

**Public Water Supply District No. 12**  
**12301 State Road TT**  
**Festus, MO 63028**  
**636-937-9697**  
**pwsd12.com**



# **NEW CUSTOMER WELCOME PACKET**



**PUBLIC WATER SUPPLY DIST #12**

# Mission Statement

To supply our customers with a potable water source in a consistent and cost-effective manner that meets or surpasses industry standards with our consumers' satisfaction as our main concern.



# **WELCOME!**

As a new water user or builder, Public Water Supply District No. 12 would like to welcome you as a customer. If you have any questions or concerns, please feel free to contact our office and we will do everything we can to answer your questions or address your concerns.

## **WHERE YOUR WATER COMES FROM**

Water to supply the area comes from three deep wells located throughout the District. The depth of these wells ranges from 910' to 1140'. The District can pump 2,030,400 gallons of water per day and has the capacity to store a total of 789,300 gallons of fresh water in five different storage facilities. Our water distribution system has 65 miles of watermain from 2" to 12" in diameter.

Public Water Supply District No. 12 follows the rules and regulations set forth by the Environmental Protection Agency and the Missouri Department of Natural Resources. In accordance with the Missouri Department of Natural Resources testing requirements, the District takes water samples from various locations in the District each month and sends them to a laboratory for testing.

All groundwater has small amounts of minerals and other contaminants which are regulated. The District prepares a Consumer Confidence Report (CCR) yearly to notify the public of any minerals and contaminants found in our drinking water and what level of each contaminant is allowed by the Department of Natural Resources. Anyone interested in obtaining a copy of this report may do so by contacting our office or visiting our website at [www.pwsd12.com](http://www.pwsd12.com).

## **DISTRICT ADMINISTRATION**

Administration of the District is accomplished by an elected five-member Board of Directors, a Manager, Assistant Manager, and Water System Operators. Each Director is elected for a term of three (3) years and represents a Sub-District or certain geographical area, within the District. The Board of Directors generally meet on the second Tuesday of every month at 4:30 p.m. This occasionally changes due to holidays or scheduling conflicts. The meetings are held at the District's office and are open to the public. We recommend calling to verify the meeting time beforehand and ask that you call the office at least twenty-four (24) hours in advance if you would like to address the Board of Directors so we can place you on the agenda.

Our office is located at 12301 State Road TT, Festus, Missouri. The telephone number is (636) 937-9697. The office is open Monday thru Friday from 8:00 a.m. until 4:30 p.m. with the exception of lunch from noon to 12:30 p.m. You can e-mail us at [office@pwsd12.com](mailto:office@pwsd12.com) or visit our website at [www.pwsd12.com](http://www.pwsd12.com). Our office is closed on most legal holidays. Emergency numbers are located on your bill and on the answering machine at our office number. **A member of our staff is on-call 24/7 for any emergencies that may arise when our office is closed.**

## SETTING UP SERVICE

If the property is not currently served by a water meter, a new service will need to be paid for and a Water User Agreement completed and returned. We require at least a two-week notice for new taps. Our staff will visit the proposed site, verify that water service is available and let the owner/contractor know where the water meter will be located. Please contact our office for current fees. PWSD No. 12 does not install or maintain the water line from the water meter to the house.

In order to establish service with Public Water Supply District No. 12, a Water User Agreement needs to be completed and returned along with a security deposit. This deposit will be refunded upon notification to the District that water service can be discontinued. Any final charges will be deducted from the deposit and the balance returned to the customer.

- For residential property owned by the occupant, the deposit is \$50.00. We ask that closing papers be presented as proof of ownership.
- For all residential rental property, including mobile home court pads and apartments, the deposit is \$100.00.
- For commercial or industrial service, a deposit of \$200.00 is required.

**Note:** All tenants of rental property must provide the District with owner information. All landlords must provide the District with an owner deposit and agreement. All owners acknowledge that it is the responsibility of the property owner to notify the District of any tenant change and any unpaid balance left by tenants will be the property owner's responsibility. The District has the right to deny water to any property with an unpaid balance until the balance is paid in full. All property owners acknowledge the responsibility of the monthly water bill when rental property is vacant with the water turned on for cleaning, etc.

## BILLING PROCEDURES

All bills are based on actual meter readings unless inclement weather or other situations prevent us from locating and reading the meter. In this case, your bill will be estimated based on previous readings. The meters are read on, or near,

the fifteenth (15<sup>th</sup>) of every month. The usage is calculated, and bills are mailed to customers on the last business day of each month. The District makes every effort to ensure billing addresses are accurate. If your address is incorrect or changes for any reason, please contact the office promptly so the change may be made to your account. **Public Water Supply District No. 12 is not responsible for the mail service.** If you have not received a bill by the fifth (5<sup>th</sup>) day of the month, please contact our office and we will gladly send you a new bill. If you provide our office with an email address, we will send the bill to it in addition to (or in place of) a mailed bill upon request.

**Customers should receive their bill on, or around, the first of each month. It is due by the 15<sup>th</sup> of the month.** If not paid, a 10% penalty is added to billing amounts after the 15<sup>th</sup> of the month. If a bill remains unpaid, service will be disconnected on, or after, the fourth (4<sup>th</sup>) Tuesday of the month. Payment can be made at our office during regular business hours. We accept cash, checks and money orders for payment. As a convenience, major credit/debit cards as well as most current electronic payment platforms can be used at our office or online at [pwsd12.com](http://pwsd12.com) by accessing our 3<sup>rd</sup> party payment processing service. A Convenience Fee will apply to these payments. The fee is not paid to the District but is charged by the company processing the payment. In addition, the District has a secure drop-box located next to the front door of the office at 12301 State Road TT for your after-hours convenience. Please note: If we receive two (2) returned checks on your account, you will not be able to use checks for any future payments.

## **DISCONTINUANCE AND RE-CONNECTION OF SERVICES**

All water bills become delinquent if not paid by the 15<sup>th</sup> of each month. A bill is mailed to all customers, every month, unless you have requested paperless delivery only. Customers are expected to pay their monthly bill in a timely manner. **Again, the District is not responsible for the mail service.** If the bill is not paid by the disconnect date printed on the bill, service will be interrupted. A re-connect fee of \$40.00 will be charged to every account that is disconnected. These fees will need to be paid in full along with the total amount of the bill before water service will be restored. **Service will not be re-connected outside of regular business hours.** If you have any questions or concerns about your bill, please call our office before the due date on the bill.

If you would like your service temporarily turned off, please contact the office to schedule a time. Also, please call ahead to schedule a time when someone will be there to have the water turned back on. This can help prevent any leaks in your absence and will not generate a minimum bill if you are gone more than a month.

There is no charge for this service if done during regular business hours. Outside of regular business hours a service charge of \$50.00 will apply.

A tampering fee of \$50.00 will be charged to a customer's account if we find that the meter has been tampered with. If a meter has been locked off for non-payment or other reasons, and the lock has been cut or removed, a \$50.00 fee will apply along with the cost of any repairs needed. After the first broken lock, the meter will be removed. If, when checked, an illegal jumper connection is found, the Sheriff's Dept. will be contacted, and a report filed. All violators will be prosecuted to the fullest extent permitted by law.

**\*\*\*Tampering with, attempting to tamper with, or threatening to tamper with a public water system is in violation of U.S. Code Title 42, Chapter 6A, Subchapter XII, Part D and is considered a Federal offense.\*\*\***

## **WATER RATES**

The District bills a minimum of 1,000 gallons for every account currently turned on. **Please note that if you are away and do not use any water, you will still receive a minimum bill.** To avoid being billed, contact the office for a temporary turn-off. Usage above the minimum is billed in 1000-gallon increments or portions thereof. Please contact our office for current rates.

**Note:** Rates are subject to change. It is necessary to adjust rates periodically to compensate for inflation. Notification of rate changes will be mailed prior to the effective date of changes, typically as a note on your bill.

## **WATER METER AND SERVICE LINE LEAKS**

It is policy of Public Water Supply District No. 12 of Jefferson County that each customer is responsible for his/her own water lines. This consists of the line from the meter pit to the house or other structure. The District maintains and operates the main lines of the system and service lines up-to and including the water meter pit. The amount of water that goes through the water meter will be billed to the customer for water usage charges.

The customer can check for leaks in their own system. The meter has a battery save function on the meter. Waking the meter dial up with an LED light will give a customer the ability to read the numbers on the meter. There is a leak indicator on each face of the meter. Make sure every faucet/water supply in the house is off (washing machine, toilets, frost-free hydrants, faucets, etc.). Look on the face of the meter at the leak indicator. Watch the indicator for at least 5 minutes. If the indicator moves or the number changes on the meter, you likely have a leak.

Ground water collects in some meter pits, depending on the location, and is not necessarily an indication that there is a leak. Upon request, we will send a member of our trained staff to perform this service with no charge during regular business hours.

## **WATER PRESSURE**

Because the District operates a gravity-fed system in hilly terrain, we cannot adjust for different elevations from the water towers. This results in varying water pressure throughout the district. You, the customer, are responsible for determining the pressure at your location and the need for a pressure regulating valve. The customer is responsible for the installation and maintenance of such valve and any cost incurred if such valve is needed. **The District highly recommends that a pressure regulator and shut-off valve be installed on every service line in an easily accessible location.**

## **FIRE PROTECTION**

While fire hydrants are available for fire department use, the water district makes no representation whatsoever of the adequacy of fire protection from its water supply system. The Water District's mission is to supply potable water for our customers' use.

## **MAINTENANCE**

The District will make all reasonable efforts to supply continuous service; however, the District has the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts will be made to notify water users of *foreseeable* interruptions to water service, but the District is not responsible for any loss due to the interruption of service.

## **REPORT SUSPICIOUS ACTIVITY**

We ask that all customers remain vigilant in watching for suspicious activities or people in or around water supplies, wells, meters, and the like. Please report any questionable activities to the local law enforcement agency or our office immediately. We thank you for your efforts to help protect our community.

## **PRIMACY FEES**

Primacy fees are assessed to the Water District once a year by the Missouri Department of Natural Resources. The current fee is \$5.28 for a meter one inch

or less, \$21.00 for meters more than one inch but less than two inches, \$102.00 for meters more than two inches but less than four inches, and \$198.00 for meters more than four inches. This fee is billed on each account in July and then paid to the Department of Natural Resources for their services. This user fee, paid by the customers of every Missouri public water system, supports the department's efforts to ensure Missourians are provided adequate water that is safe to drink. It is listed on your bill as Primacy Fee.

## **INQUIRY, SERVICE AND COMPLAINT PROCEDURES**

Should you ever have any questions or complaints, please feel free to call the District office at 636-937-9697 between the hours of 8:00 a.m. and 4:30 p.m., Monday thru Friday, and someone will gladly assist you.

If you feel your meter was read incorrectly or you are questioning your bill, call the office as soon as you receive the bill. The office will be happy to send someone out to double-check your water meter. Please note that billing inquiries can only be addressed during regular business hours.

If you are unable to pay the full amount of your bill, please call the office as soon as possible to set up a payment arrangement. Payment arrangements are made at the discretion of management. Payment history will be a factor in determining eligibility of payment arrangements. Failure to make payments as agreed may result in disconnection of service with no further notice.

## **SOCIAL MEDIA**

The water district can be found on Facebook as "Jefferson Co. PWSD #12" and on Twitter "@PublicWater12". Occasional news and messages are posted to both sites.

The district also utilizes *Textcaster* as a service to our customers. Text messages and e-mails are sent for emergencies, general news, bill payment reminders and severe weather alerts. There is no charge from the district for this service. Please contact our office to be added to the list or visit our website at [pwsd12.com](http://pwsd12.com) and follow the *Textcaster* link.

Thank you, and welcome to our Water District.

Sincerely,

PWSD No. 12 Board of Directors and Staff