

Office Locations

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|--|---------------------|--------------|
| Fire / EMS Department | 117 S. Main Street | 419-542-1348 |
| Police Department | 510 W. High Street | 419-542-6661 |
| Mayor's Court Clerk | 510 W. High Street | 419-542-6661 |
| Administrator | 108 N. Main Street | 419-542-8095 |
| Zoning Inspector | 108 N. Main Street | 419-542-0115 |
| Streets & Refuse Departments | 108 N. Main Street | 419-542-8095 |
| Mayor's Office | 111 S. Main Street | 419-542-6161 |
| Clerk-Treasurer | 111 S. Main Street | 419-542-6138 |
| Income Tax Administrator | 111 S. Main Street | 419-542-8621 |
| Utility Clerk | 111 S. Main Street | 419-542-8224 |
| Drop Box available inside front door and drive up in alley | | |
| Water Treatment Plant | 600 N. Bryan Street | 419-542-8984 |
| After Hours – Emergency Only | | 419-542-6661 |
| Waste Water Treatment Plant | 500 S. Bryan Street | 419-542-7645 |
| Park Director | 598 N. Bryan Street | 419-542-6589 |
| Hicksville Pool | 598 N. Bryan Street | 419-542-8541 |
| HIX-TV | 958 E. High Street | 419-542-5281 |

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VILLAGE UTILITY BILLING

A deposit is required from all Village utility customers to start service, unless you have an established account that has been inactive no more than six (6) months. If you are a resident renter your deposit will be applied to the final bill of the account when service is terminated. If you are the resident owner of the property, and you have established a pay good record of two (2) years, your deposit will be refunded. There is also a \$25.00 non-refundable administrative fee for all new and transferring customers.

Utility bills are sent out the third week of each month, and are due on or before the 15th of the following month. If you do not receive a bill by the first of the month, contact the Utility office. Failure to receive a bill does not excuse payment of the bill or assessment of a penalty.

For convenience, the Village offers automatic deductions from a customer's checking or savings account to pay the bill each month.

The utility customer also has the option to budget their payment each month using level billing. After establishing a good pay history for 12 months, their account is averaged and they pay one set amount each month. Their meter is read as usual and their consumption will show on their monthly bill. The amount may be adjusted periodically by the customer and/or the Utility Clerk.

SERVICE TERMINATION

If a utility bill is not paid by the 15th of the month a **10% penalty** will be added. A card is then sent reminding the customer they have a past due amount that must be paid by the last day of the month. If no payment is received the account will be subject to disconnection immediately. Failure to receive the notice does not excuse the fee or prevent the disconnection. If your account is terminated there will be a reconnection fee added to your account. Reconnection can only be done during regular working hours of 8:00 am to 3:30 pm Monday through Friday.

METER READING

All meters are read at the end of the month to be calculated, printed and mailed during the third week of the following month. Readings may be estimated during winter months if the snow, ice or freezing temperatures prevent the meter reader from exposing the top of the meter pit. We do not open meter pits during such weather as it exposes the meter to the possibility of freezing. If we are unable to read your meter for any reason (ex. car parked on it, gate locked, etc.) your bill may be estimated. If your bill is estimated it will be averaged based on your past 12 month's consumption.

High usage notices are sent at the discretion of the Utility Clerk. Please note that the Utility Department does not take responsibility for "heading off" leaks or high usage; overseeing the condition of private plumbing networks is solely, and without exception, the responsibility of the owner, landlord and/or tenant of the property.

METER TAMPERING

The State of Ohio has a law, ORC 4933.19, which makes tampering with Village meters or equipment illegal, and establishes penalties for violations. Penalties are prescribed for the following illegal acts:

- Interfering with or bypassing a water meter or attachment to impede or reduce correct registration of the meter.
- Knowingly consuming any water which has not been correctly registered on the meter due to tampering.
- Reconnecting water service that has been disconnected or shut-off due to non-payment or other reasons.
- Knowingly consuming any water which has been unlawfully reconnected.

Anyone found guilty of these illegal acts may be subject to a maximum of six (6) months in jail or a maximum fine of \$1,000.00, or both. In addition, persons convicted must pay the value of the water stolen and for any damaged equipment.

Proof that a meter, pipe, valve or other attachment has been tampered with or reconnected is presumptive evidence that the customer or user has caused the tampering or reconnecting. It is no longer necessary to catch a person in the act of tampering or reconnecting.

FIND YOUR MAIN CONTROL VALVE

Every home, apartment, and business should have a main control valve. In an emergency, such as a broken line, use this valve to shut off water to the entire house. If there is an emergency, you will need to act fast, so it is a good idea to **mark your valve with a colorful ribbon, tape or paint** so you can find it quickly. Before marking it, test it to be sure it is the correct valve and that it is in proper working order. If it is not working properly, call a plumber to repair or replace it. Maintenance of the valve is the responsibility of the homeowner, and keeping it in good repair is vital if there is any kind of plumbing leak or pipe breakage. The ability to locate the valve quickly and shut off the water will not only save you money on your next bill but may minimize damage to the property as well.

FROZEN METERS AND WATER LINES

During freezing weather, **BE PREPARED!** Follow these tips to save the cost and inconvenience of repairing or replacing frozen water lines or water meters:

- Insulate exposed pipes and faucets
- Place a light close to the meter if it is inside the property
- Let a small stream of water flow from the faucet if temperatures fall below 10 degrees F
- Open cupboard doors in kitchen and bathroom to allow warm air to circulate around pipes.

Winterize your property if it is to be unoccupied for any length of time:

- Turn off shut-off valve
- Turn off water heater
- Drain indoor and outdoor faucets
- Flush toilets ONCE to drain tank but not the bowl
- Leave at least minimal heat to help keep pipes from freezing in exterior walls

THAWING FROZEN INTERIOR PIPES

- Always turn the main valve off first.
- Do not use an open flame to thaw pipes – a hair dryer is effective.
- There is a charge for the Water Department to come out to thaw a meter that IS NOT frozen. Make a thorough check of your entire network before calling for assistance.

WATER LEAKS

Household water leaks – seen or unseen, those you can hear and those that are silent – can cost an enormous amount, not only in terms of a high utility bill, but as a waste of hundreds of gallons of treated water. There are steps you can take proactively to try to prevent them:

- Check your crawl space or basement periodically
- Check your faucets – repair or replace worn out washers or defective fixtures
- Make sure your outside water faucets are turned off at the tap and not at the hose nozzle
- Check all appliances periodically for leaks
 - Hot water heaters
 - Water softeners
 - Washing Machines
 - Dishwashers
 - Ice Makers

Toilet strips are available from the Utility Department at no charge
(or you can use a drop of food coloring)
Place strip (or drop of color) into the tank – let it set for 30 minutes
If you have a leak you will find that the color has seeped down into the bowl

Toilets are notorious for a leak that remains “unseen” and “unheard” until you receive a high bill. Early detection is the key. If you hear the leak, you can be sure it has been there for some time. This leak is silent until it is large enough to cause the flushing mechanism to start, which is the sound you hear. Until then you will not be able to detect this leak and it will run hundreds of gallons of water a month down the drain unchecked.

A 1/16” hole in a water line @ 60psi can cause a daily usage of 360 gallons, or 11,160 gallons per month. Please do not wait for the Utility Department to send out a “high read” notice. A periodic check of your complete plumbing system is vital and highly recommended.

If you suspect you have a leak we encourage you to call the Utility Department for assistance. We will be happy to evaluate the problem at no charge during normal working hours.

NEW RULES FOR ENCLOSING INTERIOR WATER METERS

This procedure specifies how a meter enclosure is to be made. There are 4 requirements:

1. Enclosures can be made for meter sizes from 5/8” to 1”
2. The enclosure must have a main control valve
3. The opening must be no smaller than 2.5’x2.5’ and be centered directly in front of the meter setting
4. The opening should have a hinged door and allow room for a container to catch backflow water

BACKFLOW PREVENTION

Water in our distribution system is pumped under pressure to your property. A main line break or damage to a fire hydrant can reduce pressure in the line and water can flow “backward” into the water system. If the water on your property is in contact with contaminants such as lawn or pool chemicals, it can, under these circumstances, contaminate the public water supply.

The Hicksville Water Department is responsible for assuring the safety of everyone’s drinking water, and has a Backflow Prevention program in place for your protection. Our personnel examine both new services and existing facilities to identify potential backflow hazards and require the installation of backflow prevention devices where needed.

For example: When a customer has an irrigation system installed, it must have a backflow prevention device in the system. You can also purchase backflow prevention devices at your local hardware store to attach to your outside faucet, or any place on your property where a faucet or hose is connected directly to contaminants. If you have any questions or would like to know more about backflow prevention, please call the Water Treatment Plant at (419) 542-8984.

WATER FACILITIES AND DISTRIBUTION SYSTEM

Hicksville’s drinking water is pumped from three (3) alternating wells, ranging from 139 feet to 183 feet in depth. The raw water is pumped to the treatment plant (put online 01/19/1987) where it is aerated to oxidize the dissolved iron and to dissipate the hydrogen sulfide gas. From there it falls into a 25,000 gallon detention tank where it is chlorinated for bacterial disinfection. The water is then pumped by three (3) alternating high service pumps through a master meter, and then through four (4) pressure filters

(200 sq. ft. total) where the oxidized iron particles are removed. The water then continues into the distribution system which consists of:

- One 400,000 gallon elevated tank for pressure supply and reserve water storage
- Approximately 23 miles of 3" to 12" water mains
- More than 1,500 service lines and meters
- 900 meter pits and vaults
- More than 400 curb stops
- About 120 fire hydrants
- Over 250 3" to 12" main valves

PRIMARY USE FOR EXTERIOR CURB STOP VALVES

1. To repair or replace customer's water meter
2. To discontinue customer service for non-payment
3. To enable repair work on service line from curb stop to interior main hand valve
4. To discontinue service, by request of the customer, for absence or moving

Please note: a curb valve measuring larger than 1" is the responsibility of the owner for maintenance.

WATER QUALITY

Our water is continually tested for all parameters in accordance with all state and federal (EPA) standards. If you have a concern about your water quality you may call the Utility Department at (419) 542-8224.

CHLORINE

To protect you from waterborne diseases, a small amount of chlorine is added to your water at the water plant. According to EPA regulations, a minimum of 0.2mg/L of chlorine must be present in our distribution system. If you wish to decrease the amount of chlorine in your water (example: fish tanks or refrigerated water) you can fill a clean container, leave it partially covered, and allow it to stand overnight. The chlorine will dissipate. You can speed the process by warming the water.

CLOUDY WATER

Cloudy or milky-looking water is usually caused by dissolved air bubbles coming out of the water and is harmless. The air bubbles can be caused by pressure or temperature changes, water that is too hot (above 400 degrees F), and faucet aeration. If you let the water stand in a container the cloudiness will clear in a minute or two from the bottom up.

RUSTY WATER

Rusty or yellow water occurs when rust deposits are stirred up by an extreme change in water flow through water pipes or main lines. These changes in water flow may occur due to a water line break, when the hydrants are flushed or used to fight a fire. Rusty water will generally clear up within 2 to 3 hours after the line has been repaired or the hydrant closed.

If your water looks rusty it can stain fabric. If any fabric is stained, keep it moist, obtain a rust removal product from a grocery or hardware store and follow the directions. Try not to run the hot water taps as this may draw whatever rust is present into your hot water tank.

LEAD

All public water suppliers are regulated by the Safe Drinking Water Act to provide information about lead in drinking water. There is no lead in the water coming from our Water Treatment Plant.

However, lead contamination can occur if:

1. Your home has lead pipes.
2. Your home is less than 5 years old and has copper pipes joined by a tin/lead solder, which has since been outlawed.
3. Tin/lead solder has been used to repair or install copper plumbing within the last 5 years.

To minimize the possibility of exposure to lead after water has been standing in the pipes overnight, flush the cold water system until the water runs cold.

These precautions are important to remember since lead (from any source) can cause damage to the human red blood cells, nervous system, kidneys and brain. The highest risk groups, even with short term exposure, are children and pregnant women.

WATER CONSERVATION

Water is a valuable resource. Please help conserve it by following these water-saving suggestions.

Toilets: Every time a toilet is flushed, about 7 gallons of water are used. Placing a plastic soap bottle filled with water in your tank will help conserve water. If you are replacing your toilet, special low water usage toilets are available.

Showers: Most showers pour out between 5 and 10 gallons of water per minute. That can add up in a hurry. To conserve water, minimum water usage shower heads are available. A partially filled bathtub uses far less water than a shower.

Running Water: Don't let the water run while brushing your teeth, rinsing dishes, or cleaning vegetables.

Dishwashers: Automatic dishwashers claim the most water in kitchens; about 15 gallons per run. Most dishwashers have a "short" cycle that cleans as well as the long one.

Laundry: Most washers use more than 40 gallons of water per load. Save a full load and make your water usage more efficient.

Water Saving Devices: There are many water saving devices on the market today. Water flow adapters are available to control the flow in existing fixtures. However, flow is also controlled by your use of the faucets – turn them down to conserve.

Summer Time Water Use: More than half the water pumped into homes in the summer flows right back out through faucets and hoses. You do not have to let your lawn die or have a dirty vehicle to conserve water.

Lawns, Gardens, Flowers: The average lawn sprinkler uses 300 gallons of water an hour. Water your lawn only when it needs it. A good way to judge is to step on your grass; If it springs back up it does not need water; If it stays flat, it needs watering. To efficiently water a lawn use soaker hoses or built-in sprinklers on timers. Let the water sink in slowly. Lots of water applied fast only runs off into the gutters. If you let the water sink deep and water less often, the grass roots will develop deeper and thus need less watering in the future. Early morning hours are best for watering. Late afternoon or early evening watering leaves the lawn damp through the night allowing the growth of bacteria and fungus. Mulch placed around trees, shrubbery and flowers not only discourages weed growth, but will slow the evaporation of moisture.

Hoses: When washing vehicles and bicycles, don't let the water run while you are washing. Use a shut off nozzle to avoid watering your driveway and sidewalks. Instead of letting your children play with the hose or run through sprinklers, purchase a kiddie pool. Remember, a sprinkler uses 300 gallons of water an hour.

KEYS, KIDS AND DOGS

KEYS: If the Utility Department has a key to your property be sure it is the current one. If you change locks, please call the Utility department at (419) 542-8224.

KIDS: If a representative of the Utility Department has an appointment to check, read or repair a meter within your home, please arrange for an adult to be on the premises.

DOGS: Your dog may be a family pet, but it poses a threat to our meter reader. If the reader comes on your property to read your meter, the dog may see him as an intruder. Please confine your dog(s) in an area that does not interfere with the reader's ability to get to your meter. If you are using an invisible fence, please notify the Utility Department at (419) 542-8224.

PROJECTS AND NOTIFICATION

When at all possible, prior notice will be delivered to your residence by flyer to notify you of any shut-off of service that may occur. However, in an emergency situation, this may not be possible. We regret these situations, but a main break or a damaged hydrant can cause back-siphoning and contaminate the entire water system. Flooding of streets and property is hazardous and costly. These are the situations that are high priority and demand immediate attention. We ask you to be patient if this occurs in your neighborhood. We will do our best to correct the problem and restore service as soon as possible.

SEWER REDUCTION FOR NEW LAWNS

The introduction and early maintenance of newly seeded lawns is recognized as a critical and expensive undertaking for our customers; and whereas the Village of Hicksville realizes that the majority (if not all) of the water used to develop proper growth of new lawns does not enter a village sewer, a sewer-use adjustment may be considered by prior request of said undertaking.

New Lawn - A newly established grass lawn encompassing an entire lot or parcel. Excluded from consideration of this policy - Replacement patchwork or spot seeding on portions of existing lots or parcels.

1. Requests for metering of "new" lawn developments must take place **prior** to the lawn projects, otherwise, the request may not be granted due to the inability of the utility to gather accurate water-use measurements.
2. The water department must be contacted for a pre-inspection to take place before any watering begins.
3. If granted, the water department will issue an outside spigot meter for a period of 60 days. The water measured through the spigot-meter will be the amount of sewer reduction applied to that application. The customer will pay the actual water used in full.
4. At the end of the 60-day period, it is the customer's responsibility to return the spigot-meter to the water department @ 111 South Main Street. Failing to do so may void any sewer-use reductions.
5. If, for any reason, the spigot-meter is found to have been used for any other reason than its intended use, or found to have been used by anyone other than the assigned customer, all agreements will be null and void, whereas, the customer will be charged full water & sewer rates. Water theft penalties may apply!
6. For sewer-use reduction requests, pre-inspections, and meter issuance, the customer may contact the Hicksville Water Plant @ (419) 542-8984.

IRRIGATION METERING

At the request of Hicksville water customers for an irrigation setting, the following requirements are applicable: (**Note:** Some applications for approval may be denied due to existing circumstances!)

Applications and requirements for residents with existing domestic Metering Pits:

1. The feasibility of a requested irrigation assembly installation must be pre-determined by the Hicksville Water Department prior to any possible approval for Sewer use reduction.
2. A certified private contractor hired by the requesting customer will install all new irrigation systems in full.

3. The feasibility and determination of the tapping location must be pre-approved and accepted by the Hicksville Water Department. *A new tap fee may apply, depending upon the distance between the water main and the current domestic metering pit.
4. If approved, an "approved" meter pit, meter, and meter pit setting w/ backflow preventer must be ordered, obtained and purchased through the Hicksville Water Department at current costs.
5. If it is pre-determined (by the Hicksville Water Department) that a tap could be made on the existing domestic service line, it **must** be tapped before (in front of) the existing domestic metering pit. The assistance of the Hicksville Water Department for copper crimping purposes is required!
6. All new irrigation system taps (only) that require tapping into the villages water main that are ¾" or 1" in size will be exercised by the Hicksville Water Department at current tapping costs. Any taps larger than 1" in size will be the responsibility of the customer/contractor to perform, while paying a "general" tapping fee to the Village of Hicksville prior to any construction.
7. The depth from the top of the meter pit lid to the top of the irrigation meter shall be **no less than 1.5'** when installed.

Applications and requirements for residents with existing domestic Curb Valves:

1. The feasibility of a requested irrigation assembly installation must be pre-determined by the Hicksville Water Department prior to any possible approval for Sewer use reduction.
2. A certified private contractor hired by the requesting customer will install all new irrigation systems in full.
3. The feasibility and determination of the tapping location must be pre-approved and accepted by the Hicksville Water Department.
4. If approved, an "approved" meter pit, meter, and meter pit setting w/ backflow preventer must be ordered, obtained and purchased through the Hicksville Water Department at current costs.
5. If it is pre-determined (by the Hicksville Water Department) that a tap could be made on the existing domestic service line, it **must** be tapped after (on the house side of) the existing domestic curb valve to prevent the need for line crimping.
6. The depth from the top of the meter pit lid to the top of the irrigation meter shall be **no less than 1.5'** when installed.
 - **Future maintenance of the meter pit & setting is the sole responsibility of the homeowner, in accordance with Village Standards.**

WASTEWATER COLLECTION AND TREATMENT

The Village of Hicksville provides for the collection and treatment of wastewater and sewage, not only for residential customers, but for industry as well. The Village has the responsibility for planning, designing, constructing and maintaining approximately 25 miles of storm, sanitary and combined sewers. The Village also operates 7 lift stations.

Wastewater and sewage flows mostly by gravitation to the new Wastewater Treatment Plant located on South Bryan Street in Hicksville (on-line in 2006).

The Wastewater Treatment Plant consists of an orbal oxidation ditch, two clarifiers, alum treatment and UV disinfection.

After the pollutants are removed, the plant returns the clean water to Mill Creek, which later empties into the Maumee River. The City of Defiance uses the Maumee River as the primary source of their drinking water.

The Wastewater Treatment Plant personnel perform routine lab procedures which in part consist of C-BOD5, suspended solids, ammonia to ensure water quality. The personnel also perform preventative and corrective maintenance on equipment used in the treatment process, as well as maintenance of the lift stations.

VILLAGE RESPONSIBILITY

The Hicksville Wastewater Treatment Plant is responsible for all service and repair to the main collection system only. When a customer installs a new sewer line they provide all supplies, material and labor. Approval for a sewer tap must be obtained from the Village and the proper fee must be paid before installation begins. The final inspection and approval of the new sewer tap is done by the Village. Information on installation of a sewer line is available from the Village Administrator at (419) 542-8095.

RESIDENT RESPONSIBILITY

The resident(s) is responsible for all repairs and maintenance of all sewer service lines up to the point of connection to the Village's main sewer, including the sewer tap.

As service laterals are installed or replaced, the Village requires the line to be installed either on top or in the center of the sanitary sewer. There will be no taps made on the side or bottom of the sewer main. After the tap is made, the work shall be inspected and approved by Village personnel.

There will be no taps made directly into a manhole. If there is an existing tap into a manhole, it will remain until lateral work requires repair work. When any lateral work is done, the direct tap must be removed and placed in the sewer main.

The resident(s) will be required to secure a bond in order to dig across the street or road and curb. After completing the work of restoring the street or road and curb to the original condition, the bond will be refunded. Refunds are incumbent upon inspection and approval of the Village Administrator and/or the Village Zoning Inspector.

STREETS AND REFUSE DEPARTMENTS

Refuse Pickup is on Tuesday for residents north of High Street, except for North Main Street, Meadow Lane, Greenlawn Drive, Beverly Drive and Haver Drive. These residents will be picked up on Wednesday with High Street and all residents south of High Street.

Refuse should not be set out before 8:00 am the day of collection. All refuse is to be bagged, with a limit of 4-40 gallon bags, or the equivalent. Anything not bagged will not be picked up. Trash cans with loose refuse will not be emptied. Brush and grass clippings will not be picked up. Any bags over your limit must have a sticker applied to be picked up. (Stickers are available at the Utility Department for \$1.00 each). Items left on the curb for more than three (3) days will cause the resident to be cited by the Village.

There will be two (2) general pick-ups per year. Dates and times will be announced in advance. If you have any questions they may be addressed to the Village Administrator at 108 N. Main St. or by calling (419) 542-8095.

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| <p style="text-align: center;">The Recycling Lot (Located at the corner of Elm St. and Meuse Argonne) is open: Monday and Thursday 1:00 pm to 6:00 pm Saturday 9:00 am to 1:00 pm (Note: Closed Monday from December to February) Acceptable items include: Grass Clippings & Weeds Brush & Limbs There is a dumpster for: Appliances and Metal Items</p> <p style="text-align: center;">DO NOT LEAVE ANY ITEMS OUTSIDE THE FENCE WHEN THE LOT IS CLOSED. NO FURNITURE, CARPETING OR BUILDING MATERIALS ARE ACCEPTED.</p> |
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The Gingrich Road Transfer Station is available the first and third Saturdays from 8:00 am to 2:00 pm

(419) 782-5442

The Recycling Trailer

(Located in the parking lot across from the Village Municipal Offices) is available:

The first Friday and the 4th Wednesday
9 am to 11 am

Items to recycle include:

MAGAZINES

NEWSPAPERS (flat in paper bags)

PRESSBOARD / CARDBOARD (cut or folded into flat pieces & tied)

PLASTIC ITEMS (rinse clean, remove rings & caps, may be crushed)

STEEL CANS (rinse clean, remove both ends if possible)

ALUMINUM CANS (rinse clean)

NO GLASS

NO ALUMINUM FOIL

NO TIN CANS

OTHER SERVICES PROVIDED BY THE STREETS DEPARTMENT:

Leaves raked to the curb will be swept up during October and November. Leaves mixed with yard or tree debris will not be swept.

Downtown Street Sweeping is done as conditions warrant, usually Thursday night or early Friday morning. Please remove all cars from downtown by 2:00 am. Side streets are swept as time allows.

Mosquito Spraying begins when the temperature consistently stays above 55 degrees. Spraying is normally done on Thursday evenings from 9:00 pm. If conditions warrant, spraying may be done on Monday and Thursday. Please remove all containers which could hold water from your property to deter breeding insects.

Snow Removal may be hampered by vehicles parked on the street. If at all possible, park in your driveway during snowfalls, and be aware of specific areas where parking is prohibited during snow removal times.

Please report anything that might be considered hazardous:
a limb in the road, long-term standing water,
pot holes, dead animals, or missing and/or damaged street signs to:
Streets Department
(419) 542-8095.