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SPRING/SUMMER 2023

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# Three New Water Tanks to be Built by 2025

The last water tank that Del-Co constructed was the Flying Horse Farms Tank. That was back in 2009 and, after several years of investing capital funds on other infrastructure projects, rapid customer growth, and finalizing a Water System Master Plan, Del-Co strategically planned for three tanks to be constructed in Berlin, Genoa, and Harlem Townships.

The tanks will vary in capacity from 750,000 gallons to 2 million gallons. The Center Village Tank No.2 (Harlem Township) will be constructed next to the existing tank, and its primary purpose is to serve projected growth that is expected from the Intel semiconductor factory. The US 36 Tank (Berlin Township) will store one million gallons, providing existing and future customers in the up-and-coming Berlin Business Park area. Lastly, additional water storage is needed in Genoa Township due to growth and development. The new SR 3 tank will store two million gallons and will better serve the existing area.

This is Del-Co's first time constructing three water tanks at once, and these tanks will be the first composite-style elevated tanks in



the system. One of the biggest benefits of the composite-style is lower maintenance expenses. The composite tank pedestal uses cast-in-place concrete sections which eliminate the need to be painted, unlike the steel pedestal alternatives. Over time, paint begins to peel and rust which then needs to be repaired on top of other planned maintenance work.

The "bowl" is the only exterior portion of a composite elevated tank that is required to be painted. Construction crews plan to have the tanks operating by the summer of 2025.

*Judith Nuñez – Capital Projects Engineer*

## 2023 Water Rate Increase to take effect in June

Inflationary impacts on the utility's operating costs have forced Del-Co to assess our ability to continue operating responsibly under the current water rates. Unfortunately, the answer is that we cannot. Therefore, the Board of Directors approved a water rate increase of 6% for all Del-Co customers. The rate increase is

the first since the spring of 2019. Before making the final decision, the board considered all potential alternatives and resulting impacts on our customers. Don't hesitate to contact Del-Co's customer service staff with any questions. For more information, please visit <https://delcowerater.org/water-rate/>

## Del-Co Water's 50<sup>th</sup> Annual Meeting

Thursday, July 27, 2023

FOOD & ACTIVITIES FROM 5-7 PM | BUSINESS MEETING AT 7:15 PM

Del-Co is turning 50 and all members are invited!

FOOD TRUCKS | FAMILY ACTIVITIES | MOBILE PUB

JOIN US TO LEARN WHAT IT TAKES TO  
BRING WATER TO YOUR HOME!

SAVE THE  
DATE!



## Recruitment is a critical component of organizational growth at Del-Co

As Del-Co grows and more individuals, families, and businesses come to our system, there is a continuous need to attract talented individuals who can help support the company's mission. 2022 was a busy year as we made several key hires to help shore up our workforce, which saw Del-Co hire 17 full-time employees and 1 part-time employee. 2022 represented the greatest recruiting effort in the company's history – with personnel added to the Distribution, Maintenance, Operations, Customer Service, and Engineering departments.

Del-Co also remains committed to our employees, ensuring a valuable and fulfilling employee experience. Our turnover rate is vastly less than the industry norm, averaging over 12 years of tenure. The excitement and energy will continue in 2023. We have added our first-ever Chief Operating Officer and a furry friend to our staff as we will be rolling out a canine leak detection unit within the company! Are you service minded? We would love to have you consider joining our team! Please visit us at [delcowater.org](http://delcowater.org) and look at our Careers page. Del-Co believes in fostering a collaborative and inclusive work environment where everyone's contributions are valued. We look forward to reviewing your application and getting to know you better!

*Jim Wasil - Human Resources Manager*

## Summer Water Conservation

Warmer weather is finally here! That means peak usage and water conservation are hot topics for Del-Co. Did you know that our Operations Team, who produces that amazing water, is spread out at four different treatment facilities and serves 8 counties. The team consists of 20 employees that keep the water flowing 24/7, 365 days a year, regardless of weather conditions.

Del-Co can produce up to 45 million gallons of clean water every day and has 2.66 billion gallons of emergency raw water storage in case of drought or emergency. We take pride in serving our members and communities as our region grows and are constructing 3 new water towers to help



keep up with our increasing demand, which peaks during the summer. On average, we produce 13 million gallons of water per day, however, in the summer months, that can spike to over 27 million gallons/day. This increased

usage is mainly due to lawn watering, which makes a conservation program extremely important as we look at source water sustainability.

*Ben Rogers - Chief Operator*

## Chlorine factor in water taste & smell

Have you ever noticed a difference in the way your water tastes or smells? The chlorine we add to disinfect the water is often the culprit. However, there are many factors relating to chlorine that can cause these slight changes, including seasonal changes, chlorine combining with other water constituents, and water sitting in your pipes. Be assured that the chlorine is tested continuously at the treatment plants and daily in the distribution system.

However, sometimes customers will

choose to use a home kit to test for chlorine. Remember, these home kits approximate the chlorine concentration in the water. These types of home kits are usually used to test the chlorine in a pool, hot tub, or aquarium. If you need an accurate result (using an Ohio EPA-approved test method), please call us at 740-548-7746 and ask to speak to a Water Quality Associate. Generally, we can diagnose an issue related to chlorine, and we are always happy to assist our customers!

## Del-Co keeps Emergency Response Plan up to date

A water utility must be prepared to deal with many types of emergencies. Rest assured that Del-Co maintains an emergency response plan (ERP) created to respond to various natural and man-made events, including severe storms, contamination events, power outages, and drought. To deal

with severe storms and power outages, we have installed backup generators to provide onsite power to our water treatment plants and tanks. When dealing with contamination events, we have many built-in redundancies with our source water supplies and our 4 treatment plants. As we forecast potential

drought conditions, we prepare plans to conserve water however we can. In addition, Del-Co has partnerships with other water utilities we can rely upon in an emergency. We do our best to prepare for anything to keep your water flowing!