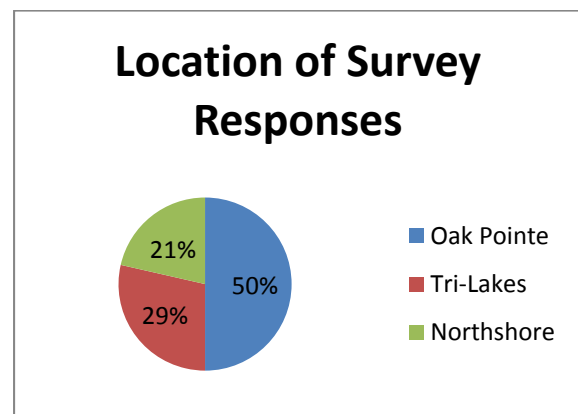
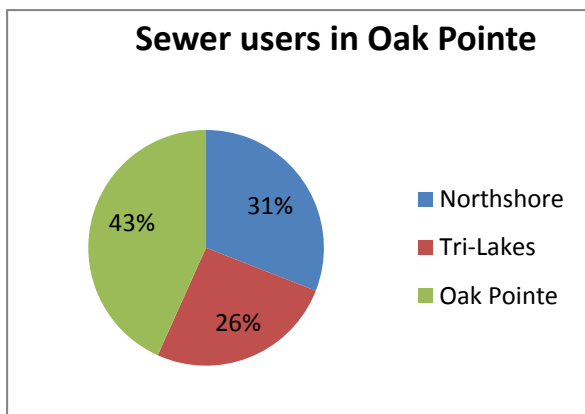




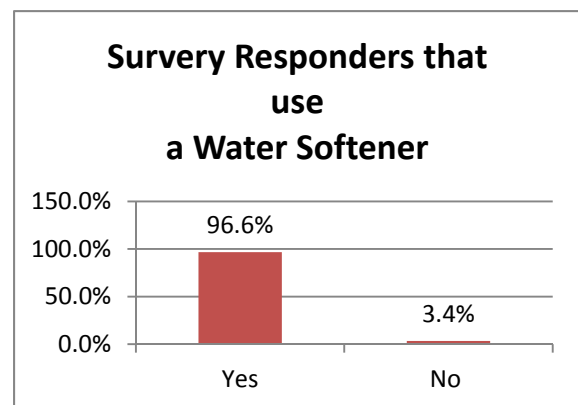
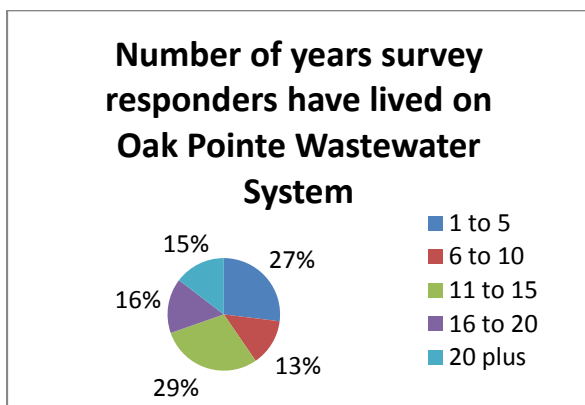
Oak Pointe Survey Results

From September through November 2012 the Genoa Township Utility Department gave numerous presentations, sent a brochure to all sanitary sewer customers and invited them to an Open House in November to explain the need for a wastewater treatment plant capital improvement project. As part of the public education presentations we made surveys available for customers to complete, below are some highlights of the survey results:

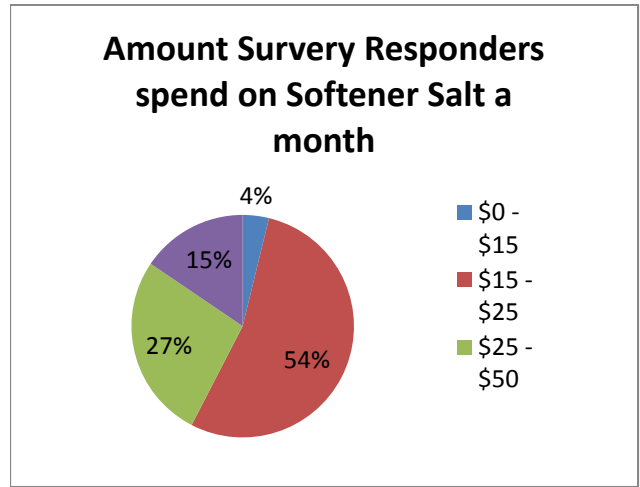
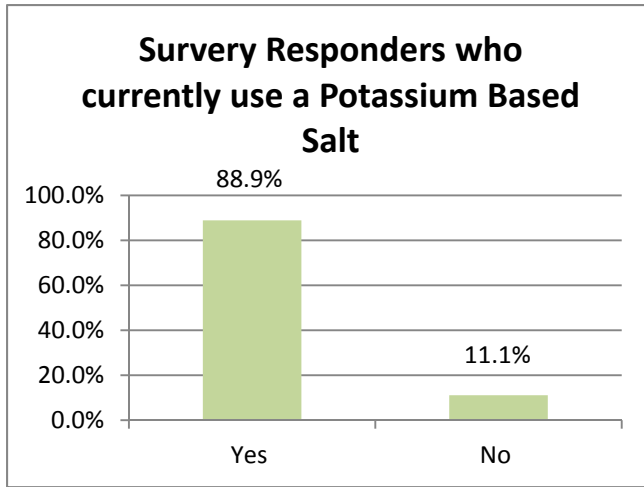
Demographics and General Stats:



The Oak Pointe Wastewater Treatment Plant serves the Northshore, Oak Pointe, and Tri-Lake communities in Genoa Township. Survey results shown above show the general make up of the sanitary sewer users, with the percent of each district shown on the graph on the top left. The chart on the top right shows the survey respondents from each district, and the chart on the bottom left shows how long they have lived at their current residence. As shown on the chart on the bottom right, a majority of sanitary sewer users utilize a water softener at their residence.



Wastewater Questions:



As shown on the chart on the top left and right, the majority of people are using a potassium based salt and are spending between \$15 and \$50/month for the potassium based salt. In addition, a majority of people desire to use a sodium based salt in their water softener, as shown on the bottom left. The preferred option to address the known issue at the Oak Pointe Wastewater Treatment Plant is to consolidate with the Genoa Ocala Wastewater Treatment Plant, as shown on the bottom right.

