



Public Water Supply District #9

March 2018

Newsletter

Online Bill Payments

PWSD #9 has recently surpassed 33% of its 5000+ customers using AutoPay online and over 27% using paperless billing. With an increasing number of customers using one or both of these services there have been some very valid questions, concerns and confusion about all the services. Hopefully a few points in this article will help those questions:

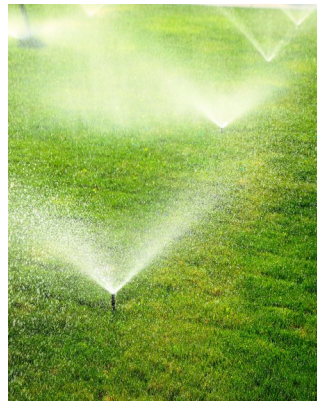
1. The AutoPay and E-Bill options are different through our website. If you sign up for one, that does not mean you signed up for the other—you have to sign up for both. AutoPay is setting your account up to be paid automatically on our due date, the 10th of every month from a checking account or credit/debit card. E-Billing means you do not wish to receive a paper bill in the mail, rather you get one sent to your email address.
2. In AutoPay, our billing software withdraws your bill amount from your checking account. If you have it set up through your own bank to send us money periodically or one time out of your checking account, that is not AutoPay, that is initiated through your bank.
3. There are different online payments you can make from our website for your account. ACH is out of your checking account, and is NOT an instant withdrawal out of your account, therefore in the occurrence of a return for insufficient funds or any other reason, the return may take a couple days. If a payment is returned for any reason, the payment will not be tried by our system again. The customer will be emailed if there is a valid email address and a delinquent notice will be sent. It is then the customer's responsibility to correct the payment.
4. When setting up a payment method for your AutoPay or a one-time payment and you want to use your bank DEBIT card, please set it up as a CREDIT card.

The online payment system is still new to PWSD #9 and we continue to train ourselves on it to be able to help the customers in any way we can. If there are ever any questions, please call PWSD #9 at (573) 474-9521.

When and How Much Should I Irrigate?

This question has been brought to the district many times. When and for how long should I irrigate. The recommended amount for most yards is 1" of water per square foot per week. Any amount over that could eventually be unhealthy for your lawn.

As for the question of when to irrigate, a good rule of thumb to go by, is that if your address ends in an odd number, then irrigate on Sunday, Tuesday and Thursday. If you have an even number as your address, then water on Monday, Wednesday and Friday. This schedule will help insure that the wells have ample recharge time and the distribution system can operate at an optimal level.



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- Deposits are required on all new meters and all new accounts.
- Board of Directors' Meetings : third Tuesday of every month, 7:30 pm, PWSD #9 Office
- Utility Locates: MO One Call 1-800-344-7483
- All bills are due on the 10th of the month.
- Hours: Monday-Friday, 8am—4:30pm
- Website: www.pwstd9.com

Fee Change

Currently, in the event of a delinquent water bill being disconnected, PWSD #9 customers are assessed a reconnection charge of \$50. The \$50 charge consists of a \$25 trip charge to disconnect service and a \$25 reconnection charge to restore service. All charges due on the account, both past and current, plus the \$50 charge must be paid before water is restored.

At the January 2018 Board of Directors' meeting, it was voted to raise the fee to \$70 total, \$35 for the trip charge to disconnect service and \$35 for reconnection to offset rising costs and labor. The fee will take effect this summer. As with the previous disconnection fee schedule, the past and current charges will still be due before reconnection. For more information on the fees for disconnection, they are stated on the reverse side of each customer bill.

As a reminder to customers, this fee change will not affect them as long as their bill due on the 10th of every month is paid by the end of that month. Payments are accepted in person, in the dropbox at the PWSD #9 office, over the phone with a \$3 fee or online at www.pwsd9.com with no fee. For information on all fees and charges assessed by the district, the PWSD #9 fee schedule is listed on the website or one can be printed at the office.

Locates

An important part to the integrity and safety of the PWSD #9 distribution system is the calling in of locates for anything from an individual digging a hole for a mailbox post to another utility company digging for their own line installations.

Joseph Bieksza, PWSD #9 GIS Tech, handles most of the locates that come to the district. Upon a customer calling 1-800-DIG-RITE, Missouri One Call will notify the district whether it is a routine or emergency locate. On average, Joseph receives about a dozen locate requests per day. Once Joseph receives a locate, he will take out a locator and attempt to locate the water line and mark it with blue paint and/or blue flags. The locator finds the line by locating a trace wire installed on the water line. In the event of locating an older line where there is no tracer wire, it requires some additional investigative work and looking at historical data pertaining to the construction of the line to find as accurate of a locate as possible.

When asked when a customer should call in a locate, Joseph stated, "The main point for anyone digging is to remember, whenever in doubt call in a locate any time digging is involved."



Bulk Water Station

For customers and non-customers looking for the purchase of a bulk amount of water, PWSD #9 has a coin-operated bulk water station at the main office. The bulk water station was built in 2000 and first bulk water sales began in 2001. Patrons that use the station range from customers with a small tank in the back of their truck to commercial companies that need water for their field operations.

The bulk water station is available all year around and 24 hours a day. Water is available from the station at 50 cents for 100 gallons. The machine only accepts quarters, and if someone needs change during business hours, there are quarters available in the office.



PWSD #9 Departmental Duties

Construction —Paul Smith, Construction Foreman

- ◆ New meter set installation
- ◆ New line installation and replacement
- ◆ Leak repair

Field Services —Jesse Crane, Field Services Manager

- ◆ Existing meter maintenance & repair
- ◆ Backflow database maintenance
- ◆ Radio-read meter changeouts

Operations—Tim Darling, Operations Supervisor

- ◆ Customer work orders
- ◆ Water production, treatment and testing
- ◆ Maintain towers, pumps and office building

Mapping/GIS/IT—Kyle Baker, Information Systems Manager

- ◆ Continually update and maintain district maps
- ◆ Water line locates
- ◆ PWSD #9 website maintenance

Office—Keith Smith, Office Manager

- ◆ Handle customer service via office visit, phone call or email and web payments
- ◆ Process customer payments and work order requests
- ◆ Initiate monthly meter reading

PWSD #9 Memberships

- Missouri Rural Water Association
- National Rural Water Association
- American Water Works Association
- Missouri Water and Wastewater Conference

2018 PWSD #9 Holiday Closings

| | |
|-----------------------|--------------------------|
| Monday, May 29 | Memorial Day |
| Wednesday, July 4 | Independence Day |
| Monday, September 3 | Labor Day |
| Monday, November 12 | Veterans' Day (observed) |
| Thursday, November 22 | Thanksgiving |
| Friday, November 23 | Thanksgiving |
| Tuesday, December 25 | Christmas |



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PWSD #9 Employees

| | |
|------------------------------------|---|
| Roger Ballew, District Manager | Kyle Baker, Information Systems Manager |
| Keith Smith, Office Manager | Paul Smith, Construction Foreman |
| Tim Darling, Operations Supervisor | Jesse Crane, Field Services Manager |
| JoAnne Rousset, Admin. Assistant | Jonathan Phillippe, Serviceman II |
| Joseph Bieksza, GIS Tech I | Heather Elstun, Billing Specialist |
| Brian Canaday, Operations Tech I | David Allen, GIS Tech I |
| Brenden Smith, Operations Tech I | Justin Baysinger, Serviceman I |
| Troy Heuer, Serviceman I | Josh Baysinger, Part-Time Office |
| Joshua Garbison, Serviceman I | Dylan King, Customer Service Rep |

PWSD #9 Board of Directors

| | |
|----------------------------|----------------|
| JR Richardson, President | Sub-District 4 |
| Ralph Cox, Vice –President | Sub-District 5 |
| James Davenport | Sub-District 1 |
| Steve McCray | Sub-District 3 |
| Allen Frost | Sub-District 2 |

Employee Retirement

Paul Smith, Construction Foreman, has announced he is going to retire in May 2018. Paul has been with PWSD #9 since December 2001, and has been Construction Foreman since April 2005. Upon his retirement, Jonathan Phillippe will take over as Construction Foreman.

As Construction Foreman, Paul has overseen the employees in the Construction department in the installation of new waterlines, new water meters and leak repairs. He also manages the inventory of vehicles, construction equipment and tools used every day in the department. Paul holds Distribution System III, Wastewater C and Drinking Water C licenses from Missouri Department of Natural Resources.

Paul states he is going to miss the people he works with, interacting with the many builders and contractors he has met over the years, and knowing he had a hand in delivering good, safe water to the customers of PWSD #9. Paul's next chapter will consist of travelling with his wife, Fonda, keeping his bees and making honey, and taking care of his farm.

PWSD #9 thanks Paul for everything he has done and wishes him nothing but the best in his future retirement endeavors.

