

MARBLEHEAD WATER AND SEWER COMMISSION



THE FLOW N' GO

VOLUME 1, ISSUE 1

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COMMISSION TO PUBLISH QUARTERLY NEWSLETTER

Welcome to *The Flow n' Go*, the Marblehead Water and Sewer Commission's new quarterly newsletter.

The Flow n' Go will be published each July, October, January and April and will be mailed to all cus-

tomers along with their quarterly water and sewer bill.

The newsletter will keep our customers informed of water and sewer news and events, industry innovations, helpful suggestions

and information, Commission contacts and quarterly tips.

We at the Water and Sewer Commission hope that you will find *The Flow n' Go* both interesting and helpful.

HELP US TO FLUSH OUT NON-DEGRADABLE DEBRIS

Did you know that flushing non-degradable debris down your commode can end up damaging the sewer department's equipment?

With the recent upsurge in the popularity of so-called "disposable" wipes, many are being flushed down the toilet and enter the town's sanitary sewer system.

The problem with flushing these wipes—baby wipes, cleaning wipes, sani-

tizing wipes and all of the other types of wipes—is that they get caught in the impellers of the pumps and have to be removed manually. They can not only cause damage to the pumps but could also result in a backup if they cause the pump to shut down.

Even the wipes that promote themselves as being biodegradable cause problems because they get to the pumps long before they dissolve.

The wipes may be convenient but they're not flushable.

And it's not only wipes that can clog the system. Diapers, dinner napkins, paper towels and other heavy-weight, non-degradable materials that

are not meant to be disposed of by flushing can cause damage. Believe it or not, a full-size tablecloth was recently found entangled in a pump impeller—honestly.

And this just in: As we were about to go to print with this issue of *The Flow N' Go* one of the Sewer Department's technicians called in reporting that he had removed a pair of pantyhose—with a ribbon attached—from one of the pump's impellers. We'll leave the comments to you.

Really, the only thing that should be flushed down the toilet is bathroom tissue made for that purpose.

Remember: "Disposable" doesn't necessarily mean "flushable."



TIP OF THE QUARTER

Kitchen Faucet Running Slowly?

If your kitchen faucet is running slowly or seems to have low pressure, try removing the screen at the tip—it should unscrew easily—and rinsing it. The screen may have become clogged and cleaning it may increase your faucet's flow.

CONTACT INFORMATION

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MARBLEHEAD WATER AND SEWER COMMISSION

YOUR WATER AND SEWER BILL HAS A NEW LOOK

You can stop tearing thru this envelope looking for the usual post card water and sewer bill. No matter how often you turn the envelope upside-down and shake it, no post card will fall out.

But in this envelope you will find your quarterly Water and Sewer Commission bill in an entirely new format. Gone is the post card-type bill that you have been accustomed to receiving for many more years than any of us care to remember.

This new full-page format allows us to include more information about our services on the bill and also offers space to post important messages to you, our customer. By being mailed in an envelope we will now be able to send notices and announcements, and this quarterly newsletter, along with your bill.

You will notice that the new format has all of the information about your account that was found on the post card bill plus more. In addition to the usual account information, present and pre-

vious meter readings, usage, amount you owe for water and for sewer and the payment due, you will also find the date that the meter was read, the date and amount of your last water payment, the date and amount of your last sewer payment and a space on the Payment Stub for you to record the amount you are paying.

And speaking of paying, this would be a good opportunity to remind everyone that all water and sewer bills must be paid in full by the due date indicated on the bill to avoid the initiation of the collection and termination process.

In the past, customers who had not paid their water and sewer bill within 30 days of issue would receive a Past Due Notice—also known by some as “that yellow letter” for the color of the paper on which it was printed.

Customers with accounts that are overdue will still receive “that yellow letter” but now it will be called “First Demand for Payment” and will look a bit more formal and provide more

information on the service termination process.



Of course, the way to avoid receiving “that yellow letter” is to pay the water and sewer bill within 30 days of the bill date.

We hope that you like our new bill format and will find it easier to read and the additional information useful. It should also be more convenient—we have even included a pre-addressed envelope in which you can send your check and Payment Stub. (But you still supply the stamp—or you can drop it off at the Commission office or in the box found in the lobby of the National Grand Bank.)

If you have any questions concerning your new bill, please give the Water and Sewer Commission office a call at 781 631-0102. And, thank you for being a valued customer.

WATER DEPARTMENT RECEIVES AWARD FROM D.E.P.

The Commonwealth of Massachusetts Department of Environmental Protection Public Water Program recently presented the Marblehead Water Department with a 2013 Public Water System Award.

The Award, which was for Outstanding Performance and Achievement in 2012, was given by Yvette dePeiza, Program Director for the MassDEP Drinking Water Program.

The Award now hangs on the wall in the Water Department office.



PLEASE, REMIT THE REMIT

When paying your water and sewer bill, we request that you please include the Remit Stub. This will help us when posting the payment to your account.

We often receive checks with no stub attached. Luckily, most of these will have the account number written on the Memo line of the check—but not always.

Without having the information on the stub, we don't know to which account the payment applies.

So, unless you are feeling generous and want to pay someone else's bill, please include the Remit Stub *and* write your account number on the check.

