

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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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 meetings are held at the Redway CSD Office.
Located at 3168 Redwood Dr.,
Redway CA

RCSD CURRENT UPDATES

Volume 5/ Issue II

SUMMER 2025

Updated Contact Information

It's important for us to have your updated contact information, especially if we need to reach you during an emergency. If you have a new phone number or email address, please let us know.

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.

The Customer Portal is here.

You now have access to your accounts 24/7. You can also sign up for automatic payments. If you sign up for autopay, please make sure that the 25th of the month works for you. ALL AUTOMATIC PAYMENTS ARE PROCESSED ON THE 25TH OF EVERY MONTH. 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. The fee for ACH payments is a \$1.95 flat fee.

Automated Meters.

By now, most of you already have an automated meter installed. By logging in to your account you're able to monitor your water usage, check for leaks, see if you're within your "water budget" at any time of the day. If you haven't already received login instructions via email, please call the office to request them.

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.