DEL-CO WATER COMPANY

6658 Olentangy River Road
Delaware, Ohio 43015

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Marengo, Ohio 43334

**Fall/Winter 2026**

## Have a Smart Meter? Sign up for EyeOnWater®

Track your water usage and receive leak alerts with EyeOnWater, our free smart meter portal. Scan the QR code to sign up today!

Not sure if you have a Smart Meter or want to be added to our Fast Track list? Contact Us! **740-548-7746**

# When a Water Main Breaks, Our Work Begins

Most water main breaks are first reported by you, our members. While we monitor storage tank levels and system pressures, some breaks aren't large enough to be immediately noticed. Low water pressure, or visible water flowing from the ground, are common signs of a potential water main break; and our Water Treatment Operators are on duty 24/7 to dispatch on-call service technicians to investigate.



When a break is confirmed, we isolate the affected section of the main and notify members in the area. Before beginning excavation, Ohio law requires that underground utilities are located. This is done by calling 811 to contact OUPS – the Ohio Utilities Protection Service – and having underground utility lines marked. Those markings help our crews dig safely and avoid damaging other utilities. With the lines marked, our distribution crews dig down to reach the broken main and either install a repair band or replace a section of pipe, depending on the damage.

After making the repair, crews fill in the excavation and flush the main through nearby fire hydrants to help clear sediment and maintain proper disinfectant levels. Next, we verify that the affected section meets water quality standards before returning it to normal service. Once your water is restored, you may see our crews return to repair pavement, sidewalks, or yards that were disturbed during the work. We typically allow the ground to settle for at least one month before completing final restoration. Lawn repairs typically take place in the spring or fall, when conditions are better for growing grass.

Keeping your contact information up to date is one of the best ways to stay informed about outages and other important service updates. If you're unsure whether your contact information is current, please call our Customer Service team at **740-548-7746**.

*— Ben Rogers, Water Treatment Plant Manager & Rusty Griffith, Distribution Manager*

## Prepping for Cold Weather

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, Senior Billing Systems Lead*

# Using GIS to Track System Assets

Del-Co owns and maintains over 2,100 miles of buried water mains and 22,479 valves, supplying water to over 58,000 service connections. Have you ever wondered how our crews find buried pipes or locate water meters? The answer is GIS, which stands for Geographic Information System.

"Geographic" represents the actual locations of our water mains, valves, hydrants, and meters. "Information" describes the attributes of them, such as pipe material and meter size. "System" compiles this data into a centralized map that Del-Co staff and partners can use.

Before modern GIS, we used paper maps to find and understand the water distribution system. One of the biggest drawbacks to paper maps is that they quickly become outdated. Digital web maps from GIS eliminate this problem by having a centralized database so that everyone sees the same information.

Del-Co uses devices that access the Global Navigation Satellite System (GNSS). GNSS is similar to GPS (Global Positioning System), but GPS only operates within the United States. These devices have an accuracy of around one centimeter, and the more accurately we mark our water mains, the less likely anyone digging will accidentally damage our pipeline.

We use our high accuracy GNSS units to mark the location of newly installed water distribution pipelines, then digitize that information into GIS. However, some water pipelines were installed as early as 1971, before the existence of GNSS. To accurately map our infrastructure that pre-dates GPS and GNSS, we rely on older measurements taken at the time of installation, as well as collecting GNSS data for visible assets such as hydrants, valve lids, and meter lids.

*— Andrew Gerberry, GIS Manager*



## Del-Co Partners with Liberty Twp. FD for rescue training

This fall, Del-Co Water joined forces with the Liberty Township Fire Department and other local responders to conduct fall rescue training exercises at our Olentangy Campus. The joint training was designed to strengthen teamwork and prepare for emergencies involving rescues at heights (water towers and silos) and in confined spaces (basins, pits, and vaults).

The exercises highlighted the importance of communication, coordination, and shared resources. Working side by side, firefighters and Del-Co crews gained a better understanding of each other's roles and capabilities. The training improved emergency response skills and reinforced the strong partnership that helps keep the community safe throughout the year.

Firefighters practiced rescue techniques while Del-Co Water crews observed. Del-Co's objective is to have a team of employees ready and able to respond to a fall while waiting for the fire department to arrive; including when firefighters are delayed because they are on another call serving our community.

Through preparation and collaboration, the Liberty Township Fire Department and Del-Co Water demonstrated their commitment to protecting team members and responding effectively to fall victims……when every second counts.

*— Kris Hinz, Safety Manager*

## Apply for the Del-Co Water Tudor Scholarship

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/

## 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 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 Director*