

July 2020



Public Water Supply District #9

Newsletter

Coronavirus Response

Public Water Supply District #9, as did everyone, dealt with the unprecedented Covid-19 pandemic in many ways. Our main focus became the safety of our employees and our customers. The following steps PWSD #9 took (and some are still being taken) during this period.

- ◆ Starting March 24th, PWSD #9 went to a split schedule, where half the employees were either at home on-call, or working from home. This was to keep the number of employees in and out of the office each day to a minimum. During this split schedule time, there was also limited construction done out in the field to keep exposure minimal.
- ◆ Also starting March 24, the lobby was closed. As of mid-June, the lobby is still closed. The office hasn't been closed, however, as the drive up window has been utilized for customer payments and service sign-ups. Office staff kept counters, drive-up drawer, shared pens, doorknobs, etc. thoroughly cleaned and sanitized.
- ◆ PWSD #9 purchased masks and gloves for employees to implement out in the field. Also, when multiple employees were needed at a job site, separate vehicles were taken to the site.

As a reminder, customer needs such as payments, work orders and general questions can always be handled over the phone, through district website, or by emailing info@pwsd9.com.



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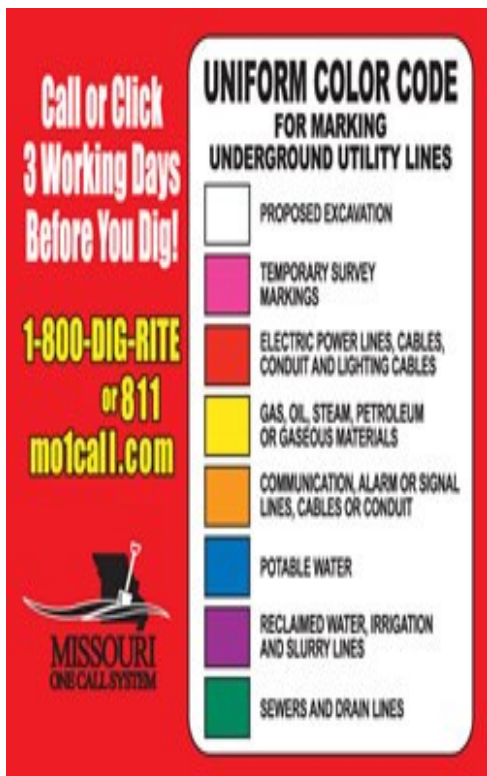
Public Water Supply District #9

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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 and David Allen, PWSD #9 GIS Technicians, handle 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, PWSD #9 receives about a dozen locate requests per day. Once the technician receives a locate, they 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."

Employee Award

During the 2019 Missouri Rural Water Association's Office Professionals' Seminar, PWSD #9's Office Manager, Keith Smith, won Office Professional of the Year.

Keith has been employed with PWSD# 9 since July 2007. His main duties include: human resources and payroll for the district, along with the accounting and supervising the customer service staff. Keith also holds a DS-II Distributions License and a MRWA Certified Office Professional Certificate..

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 —Jonathan Phillippe, Construction Manager

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

Field Services —Brian Canaday, 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 Job Openings

PWSD #9 is always accepting applications for various positions. Applications are available at the PWSD #9 office and current open position's are also listed on www.pwsd9.com.

PWSD #9 Tidbits -

- Deposits are required on all meters and accounts
- Board of Directors' Meetings: third Tuesday of month, 7:30pm, 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-4:30 pm
- Website: [**www.pwsd9.com**](http://www.pwsd9.com)

2020 Holiday Closings:

July 3—Independence Day (observed)

September 7—Labor Day

November 11—Veterans' Day

November 26 & 27—Thanksgiving

December 25—Christmas

PWSD # 9 Memberships

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

Public Water Supply District #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 Manager
Tim Darling, Operations Manager	Brian Canaday, Field Services Manager
Jo Anne Rousset, Administrative Asst	Heather Green, Billing Specialist
Dylan King, Customer Service Representative	Josh Baysinger, Part-Time Office
Joseph Bieksza, GIS Technician I	David Allen, GIS Technician I
Brenden Smith, Operations Tech I	Taylor Carinder, Operations Tech I
Justin Baysinger, Part-time Serviceman	Josh Garbison, Serviceman I
Brian Boos, Serviceman I	Paul Smith, Part-Time Serviceman