



DARBOY JOINT SANITARY DISTRICT NO. 1

2018 NEWSLETTER AND WATER QUALITY REPORT www.darboysanitary.com

PLEASE KEEP FOR
YOUR REFERENCE

Page 1 – Newsletter Info &
Website

Page 2 – Sewer Utility

Page 3 – Meters

Page 4 – Rates, Rules,
Payments & Leaks

Page 5 – Billing Cycle &
Summertime Watering
Credits Schedule

Page 6 & 7 – Cross Connection
Control

Page 8 thru 11 – Water
Quality Report

Page 12– Commissioners
& Meeting Information

Page 12 – Office &
Contact Information

Page 12 – Emergency Numbers

HAPPY SUMMER EVERYONE!



After record lows and snow in April, hopefully by the time you receive this newsletter, your thoughts will be turned to spring and warmer weather, with summer right around the corner.

The Darbo Sanitary District continues to grow. Last year, we added 36 new homes and are now servicing 4,631 customers. We safely pumped 293,326,000 gallons of water for an average of 803 thousand gallons of water a day.

Thank you for observing the “Long Term Water Use Efficiency Ordinance” and watering at the allotted times. Please continue to do so. This ordinance is available on our website

www.darboysanitary.com

Even though some information now appears on our website, we are required to send certain information out to our customers. This newsletter has information on:



The rates that we are required to give our customers once a year, per the Public Service Commission of Wisconsin.



The 2017 Water Quality Report required by the Wisconsin DNR.



Information on the Residential Cross Connection Program required every three years by the Wisconsin DNR.

PLEASE PAY ATTENTION TO WHAT ENTERS OUR SEWERS

DON'T LET A SEWER BACKUP HAPPEN TO YOU

Sewer Maintenance

Have you seen our cleaning and televising equipment crew around town?

The Darboy Sanitary District has been doing some extensive cleaning and leak detection. We strive to stay proactive in our maintenance projects to lower our sewer treatment costs. We ask that, if you utilize sanitary wipes or any type of fibrous cloth for cleaning or personal hygiene, that you dispose of them in the garbage and do not flush them down the toilet. This will save thousands of dollars annually in sewer maintenance and cleaning expenses and **avoid the potential for you being held responsible for damages caused by backed up sewers. Violations could be as high as \$250 per day for anyone causing harm to the sewer.**



The rule of thumb is that anything other than toilet paper should be disposed of in the garbage.



Accumulation of rags in the pipe.

Did you know?

That toilet paper disintegrates in about one minute while these other items do not.

Here are the top five offenders of sewer backups and these items should not be put down drains or flushed down the toilet:

Paper towels: Unlike toilet paper, paper towels are designed to stay intact when wet, so they often tangle into fibrous clumps that jam sewer systems.

Flushable wipes: In 2015, personal wet wipe sales hit an estimated \$2.2 billion. Regular toilet paper dissolves in water in minutes. New flushable wipes, however, do not. They can reduce a pump's flow rate by as much as 30 percent.

Disinfecting and baby wipes: Pre-moistened wipes, disinfecting and baby wipes dissolve even more slowly than flushable wipes and are more hazardous to pumps.

Feminine hygiene products: Like pre-moistened wipes, tampons are far from pump friendly, even if they are labeled "flushable".

Fats, oil and grease (FOG) cling to solids and fibers, creating balls of sludge known as fatbergs.

Meters

“Thank You” to the prompt responses in scheduling a meter appointment to those of you who were in the area for the meter exchange this year. Close to 500 meters were changed out over the winter months.

Is it Time for Your Meter Checkup?

The Wisconsin Public Service Commission mandates that all meters be tested for accuracy. Residential meters are to be tested once every ten years. This is for your protection, to ensure that your water usage is correct and represents a fair billing.

We are now installing a 20-year meter & radio system which will provide better accuracy and improved system performance. Generally, the meter exchange is completed within a half hour and is scheduled during the winter months, starting in January.

Should you receive a phone call or a door hanger, your prompt response in scheduling an appointment is appreciated.



TO KEEP PHONE NUMBERS CURRENT

With the increasing number of cell phones, it is getting more difficult to contact customers.

Please give us a call at 788-6048 or contact us through our website at www.darboysanitary.com if you change your phone number.

It is very **IMPORTANT** to have your current phone number on file in case we DO NEED TO CONTACT YOU.

Thank You.

This is the list of streets for the upcoming 2019 Meter Exchange:

Briarwood Dr
Chadbury Ln
Evan St
Falcon Ct
Gable Dr
Gentry Dr
Golden Eagle Ct
Greenspire Way
Hickory Park Dr
Holly Ln
Juneberry Ct
Linden Hills Dr
Marion Ave
Red Tail Ct
Red Tail Ln
Ruys Ct
Snowberry Dr
State Park Ct
State Park Rd
Tree Line Ct
Valleywood Ln

SAFEGUARDING OUR DRINKING WATER

INSPECTIONS PERFORMED DURING METER REPLACEMENT

A **Basement Cross Connection Inspection** is performed and an educational brochure is provided at the time of your meter replacement as part of the Residential Cross Connection Program.

A **Clear Water Inspection** is performed to check for leaky service laterals and illegal discharges that cause unnecessary clear water to enter the sanitary sewer system. **Reminder: It is illegal to connect sump pumps to the sanitary sewer and this violation may be subject to a cost of \$250.**

WATER & SEWER RATES

Quarterly rates for water and sewer are:

QUARTERLY SERVICE CHARGES		
Meter Size	Water Service	Sewer Service
5/8" OR 3/4"	17.51	24.23
1"	29.05	65.39
1 1/2"	55.62	104.63
2"	86.52	124.63
3"	157.59	154.63

VOLUME CHARGES				
		Water	Sewer	Commercial Sewer
Volume charge per 1,000 gallons				
First	50,000 gallons used each quarter	\$2.90	\$5.19	\$5.89
Next	50,000 gallons used each quarter	\$2.72	\$5.19	\$5.89
Over	100,000 gallons used each quarter	\$2.60	\$5.19	\$5.89

Please Note: Information on rates and billing schedule is available online at: www.darboysanitary.com

- A complete copy of the district’s current rates and rules are available for review at the district office pursuant to Wis. Admin. Code § PSC 185.22 or at <http://psc.wi.gov>.
- Payments must be received in the office by the 20th of the month. Payments received after the 20th of the month are subject to late payment charges, in the amount of 1% per month on the outstanding balance. Late payment charges cannot be waived. These terms are regulated by the Public Service Commission (PSC).
- Payments can be dropped off at the office. We also provide a 24-hour drop-box slot located on the front of the building or *automatic withdrawal from your checking or savings account for your payment convenience.* **(The form is available online at www.darboysanitary.com)**
- Customers whose water services were disconnected for nonpayment of bills will be required to pay a \$20 reconnect charge during regular office hours or \$30 after regular office hours.

PLEASE NOTE WE DO NOT ACCEPT CREDIT OR DEBIT CARDS.

Simplify your Life with the Automatic Bill Payment Plan



Your utility payment will automatically be deducted from your checking or savings account on the due date. **(The form is available online at www.darboysanitary.com)**



LEAKS CAN COST A LOT OF MONEY

Leaks waste tremendous amount of water and can have a significant impact on the cost of your bill. ***Sewer charges are based on the amount of water that passes through your water meter, whether you used the water or it leaked and was wasted.*** A toilet that keeps running wide open can easily waste hundreds of gallons in only an hour. Every situation is unique, but a leak does have the potential to substantially increase your bill each quarter.



SUMMERTIME WATERING CREDITS

We will again be giving the summertime watering credit for two summer quarters when a residential customer uses over 20% on their average usage for the two winter quarters. You pay for all the water used and get a credit on the sewer portion of the bill for water not entering the sewer system. This is all **automatic in the billing system and it is not necessary to call in for summertime water credits** (lawn water, filling pools, etc.).

Please review the schedule below for your area.

BILLING CYCLE AND SUMMERTIME WATERING CREDIT SCHEDULE

Please Note: If you move within the District, your account number does change.

Buchanan East is in the Town of Buchanan and located East of County N. Your account number will start with the number 5. Bills are due in February, May, August, and November. Watering credits are given for the months of May, June, July, August, September and October.

Buchanan West is in the Town of Buchanan and located West of County N. This also includes the Kimberly area that we service. Your account number will start with the number 6. Bills are due in March, June, September, and December. Watering credits are given for the months of June, July, August, September, October, and November.

Village of Harrison accounts start with a number 7. This area is south of County Rd. KK and also includes the City of Appleton area that we service. Bills are due January, April, July, and October. Watering credits are given for the months of April, May, June, July, August, and September.

Billed the end of the month		Due on the 20th of the following month					
Section	Area	Billed:	Due:	For the Months of:			
5	Buch East	Jan	Feb	Nov	Dec	Jan	
6	Buch West	Feb	Mar	Dec	Jan	Feb	
7	Harrison	Mar	April	Jan	Feb	Mar	
5	Buch East	April	May	Feb	Mar	Apr	
6	Buch West	May	June	Mar	Apr	May	
7	Harrison	June	July	Apr	May	June	Watering Credits Apply
5	Buch East	July	August	May	June	July	Watering Credits Apply
6	Buch West	Aug	Sept	June	July	Aug	Watering Credits Apply
7	Harrison	Sept	Oct	July	Aug	Sept	Watering Credits Apply
5	Buch East	Oct	Nov	Aug	Sept	Oct	Watering Credits Apply
6	Buch West	Nov	Dec	Sept	Oct	Nov	Watering Credits Apply
7	Harrison	Dec	Jan	Oct	Nov	Dec	

CROSS CONNECTION CONTROL

Help Protect Your **DRINKING WATER** From Contamination

What is a Cross-Connection?

A cross-connection is an actual or potential connection between the safe drinking water (potable) supply and a source of contamination or pollution. State plumbing codes require approved backflow prevention methods to be installed at every point of potable water connection and use. Cross-Connections must be properly protected or eliminated.

How does contamination occur?

When you turn of your faucet, you expect the water to be as safe as when it left the Darboy Sanitary District's system. However, certain hydraulic conditions left unprotected within your plumbing system may allow hazardous substances to contaminate your own drinking water or even the public water supply. Water normally flows in one direction. However, under certain conditions water can actually flow backwards; this is known as backflow. There are two situations that can cause water to flow backward: backsiphonage and backpressure.

Backsiphonage

May occur due to a loss of pressure in the municipal water system during a fire fighting emergency, a water main break or system repair. This creates a siphon in your plumbing system which can draw water out of a sink or bucket and back into your water or public system.

Backpressure

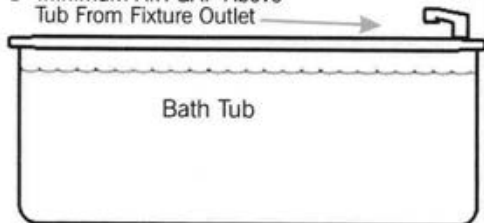
May be created when a source of pressure (such as a boiler) creates a pressure greater than the pressure supplied from the public water system. This may cause contaminated water to be pushed into your plumbing system through an unprotected cross-connection.

In the Bathroom - Hand Held Shower Fixture

The hand held shower fixture is compliant if:

- When shower head is hanging freely, it is at least 1" above top of the flood level rim of the receptor (tub)
- Complies with **ASSE#1014**
- Has the **ASME code 112.18.1** stamped on the handle

1" Minimum AIR GAP Above Tub From Fixture Outlet

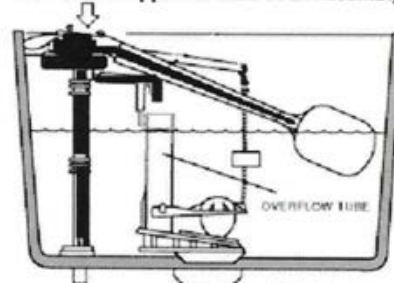


In the Bathroom - Toilet Tanks

There are many unapproved toilet tank fill valve products sold at common retailers which do not meet the state plumbing code requirements for backflow prevention.

- Look for the **ASSE #1002** Standard symbol on the device and packaging
- Replace any unapproved devices with an **ASSE #1002** approved anti siphon ball-cock assembly. Average cost is typically \$12 to \$22 at home improvement stores
- Verify overflow tube is one inch below critical level (CL) marking on the device

ASSE #1002 Approved Ball Cock Assembly



Residential Cross Connection

Cross Connections can contaminate our safe water

Did You Know?
Outside water taps and garden hoses tend to be the most common sources of cross connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or when attached to a chemical sprayer for weed killing.

Protect your drinking water by taking the following precautions.



A hose submerged in a wading pool could siphon water, along with harmful bacteria, back into your drinking water supply. A hose bib vacuum breaker can help minimize this risk.

NEVER:



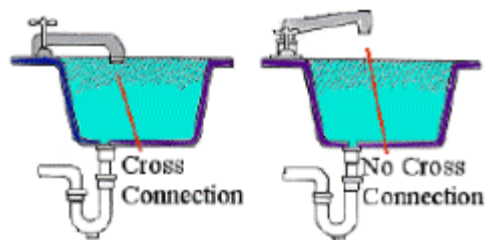
- Leave a hose with an open end in a container, like a bucket of water for car washing.
- Leave a hose submerged in a swimming pool.
- Leave a hose connected to a laundry tub faucet submerged in a sink filled with soapy water.
- Use spray attachments without a backflow prevention device.

- Connect waste pipes from water softeners or other treatment systems directly to the sewer or submerged drain pipe.

ALWAYS:



- Maintain air gaps. Be sure there is an air gap between a source of drinking water and non-potable water (such as a filled sink) to prevent contamination.
- Have hose bib vacuum breakers on spray attachments and hose connections in the kitchen, basement, laundry room, and outside.



- Make sure toilets have anti-siphon ballcock assemblies.
- Keep the ends of hoses clear of all possible contaminants.

The **Darboy Sanitary District** would like to thank you in advance for your assistance and cooperation and for helping to make the water we use daily safe for everyone.

If you have any questions on the **Cross Connection Program**, please contact Pat Hennessey, Water Superintendent, at 920-788-6048.

THE DARBOY JOINT SANITARY DISTRICT NO. 1

Water Quality Report

2017



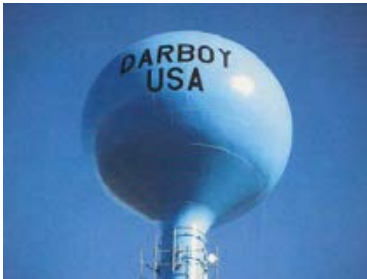
Consumer Confidence

In compliance with the Safe Drinking Water Act, we're pleased to provide you with this year's water quality report. Its purpose is to keep you informed about the excellent water and services delivered to you by the Darboy Sanitary District from January through December 2017. **Once again, we are pleased the Water Utility has not had any water quality violations; our water is safe and exceeds federal and state requirements.**

Our constant goal is to provide you a safe and dependable supply of drinking water. The Sanitary District's licensed operators are here to ensure the excellent water quality 24 hours a day, every day of the year. For more information about this report, or for any questions relating to your drinking water, please call Patrick Hennessey, Water Department Superintendent, at 920-788-6048.



To obtain a summary of the source water assessment please contact, Patrick Hennessey at 920-788-6048.



Did You Know?

Our water source is groundwater which is pumped through wells that draw from the Cambrian Sandstone Aquifer, which is approximately 800 feet below the surface. Well # 1 is 525 feet deep, Well # 2 and # 3 are 535 feet deep.

Our distribution system consists of one water tower with a capacity of 300,000 gallons of water and one concrete reservoir which holds 480,000 gallons of water.

Our treatment process softens the water to about 6 grains of hardness.

The fluoride in our water occurs naturally in sufficient amounts. We are not required to add fluoride.

Definition of Terms Used in the Report

AL – Action Level: The concentration of a contaminant, which if exceeded, triggers treatment or other requirements, which a water system must follow.

MCL – Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

MCLG – Maximum Contaminant Level Goal: The "Goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

ppm – parts per million or milligrams per liter (mg/l).

ppb – parts per billion (ppb) or micrograms per liter (ug/l).

pCi/l – Picocuries per liter - picocuries per liter is a measure of the radioactivity in water.

TCR – Total Coliform Rule

Testing Information

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year.

The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last 5 years, it will appear in the tables along with the sample date.

Our water system purchases water from Kimberly Waterworks. For that reason testing results from Kimberly are also included in the following tables.

Substances that Might Be in Drinking Water



To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for

contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it can acquire naturally occurring minerals, in some cases, radioactive material; and substances resulting from the presence of animals or from human activity.

Substances that may be present in source water include:

- **Microbial Contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.
- **Inorganic Contaminants**, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic Chemical Contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive Contaminants**, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's

Safe Drinking Water Hotline at 1-800-426-4791.

Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune systems disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care provider or call the U.S. EPA's

Safe Drinking Water Hotline at 1-800-426-4791.

Additional Health Information

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. **Darboy Sanitary District has absolutely NO lead water service lines within its system.** We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Water: Are you drinking enough of it? Why We Must Hydrate

Here are a few of the essential roles of water in the human body.

- Helps organs function
- Flushes bacteria and toxins from your system
- Aids digestion
- Carries nutrients and oxygen throughout the body
- Controls blood pressure
- Lubricates joints
- Keeps skin moist and smooth





DARBOY SANITARY DISTRICT

2017 DARBOY'S WATER QUALITY TEST RESULTS

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2017)	Violation	Typical Source of Contaminant
Disinfection Byproducts							
HAA5 (ppb) Site H/T-1	60	60	2.78	2.78		NO	By-Product of drinking water chlorination
TTHM (ppb) Site H/T-1	80	0	10.16	10.16		NO	By-Product of drinking water chlorination
HAA5 (ppb) Site H/T-2	60	60	2.25	2.25		NO	By-Product of drinking water chlorination
TTHM (ppb) Site H/T-2	80	0	6.65	6.65		NO	By-Product of drinking water chlorination
Inorganic Contaminants							
ARSENIC (ppb)	10	n/a	1	1 - 1		NO	Erosion of natural deposits; Runoff from orchards/glass and electronics production wastes.
BARIUM (ppm)	2	2	.005	.001 - .005		NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	1.6	1.3 - 1.6		NO	Erosion of natural deposits; Discharge from fertilizer and aluminum factories
NITRATE(N03-N) (ppm)	10	10	.05	0.00 – 0.05		NO	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
SODIUM (ppm)	n/a	n/a	340.00	230.00 - 340.00		NO	n/a
COPPER (ppm)	AL=1.3	1.3	1.2 (90 th Percentile)	0 of 30 homes tested were above action level		NO	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	.44 (90 th Percentile)	0 of 30 homes tested were above action level		NO	Corrosion of household plumbing systems; Erosion of natural deposits
Radioactive Contaminants							
Gross Alpha, Excl. R & U (pCi/l)	15	0	5.9	0.0-5.9		NO	Erosion of natural deposits
Radium, (226 + 228) (pCi/l)	5	0	2.1	1.1-2.1		NO	Erosion of natural deposits
Gross Alpha, Incl. R & U (n/a)	n/a	n/a	5.9	0.0-5.9		NO	Erosion of natural deposits
<p>Unregulated Contaminants are those for which EPA has not established drinking water standards. We participated in the 3rd stage of the EPA's Unregulated Contaminant Monitoring Regulation (UCMR3) program by performing additional tests on our drinking water. UCMR3 benefits the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if EPA needs to introduce new regulatory standards to improve drinking water quality.</p> <p>EPA required us to participate in this monitoring.</p>							
SULFATE (ppm)	n/a	n/a	440.00	310.00-440.00		NO	n/a
STRONTIUM (ppb)	n/a	n/a	10950	2854-10950	8/27/2015	NO	n/a

Our water system did not monitor for cryptosporidium or radon during 2017. We are not required by State or Federal drinking water regulations to do so.

VILLAGE OF KIMBERLY

2017 KIMBERLY'S WATER QUALITY TEST RESULTS

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2017)	Violation	Typical Source of Contaminant
Disinfection Byproducts							
HAA5 (ppb)	60	60	1	1		NO	By-product of drinking water chlorination
TTHM (ppb)	80	0	10.9	10.9		NO	By-product of drinking water chlorination
Inorganic Contaminants							
ARSENIC (ppb)	10	n/a	1	1 - 1		NO	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	.007	.001 - .007		NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	1.2	1.1 - 1.2		NO	Erosion of natural deposits; Discharge from fertilizer and aluminum factories
SODIUM (ppm)	n/a	n/a	310	160 - 310		NO	n/a
COPPER (ppm)	AL=1.3	1.3	.1900 (90 th Percentile)	0 of 20 results were above the action level		NO	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	4.6 (90 th Percentile)	0 of 20 results were above the action level		NO	Corrosion of household plumbing systems; Erosion of natural deposits
Radioactive Contaminants							
Gross Alpha, Excl. R & U (pCi/l)	15	0	5.2	3.2-5.2		NO	Erosion of natural deposits
Gross Alpha, Incl. R & U (n/a)	n/a	n/a	5.2	3.2-5.2		NO	Erosion of natural deposits
Radium, (226+228) (pCi/l)	5	0	2.8	0.8-2.8		NO	Erosion of natural deposits

The Kimberly water system did not monitor for cryptosporidium or radon during 2017. State or Federal drinking water regulations did not require them to do so.



Thanks for reading this year's report! We strive to provide top quality water to every tap in the Darboy Sanitary District. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life, and our children's future.

Did you know?
Watermelon is 93% water.



Enjoy Your Summer!
Stay Hydrated!



DARBOY JOINT SANITARY DISTRICT NO. 1
N398 COUNTY ROAD N
APPLETON, WI 54915

PLEASE READ – CONTAINS IMPORTANT INFORMATION

The Darboy Joint Sanitary District is governed by a board of three commissioners who are appointed to 6-year terms.

The current commissioners are:

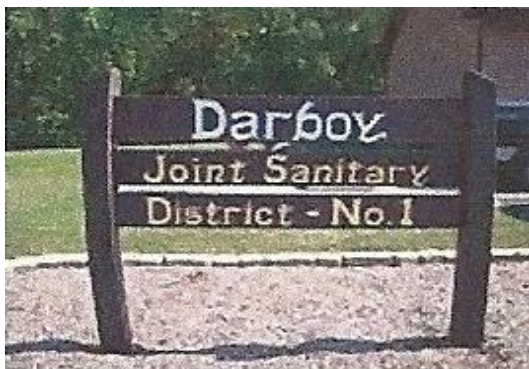
George Schmidt
Randy Verhagen
Bruce Corning

The Commissioners meet on the second and fourth Tuesdays of the month at 8:00 A.M. at the district office. Anyone wishing to learn more about the utility operations is invited to attend the regularly scheduled meetings.



The Darboy Sanitary District Office:

- is located at N398 County Road N, Appleton, WI 54915.
- hours are 7:00 A.M.-4:00 P.M. Monday Thru Friday.
- provides a 24-hour drop-box slot located on the front of the building for your payment convenience.
- Phone number is 788-6048.
- *Our website is www.darboysanitary.com*



OUR EMERGENCY NUMBERS

are listed on the answering machine for after-hour emergencies. They are as follows:

734-7247 • 419-2611
419-2613 • 419-2614

We do ask if you call these numbers that, it is an emergency, not questions about billing or other matters that can be taken care of during office hours. Also, if you call and no one is in the office during the business hours listed, please leave a message.