

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



NEW CUSTOMER
WELCOME PACKET



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 motivation.



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 supplying the area comes from three deep wells located throughout the District. The depth of our wells ranges from 910' to 1,140'. 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 66 miles of watermain ranging 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 within the District each month and sends them to the Missouri State Laboratory for testing.

All groundwater has trace amounts of minerals and other contaminants which are regulated. The District prepares a yearly Consumer Confidence Report (CCR) to notify the public of any minerals and contaminants found in our drinking water and the level of each contaminant that 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.

DISTRICT ADMINISTRATION

Administration of the District consists of an elected five-member Board of Directors, a Manager, Assistant Manager, Office Clerk, and three Water System Operators. Each Director is elected for a term of three years and represents a Subdistrict or certain geographical area, within the District. The Board of Directors generally meets on the second Tuesday of every month at 4:30 p.m. This meeting time may change due to holidays or scheduling conflicts. The meetings are held at the District's office and are open to the public. Please call the office 24 hours in advance if you would like to address the Board and be placed 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 through Thursday from 8:00 a.m. until 4:30 p.m. and Friday 8:00 a.m. until 4:00 p.m. We close daily for lunch from noon to 12:30 p.m. You can email us at office@pwsd12.com or visit our website at www.pwsd12.com. Our office is closed for most holidays. Emergency numbers are located on your bill and on the answering service for our office. **A member of our staff is on-call 24/7 for any emergencies that may arise when our office is closed.** Please note that this person will not have access to billing information and is only available for operational issues.

ESTABLISHING SERVICE

To establish service with Public Water Supply District No. 12, a Water Service Contract 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 \$75.00. 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 \$150.00 per service.
- For commercial or industrial services, a deposit of \$250.00 is required.

If the property is not currently served by a water meter, a new service will need to be established. This includes meter installation payment, deposit payment, and a completed Water Service Contract prior to work being done. We require at least two weeks' notice for new service installations. Our staff will visit the proposed site, verify that water service is available and let the owner or 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 or another structure.

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 per Missouri law, 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 reading the meter. In this case, your bill will be estimated based on previous readings. The meters are read electronically on, or near, the 15th of every month. Usage is calculated, and bills are mailed to customers no later than 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 performance of the U.S. Postal Service.** If you have not received a bill by the fifth day of the month, please contact our office for your balance. If you provide our office with an email address, an emailed bill will be sent in addition to (or in place of) a mailed bill upon request. There is no additional charge for this service.

Customers should receive their bill on, or around, the first of each month. It is due on the 15th of the month. If the bill goes unpaid, a 10% penalty is added to the balance on the 16th. If the bill remains unpaid, service will be disconnected on the fourth Tuesday of the month. **The disconnect date printed on your monthly bill is the only notice given.** Payment can be made at our office during regular business hours. We accept cash, check, and cards for payment. A convenience fee of 2.5% of the balance is charged for a credit card or debit card transaction. The District does not collect this fee. In addition, the District has a secure drop-box located next to the front door of our office at 12301 State Road TT for your after-hours convenience. Please note: If we receive two returned checks or electronic payments on your account, that type of payment will not be accepted for future payments.

DISCONTINUANCE AND RECONNECTION OF SERVICES

All water bills become delinquent if not paid by the 15th of each month. A bill is mailed to all customers every month unless paperless billing is requested. 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 before the disconnect date printed on the bill, service will be interrupted. A reconnect fee of \$40.00 will be charged to every account that is disconnected. This fee will need to be paid in full in addition to the total amount of the bill before water service is restored. **Service will not be reconnected 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 to be temporarily turned off, please contact the office to schedule a time. Also, please call ahead to schedule a time when someone will be at the residence to have the water turned back on. This can help prevent any leaks in your absence. There is no charge for this service during regular business hours. Outside of regular business hours, a service charge of \$50.00 will apply.

A tampering fee of \$50.00 plus any damages will be charged to a customer's account if 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 in addition to the cost of any parts or 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. Usage above the minimum is billed in 1000-gallon increments or portions thereof. **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. Current billing rates are posted in our office lobby and on our website.

Note: Rates are subject to change. It is necessary to adjust rates periodically to compensate for inflation and other operational expenses. Notification of rate changes will be posted at the office and on the website.

WATER METER AND SERVICE LINE LEAKS

It is the 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 water meter pit to the house or other structure and any other line on the customer's side of the meter pit. 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-use charges.

The meters store 90+ days of hourly readings that can be accessed to assist in checking for leaks. Upon request, a member of our staff will visit the meter and obtain the readings. This information can then be emailed or printed for the

customer. Please keep in mind that this information will only show how much water passes through the meter each hour. We cannot tell where the water went.

The customer can check for leaks in their own system. Most meters are electronic and have a battery-saving function. In order to read the numbers on the meter, it can be awakened with an LED flashlight. There is a leak indicator on the face of each meter. Make sure every faucet/water supply in the house is off (washing machine, toilets, frost-free hydrants, faucets, etc.). Look at 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. Please note that ground water naturally collects in some meter pits and is not necessarily an indication of a leak. Upon request, we will send a member of our trained staff to perform this service at no charge during regular business hours.

WATER PRESSURE

Because the District operates a gravity-fed system in hilly terrain, we cannot adjust for the different elevations from the water towers. This results in varying water pressure throughout the district. The customer is responsible for determining the pressure at your location and the need for a pressure regulating valve or residential booster pump. The customer is responsible for the installation and maintenance of such items and any other costs associated with it. A pressure regulator is typically located just after the customer's service line as it enters the building. **The District highly recommends that a pressure regulator and a shut-off valve be installed on every service line in an easily accessible location protected from cold weather.**

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 their 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 watching for suspicious activities or people in or around water storage tanks, wells, meters, and the like. Please report any questionable activities to the local law enforcement agency and/or our office immediately. We thank you for your efforts to help protect our community.

PRIMACY FEES

Primacy fees are assessed to all District customers once a year by the Missouri Department of Natural Resources. The current fee, set by the MoDNR, is \$5.28 for a one inch (1") or smaller meter, \$21.00 for meters greater than one inch (1"), but less than or equal to two inches (2"), \$102.00 for meters greater than two inches (2"), but less than or equal to four inches (4"), and \$198.00 for meters greater than four inches (4"). This mandatory fee is billed on each account in June or July and 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 with adequate water that is safe to drink. It will be listed on your bill as Primacy Fee. More information on the Missouri Drinking Water Primacy Fee can be found at <https://dnr.mo.gov/document-search/drinking-water-primacy-fee-what-does-fee-do-you-pub2229/pub2229>.

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 through Thursday and 8:00 a.m. to 4:00 p.m. on Friday, or stop by our office and our friendly staff will gladly assist you.

If you feel that 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 a member of our trained staff to double-check your water meter and obtain hourly readings from it for evaluation. *Please note that billing inquiries can only be addressed during regular business hours by our office staff.*

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”. Occasional news and messages are posted to this site in addition to our mobile-friendly website.

The District will also send messages periodically through our billing system. To register for this service, visit our website, click on the “Bill Payment” button and follow the prompts. Each customer can choose their preferred method of message delivery: email and/or text message.

Thank you, and welcome to our Water District.

Sincerely,

PWSD No. 12 Board of Directors and Staff

