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Delaware, Ohio 43015

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Marengo, Ohio 43334

**FALL/WINTER 2025**

## Check Out Our New Customer Account Interface!

- Visit us at <https://delcowaterportal.com>
- Set your Communication Preferences
- Set up Automatic Payments
- Link multiple accounts



Call One of our Helpful  
Customer Service Associates at:  
**740-548-7746**

# Being Pro-Active with Valve Program

A common theme across Del-Co Water is to be proactive, not reactive, and our Distribution Team is doing just that. During a period of rapid growth in our service area from 1995 to 2003, we installed over 5,000 valves in our distribution system — with one small problem. The manufacturer hardware used to assemble the valves was not corrosion-resistant to the “hot” soil in our region. This condition allows the bolts to corrode and the valve sections to separate, causing immediate and sometimes catastrophic leaks.

To prevent property damage and system outages for our members, Del-Co has dedicated a crew to proactively locate and repair the affected valves across our system, replacing all hardware with corrosion-resistant stainless steel. Our goal, as always, is to provide safe, clean, and consistent water for our members and communities!

*Rusty Griffith - Distribution Manager*



## Going Paperless Benefits Everyone

Did you know your paper bill with a written check payment costs Del-Co more than double the processing cost of customers who are paperless? Even your paper bill with an electronic payment is almost 60% more expensive. Del-Co Water is a member-owned cooperative which means those added costs come out of your pocket in the form of higher rates. While it might seem small, with 56,000 customers, the costs add up quickly.

Please go to the Del-Co Water customer portal at <https://delcowaterportal.com> and use your account to log in or register. The QUICK LINKS at the top of the Welcome page will guide you to Paperless Billing. While you're at it, if you're tired of writing those checks, buying stamps, and walking to the mailbox in the rain or snow, autopay is your answer. The Federal Reserve Bank reported that for 2024, 71% of consumers made a mobile payment and 60% of bills were paid electronically from a bank account. It's time to save a tree, save some money, and save your valuable time.

*Rick Dunlop - Economic Development Manager*

## Del-Co Water Tudor Scholarship Available

The Del-Co Water Tudor Scholarship Program proudly supports the next generation of innovators and community stewards! Each year, two outstanding students from within the Del-Co Water service area will be awarded scholarships in honor of P.K. Tudor, our longtime General Manager and dedicated Board member. Students pursuing degrees in water, engineering, environmental studies, or related fields are encouraged to apply. See here for more information:

<https://delawarecf.org/scholarship/del-co-water-tudor-scholarship-program/>

## Colder Weather is right around the corner



As cold weather quickly approaches, consider taking these steps to make sure your water system functions properly all winter long.

**Outside:** Make sure your irrigation system is turned off and winterized for the season. Drain excess water out of hoses and disconnect them from outdoor spigots. If you have an internal shutoff for outside water lines, turn it off inside.

**Inside:** Make sure exterior walls and crawl spaces are well insulated to keep pipes from freezing. If you have water lines in any rooms with no heat such as a garage or outbuilding, consider extra insulation or on-demand heat during times of extreme cold. Letting a faucet drip slowly may add extra use to your water bill, but in times of extreme cold, can help prevent a line from freezing.

**Snowbirds:** If you would like your water turned off for the winter while you are away, please contact our customer service department and we can seasonally shut off the water at your meter. We request at least one business days' notice for all turn-offs and turn-ons.

*Jason Tharp - Billing Systems Lead*

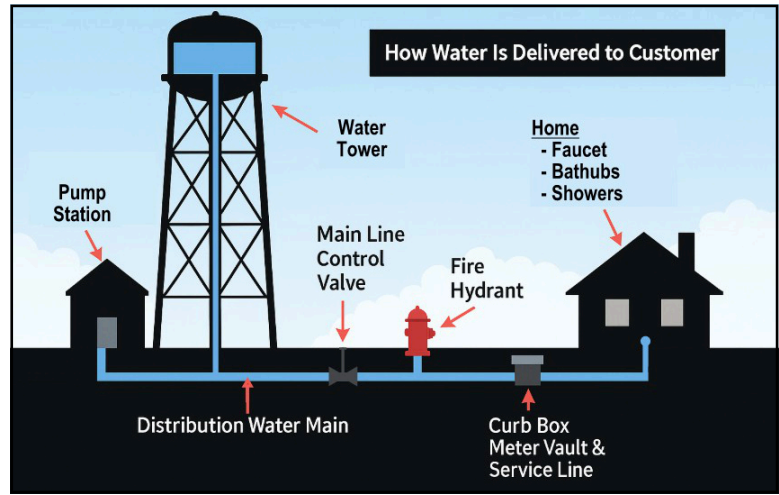
# How our Towers help us serve you

Ever driven by a water tower and wonder how it works? Del-Co has four different styles of water towers that provide a similar function – with water pumped into the water tower through a vertical pipe and into the “bowl” of the tower. The bowl of the water tower is the top part where water is stored for future distribution to homes, schools, and businesses. The bottom portion of the water tower is not filled with water. The bottom portion contains pipes, valves, and controls that are necessary for proper operation.

The elevation of water towers is higher than the surrounding land and this is what creates pressure, allowing water to flow through your home. The higher the water

elevation, the higher the pressure. The water in the tower flows by gravity through the distribution system to our customers. For every 2.31 feet of water in the tower, 1 pound per square inch (psi) of pressure is created. This is similar to the pressure in your ears when diving deeper into a pool. The column of water over your head is higher, and the pressure in your ears is also higher. Del-Co's water towers are different elevations depending on the pressure zone so we maintain a pressure of 45-80 psi in your home!

*Brian Coghlan -  
Chief Operations Officer*



**Myth:** “Bottled water is safer than tap water”

**The Truth:** Not necessarily! Many people assume bottled water is cleaner or more carefully monitored, but tap water is actually held to more rigorous standards. The U.S. Environmental Protection Agency (EPA) regulates public drinking water systems like ours, while the Food and Drug Administration (FDA) oversees bottled water. EPA rules require daily testing for things like bacteria, disinfectant levels, and other parameters – testing that bottled water companies don’t have to perform nearly as often. At Del-Co Water, our team collects and analyzes thousands of samples



every year to make sure your water meets or exceeds every state and federal requirement. Plus, tap water comes straight from a local, protected source – not a plastic bottle that’s been sitting on a shelf or transported across the country. So, when you pour a glass from your kitchen faucet, you’re choosing a safe, high-quality, and environmentally responsible source that benefits both your home and your community.

*Billy Gibson - Safety Manager  
& Employee Engagement*

## The More You Know...

Being a non-profit corporation, your tap fees pay for what we do! When a property owner becomes a Del-Co member, they pay a tap fee to connect to the water system. The tap fee consists of a capacity fee and an installation fee. The capacity fee funds long-term infrastructure investments, while the installation fee covers the direct costs of physically connecting a new service. Then, your monthly water bill covers the ongoing operation and maintenance of the water system. Along with the cost of the tap Del-Co requires all members to provide an easement that gives us access to our infrastructure so we can perform upgrades and repairs, like the Valve Program we are currently working on to avoid a catastrophic failure in the system.

Easements are typically adjacent to the road right of way. What this means is that if you have Del-Co waterlines and appurtenances installed on your property, it is your responsibility to keep this easement area as accessible as possible. That is why we discourage installing fences, trees, landscaping, etc. over top of the existing Del-Co facilities. Most Del-Co easements do not prevent you from using this area for your enjoyment. But in the case of an emergency, anything you have within this area has the potential to be damaged while our crews are in the process of making a repair or performing maintenance. If you have any questions regarding Del-Co easements on your property, feel free to reach out to us at 740-548-7746.

*Natalie Linkous -  
Senior Project Manager*

## You Win with People!

Del-Co is driven by our commitment to the communities we serve. The efforts of our 125 dedicated employees span more than a dozen departments and extend across eight counties. We will log over half a million miles on the road this year - traveling day and night, through rain or shine, to ensure safe, reliable, and timely service for every customer who depends on us. This highlights an obvious truth about our operations; our employees are our most valuable asset. As legendary Buckeyes coach Woody Hayes famously said, “you win with people”.

Are you service minded? We would love to have you consider joining our team! Please visit us at [Delcowater.org](http://Delcowater.org) and view 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*