

The Water Source

WINTER 2016

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

PWSD #3 Partners with MoDNR

This year PWSD #3 had the opportunity to work with Missouri Department of Natural Resources (MoDNR) to supply water within the Knob Noster State Park.

At the end of 2014 representatives from the Knob Noster State Park approached PWSD #3 about getting rural water within the State Park. Their existing wells, piping, and tower storage were aging and needed rehabilitation. They were faced with the dilemma to either

fix the existing water system or connect to rural water with PWSD #3. Connecting to our system was the most feasible and cost effective option. This solution allowed them to have water but no longer be responsible for the treatment and maintenance of the water system. PWSD #3 benefits by having another 9 active water meters.



In March 2015, PWSD #3 agreed to installed 37,850 feet of water main along SE DD Hwy, NE 751 Rd, SE 871 Rd, and SE 10 Rd. Nine water meters were set in various locations to supply water to ranger homes, shelter houses, trails, campgrounds, and the visitor center. Removing trees and leveling the ground was a crucial part of the job before we could even begin installing the water main. Several areas required the assistance of a 3rd party company to bore under roads, creeks, and sensitive areas. From March to December our technicians worked hard to get this project completed before winter. Our dedicated staff is extremely pleased to say we are now supplying water within the Knob Noster State Park.

Precautionary Boil Order Notification

Occasionally Public Water Supply District No. 3 will issue a precautionary boil water advisory. A precautionary boil order means that a water line has been breached. PWSD #3 will issue a precautionary boil order to make sure our customers are safe. Notification could be made by any of the following ways: telephone, door hangers, email notification, or on local radio stations. A precautionary boil order will look and sound similar to the message located to the right.



Due to your water being off on (DATE) for (REASON), Public Water Supply District No. 3 is issuing a precautionary boil water advisory for your residence until (TIME).

During this time, we ask that you boil water for five minutes and let cool before consuming by drinking, brushing teeth, diluting juices and all other food preparation or consumption. If you are elderly, have small children, or a compromised immune system you may wish to consult with your physician.

If you have any questions or concerns, please contact the office at 660-429-2494. Monday through Friday 8:30 am – 4:00 pm.

What to Boil

If PWSD #3 mandates a boil order, only water that will be used for consumption will need to be boiled.

Boiled or bottled water should be used for:

- Food Preparation
- Drinking Water, Ice, Coffee, Tea, etc...
- Brushing Teeth
- Watering Pets

Do not use water from any appliance connected to your water lines such as water and ice dispensers in your refrigerator/freezer. Filters do not remove or kill bacteria or viruses. When the boil order is lifted, sanitize your appliances.

If you are unable to boil your water you may use bleach to disinfect your water.

Add 1/8 teaspoon of household liquid bleach to 1 gallon of water. Use bleach that does not have an added scent. Mix well and wait 30 minutes or more before consuming. Store the disinfected water in a clean container with a cover.

Auto Dialer

Public Water Supply District No. 3 believes it is important to keep our customers informed about their water. To do so may require sending a message via phone and / or email.

You may receive a phone and / or email message for any of the following reasons:

- Emergency Water Main Repair
- Scheduled Water Main Repair
- Late Notice Reminder
- Disconnect Notice
- Routine Quality Control Flushing
- Boil Order

In emergency situations it is essential to have current phone numbers and email addresses to communicate with our customers. If your contact information has changed please notify our office so we may update our records.

Payment Methods

- Cash
- Check
- Money Order
 - Visa (processing fees apply)
- MasterCard (processing fees apply)
 - Discover (processing fees apply)
 - eCheck (processing fees apply)

Payment Options

- **Online** — www.pwsd3.com
- **Recurring Auto Draft** — **Free**
- **Telephone 24/7** — **877-885-7968**
 - **PWSD #3 Office**
(8:30am to 4:00pm Monday through Friday)
 - **Direct Mail**
 - **Red Drop Box**

Water Meter Reading

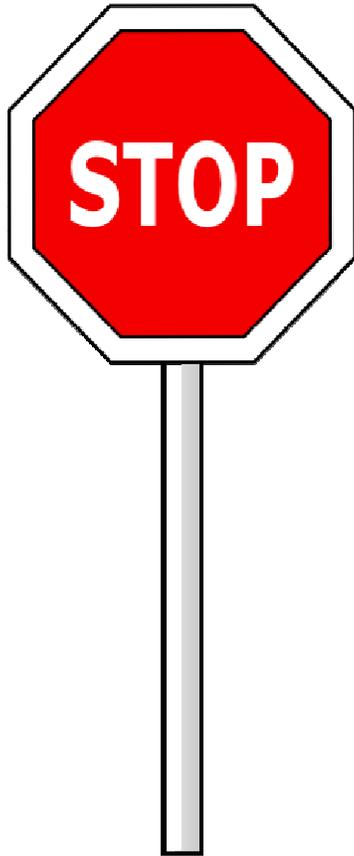
Meter reading is done by our maintenance technicians approximately the 20th of each month. Bills are generated and mailed by the 29th of each month to be delivered by the 1st of the following month. **Please remember that the water you are being billed for is the previous months usage.**

We install, maintain, repair, and replace the water mains and the water meter that provides water to your residence. The water service starting at the water meter and extending to your home is the customer's responsibility. PWSD #3 can tell if there is a water leak present by looking at the water meter. However, we can not tell you where your leak is occurring.

Routine Quality Control Flushing

Public Water Supply District No. 3 routinely flushes water mains to improve the quality of water. The water entering the distribution mains is high quality; however, water quality can deteriorate over time. Flushing removes sediments and stale water from the mains. Much of our distribution system is designed with loops or interconnected grids, which keep water constantly moving around. However, some areas have dead-ends where water moves slowly and sits for longer periods of time. These dead-end mains need to be flushed to ensure the presence of fresh water with sufficient dissolved oxygen, disinfectant levels and an acceptable taste and smell. The flushing process may cause discolored water and a reduction in pressure. Both of these conditions are temporary and not harmful. If either of these conditions persist, please contact our office. If you experience discolored water or if your water has a different taste or smell please contact our office and ask to have the water main flushed. Mains are flushed for approximately 24 hours. The hose allows us to try to run the water to the nearest ditch.





Water Meter Care—Do NOT Damage

Public Water Supply District No. 3 has invested a large amount of time and money replacing old water meters with new technologically advanced water meters. These new meters have exceptional features which provide us more accurate information on water usage and makes reading meters quicker and safer for our staff. By not physically removing the meter pit lid, this also helps to keep the meters from freezing in the winter.

Due to the cost of each water meter, customers are NOT allowed to tamper with the water meter pits. Tampering with a water meter is punishable by law and may result in a service fee plus the cost to repair the equipment. Removing a water meter lid could cause damage to the antenna. Mowing over a water meter lid may cause damage to the meter and mowing equipment. **The cost to repair or replace a water meter and/or lid will be assessed for repairs. If your mower comes into contact with a meter lid please contact our office immediately.**

All water meters are tested before being shipped from the factory ensuring their accuracy. Typically if the meter malfunctions it will completely stop registering water usage. This would result in a zero usage.