Two events occurred in 1992 that are significant to water pollution control in Cleveland. It was the 20th anniversary of the Clean Water Act, the legislation that initiated the clean up of our country's water resources. It also was the District's 20th anniversary, a time to celebrate clean water.

We celebrate because our lake and river basins become assets that provide commercial, recreational and economic benefits. This was accomplished by investing in wastewater treatment plant improvements and interceptors, construction, and regulating industrial facilities to prevent pollution of waterways over the past 20 years.

With the celebration behind us, we strive for continued water quality improvement knowing we will be challenged by the growing complexity of environmental issues. We rely on certain core values to guide us in our mission.

"Customers are our first priority" - We are listening and responding to the needs of our customers. Our Summer Residential Sprinkling User Charge Program demonstrates our commitment. Residential customers requested a method to reduce their sewer charge for water used on lawns and gardens in the summer. We considered allowing expanded use of second meters, but decided against this plan since it was not fair and equitable for all residential customers. Instead, we developed a computer sewer program that calculates summer bills based on winter water consumption.

"Leading by example and taking initiative to make things better" - The District is currently focusing attention on the problems of combined sewer overflows. A major scientific study is underway to determine the impact of these discharges and the best way to control them. The methods and results of our work are being shared nationally. Also, we are active participants in state and national discussions concerning legislation and regulation of combined sewer overflows. Our objective is to develop a master plan for combined sewer overflow control which is tailored to the particular needs and circumstances of our community.

"Doing the job well" - Our employees are dedicated to protecting area waterways. They operate our treatment facilities with efficiency and cost-effectiveness. However, as we recently discovered, doing our job well isn't always enough to protect the environment. We found ourselves holding the bag for colostrum-60 contamination which became our responsibility when it entered the sewer system. Although the discharge of radioactive material is exclusively controlled by federal agencies, the District has taken initiative by restricting access to the contaminated area and we are conducting our own investigation into the matter. We continue to work with the Nuclear Regulatory Commission during their investigation to assure that our employees and customers are safe.

"Going beyond the traditional role" - As demonstrated by the colostrum-60 issue, the increasing complexity of environmental issues requires us to go beyond the traditional role to ensure environmental protection. We are sponsoring research on pollution prevention and improved treatment technologies through our membership in the Water Environment Federation Research Foundation, a national organization that finances cooperative research and development programs for pollution abatement. We have taken an environmental surveillance through our Stream Monitoring Program which gauges water quality with chemical and biological measurements. Also, we are encouraging non-traditional multi-agency problem solving through the development of a Remedial Action Plan for the Cuyahoga River. This comprehensive watershed management effort seeks to involve the entire community in pollution control.

"Take responsibility to better the community" - As the remedial action planning process illustrates that the community needs to be involved in pollution control, District employees are demonstrating their belief that they need to be involved in helping the community. There are a number of charitable acts our employees perform to help people less fortunate than themselves. This generosity has been displayed through food drives and other fund raising events.

This report describes the progress made by the employees of the Northeast Ohio Regional Sewer District during the year of Clean Water. This progress is helping to improve water quality and the quality of life in Greater Cleveland.
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LEADER OF TRUSTEES

Kenneth A. Pew,
Deputy Executive Director
-Service Time - 19 years
-President of NEO Regional Chapter of American Society for Public Administration
-Member of the Advisory Board for the Cleveland State University Public Works Management Program
-Member of the Advisory Board for Ohio Commission on Public Service
-Member of the Water Environment Federation

William H. Schutz,
General Counsel
-Service Time - 15 years
-Member of Ohio and American Bar Association
-Member of Ohio Bar Association representative for Public Contract Law
-Member of Ohio Bar Association representative for Natural Resources and Environment
-Chairman of the Legal Affairs Committee of the Association of Metropolitan Sewerage Agencies
-Chairman of the Legislative Committee of the Ohio Water Pollution Control Association
-Member of the Water Environment Federation

Charles J. Vasuika, P.E.
Director of Engineering and Construction
-Service Time - 17 years
-Member of the Water Environment Federation
-Member of American Society of Civil Engineers
-Member of Air & Waste Management Association

Will R. Baylis,
Director of Plant Operations and Maintenance
-Service Time - 23 years
-Holds Class IV Ohio Environmental Protection Agency Wastewater Certification
-Member of the Water Environment Federation
-Member of the American Public Works Association

David A. DeMarco,
Director of Finance
-Service Time - 9 years
-Member of the Government Finance Officer's Association
-Member of the American Institute of Certified Public Accountants

Lester C. Ehrhardt
Retired from Board of Trustees March, 1992

William J. Realy
Retired from Board of Trustees August, 1992
**Anniversary Marks 20 Years of Water Quality Improvements**

The District reached a milestone in 1992. This year marked 20 years of efforts to improve water quality in Lake Erie and waterways throughout Greater Cleveland. The 20th Anniversary festivities increased public awareness of the District's progress in water quality improvement and its impact on the revitalization of Greater Cleveland. The District highlighted its achievements in many ways.

Drivers and pedestrians saw colorful anniversary banners hanging along Euclid Avenue. An anniversary poster highlighted the many uses of clean water for Greater Cleveland residents. A publication, “Celebrating Clean Water — 20 Years of Progress” noted the investments made in each of the District’s facilities and the resulting improvements to area water quality.

**Public Learns About Wastewater Treatment During Anniversary Tour**

More than 340 visitors walked through Southern Wastewater Treatment Plant and the adjacent Environmental and Maintenance Services Center (EMSC) on the District's Anniversary, Saturday, July 18. Visitors learned how our work protects the environment. While guiding the public through the plant and EMSC, employees explained each step of the treatment process. Visitors were impressed by the cleanliness of the plant, the knowledge of the tour guides and the advanced technology in the laboratory. There are more than 49,000 boats registered in Greater Cleveland and it hosts the country's largest fresh water regatta. Ships from 140 ports around the world make Cleveland their Port of Call and Cleveland is the Vallee's capital of the world.

**Cleveland's Waterway Turnaround Attracts National Attention**

In May, representatives from more than 115 wastewater treatment agencies, regulatory agencies, and environmental groups across the nation came to Cleveland for the annual meeting of the Association of Metropolitan Sewage Agencies (AMSA). The District is proud that the people responsible for protecting the nation’s metropolitan waterways chose Cleveland as a gathering spot to assess the country's pollution control programs. Discussions focused on environmental legislation, and plan environmental strategies.

During her welcoming address, the District’s Board of Trustees President Rosemarie E. DeJohn noted that dramatic water quality improvements are important for communities to recognize and celebrate. She added that in Greater Cleveland, people now can enjoy the beauty of scenic streams in area parks, along with new economic, recreational and entertainment benefits provided by Lake Erie and the Cuyahoga River.

**Report Documents Improvements in Area Waterways**

The District released its “Greater Cleveland Area Environmental Water Quality Assessment 1999-1990 Report” in September. The 326-page document presents the results of chemical and biological sampling by the District's Water Quality and Industrial Surveillance employees. Samples were taken of near-shore Lake Erie, the Cuyahoga River and 18 other waterways at more than 90 locations in the District’s service area. The document identifies the sources of pollution in the waterways and discusses actions taken by the District, industries, and local communities to alleviate these sources.

The report also compares historical and current data, which clearly show water quality improvements in the lake, rivers, and creeks, much of which is attributable to District projects. One area of major improvement is the Big Creek West Branch, where repair of a culvert wall to keep sanitary sewage out of the creek resulted in a 99.5 percent decrease in pollutants.
Nearly One Billion Dollars Later

District Recognized for Recycling Fly Ash

The District received a Cool Ash Utilization Award from Centerior Energy Corporation for using coal ash as engineered fly ash fill on the West Leg branch of the SWI. Fly ash fill is made from fly ash that has been recycled instead of being used as landfill. Created by mixing fly ash, cement, and water, it is used for filling spaces and holes around concrete pipe in tunnel projects. This material is quicker and easier to use than gravel and can still be excavated if necessary. Fly ash fill is also being used as backfill on the Hilltop Interceptor project.

Water Improvements Recognized

In December, The Ohio Environmental Protection Agency and the Ohio Water Development Authority, along with federal and state legislators, honored the achievements of the District and commended its participation in the Water Pollution Control Loan Fund (WPCLF) program. The WPCLF was established in 1989, after the grants program that funded municipal wastewater treatment system improvements for 16 years was phased out. The District was recognized for its water pollution control efforts over the past 20 years and for its participation in both programs. The former grants program and current loan program have enabled the District to make federally mandated system improvements while maintaining reasonable service charges.

Through 1992, the District has received three WPCLF loans for capital improvement programs that will help protect Lake Erie, the Cuyahoga River, and tributary waterways. This financing is expected to save $13.2 million because the District will not need to borrow at market rates to finance the projects. In 1992, the District started $53.8 million in capital improvement programs, bringing it close to a capital investment of $1 billion since it was created in 1972. By the end of 1992, the District had invested a total of $885 million to renovate treatment plants, build interceptors, control combined sewer overflows, implement its industrial pretreatment program and improve water quality monitoring.

Southwest Interceptor Enables Two Plants to Close

Late in the year, construction of the Southwest Interceptor (SWI) reached the cities of Middleburg Heights and Brook Park. Wastewater flow that had been treated by the Middleburg Heights and Brook Park treatment plants was diverted to the SWI and is now being treated at Southerly.

The two municipal plants were not capable of meeting the discharge limits required to restore and maintain good water quality in the Rocky River without major rehabilitation. The District's facilities plan completed in 1984 showed that the most cost-effective method for serving this area was to build the SWI. Construction on the SWI started eight years ago and will be complete in 1995. This year the District awarded a $13.3 million construction contract with the SWI's final portion of the SWI West Leg project. The contract between the SWI and will be completed in 1995. When the SWI is completed, it will transport wastewater from 15 suburbs to Southerly.

Largest Construction Contract Awarded for Hilltop Interceptor

The largest construction contract awarded in 1992 was for the Heights/Hilltop Interceptor project. This $15.7 million contract is for a portion of the interceptor, known as Hilltop H-I, that will convey flow from six east side communities to the Easterly Wastewater Treatment Plant. This contract is being financed by the WPCLF program. Upon completion in 2000, the Heights/Hilltop Interceptor will serve approximately 251,000 residents.

Intercommunity Relief Sewer Projects Consolidated

Since 1986, the District has invested $22.9 million in intercommunity relief sewer (ICRS) projects. An additional $84.4 million in construction is scheduled over the next seven years. These relief sewers carry flow from more than one community. The sewers will work with the District's interceptors to help alleviate overflow by adding capacity to community and county sanitary sewer systems.

Originally, 47 separate relief sewer projects were planned. The engineering staff has consolidated this to 24 projects which will reduce the overall cost. To date, five of 24 planned ICRS projects are in service.

On the west side of Greater Cleveland, York Road and Big Creek Parkway ICRS projects were completed at a cost of $3.9 million. After construction of the Big Creek IRCs, the District restored the Big Creek Reservation area in the Cleveland Metroparks System to its original appearance. On the east side, construction has started on the Riverside Road IRCs and the Mill Creek IRCs is being designed.

Big Creek Interceptor Project Receives Grant

The District received an issue 2 Grant for $647,651 from the Ohio Public Works Commission to reduce the cost of the Big Creek Interceptor rehabilitation project. The grant will be used to construct a pump station that will divert wastewater to the Southwest Interceptor temporarily during the rehabilitation.

Approximately three miles of the 65-year-old, 7.9-mile-repair will be replaced in the cities of Brookline and Cleveland. The Big Creek Interceptor serves 240,000 people in the southwest area of Cleveland, Brook Park and Brooklyn and conveys flow to Southerly.

Modification of Westerly Begins

The first construction contract for the process modification program at the Westerly Wastewater Treatment Plant was awarded in January 1992. The $1.8 million contract includes the removal and demolition of 12 underground storage tanks and the replacement of the chlorine gas system. This is the first step towards changing Westerly into a biological treatment plant.

In 1974, the District began rebuilding Westerly as an innovative physical/chemical treatment plant. In the late 1980s, it was determined that the existing plant could not meet permit limits and that it should be converted to a biological treatment plant.
Operating Efficiently

Report Favors District’s Performance

“...The Performance of Special Purpose Government in Greater Cleveland,” a report released by the Citizens League Research Institute showed the public’s opinion of the District’s performance continually increased between 1989 and 1991. The report noted the District’s success at “keeping capital project costs within budget, accurately specifying requirements and estimating construction costs.” The report also stated that the District has gained a national reputation for its industrial waste pretreatment program.

The report reviews the work of five special purpose government agencies. It states that “since 1972 the District has become one of the most successful regional agencies in Greater Cleveland.”

Easterly Saves Money By Centralizing Information

To efficiently monitor and control three separate processes from a central location, the District installed a $290,000 computerized monitoring and data acquisition system at Easterly. This system, which requires fewer operators to continuously monitor equipment, is expected to save Easterly $217,000 annually. The operators were given the opportunity to work in other areas of the plant.

Southernly Improvements Include New Steam Boiler

Southernly expanded its Steam Generation Building to house a new steam boiler. The boiler replaced one that was inoperable. Southernly uses steam to operate plant processes and to heat buildings. The $3.5 million project included improving the feedwater system by adding new feedwater pumps. One of the pumps is turbine powered. It uses steam instead of electricity for power. This alternative energy source will help reduce operating costs.

Southernly also added a new chemical-feed equipment facility and chemical storage tanks for chlorination and de-chlorination of the plant effluent. Southernly’s maintenance staff installed the de-chlorination feed system. They also designed and installed the temporary de-chlorination system that was used for most of the 1992 disinfection season. Southernly saved approximately $20,000 by having its staff perform the work.

Plants Recognized for Superior Performance

The Association of Metropolitan Sewerage Agencies (AMSA) recognized four of the District’s wastewater treatment plants for meeting the National Pollution Discharge Elimination System permit limits for 1991. An AMSA Gold Award was given to Strongsville “A” Wastewater Treatment Plant for consistently meeting every limit. AMSA Silver Awards went to Southernly, Easterly and Berea Treatment Plants.

"Since 1972, the District has become one of the most successful regional agencies in Greater Cleveland..."
RESPONDING TO COMMUNITY NEEDS

Cost-Saving Program Implemented For Customers

As we listened to customer concerns about paying wastewater treatment charges for water used on lawns and gardens, the District adopted a Summer Residential Sprinkling User Charge Program. This innovative program provides an equitable solution for home owners who feel it is unfair to pay wastewater treatment charges for water not entering the collection system. The District will base summer charges on winter water consumption, unless actual summer consumption is lower. The program will be implemented in May 1993 for owners occupied one, two, three and four family residences. It will be in effect each year from May 1 through September 30. Home owners must apply to qualify for the program.

Keeping Neighbors Informed

To keep customers abreast of the impact interceptor construction projects may have on their neighborhood, we stepped up our public information efforts. We meet with and explain projects to city officials so they keep their constituents informed. We also send fact sheets to residents, community representatives and city officials before construction. The fact sheets contain information about the projects and any noise that would occur from blasting. The program has been well received by city officials.

Change In Sewer Bills

The format for sewer bills was revised this year to assure privacy for our customers. The bill is now sent in an envelope instead of as a postcard. Also, a return envelope is included for the convenience of customers. The new bill contains more information about the account and allows us to better communicate with our customers.

Sewer Bills Adjusted for Customers With Leaking Supply Lines

When a customer receives a bill higher than average bill, it may mean there is a water leak. If the water is leaking from a sink or other fixtures, the customer must make the repair and pay wastewater treatment charges for the wasted water. If the leak is not under the customer's control such as in the underground supply line between the meter vault and the property structure, the District has a process to credit the account for wastewater treatment charges. The District investigated and adjusted bills for 16 customers during the year as a result of leaking supply lines.

Generosity Of Employees Shines In 1992

Aside from protecting public health through effective wastewater treatment, District employees showed how they also care about the community by assisting the people who go hungry in Cleveland. Employees held a food drive in July. The food was distributed to a Greater Cleveland Hunger Task Force Center. The drive helped a great number of people feeling the consequences of the current economy.

Employees also showed their concern by donating generously to the Charity Choice campaign. Employees made contributions to United Way Services, United Negro College Fund or the Greater Cleveland Community Shares. The District is also proud of its many employees who donate time and money to charities, local churches and hunger centers throughout the year.

PROMOTING EDUCATION

Employee Education Program Introduced

This District started the Tuition Assistance Program (TAP) to help employees develop their professional and technical skills. TAP reimburses employees for the cost of courses that relate to their work or increase opportunities for advancement. Twenty-one employees participated in TAP. The program helps employees pursuing degrees as well as those taking single courses.

Educating the Public About Wastewater Treatment

Educating the public about wastewater treatment and environmental issues is important to the District. One way we explain the District's role in protecting area waterways is hosting public tours of our wastewater facilities. This year 16 groups toured treatment facilities. The audiences ranged from students in junior high school, high school and college, to professional groups, customers and environmentalists. Visitors are eager to learn about processes used to treat and monitor wastewater. They are always impressed with the massive equipment and cleanliness of the facilities.

District Recognized for Workplace Literacy Program

The District received the Governor's Workplace Literacy Award for developing and implementing a program to improve employees' basic skills. The award was presented to six organizations in Ohio who invested in improving the skills of their employees.

The customized education program, BIG STEP — Basic Skills Training and Enhancement Project — was developed by Grafton Community College and the District in 1989 to help employees effectively compete for advanced positions. The program has served 47 employees.

Through BIG STEP, employees achieve their learning objectives by solving mathematical equations and reviewing reading and writing tutorials. They have obtained their high school equivalency certificates, continued in technical and other training programs, and increased self-esteem. Some employees have become state-certified wastewater treatment plant operators. Education, an important and often neglected area in the work force, is and will continue to be a key priority of the District.