

Northern Wayne County Public Service District

P. O. Box 775

Lavalette, WV 25535

Welcome New NWCPD Sewer Customers:

My name is Robert Marsh. I am the new General Manager here at the Northern Wayne County Public Service District (NWCPD). We here at NWCPD are focusing hard every day on what we can do to operate more efficient and cost effective. We are a Non-profit Entity. We can only operate the system through the revenues received from you the customer as a result of rates approved by the Public Service Commission. We have very little control over the charges other entities impose on us for the services they provide. However, decisions we make as individuals and you as customers can have a direct impact on each household and what it costs to live in this community. In order to provide the best most cost efficient service we can, we here at NWCPD need **your help** in the following ways:

1. Help eliminate any storm water infiltration by removing any downspouts that may be allowing rainwater runoff to enter the system. Also, please notify us if you are aware of any manholes or other openings that are allowing surface water or rainwater to enter the system. All of our wastewater goes to the City of Huntington for treatment. Any surface water or rainwater that enters our sewage system is treated as well and we get charged for that.
2. **Please do not flush wipes, diapers, feminine hygiene products or other unacceptable items down your toilet!** Even though some of these items may say they are "septic safe" that does not mean they are safe for our grinder systems. These kinds of items clog the grinder pumps causing a high maintenance issue and high pump replacement cost.

In turn, please know that in the future we plan to seek funding to replace and upgrade the system in an effort to provide the best system we can and to minimize future costs. Finally, when you see us just remember we're out there working for you. Please feel free to contact me at (304) 523-1070 should you have any questions or if I can be of any assistance to you.

Sincerely,



Robert Marsh

General Manager