

PWSD #9

NEWSLETTER

JULY 2021

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PG. 1

Lobby Open!!!



PG. 2

District Happenings & Information



PG 3 & 4

Fee Schedule & Employee List



LOBBY OPEN

After closing our lobby during the pandemic, we have now re-opened the lobby for our customers. Most all business can still be done over the phone or through the drive-thru. Customers can also use our website, www.pwsd9.com, to check usage, check bills or make a payment among many other features. All district employees are working at the office and out in the field, instead of split schedules that were implemented during the pandemic.



DISTRICT HAPPENINGS & INFORMATION

- **New Water Source** – the district is awaiting final approval on plans for the installation of a new well and well house at Judy School Rd and N Route Z.
- **Apprenticeship Trainees** – after PWSD #9 employee, Brenden Smith completed the Mo Rural Water Association Apprenticeship Program, three additional PWSD #9 employees have started the program
- **New Subdivisions** - the district Construction Department continues installing meter sets for several of the new subdivisions going in throughout the district
- **DocuSign** – the district has begun using Docusign to simplify new customer service and autopay signups, saving paper in the process
- **AutoPay & Paperless Billing** - almost 2000 customers have autopay and a little over 3000 have paperless billing
- **Text Alerts** – Customers can now sign up for service-related text notifications, such as water outages. If you are not signed up, and would like to, please contact the office or email info@pwsd9.com.
- **Locates** – when needing to dig or locate lines, please call 1-800-DIG-RITE
- **Consumer Confidence Report** – to view the most current water testing results, the report can be found at <https://dnr.mo.gov/ccr/M03024058.pdf>

Public Water Supply District No. 9 Fee Schedule

Water Rate

Water Rates are calculated by Usage and Customer Class using the Ascending Rate Block Method.

Residential Customers

- 0-14,999 Gallons @ \$3.95 per 1000 Gallons
- 15,000-24,999 Gallons @ \$4.20 per 1000 Gallons
- 25,000 gallons and up @ \$5.35 per 1000 Gallons

Commercial Customers

- 0-49,999 Gallons @ \$4.00 per 1000 Gallons
- 50,000-99,999 Gallons @ \$4.20 per 1000 Gallons
- 100,000 gallons and up @ \$5.35 per 1000 Gallons

Multiple Customer Meter

- 0-299,999 Gallons @ \$4.00 per 1000 Gallons
- 300,000 gallons and up @ \$4.30 per 1000 Gallons

Irrigation Only Meter-dedicated and sole use for irrigation. \$5.35 per 1000 Gallons

Monthly Base Rate

Monthly Base Rates are calculated by Meter Size and/or Number of Customers served.

5/8x3/4"	\$10.00
1"	\$18.00
1-1/2"	\$55.00
2"	\$72.00
3"	\$288.00
6"	\$576.00

Customers with Multiple users on a Single Meter will be charged by number of Residencies
or Units served multiplied by a \$10.00 Base Rate

Major Trailer Parks: For all trailer parks with ten (10) or more pads or sites, operating on a master meter, the monthly base rate shall be \$100.00.

Combination Meter

Business or Residential Properties that also utilize Irrigation or Fire Protection Sprinkler Systems through a single meter serving that property creating a Combination Use will have an additional \$3.00 Monthly Charge added to the normal Monthly Base Rate for that Meter Service.

Billing Schedule

Water Bills are due and payable on the Tenth (10th) day of the month following the close of the period for which service was rendered. Delinquent on the Fifteenth (15th) day of the month for which service was rendered. Failure of water user to pay bill by the First (1st) day of the Second (2nd) Month following the close of the period for which service was rendered shall result in the disconnection of the service and such disconnection of the service shall be made without the necessity of notice to the water user.

January 1, 2021

Late Charges

A Ten percent 10% Late Charge will be assessed on all service bills not paid by 8:00 a.m. of the Sixteenth (16th) day of the Month following the close of the period for which service was rendered.

Meter Deposit

5/8" or 1" Owner (Residential) \$100.00
5/8" or 1" Renter (Residential) 100.00
5/8" or 1" Commercial Business Establishment 300.00
1 1/2" Commercial Business Establishment 700.00
2" Commercial Business Establishment 700.00
3" Commercial Business Establishment 1,200.00
4" Commercial Business Establishment 1,500.00

For Customers reestablishing service with a prior unpaid balance or Customers who have had an Account sent to Collections the Deposit Amount will be Doubled.

Fire Suppression System Deposit 100.00

Backflow Program Fee Charged to customers with backflow devices per month. Each 1.00
Customers with multiple devices 2.00

Service Charges

Processing Fee (Charged on all accounts except new installations) 10.00

Connection charge if water is shut off 10.00

Same Day Service (Customer must be in office by 4:00 p.m.) 10.00

Transfer Charge for Transferring Deposit 10.00

(Current bill at old address must be paid before transferring deposit to new address.

ADDITIONAL CHARGES MAY APPLY)

Returned Check Charge 25.00

Broken Lock Charge (Based on number of incidents) for first offence 50.00

(Cost shall increase for customer \$25.00 multiplied by Number of incidents)

Service Call 25.00

After Hours Service Call Charge 45.00 (For all same day Service Calls taken after 4:15 PM)

Termination Letter for past due Fire Line accounts and any violation notice 25.00

Disconnect Charge 35.00 **Reconnect Charge** 35.00 **Total** 70.00

Charge for Water Conservation Violation for first offence 100.00

(Cost shall increase \$100.00 multiplied by Number of incidents in addition to Disconnect Fee)

PWSD #9 EMPLOYEES

ROGER BALLEW – District Manager

KEITH SMITH – Office Manager

KYLE BAKER – Information Systems Manager

TIM DARLING – Operations Supervisor

JON PHILLIPPE – Construction Foreman

BRIAN CANADAY – Field Services Manager

HEATHER GREEN – Billing Specialist

DYLAN KING – Customer Service Rep

MYLIN DRUMMOND – Customer Service Rep

TESSA OGDEN – Administrative Assistant

JOSEPH BIEKSZA – GIS Technician I

DAVE ALLEN – GIS Technician I

BRENDEN SMITH – Operation Tech II

KENNY ESKEW – Operations Tech I

JOSHUA GARBISON – Serviceman I

TREVOR DRUMMOND – Serviceman I

PUKOA GAUD – Serviceman I

RICH ROBERTS – Field Services Technician

JO ANNE ROUSSET – Administrative Assistant

PAUL SMITH - Serviceman