

Public Water Supply District #9 Newsletter

March 2019

Website Features

With the ever-growing public need for 24-hour information, PWSD #9 is continuously updating the features on our website to make whatever information a customer needs available at whatever time they need it.

On the website, if a customer wishes to sign up for such features as auto-pay or paperless billing, or they just want to view past and current bills, or simply make a one-time payment, they can access the customer billing portal by using the "Customer Center" ribbon at the very top of the website.

The large scrolling information box in the middle of the website scrolls through various important tidbits for customers to know. This ribbon is updated with information such as after hours contact numbers and is also where notices PWSD #9 wants to make sure customers can access. In the event of a boil order or water service interruption, information about those instances will also be continuously scrolling on this ribbon.

Right under the Customer Center buttons, customers can click these to find other district information, district maps, and customer forms, such as an auto pay form or a change of mailing address form. PWSD #9 also has past Customer Confidence Reports available for viewing.

There is a wealth of information on the PWSD #9 website and we invite all customers to browse the website to see what all they can find. When customers visit our website and think of something else they'd like to put on there, feel free to contact the office at 573-474-9521 with these ideas.



Inside this issue

Website Features	1
PWSD #9 Award	2
Boil Orders	2
PWSD #9 Apprentice	3
District Info/Holidays	3
Board/Employee Information	4

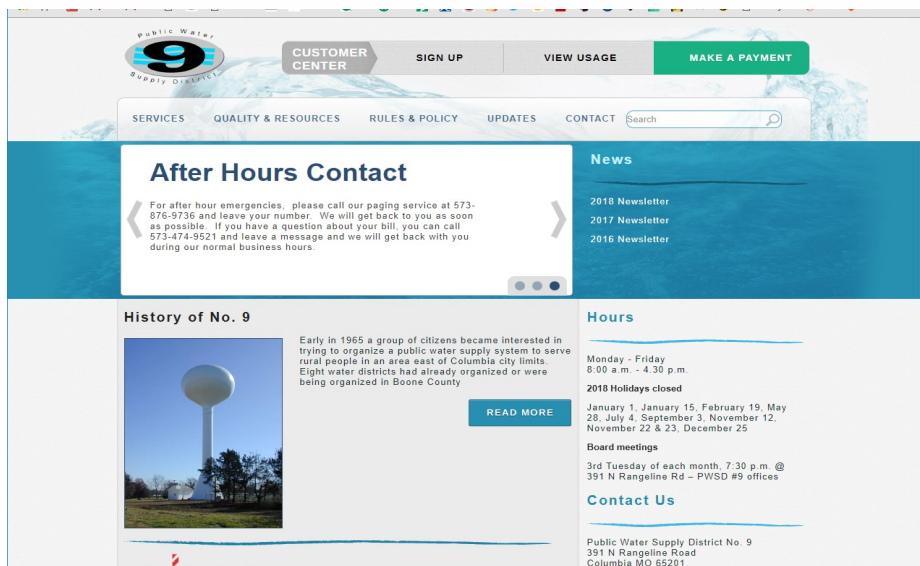
**Public Water Supply
District #9**

**391 N Rangeline Rd
Columbia Mo 65201**

Phone: (573) 474-9521

Fax: (573) 474-4347

Email: info@pwsd9.com



PWSD #9 Award

At the 2018 Missouri Rural Water Annual Conference in Branson, PWSD #9 was one of three state finalists for Source Water Protection System of the year and won. PWSD #9 has previously won Water System of the Year in 1996 and Groundwater Protection System of the Year in 1998. MRWA has also awarded PWSD #9 with Newsletter of the Year in 1997 and 2006. On hand to receive the award were Roger Ballew, District Manager and Ralph Cox, Vice-President of the Board.



DEAR CUSTOMER

THIS NOTICE IS LEFT FOR YOUR INFORMATION. DISTRICT CREWS WILL HAVE WATER SERVICE IN THIS AREA OFF ON THE DATE OF:

AT _____ M

TO MAKE REPAIRS, FOR AN EMERGENCY, PERFORM MAINTENANCE, OR MAKE IMPROVEMENTS TO THE WATER SYSTEM.

THE DISTRICT WILL TRY TO HAVE WATER SERVICE RETURNED TO NORMAL NO LATER THAN 4:30 P.M. OF THE DATE STATED ABOVE.

PLEASE BE AWARE THAT EVEN WHEN WATER SERVICE IS ESTABLISHED YOU SHOULD BOIL ANY WATER FOR CONSUMPTION 3 MINUTES PRIOR TO USE FOR A PERIOD OF 48 HOURS FROM THE DAY SERVICE IS RECONNECTED. ALSO NOTE THERE MAY BE SOME DISCOLORATION OF THE WATER DUE TO IRON DEPOSITS BEING STIRRED UP DURING FLUSHING AND TRAPPED AIR IN MAINS. IF AT ALL POSSIBLE AVOID CLEANING LAUNDRY FOR THE 48 HOUR PERIOD MENTIONED ABOVE. IF YOU HAVE ANY QUESTIONS PLEASE CALL THE DISTRICT OFFICE AT THE NUMBER LISTED BELOW.

☐ _____

****PUBLIC WATER DISTRICT #9****

**391 North Rangeline Road
Columbia, MO 65201
Phone 474-9521 or 474-9522**

Boil Order? What does that mean?

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 the 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 affected. 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 www.pwsd9.com to see information about boil orders that encompass large areas or numerous customers, along with any additional information that is needed.

Customers can sign up via info@pwsd9.com for text alerts for information about boil orders also. When signing up, customers will need to send an email with name, cell number, address and account number if possible, and if they reside in an area where a boil order is established, they will receive a text alert.

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



Pictured from L to R: Roger Ballew, PWSD #9 District Manager, Brenden Smith, PWSD#9 Operations Technician and Jim Enterline, Mo Rural Water Assoc Apprenticeship Coordinator

PWSD#9 First to Join Apprenticeship Program

This past October, during the Missouri Rural Water Association's (MRWA) Fall Operations Symposium, PWSD #9 employee, Brenden Smith was recognized as the first water employee in the state of Missouri to participate in the U.S. Department of Labor's recently approved Apprenticeship Program for water and wastewater employees. According to MRWA, 16 states have an Apprenticeship Program available for water and wastewater employees and there are only 5 states that currently have an apprentice. The program was developed to begin training in the water and wastewater field for younger employees recently joining the field.

As a member of the program, Brenden will be trained in various topics and work processes specifically for water employees facilitated by MRWA. Some of these topics include: Safety, Operation and Maintenance, Security and Emergency Response, Laws and Regulations, and Introduction to Utility Management. While participating in this training, Brenden will continue with his every day duties as an Operations Technician with PWSD #9.

Brenden has worked for the water district in first a part-time and currently a full-time basis since May of 2017. Upon graduation from high school, Brenden served two years in the army and is currently a member of the Missouri National Guard.

PWSD #9 Tidbits

- Deposits are required on all new meters and new accounts
- Board of Directors' Meetings: third Tuesday of month, 7:30 pm. PWSD #9 Office
- Utility Locates: call MO One Call 1-800-344-7483
- All bills are due on 10th of month
- Hours: Monday-Friday, 8am-4:30pm
- Website: www.pwdsd9.com

2019 PWSD #9 Holiday Closings—

May 27—Memorial Day

July 4 - Independence Day

September 2—Labor Day

November 11—Veterans Day

November 28 & 29—
Thanksgiving

December 25—Christmas

January 1 2020—New Years
Day

PWSD # 9 Memberships—

- ◆ Missouri Rural Water Association
- ◆ National Rural Water Association
- ◆ American Water Works Association
- ◆ Missouri Water & Wastewater Conference

PWSD #9 Board of Directors

JR Richardson, President	Sub-District 4
Ralph Cox, Vice President	Sub-District 5
Greg Edington	Sub-District 1
Steve McCray	Sub-District 3
Allen Frost	Sub-District 2

PWSD #9 Employees

Roger Ballew, District Manager	Kyle Baker, Information Systems Manager
Keith Smith, Office Manager	Jonathan Phillippe, Construction Foreman
Tim Darling, Operations Manager	Jesse Crane, Field Services Manager
JoAnne Rousset, Administrative Assistant	Casey Riley, Administrative Assistant
Heather Elstun, Billing Specialist	Morgan Garbison, Cust. Service Representative
Joseph Bieksza, GIS Tech I	David Allen, GIS Tech I
Brenden Smith, Operations Tech I	Brian Canaday, Operations Tech I
Justin Baysinger, Serviceman I	Joshua Garbison, Serviceman I
Dylan King, Field Services Tech	Paul Smith, Serviceman II
Reid Clemens, Serviceman I	