



NEWSLETTER 2022

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PUBLIC WATER SUPPLY DISTRICT #9



NEW FACES IN THE OFFICE

In May of 2021, we welcomed Tessa Ogden as our new Administrative Assistant and in November of 2021 she became the District Clerk.



In December of 2021, Janice Nichols joined our office as the newest Customer Service Representative. In April of 2022, she became the new District accountant. She comes to the District with 10+ years of experience with other water utilities in the surrounding Mid-Missouri area.

Both have been wonderful additions to the front office staff.



NEW OFFICE MANAGER

Heather Green started with the District in May 2011 as a Customer Service Representative. Since then, she has served as the Administrative Assistant and Billing Specialist for the District. During her time here she has helped customers on a daily basis with payments, general account inquiries and billing questions. She has been responsible for applying monthly charges and sending out bills every month along with helping supervisors with clerical duties. She currently holds a Certified Office Professionals Certificate from the Missouri Rural Water Association.



In November of 2021, she became the new Office Manager. She is now responsible for overseeing the customer service staff, along with being head of Human Resources and Payroll for the District.

EMPLOYEE RETIREMENT

Tim Darling, Operations Manager, has announced he is going to retire in May 2022. Tim was hired as the Operations Manager in March of 2002. With the announcement of Tim's retirement, the District chose Brenden Smith to take over as Operations Manager.

During Tim's 20 years with the District he has been responsible for the maintenance of the water distribution system and the testing and integrity of the water production and treatment systems and equipment. He has trained many employees during his time here, with four of them moving into supervisory positions. He currently holds Distribution System III, Drinking Water A and Wastewater C licenses from the Missouri Department of Natural Resources.

Tim's immediate plans for retirement are to travel and spend time with his family. He hopes to visit Kansas, Colorado, California and Texas hopefully by the end of the year. He is also looking forward to spending time with his eight grandchildren. Once he is back in Missouri, he plans to restore his dad's 1937 F-130 Farmall Tractor, along with working on the cars he collects and trying to get wildflowers to grow around his home. He said he might even get a puppy one day!

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



NEW OPERATIONS MANAGER

Brenden Smith started with PWSD #9 in May of 2017. He was hired as a part-time Operations Tech and moved to a full-time Operations Tech in January of 2018. Since Brenden started working for the District he has closely assisted Tim with the day-to-day operations maintenance throughout the water distribution system and has learned the ins and outs of the District.

In August of 2018, he became the first in the state of Missouri to participate in the National Rural Water Association's Apprenticeship Program, which he completed in January 2020. He currently holds Distribution System III and Drinking Water D licenses from the Missouri Department of Natural Resources. Brenden officially became the Operations Manager in March of 2022.



TIDBITS AND REMINDERS

Deposits: PWSD #9 requires a deposit on all new meters and all new accounts

Check Payments: A few years ago, the District started depositing checks remotely using a scanner in the office. This scanner does not pick up light colored ink, so please use blue or black ink when writing checks.

Over the Phone Credit/Debit Card Payments: In December of 2021, the \$3.00 over-the-phone convenience fee was re-established.

Payments: When mailing a payment into the office, please return the top portion of your bill and write your account number on the memo line of your check. All bills are due on the 10th of the month.

Text Alerts: Customers can now sign up for service-related text notifications, for water outages, boil orders or work being done in your area. Please contact the office or email info@pwsd9.com to sign up.

Docusign: The District started utilizing Docusign in 2021 for New Service Agreements and Auto Pay sign-ups.

Website: www.pwsd9.com

- Once you are registered on our website you can:
 - Go paperless
 - Sign up for or update Auto Pay
 - Review the last 12 months of invoices
 - Print current or previous invoices
 - Update email address
 - Make payments at no cost to you

Utility Locates: MO One Call 1-800-344-7483

Board of Directors Meetings: Third Tuesday of every month, 7:30pm, PWSD #9 Office

Consumer Confidence Report: To view the most current water testing results, visit <https://dnr.mo.gov/ccr/MO3024058.pdf>

Rate Schedule Updates

- In November of 2021, PWSD #9 revised the date that the Disconnect Fee will be charged to a Water User's account. Any account with an unpaid delinquent balance will be charged a \$35 Disconnect Fee on the 1st of each month. To avoid this charge, please be sure your delinquent balance is paid in full by the last day of each month.
- Monthly Base Rates increased January 1, 2022:

5/8x3/4" --- \$12.00	3" --- \$155.00
1" --- \$20.00	4" --- \$300.00
1 ½" --- \$60.00	5" --- \$595.00
2" --- \$80.00	
- The after Hours Service Call charge increased on January 1, 2022 to \$75.00.

Please visit our website for a complete Rate Schedule



DISTRICT EMPLOYEES

Roger Ballew – District Manager

Kyle Baker – Information Services Manager

Jon Phillippe – Construction Foreman

Brenden Smith – Operations Manager

Brian Canaday – Field Services Manager

Heather Green – Office Manager

Joseph Bieksza – GIS Technician I

Dave Allen – GIS Technician I

Tessa Ogden – Administrative Assistant

Janice Nichols – Accountant I

Rich Roberts – Field Services Technician

Kenny Eskew – Operations Technician I

Josh Garbison – Serviceman I

Trevor Drummond – Serviceman I

Pukoa Gaud – Serviceman I

Jo Anne Rousset – Administrative Assistant

Paul Smith – Serviceman

Tim Darling- Operations Technician