

RCSD MISSION:

To provide efficient, cost effective, and reliable community services in a manner that protects health, safety and the natural environment.

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Think before you flush!

Questions? Contact Us:

Redway Community
Services District
Telephone: 707-923-3101
Email: redwaycsd@gmail.com
Website: redwaycsd.org

RCSD Meetings

The RCSD Board meets the third Wednesday of the month.

The time of meeting is.
6pm.

The meeting is held at the Redway CSD Office.
Located at 3168 Redwood Dr.,
Redway CA

RCSD CURRENT UPDATES

Volume 5/ Issue 1

SPRING 2025

Past Due Accounts and Water Ordinance Enforcement.

We continue to try to get our past due customer accounts current. As always, we have been reaching out to ratepayers with accounts that have been delinquent for at least 90 days. As we have already stated, we will now be issuing notices and enforcing shut-offs for any accounts with a 60-day unpaid balance.

Homeowners, renters and Prospective Buyers.

Homeowners: In these challenging times unusual situations arise. Some properties have an accrued balance that may be 60 days or more old. It is important to be on top of this when these unfortunate situations occur. Someone who is vacating property needs to close out open accounts and transfer billing to the property owner. Understand that the property owner is ultimately responsible for delinquent accounts. Please refer to Article 10 of our water ordinance. To help ease future occurrences, we will be placing tenants as the second contact.

Renters: Please be aware that any outstanding balance on the property that you are considering renting needs to be paid before placing it into your name and turning service back on. Bills go to the owner and the renter is copied, this allows the owner to be on top of the water/sewer bills and the renters are the secondary contact. This communication will alleviate some frustration that we have seen here at the office.

Prospective buyers: Please be aware that any outstanding balance on the property that you are considering purchasing needs to be paid before placing it into your name and turning the service back on.

Customer Portal is coming soon.

The customer portal will give ratepayers access to their accounts 24/7. We will be going live on the first of May with the April billing. Timing is important because the new software billing portal will email the bills out during the billing process. Fees for the new process are as follows; the minimum credit/debit charge is \$2.95 or 3.5% whichever amount is higher. The usual cards are Visa, Mastercard, Discover and AMEX. Customers that would like to utilize ACH as their preferred method of payment save the most money, a charge for using ACH is \$1.95

Sanitary Sewer Maintenance Continues.

Smoke-testing is an ongoing effort which will continue to be a part of our routine maintenance. It's important to know that the smoke is odorless and non-toxic. We will be letting residents know when and where the testing will take place via our newsletter, website and local media a minimum of 24 hours in advance. Please be aware that some smoke might enter the home due to faulty plumbing on the resident's side, where for example, there's "separations in venting."

You may notice the District's Jetter and Vacuum Truck around town, being used in the jetting and cleaning of our sanitary sewer. This type of maintenance is absolutely necessary to keep things flowing, removing fats, oils, and other debris so that our camera can identify points of inflow, such as cracks, separations, and ROOT INTRUSION (our biggest problem locally.)

Grants.

We have just finished with 60% of the design with the Wastewater Infrastructure Improvements Planning Grant and are now moving into 90%. This includes adding new flow meters to the District's existing sewer lift stations as well as the addition of new communications at the sewer lift stations. Plus, we will be replacing the older suspension bridge that goes over Legget Creek to our percolation ponds for final effluent treatment.

Then, we will update the process control within the wastewater treatment plant.

Also on the list is the updating of the clarifiers, getting new aeration brushes to the oxidation ditch (our main biological treatment process), a new backup generator, and a new electrical room. We will also be covering the filter beds for biosolids management.

The Redway Emergency Water Storage and Supply Project includes the replacement of the 250,000-gallon old Rusk storage tank and the replacement of the customer's water meters to electronic meters.

We have already completed 60% of this project. Finally, we will be replacing the filter media at our water treatment plant.

REMINDER - Non-flushable Wipes Being Tossed in the Toilet.

The nationwide increase in the number of non-flushable wipes being flushed continues. This is wreaking havoc on sewer systems everywhere. Please, please, please throw your wipes in the trash instead.

We're also noticing an unusual amount of grease in the system in certain neighborhoods. Please be

aware that grease should not be poured down the drain.

**Be a Good Neighbor:
Please think
before you
flush!**

RCSD collection system only treats limited types of waste: Pee, Poo and Paper – the three P's.



RCSD's sewer collection system is NOT designed to accept any of the following elements:

Hazardous waste of any kind: paints, oils, cleaning agents, etc.

"Flushable" wipes or diapers.

Fabrics of any kind.

Plastic bags or food wrappers.

Cannabis oils, cleaning agents, solvents or plant residues.

Fats, oils or grease.

Disposal of any of these elements into RCSD's collection system can result in significant additional expenses for the district—costs which will necessarily be passed on to you and your neighbors in increased rates—and is in violation of RCSD ordinances.