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Summer 2026 Newsletter

PWSD #9 of Boone County

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MRWA Apprenticeship Program

By Donald Jones, MRWA Apprenticeship Coordinator

With the water and wastewater utility fields estimated to lose 30-50% of their workforce to retirement over the next decade, there is an urgent need to address both staffing deficits and the loss of critical knowledge. To combat this reality, the Missouri Rural Water Association (MRWA) joined the National Rural Water Association's (NRWA) Water and Wastewater Apprenticeship Program in 2018.

This program is designed to bridge the gap between technical training and real-world utility work. It utilizes an "earn while you learn" model, combining paid, on-the-job training with structured classroom instruction, or Related Technical Instruction (RTI). This approach effectively connects classroom knowledge with field experience, providing a strong hands-on foundation that is critical for long term success in the water and wastewater industries.

Officially registered with the U.S. Department of Labor, the two-year program includes 4,000 hours of on-the-job training and 288 hours of RTI. Apprentices gain practical experience under the supervision of mentors within their own systems, while MRWA trainers provide in-person instruction on specialized tools and techniques.

Upon completion, apprentices earn recognized Industry credentials, gain substantial work experience, and obtain state certification, equipping them with the skills needed to become valuable employees and advance their careers in the water and wastewater fields.

In January of this year, PWSD No. 9 enrolled Hiedi Parks in the MRWA Apprenticeship Program, making her our fourth participant since 2018. Hiedi joined the District in the spring of 2025 as a technician in the Operations Department. Her work ethic and eagerness to learn all aspects of the water utility industry quickly led to her current role as interim Operations Supervisor. Upon completion of the two-year apprenticeship program, she will become the Operations Manager for the District.

In this role, she will be responsible for maintaining the District's wells and towers while ensuring that water quality expectations and regulations are consistently met.

For more information on the MRWA Apprenticeship Program please visit <https://moruralwater.org/mrwa-apprenticeship-program/>



Hiedi Parks, PWSD #9 Interim
Operations Supervisor

To view the current Consumer Confidence Report visit

<https://pwsd9.com/wp-content/uploads/2026/04/MO3024058-2026.pdf>

District Happenings

Mapping Department

The Mapping Department is responsible for all waterline locates called in through Missouri 811 (formerly known as Missouri Dig Rite). For new waterline installation projects, department staff are responsible for all inspections and tests of the new waterlines before those waterlines are added to the system. They are also tasked with updating all of the Districts' maps. This upcoming summer and fall, the Mapping Department will be doing a GPS project throughout the district to ensure that District maps are accurate.

Construction Department

The Construction Department is currently focused on verifying service line materials at meter locations to support system accuracy, reliability, and regulatory compliance. Alongside these verification efforts, crews continue to perform new meter installations and respond promptly to water main and service line leaks as they arise. Through these ongoing projects and repairs, the department remains committed to maintaining dependable water service and improving the overall integrity of the utility system.

Operations Department

The Operations Department continues to play a vital role in maintaining the reliability and efficiency of the utility system through a wide range of daily responsibilities. Current efforts

include routine maintenance and upkeep of well houses, completion of day-to-day work orders, and the collection of weekly bacteriological (Bac-T) samples to ensure water quality standards are consistently met. In addition, operations personnel regularly assist the Field Services Department with stuck meter repairs and remote repair work orders, supporting timely service and effective system operations throughout the District

Field Services Department

The Field Services department continues to make significant progress in upgrading and maintaining the utility communication system throughout the District. Current efforts include the installation of new radio equipment in high traffic areas to improve data reliability and operational efficiency, as well as the repair and replacement of damaged or malfunctioning radios. Crews are also addressing stuck meter repairs and completing radio reconfigurations to ensure accurate communications and meter performance. In addition, the department is strategically evaluating and placing meters equipped with pressure monitoring capabilities across the District to better identify and respond to flow and pressure concerns, supporting a more efficient and proactive approach to system management.

Lead and Cooper Survey

The Environmental Protection Agency (EPA) has tasked all water districts with building an inventory of every water service line within their district, including both the utility and customer-owned sides of the meter. The purpose of the inventory is to identify and report any risks in the water system that would adversely affect the health of our customers due to lead contamination, with the goal of prioritizing and removing these risks. To continue the information gathering process, we are asking all of our customers to complete a short [online survey](https://pwsd9.com/slsurvey/). Your assistance will greatly help us in this task. You can access the survey using the QR code to the right or by visiting <https://pwsd9.com/slsurvey/>



District Tidbits

Payments: There are a variety of ways to make your payment each month! We encourage the use of our website (www.pwsd9.com) to make payments and manage your account. We also have the ability to text you a link, at no additional charge, that you can click and pay your bill. Payments can also be made in our office Monday through Friday, 8 am to 4:30 pm. There is a drop box located in our drive-thru on the south side of our office that is available at any time. As always, you can mail your payments to our office. When mailing payments, please include the top portion of your bill with your check or money order.

Text Message Alerts: Want to know what is going on in your area of the water district? Sign up for text message alerts. Just e-mail your name, cell phone #, address and account number to info@pwsd9.com to get registered. Message and data rates may apply.

E-Bills: To ensure delivery of account-related email notifications, please add no-reply@invoicecloud.net to your safe sender's list.

Utility Locates: Missouri 811, 1-800-344-7483

Board of Directors Meetings: Third Tuesday of every month, 6:30 pm, PWSD #9 Office



PWSD No. 9 Employees

Roger Ballew – District Manager
Kyle Baker – Asst. District Manager
Heather Green – Office Manager
Brenden Smith – Construction Foreman
Hiedi Parks – Interim Operations Supervisor
Rich Roberts – Field Services Manager
Tessa Ogden – Administrative Assistant
Janice Nichols – Accountant
Averie Gommel – CSR 2
Alexis Jackson – CSR 1
J'nesa Potter – Cross-Trained Rep 1

Joseph Bieksza – GIS Tech 1
Jacob Knowles – GIS Tech 1
Justin Jackson – Operations Tech 1
Reece Baker – Part-Time Operations
Pukoa Gaud – Serviceman 1
Riley Baucom – Serviceman 1
Blake Hamon – Serviceman 1
Zack Anderson – Serviceman 1
Kelsy Poore – Cross-Trained Tech 1
Blake Early – Field Services Tech 1
Nolan Baker – Part-Time Tech
Paul Smith – Part-Time Tech

Over 60 Years of Service!

PWSD #9
— Journey —

1960

On November 16, 1965, PWSD #9 was established. Covering approximately 105 square miles and serving around 350 connections. There were five 30,000, gallon standpipes that were located at Murry, Hickory Grove, Stephens, St Charles Rd. and New Haven Rd. By late 1966, District 9 purchased a 50,000, gallon elevated water tower and deep well located in Sunrise Estates. Up to this point the only deep well that was owned by the District was located on Warren Dr. Along with the two deep wells providing water for their residents, the District also contracted with PWSD #2 of Boone County to purchase water at .25 cents per 1000 gallons.

1970

The 1970's brought continued growth to the distribution system. We began the decade with approximately 100 miles of water lines and 658 service connections, and ended it with 1,983 service connections and between 155-200 miles of water lines. In the spring of 1972, the District joined the Water District Association, now know as the Missouri Rural Water Association. Later that year, the Harg well was drilled. During this time, District 9 and five other Boone County water districts operated through a cooperative agreement out of a central office on Nebraska Ave. in Columbia. This served as the District's office until 1987.

1980

In 1981, the 500,000 gallon Airpark tower and well were constructed on Rangeline Rd. These facilities remain in use today at our current office, which was built in 1987. In 1984, we expanded our capacity with the addition of a well house located on Route J in the Millersburg area. In 1985 the District installed its first 10' water main, running from Rangeline Rd. to the new well located on Route J. Alongside these new facilities, the District experienced steady growth in service connections, increasing from approximately 2,000 connections in early 1980 to around 2,700 by the end of 1989.

1990

Growth within the distribution system began to stabilize during this decade. Notably, the first 12" water main was installed in 1991, running west from the Airpark facilities on Rangeline Rd. along the south outer road to the Sunrise Estates subdivision. The late 1990s saw significant technological advancements for District staff. In 1997, we introduced our first Geographic Information System (GIS), which streamlined service-related tasks by making the locations of water mains, meters, and other facilities available digitally. Additionally, in the summer of 1999, the District implemented a new billing system that automated customer and service related information and meter data.

2000

The first decade of the 2000s saw significant expansion in District facilities. In 2001, we added the Murry and Harg elevated water towers followed by the Route J tower in 2007. To better serve the public, we also established a 24-hour, self-serve, bulk water station on Rangeline Rd. in 2002. As the community grew, so did our team; by 2005, our staff had increased from two original employees in 1965 to approximately 15. To accommodate our growth, we completed an expansion of the District office that same year. This update included a drive-thru to provide additional convenience for our customers.

2010

2020

Between 2000 and 2019, the District added approximately 2,500 new service connections. The growth was primarily driven by several large residential subdivisions, including Bay Hills, Eastland Hills, Eastport Village, Old Hawthorne, Somerset Village, and the Vineyards. The traditional rural character of our water district has also evolved. Along the I-70 corridor, several commercial businesses have established operations, including a hotel, furniture stores, a bank, a sandwich shop, and a medical clinic. Additionally, Battle High School was completed in 2010, followed by Battle Elementary 2014. To support this increase in service connections and population, the Exline well was added to the distribution system in 2013. It is located on the north I-70 outer road in eastern Boone County.

Today, we continue to serve our original 105-square-mile area with a distribution system that has expanded to approximately 300 miles of water lines and 7,100 service connections. Our infrastructure currently consists of six wells and four water towers, including Airpark, Harg, Murry, and Route J facilities, as well as the Exline well. Additionally, the Judy School well was added to our system in 2024. The District now employs 20 full-time staff members and three part-time seasonal employees.

Water Cycle Word Search

Can you find all the words?

Find each word from the list and circle or highlight on the word search below. Fill in the requested information at the bottom and return the entire sheet back to the office by September 30th, 2026 to be entered into a drawing for a onetime \$25 bill credit

C	X	R	E	P	A	L	N	D	R	O	P	L	E	T	S
P	F	A	M	I	S	T	G	H	Q	A	I	A	O	K	M
R	Y	B	S	N	A	Y	M	R	J	E	A	K	J	S	V
E	T	P	Z	F	X	H	L	O	K	V	D	E	E	L	W
C	N	S	C	I	F	E	T	R	S	A	N	S	L	W	A
I	O	R	X	L	A	T	C	I	X	P	P	G	C	H	T
P	I	S	W	T	O	O	O	V	M	O	H	A	E	R	E
I	T	I	Q	R	B	U	N	E	Y	R	V	E	B	U	R
T	A	P	B	A	X	C	D	R	O	A	B	G	R	Q	V
A	R	L	N	T	F	A	E	S	D	T	V	U	A	E	A
T	I	P	M	I	K	E	N	A	M	I	N	S	I	T	P
I	P	R	E	O	K	R	S	E	P	O	A	D	N	R	O
O	S	I	I	N	E	H	A	H	F	N	R	C	H	A	U
N	N	U	O	P	T	D	T	F	F	A	F	J	V	E	R
G	A	L	N	A	O	F	I	L	D	R	O	B	R	J	Y
R	R	J	H	A	C	E	O	F	Y	P	E	F	U	D	T
I	T	M	R	U	E	T	N	R	D	L	K	C	K	B	R
C	I	B	E	N	A	I	C	V	Z	O	I	R	I	S	E
Q	G	R	O	U	N	D	W	A	T	E	R	F	M	O	M
O	T	F	P	Q	U	P	E	H	X	S	W	S	Q	A	L
E	S	D	O	S	P	E	R	C	O	L	A	T	I	O	N

ATMOSPHERE
CLOUDS
CONDENSATION
DROPLETS
EVAPORATION
GROUNDWATER
ICE

INFILTRATION
LAKES
MIST
OCEAN
PERCOLATION
PRECIPITATION
RAIN

RIVERS
RUN OFF
SEA
SUN
TRANSPIRATION
WATER VAPOUR

Account #: _____

Name On Account: _____

PWSD #9 Service Address: _____

Email: _____

Phone #: _____