



THE PIPELINE

Official Newsletter of Rogue Valley Sewer Services

Issue #18

SPRING 2006

Board of Directors

- **Michael Parker**
Chairman
- **Jerry Wisdom**
Vice-Chairman
- **Bob Dunn**
Director
- **Bill Stults**
Director
- **Dave McFall**
Director

Here's what you'll find in this issue

- Phoenix Voting
- *AutoPay is Here!*
- Application for AutoPay
- *Featured Employee*
- StormWater Q &
- *Engineer's Report*

97% OF VOTERS AGREE

Can you imagine 97% of all voters agreeing on anything? That's what happened last year in JACKSONVILLE. 97% said "YES" they wanted to annex into our boundary. WOW! We will continue to work hard to live up to such support.

Now it is Phoenix's turn. This May, the voters in the City of Phoenix will decide if they would like to formally join RVS. Here is the explanation which will appear on the ballots.

- RVS is currently providing sewer services to Phoenix by contract. Voters are being asked if the city should become part of RVS to continue this service.
- RVS began providing sewer services to Phoenix in July, 2004. Since then, it has:
 - Lowered residential rates from \$17.97 to \$16.40 per month (one of the lowest rates in the state);
 - Added Water Quality Storm Services at no extra cost;
 - Cleaned and inspected all 19 miles of sewer mains, identifying 92 sewer sections needing repair and have fixed 33 sections with the highest priority.
 - Totally replaced 450 feet of pipe with another 500 feet to be done this spring.
 - Service rates will not be increased as a result of this annexation.
- Annexation into RVS was approved by Eagle Point in 1998 by 90%, Central Point in 2000 by 94% and Jacksonville in 2005 by 97% of voters.
- Annexation gives Phoenix residents representation in RVS decision making. Phoenix City Council and RVS Board of Directors unanimously adopted resolutions calling for this election

Please call Chuck Root or Bonnie Haynes if you have any questions, comments or concerns at 664-6300 or 779-4144.

Our Mission is to provide sewer services in the safest and most cost effective manner possible while maintaining the quality of life along with the health and safety of our Rogue Valley customers.

AUTOPAY NOW AVAILABLE

We now have AutoPay available for your monthly residential sewer utility bill. This option is available to those who receive monthly sewer bills directly from Rogue Valley Sewer. Eagle Point and Jacksonville customers will continue to pay directly to their cities.

Signing up for AutoPay is easy; all you need is a valid bank account. Just fill out the form below and return it along with a voided check from your checking account. Deposit slips will *only* be accepted for payments made from savings account.

Requests must be received in our office by the 20th of the month in order for the electronic transfer to take place on the next billing. For example, if we receive your application by May 20th, the automatic payment would be made on the June 16th due date for May service. Keep paying your sewer bill in the normal way until you receive a bill with the message "Billed amount will be deducted from your bank account on the due date."

RVS AutoPay

I (we) authorize and request Rogue Valley Sewer Services and the financial institution named below to process variable debit entries to my (our) checking/savings account. This authority will remain in effect until RVS receives written notification to terminate authorization. RVS may discontinue authorization at any time subject to eligibility of customer.

Check One: Checking Savings

Check One: Establish AutoPay Change AutoPay Discontinue AutoPay

Name:

(Last)

(First)

(Middle Initial)

Service Address:

Sewer Account Number(s)

Telephone: ()

Signature:

Date:

2. ATTACH VOIDED CHECK FROM CHECKING OR SAVINGS ACCOUNT

3. MAIL TO RVS AND KEEP A COPY FOR YOUR RECORDS

FAX and email are **not** acceptable.

Featured Employee:

Joan Pariani

Those of you who have called RVS to discuss billing issues have probably talked to Joan. She is one of two billing clerks responsible for keeping over 15,000 residential and commercial customer accounts up to date and accurate each month. Joan is also the editor of our newsletter.

Joan enjoys helping the customers resolve billing related problems. She likes "the family atmosphere that we have ... it's a good environment to come to work in every day."

Her hobbies include raising her teenage boys, travel--most recently she went to Jamaica-- and she plans on taking up snowboarding. Joan's favorite movies are Wizard of Oz and Sweet Home Alabama. She enjoys a variety of music. Right now, her CD player holds Lynard Skynard, Michael Buble', the Black Crows and probably some rap artist one of her kids slipped in.

Manager Chuck Root said, "Joan is bright, fun and has the perfect personality for her job. We are extremely lucky to have her." Because she is so easy to be around, it is hard to believe Joan has worked at Rogue Valley Sewer Services for less than two years. She is a positive and fun-loving employee who greets everyone with a smile. Her sense of humor is always entertaining.



STORMWATER Q & A

Why is StormWater Quality Important?

Stormwater quality is important to you because water is critical to all living things. Stormwater ultimately flows from your driveway and streets to a waterway in your area. This means pollutants entering the stormwater system will most likely end up in a creek near your house. Also there are State and Federal laws that prohibit placing pollutants into the stormwater system.

What is RVS Doing to Improve Water Quality?

Most recently, the RVS Board adopted the Stormwater Quality Design Manual for new construction. This will require builders and developers to incorporate stormwater quality elements in their site plans. Also, RVS is developing programs in accordance with the Stormwater Management Plan. RVS and local city representatives have joined forces, known as the Stormwater Advisory Team (SWAT), to improve stormwater quality in this area. We will be rewriting ordinances and implementing programs in the community to provide education opportunities, seeking public participation and involvement, reviewing construction documents and inspecting construction sites with the goal of improving water quality in this area.

What Can You DO?

Keep Pollutants from entering the stormdrain system. Pollutants may include paint, fertilizers, pesticides, petroleum products, antifreeze, grease, pet waste, concrete, chlorinated water and other chemicals. One sure way to remember is "**Only rain down the drain**".

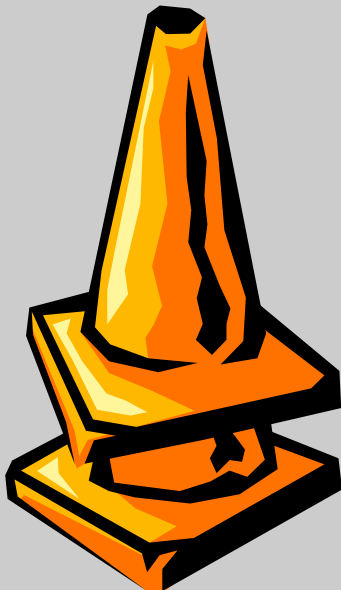


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WE'RE ON THE WEB

WWW.RVSS.US



ENGINEER'S REPORT

Capital Improvements

We continue to make capital improvements to the sewer system to ensure that we have adequate capacity to serve all of our customers. Over the next few months we expect to complete projects on Linn Road and Buchanan Avenue in Eagle Point; West Pine Street in Central Point; Falcon Avenue in White City and Oak Street in Phoenix. We will also be installing a new main line on Belknap Road in conjunction with the South Medford Interchange Project, as well as completing numerous smaller main line repairs and replacements.



Our website is open 24/7 for your convenience.

Visit us anytime @ www.rvss.us to check your account balance, find out how to reach us in an emergency or answer questions about the services we offer.