

Message from the District Manager

March 27, 2020

Dear Property Owners:

Subject: Coronavirus update #3 - Toilet paper

Due to the current COVID-19 pandemic, toilet paper is currently in short supply. Because of this, people are getting very imaginative in finding a replacement for this necessary daily item with other things that **should never be flushed down the toilet**. The wastewater treatment plant is seeing an increase in the number of baby wipes and paper towels showing up at the plant. This includes disinfecting and cleansing wipes used to clean and sanitize your homes. These products along with paper towels should be disposed of in the trash and never flushed down toilets.

These products do not easily breakdown and can create many problems. They cause blockages in pipes that result in raw wastewater overflows that could enter streams and rivers or possibly flow down the street in front of your house. These products also clog and damage pumps in the collection system and the at the treatment plant. Repairing or replacing pumps and other components is expensive and could result in the cost being passed down to the customers.

Please help us continue providing services by never flushing anything not meant to be flushed.

Sincerely,

Lawrence Blood
District Manager
(479) 253-9700