

The Water Source



WINTER / SPRING 2020

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY



2019 Water System of the Year!

In 2019, Public Water Supply District No. 3 of Johnson County was announced as the recipient of the Missouri Rural Water Association's Water System of the Year award. PWSD No. 3 is honored to receive this prestigious award given by the Missouri Rural Water Association (MRWA).

Each year, MRWA accepts nominations submitted by water utilities, engineers, state agencies, and federal agencies. The Association's staff reviews nominations and narrows the submissions to the top three nominees. These finalists are recognized for their excellence in managerial, operational, and service to their customers. The top three finalists are visited by the MRWA awards

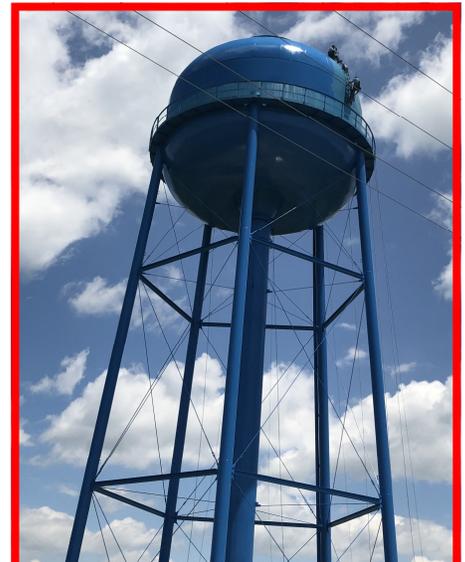
committee and evaluated on overall operations, financial responsibility, managerial effectiveness, regulatory compliance, and participation within the industry. With over 800 public drinking water systems represented by MRWA, Public Water Supply District No. 3 was honored to be recognized as a top water system throughout the state of Missouri.

This is PWSD No. 3's second award we have received from MRWA. In 2016, PWSD No. 3 was the recipient of the Missouri Rural Water Association's Newsletter of the Year Award for their publication The Water Source.

New Year, New Projects

2019 was another busy year for Public Water Supply District No. 3. We completed several major projects to include the addition of a new 300,000 gallon elevated water tower located on SE PP Hwy. In 2015 PWSD No. 3 was awarded a water/wastewater grant from the Environmental Protection Agency (EPA). A significant amount of this grant contributed towards the SE DD Hwy Wastewater Treatment Plant. The remaining funds were utilized to construct the 300,000 gallon elevated water tower.

While researching the water flow to and from the new tower we determined a few critical areas within our distribution system that would significantly improve our water flow if we installed water mains to loop these areas. We have completed phase I and phase II of these critical water main extensions and we anticipating completing phase III and phase IV in 2020/2021. With these water main extensions we will be able to keep more customers supplied with water when we have water main repairs.



In 2020/2021 we anticipate drilling a new well and construction of a new pump station. This well will be located near our existing wells 1 and 2 within the Hickory Hills Subdivision. This new well and pump station will replace aged equipment as well as anticipate for future growth.

For updated information and pictures of our progress visit the project page at pwsd3.com.

2020 Rate Structure

Over the past several years operational and material costs have been steadily increasing. Unfortunately, we have come to the point where we are unable to continue operating by our current rate structure. On December 18, 2019 our Board of Directors voted for a 2% rate increase. The minimum charge of \$20.00 will **not** be effected but there will be a very minimal increase for each additional 1,000 gallons. The 2020 rate structure will take effect on February 20, 2020. The usage period from February 20, 2020 to March 20, 2020 and reflected on the April billing statement. Our Board of Directors will evaluate our rate structure each year.

	Current	Increase Amount	New Rate
0 - 1,000	\$ 20.00	\$ -	\$ 20.00
2,000	\$ 27.65	\$ 0.15	\$ 27.80
3,000	\$ 35.30	\$ 0.30	\$ 35.60
4,000	\$ 42.95	\$ 0.45	\$ 43.40
5,000	\$ 50.60	\$ 0.60	\$ 51.20
6,000	\$ 58.25	\$ 0.75	\$ 59.00
7,000	\$ 65.90	\$ 0.90	\$ 66.80
8,000	\$ 73.55	\$ 1.05	\$ 74.60
9,000	\$ 81.20	\$ 1.20	\$ 82.40
10,000	\$ 88.85	\$ 1.35	\$ 90.20

Routine Quality Control Flushing

Public Water Supply District No. 3 routinely flushes water mains on a monthly basis to insure the quality of water. The water entering the distribution mains is high quality; however, water quality can go stagnate over time. Flushing removes sediments and stale water from the mains. Much of our distribution system is designed with loops or interconnected grids, which keeps water constantly flowing. 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. Routine quality control flushing typically occurs during the first few months of the year and are flushed for approximately 24 hours. The hose allows us to try to run the water to the nearest ditch. Please contact our office if you have any questions or concerns.

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**

Contact Information Update

Periodically Public Water Supply District No. 3 is required to turn off the water service in a specific area. This could be a scheduled temporary water turn off due to the installation of a new water main. In situations like these, we notify our customers that could be effected by email and voice automated phone messages. For this reason, it is imperative that we have current email and phone information. To update your contact information, please fill out the contact information form found on the home page at pwsd3.com.

In some situations such as an emergency water main repair, **we are unable to notify our customers in advance**. These are unplanned situations that nobody can predict. In times like these we ask our customers to be patient and understanding while we work to repair the water main and restore service.

Anytime we have a water main break you may wish to take a **voluntary** preventative boil advisory for 3 days once service is restored. We will notify customers if there is a mandatory boil order.

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. PWS D No. 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.

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 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 electronics and 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.

Water Questions and Answers

Why does my water have a bad odor? Sulfur water is a condition where the water contains a high amount of hydrogen sulfide gas that escapes into the air when the plumbing line is opened. This gives it a distinct rotten egg smell.

Is it safe to drink? The smell may be unpleasant but it is not harmful to your health.

What can I do to get rid of the smell? Contact PWSD No. 3 to flush the water main. You may also need to run water within your home to remove the existing water from your service line.

What does PWSD No. 3 use to treat the water? PWSD No. 3 chlorinates the water by injecting gas chlorine once it is pumped from each well. The water is then blended together in our tower. At well number 3 we also inject phosphate to diminish the iron which could give the water a red discoloration. For more information about our wells and water please read our annual water quality report. This report is distributed to all of our customers via email and/or mail. If you have not received your copy of our water quality report it can be found on the water quality page of our website pwsd3.com/Water-Quality or contact our office to have a copy mailed.

What is the hardness of the water? The hardness level can be found on our annual water quality report. In 2017 our hardness level was 223 mg/l. To convert the hardness level from mg/l to grains for a water softener, the general rule is to divide the hardness level by 17.1. Every water softener is different so be sure to read your owners manual and/or ask your sales representative.

Should there be water in the meter pit? It is common to have ground water in a meter pit. If you have noticed a higher than normal water usage and are concerned about a possible water leak, we can test the water for chlorine. If no chlorine is present then it is ground water.

More questions can be answered by visiting our frequently asked questions page at pwsd3.com.