



# Public Water Supply District No. 12

Public Newsletter 2016

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## Watch Us Grow!

Public Water Supply District No. 12 has made many improvements to address deficiencies in our water system. In 2013, the District began an overbuild project of more than 16,000 lineal feet of 8-inch water main, 14 fire hydrants, stand-by emergency generators at two well sites, and updated controls for our SCADA system. Our SCADA system provides constant monitoring of our water system 24/7. These projects were funded through the State of Missouri Revolving Loan Fund Program and through more than \$800,000 provided by a Rural Water Grant from the Missouri Department of Natural Resources. The Management of Public Water Supply District was diligent in securing low interest loans and grants to fund these projects to minimize the financial burden of our customers. These projects in NO way impacted our customers' property taxes. Our goal is always to adjust user rates only if, and to the extent, necessary to provide proper maintenance and operations of the system.

### New Faces

Public Water Supply District No. 12 has hired two part-time employees to help during busy times at the office. **Kevin Morrison** works part-time in the field and has proven to be an asset to our organization. He brings a wide skill set and is a valuable member of our team. **Erica Green** has also been hired to assist in the office during busy days and to cover time off for other employees. She has a great customer service attitude and has a diverse background. You may recognize her from working in the R-7 school buildings! Our Administration, Full-Time staff and Part-Time staff are working hard to provide our customers with the best service in the industry. Our office is open Monday through Friday, 8 a.m. to 4:30 p.m. We close daily from 12-12:30 for lunch.

**Please call the office to update your current phone number in case we need to contact you**

## District Awards



Public Water Supply District No. 12 recently was recognized by the Missouri Rural Water Association as the 2014 Drinking Water System of the

Year at its annual Technical Conference and Trade Show in Branson. The Annual Award recognizes utilities that have achieved noteworthy accomplishments during the previous year, effectively managing their operations, were responsive to customer needs and met regulatory compliance. In addition to this award, **Angela Hill**, Office Manager of the District, was also recognized as Office Professional of the Year by the same organization.



**Stand-By Generator at Well #3 and Line Extension with Fire-Hydrant**



# NEW PAYMENT OPTIONS \$\$\$



We're on the Web  
PWSD12.COM

**Going Green**

Solar panels have been installed on our Selma Well site. This renewable source of energy will help offset electrical expenses needed to run the well site

Over the last few years, we've had many customers ask about online payment options including auto-pay. The office began taking debit cards over the phone and, and for some time, Public Water Supply District No.12 has absorbed the cost of those fees passed along to us by the bank. As of January 1, 2016 we will no longer be absorbing those costs; however, with the new changes come more convenient payment options! Customers can now pay online through the **PAYCLIX** link on our website. A convenience fee of 2.79% of the amount you wish to pay, plus a .49 transaction fee will apply to use your MasterCard, Visa or Discover cards. Customers can also opt to use the e-check option for a flat fee of .79. Just In Time Auto Pay options can also be set up for your convenience. Please understand that the fees collected, are solely for the merchant service and none of these funds stay in-house. This

fee is only passed along to the customer for using the service. Customers are always welcome to walk their bill in or send them the old-fashioned way. Of course, the office still accepts cash, check or money order at no additional cost. Customers can also opt out of snail mail billing and choose a simple email billing option. This reduces the opportunity for bills to get lost in the mail. Public Water Supply District No. 12 also offers a text alert service that notifies recipients of bill dates, eminent shut-off dates, and emergency issues in the District. Through this service you can tailor which messages you would like to receive, including severe weather alerts, and if you would like them in email and/or text message form. All of these options have a simple set-up process that can be accessed from our website and our staff would be happy to assist you with the process if needed.

There will be a small rate increase in March. A minimum use bill will increase from \$16.85 to \$17.34 and includes 1,000 gal. Each additional 1,000 gallons will increase from \$5.11 to \$5.20. An average bill for 5,000 gallons of usage will change from \$37.29 to \$38.14 (2.3% increase).

**HELPFUL TIPS**

A LEAKING COMMODE CAN RUN YOUR BILL UP AN AVERAGE OF 25,000 GALLONS PER MONTH

PIPES FREEZE QUICKLY IN THE WINTER. MAKE SURE HEAT TAPE OR OTHER METHODS ARE IN PLACE TO PROTECT YOUR PIPES

PRESSURE REGULATORS DO GO BAD AFTER A PERIOD OF TIME, IF YOU NOTICE PRESSURE DROPS OR SURGES, TAKE A LOOK AT YOUR REGULATOR

REPLACING OLDER COMMODES WITH HIGH EFFECIENCY ONES CAN LOWER YOUR WATER USAGE AN AVERAGE OF 7 GALLONS PER FLUSH

## High Water Bill?

- Locate your water meter, normally found at the property line in the front yard
- Be sure no one is using the water. Read and record your meter reading.
- There is a hand that looks somewhat like a second hand on a watch. Note it's position. Observe the position of this hand for 2 to 3 minutes. If it moves, this indicates water being pulled through the line and you may have a leak.
- You may have a water cut-off valve inside your house. If so, close the valve. If the leak indicator is still moving, your leak is most likely between the meter and the valve location. Look for wet spots in the yard or call a plumber
- If the meter indicator hand stops when the cut-off valve is closed, the leak is in the house beyond the cut-off valve. Turn the valve back on the check under the house for leaks.
- Check the water level in the commode. It should be at least 1/2 inch below the top of the overflow tube. Adding a drop of food coloring to the tank and watching for bleeding without flushing can also be helpful to determine a leaking commode.
- Some leaks are small, but a leak that runs 24 hours a day will add up to a large water bill