

Cold Stress Prevention

Reduce the factors of cold stress by layering, as it provides better insulation from the cold – this includes inner, middle, and outer layers. Be sure to reach for headwear that

will cover your ears and head. Why? About 50 percent of body heat is lost through the head.

Craft a Vehicle Emergency Kit

If possible, avoid hitting the road during hazardous winter weather conditions. If you absolutely must venture out, be sure to have emergency supplies and a fully charged mobile phone. Your cellphone could become your primary lifeline if disaster strikes.

Although safety isn't guaranteed, following these tips can lead to a merrier holiday season!

Billy Gibson -Safety Manager

Del-Co recognized for community outreach

Being active in our community and helping those in need is very important to Del-Co Water. Over the past several years we have intentionally focused on these efforts, establishing partnerships with the Alpha Group, Stratford Ecological Center, People-in-Need, the United Way, Lutheran Social Services, environmental advocacy groups, local school districts, colleges, source water protection groups, and many more.

We take great pride in the progress we have made in research, watershed protection, and industry partnerships. However, we are even prouder of our contributions that help our community – participating in events such as the Alpha Group Duck Derby, Water for People 5K Race, and the United Way Supplies for Scholars, while also holding an annual service-day, in which Del-Co closes its offices and dedicates the entire day to assist in the needs of another non-profit organization. For the past several years, this service-day



Del-Co volunteers at Flying Horse Farms

has been held at Flying Horse Farms, an organization that makes it possible for children with serious illnesses to heal, grow, and thrive.

While the sense of pride and purpose is rewarding enough, it is always nice to be recognized for these philanthropic efforts, as was the case in

2022 when Del-Co was awarded the Outstanding Business of the Year by the Delaware County Foundation as well as the Corporate Citizen of the Year by the Delaware County Chamber of Commerce! As we look forward to the future, we also look forward to strengthening our bond with the communities we serve.

Odor in water is an indication of possible issues

Many customers call in about a sulfur/sewage/rotten egg smell coming from their water. However, water is rarely the culprit in these cases. Instead, these three conditions cause most cases: dirty/dry drains, hot water tanks, or stale water. We'll talk about each issue a little more in-depth below.

1. Dirty/dry drains- As bacteria, food, and household waste builds in the drains of your sinks, bathtubs, or showers, it decomposes, giving off nasty-smelling vapors. In many cases, this is caused by a dry drain trap. Dry drain traps can be caused by leaking plumbing or the water in your trap has evaporated. Either of these can release sewage gases into your drain. When you turn on the water, it can push the gases out into your home, creating the assumption of the smell coming from your water.

2. Hot water tanks- Hot water tanks have a sacrificial anode rod often made from magnesium or aluminum. These rods last between two to four years and attract

corrosion and mineral build-up to increase the life of your hot water tank. Once these anode rods lose their protective abilities, they will fail to protect your water tank. The corroded metal rod will react with the sulfites in your water, creating hydrogen sulfide, which can cause your hot water to smell like rotten eggs.

3. Stale water- Some homes have long service lines or are in areas with low usage. Lack of use can cause similar issues, but the smell typically isn't as strong as the causes mentioned above. It is not unusual to notice a funky smell when using your water for the first time after returning home from an extended vacation or business trip.

Now that we have established some common causes for sulfur/sewage/rotten egg-smelling water, let's go over a quick and easy way to figure out which applies to you and how to fix it!

The smell tests! Take two glasses and fill one with cold water and one with hot water. Walk into another room or outside and smell the water. If there is no smell in

your cold water or hot water, the smell is coming from your drain. Drain odors can be remedied by looking for leaks in your plumbing, cleaning your drain with commercial cleaners, or simply reintroducing water into your drain trap to keep the gases from escaping into your home. If your cold water does not smell, but your hot water does, then the smell is coming from a bad anode in your hot water tank. Replacing your anode or having a plumber replace your anode would fix this issue. If the smell comes from your cold water, please do not hesitate to contact our water quality team to help resolve your issue. We usually accomplish this by flushing a hydrant in your area.

As always, we are here to help with any issues regarding water quality. If you have any questions or concerns, don't hesitate to get in touch with us. We're always here to answer any questions you may have about your water!

Co-Authors: Erik McEowen, Shannen Green, Ben Green.