

The Mainstream

A semiannual newsletter dedicated to enhancing water and wastewater services brought to you by
The Ypsilanti Community Utilities Authority



Your water and wastewater service providers

From The Director

I would like to take a moment and offer my thanks to our customers and area residents for your understanding during the inconveniences caused by the Authority construction projects. They water and sewer main replacements or repairs in area streets sometimes cause traffic difficulties or loss of service for short periods of time.

The large expansion/improvements project at our wastewater treatment plant on State Road can, at times, make it difficult for those who pay their water and

sewer bills at our office.

The payoff for these inconveniences will benefit everyone. Modern, properly-sized water mains and sewers are less prone to breakage and malfunction. The wastewater plant will operate more efficiently when that project is complete. The inconveniences are generally short-lived and the benefits we will all enjoy will last many years.

YCUA Director

For more information, please visit our website at:
www.ycua.org



Changes at YCUA

On January 12, 2004, Scott Westover assumed the position of Engineering Manager at YCUA. Scott brings a great deal of engineering experience with him, having spent time at Orchard, Hiltz, and McCliment, and Ayers, Lewis, Norris, and May. Scott also brings a great deal of familiarity with YCUA and many projects the Authority has been associated with. We are very fortunate to have Scott join our team!

Other recent changes at YCUA include the promo-

tion of Jim Bellers to the Director of Services position. We at the Authority all wish Jim well in his new position.

Also recently promoted are Keenen Crump to Services Supervisor, and Jeff Castro to Water Distribution Supervisor. Congratulations!

Last but not least, YCUA would also like to congratulate Barb Ledbetter for her recent retirement after 27 years of dedicated service to the Authority and its customers. Thank you, Barb, and good luck!

You Can Help Prevent Water Pollution

Keep chemicals, pet wastes, and debris out of the storm drains — these outlets flow into surface waterways. Don't pour your unwanted chemicals on the ground or down sinks. Instead, take them to a hazardous waste collection center.

New and Improved Billing Format Coming Soon

As YCUA continues to improve its services to you, we have made several changes within our Customer Service Department. We are currently installing new software, which will allow us to operate more efficiently and will provide our staff with more up-to-the-minute information about your account. Your billing date and due date may change. We will still bill you bi-monthly, but your bill will be mailed within one week of the meter reading. As this feature is being phased in, your first bill on the new system may be for a shorter time period than the usual two months. After many months of research, we will be offering the options of Credit Cards and On-line payments to our Customers. Look for updates and instructions on our website at www.ycua.org and on our new bill. Your billing statement has several changes in appearance. Some highlights are: More detailed account information is shown including: previous balance, payments made during the billing period, current charges, & ending balance. A comparison of the last 12 months (six bills) is shown in a bar-graph format to illustrate consumption trends. Sprinkling account data is combined with the main house account & prints on one statement. Detailed Benefit Charges, if applicable, are provided which include the balance left to pay. We are excited about these changes and look forward to your feedback as we move ahead in the coming year!

2004 Water Main Replacement and Improvement Projects

In an ongoing effort to enhance service to our customers and to provide preventative maintenance to our water distribution system, a number of water mains are scheduled to be replaced or repaired during the summer of 2004 in cooperation with City of Ypsilanti road re-paving projects. Areas receiving water main improvements will be Martin Place, Clarkesville, the Gerganoff subdivision, the Norris subdivision, and the central business district.

YCUA staff appreciated your patience while these projects were under construction and expects the upgrades will result in marked improvements to the water service in those areas.

Thanks For Your Feedback

Earlier this year, customer satisfaction surveys were placed in the YCUA administration building lobby, as well as printed on the back of every YCUA bill. Here are a few of the comments we have received back:

- "Always nice and friendly as well as polite."
- "The employees do a great job. I am pleased with them."
- "I appreciate the nice people at the YCUA facility."
- "Cathy and all office staff, very nice and polite employees."
- "Helen, nice and courteous (sweet)."

We thank all of YCUA's customers for giving us this valuable feedback.

Did You Know ...

... That it's important to use chemical fertilizers, weed killers, and fungicides only as directed? Do not apply these products if rain is expected or near surface waters. Don't hose your lawn clippings away – sweep them up instead.

New Commissioners Appointed to YCUA Board

Recently, two new members were appointed to the YCUA Board of Commissioners. They are:

Philip W. Wagner - Phil is a resident of Ypsilanti Township and has been for most of his life. He spent 25 years employed with the Ypsilanti Township Fire Department. He held the position of Fire Chief of the Township Fire Department for 7 ½ of those years. Since his retirement from the Township, Phil has been running his own excavation business. Phil gained a great deal of knowledge of YCUA and the water distribution system during his time with the fire department. He remains committed to the Ypsilanti community and looks forward to continuing his involvement as a YCUA Board member.

Mark Namatevs - Mark has been a resident of the City of Ypsilanti for 15 years. He, too, has been actively involved in the community serving on various committees and boards. Most notably, he served on the Ypsilanti Historic District Commission for seven years. Mark currently works in Ypsilanti and is a manufacturers' representative in the photographic, optics, and outdoor sports industries. Mark is also looking forward to serving as a YCUA Board member during this time of change and opportunity.

We welcome both Phil and Mark to the YCUA team!



When The Going Gets Tough ...

YCUA employees provided exceptional customer service to residents during a water main break on Bunton Road on February 25, 2004. In addition to several e-mails of thanks for the bottled water that was delivered door-to-door, the Bunton Road neighborhood group also issued an award which read: "In recognition of accomplishment far exceeding company expectations, Hometown America would like to thank all of your employees for the prompt response and care to the residents in the community during the water main break on February 25, 2004."

Once again, in late May of this year, YCUA employees performed heroically during the extremely severe weather. They showed great care and concern for each other, our customers, and the system. YCUA Maintenance staff did a great job managing the stations during scattered power outages, the wastewater treatment plant was outstanding while handling the increased flows. The service center did a great job maintaining the sanitary sewer and the water distribution department did an excellent job operating the system in spite of a complete communication failure. Because of the professional and highly skilled staff at YCUA, our service area experienced none of the basements back-ups and sanitary sewer overflows that plagued the region during the storms. Thank you!

Leonard Casey Named MWEA Maintenance Professional of The Year

Congratulations to YCUA staff member Leonard Casey on receiving the Michigan Water Environment Association Maintenance Professional of the Year award. This award is a phenomenal accomplishment and is certainly well deserved by Leonard. His skills, abilities, and attitude have carried him far within YCUA and it is wonderful that other organizations recognize it as well. YCUA thanks Leonard for his leadership, positive attitude, dedication, and commitment. The Authority is extremely fortunate to have someone of his caliber on our team. Great job!