

Public Water Supply District #9

Inside this issue:

Website Changes	1
Long Winter	1
Volunteers Needed	2
Boil Orders	2

Special Information:

- 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

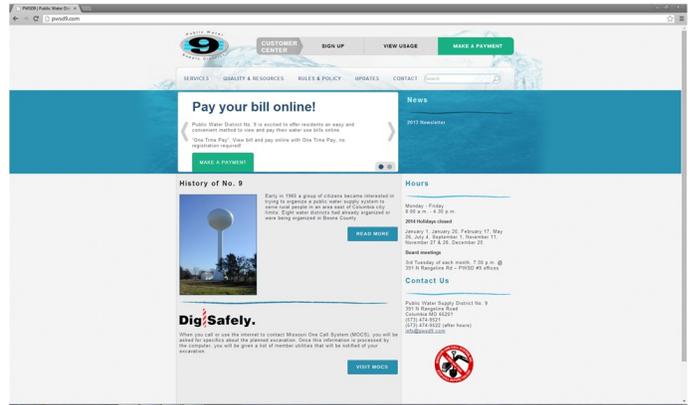
In 1999, PWSD #9 first made a website available for customer use. The website had various information and facts about the water district and even had access to a few forms for customers to use. Recently, the district decided it was time for a more modern-looking website that was easy to navigate and user-friendly for customers when it came to looking at and paying bills.

The new website, live since the beginning of 2014, is ready to be used. The most obvious feature of the website is a totally different look, yet the site is still easy to read and navigate. Also, the website has a "carousel" where important information can be easily accessed by the user, such as outage

As many of you know, this winter had some long periods of freezing temperatures that made us all yearn for summer even that much more.

Due to the freezing temperatures the ground was frozen rather deep, meaning that a lot of projects PWSD #9 had planned took longer than usual, or had to be re-

Website Changes



alerts and boil orders.

The new website design also makes it easier to know where to go to use the district's Web Pay service, Invoice Cloud. Just by clicking on the green "Make A Payment" button, the customer can go directly to Invoice Cloud to view bills, pay bills and sign up for automatic payment, among other things.

In this day and age,

many consumers appreciate the efficiency, simplicity and around-the-clock availability of information from their utility companies via the internet. Please take a second to check out our new website. If you have any questions or comments, feel free to contact our office.

Long Winter

scheduled when it warmed back up. Also there were multiple leaks due to pipes cracking under the intense cold. While there were some smaller leaks in different parts of the district, it was fortunate that there were no large scale leaks due to the weather.

Another issue directly related to weather that the district encountered

were frozen meters. These were sometimes caused by meter lids coming loose and required simply heating the meter until it thawed enough to use.

So as a whole, weather related problems with your water system were minimal and hopefully our winter-weather related problems are gone for a while.....



Board of Directors

JR Richardson, President
Ralph Cox, Vice President
James Davenport, Director
Steve McCray, Director
Allen Frost, Director

Phone: (573) 474-9521

Fax: (573) 474-4347

Office Hours:

8 am—4:30pm

Monday-Friday

After Hours Emergency
Line

(573) 474-9522

Web: www.pwsd9.com

Volunteers Needed

PWSD #9 is looking for customers who would be willing to submit a sample of their faucet water for lead and copper analysis that is mandated by the EPA. The purpose of this analysis is to determine the contribution of faucet fixtures and household pipes and/or solder to the lead and copper levels in tap water. Priority goes to customers who have previously taken this sample for analysis. However, if there aren't enough repeat volunteers, new ones would be appreciated.

The district will provide customers with a bottle to fill with water from

their faucet. The sample can then be returned to the district office or give us a call and it can be picked up along with some paperwork that will be provided.

There are a few requirements for the district to be able to test water from a certain residence: **1)** the residence must have copper pipe and be constructed after 1982, **2)** the residence must not use a water softener and **3)** the water sample must be taken after a minimum six hour period where no water is taken from the faucet.

If you meet the above-listed requirements, the

district will greatly appreciate your help in getting these samples. If you are interested and have any questions, feel free to call the office at 573-474-9521.

Boil Orders

Some of you may have seen at one time or another in the past a bright green door hanger from PWSD #9 telling you that you are under a boil order. This order is a set time period that you should boil water that will be consumed, such as in drinking or cooking.

Instances where a boil order is needed are for a main leak or maintenance, such as installing a new valve. Boil orders are also needed if water pressure gets below a certain level because if that happens, water contamination is possible.

If any of these occur, Missouri DNR mandates that a boil order be announced for the area af-

ected. The reasoning for a time period of usually 24-48 hours is to give time for a sample of water from the affected area to be tested to make sure it is safe for consumption.

If something is planned that would require a boil order, such as maintenance, the district will hang bright green door hangers on affected residences ahead of time. If it is an emergency, the outage notices will be distributed that day with the appropriate information. Also, with new capabilities of making notifications accessible on our website, customers can now go to pwsd9.com to see information about boil orders that encompass large areas or numerous customers,

along with any additional information that is needed.

As always, customers can also call the office if they have any additional questions about a boil order at 573-474-9521.