

## **Welcome to the Taney County Public Water Supply District #2**

As a new water user or builder, we welcome you to the District and hope this information will be helpful. If you have any questions and/or concerns, please feel free to contact our office. We will do everything we can to answer any of your questions.

The Public Water Supply District #2 of Taney County will celebrate its 30<sup>th</sup> anniversary in the year 2002. The District is made up of a Board of Directors (five members), the District Clerk, System Manager, and a two Water Operators. Our Board meets on the second Monday of every month. Our meetings are open to the public, and if anyone wishes to attend the meeting, please call our office so that you can be put on the agenda.

Our office is located at 1865 State Highway V V in Powersite. The telephone number is 417-334-8010. For emergencies after hours, call Jim Bryan, 417-546-4092, Rob Mann, 417-546-6940 or Kevin Stice 417-338-5357. Their pager number is 1-800-927-5706 #5542. Our office hours are 9:00 a.m. to 4:30 p.m. Monday through Friday. We do have emergency numbers on the answering machine in case you have a water main emergency after business hours. Our office does observe most legal holidays.

The Public Water Supply District #2 of Taney County is in compliance with the newest rules and regulations established by the Environmental Protection Agency (EPA) and the Missouri Department of Natural Resources (DNR) pertaining to the Safe Drinking Water Act and lead content in water. We send Two samples per month to the DNR laboratory in Springfield for testing. These samples are taken at random locations throughout the District.

The District office also prepares a Consumer Confidence Report (CCR) annually. This report is mailed to all of our customers to notify the public of all constituents found in our drinking water and what levels of each constituent is allowable by the Department of Natural Resources (DNR). Anyone interested in obtaining a copy of CCR report can call our office and we will gladly mail one to you.

## **Billing Procedure**

The Public Water Supply District #2 of Taney County must be notified immediately if a water bill does not accurately reflect the name of the intended customer.

All bills are based on actual meter readings, unless inclement weather prevents us from locating and reading the meter. In this case, your bill is estimated based on the previous months reading. The meters are read between the second and fourth week of the month. The usage is figured and bills generated and mailed by the first week of the new month. The Water District tries very hard to make sure billing addresses are accurate, if your address changes, please make sure to contact us immediately so that we can update our records. The Water District is not responsible for the mail service. If you have not received a bill by the end of the first week of the month, please contact the office. We will be happy to send you a print out of the usage for that month. Billing begins when deposit is paid or meter installed.

All bills are due by the 16<sup>th</sup> of the month. All bills have the penalty amount printed on them if you cannot pay your bill by the 16<sup>th</sup>. A five percent penalty is added to your billing amount if not paid by the 16<sup>th</sup>. The Water District has a night drop box located outside the door at our office at 1865 State Highway V V in Powersite for your convenience. We cannot accept post dated checks. We charge \$20.00 on all returned checks.

From time to time, the District office will print messages on your monthly bill to help notify customers of changes in rates, estimation, or upcoming events.

## **Water Rates**

The current Water Rate Schedule is effective July 1<sup>st</sup>, 2003.

First 1000 gallons- \$8.00 (minimum monthly bill)  
\$3.00 every 1000 gallons thereafter

## **New Service and Meter Deposits**

All new customers must sign a user agreement and are required to pay a deposit. This deposit varies depending on whether the customer is a land owner of the property or a tenant.

Owner deposit- \$25.00

Renter deposit- \$75.00

All tenants of rental property must provide the District with owner information. All owners must provide the District with a deposit and user agreement. All owners acknowledge that it is the responsibility of the property owner to notify the District of any tenant change. All property owners acknowledge the responsibility of the monthly billing when the rental property is vacant.

If you decide to move or sell your property, please give us at least one week notice. We take the final bill out of your deposit and mail your refund.

## **Discontinuance and Reconnection of Services**

All water bills become delinquent if not paid by the 16<sup>th</sup> of each month. A bill is mailed to every customer every month, and the District feels that every customer is expected to pay their monthly bill in a timely manner. Late notices, or disconnect notices will be mailed to every customer that shows past due after the 20<sup>th</sup> of every month. If the bill is not paid by the 10<sup>th</sup> of the following month, the customer will have their service interrupted. A reconnect fee of \$30.00 will be charged to every customers account that is disconnected. This fee will need to be paid in addition to the past due amount of the customer billing before water service is restored. The District understands that this is an extreme charge and uses it as a deterrent so that our employees are not pulled off of other jobs to disconnect and reconnect services. If you should have any questions or concerns about,

your bill, please do not hesitate to call the office before the cut-off date on your notice.

## **Inquiry, Service and Complaint Procedures**

If you ever have any questions or complaints, please feel free to call the District office at 417-334-8010 during regular office hours and the District Clerk will be happy to help you. We hope you will call us when you have a concern. We can all benefit from open lines of communication. Our staff does not make the policies, they are required by the Board of Directors to enforce them. If you have a complaint not handled to your satisfaction, please write to the Board of Directors and it will be handled at the next Board Meeting.

If you feel that your meter was read incorrectly or if you are questioning your bill, please call the office as soon as you receive your bill. We will do our best to get someone out to reread your meter as soon as possible. However, if the customer can reread their own meter it will expedite the process and the District Clerk can make an adjustment on your bill.

The Board has a policy if you have a leak. Please let the District Clerk know immediately if you wish to exercise this privilege.

If you are unable to pay your bill in full, please call our office as soon as possible.

## **Prolonged Absence**

If you are leaving for vacation for a long period of time, or if your house will be unoccupied for more than a month, please contact our office to make arrangements to have your water shut-off at the meter. This will protect you from any leaks in your home while you are away. You must call the office when you have returned to have your meter turned back on. This office will not turn any meter on without someone being present in the home in case there is a leak.

## **Water Meter and Service Line Leaks**

The Public Water Supply District #2 of Taney County policy states that the customer is responsible for his/her own water lines. This consists of the lines from the meter to the house. The Water District maintains and operates on the main lines of its system. The amount of water that goes through the meter will be billed to the customer for monthly water charges.

The customer can check for leaks in their own system. There is a small triangle on the face of the meter. This is called a Leak Indicator. You will need to make sure that every faucet/water supply in the house is off (washing machine, dishwasher, toilets, faucets inside and out, hydrants, etc.). Then look on the face of the meter at the leak indicator. You will have to watch it for at least ten minutes. If you see any movement of the leak indicator, or if the number changes on the register, you have a leak. Ground water collects in some meter pits, depending on the location. This is not necessarily an indication you have a leak.

Because the District cannot adjust for different elevations from the water tower, and different elevations will result in differing amounts of water pressure, customers are responsible for determining the pressure and the need for a pressure regulator valve.

## **Fire Protection**

The District makes no representation whatsoever of the adequacy of fire protection from its water supply system. The Water District supplies drinking water only. Any customer acknowledges that no reliance shall be placed on the water system for fire protection.

## **Maintenance**

The District will make all reasonable efforts to supply continuous service; however, it has the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts

will be made to notify water users of interruptions, when possible, but the District is not responsible for any loss due to interruption.

### **Report Suspicious Activity**

Due to the terrorist attacks on September 11<sup>th</sup>, 2001, we ask that all customers remain vigilant in watching for suspicious activities or people in or around water supplies, wells, meters, and the like. Please report this to us or the local law enforcement agency immediately! We thank you for your efforts to help protect our community.

### **Primacy Fees**

Primacy fees are assessed to the Water District once a year by Missouri Department of Natural Resources. The fee is \$2.00 for a meter one inch or less, \$5.00 for meters more than one inch but less than two inches, \$25.00 for meters more than two inches but less than four inches, and \$50.00 for meters more than four inches. This fee is billed on each account in June and then paid to the State of Missouri for water testing, which they require us to submit monthly. This fee is collected by all water districts in the State of Missouri in lieu of raising State taxes. It is listed on your bill as other charges.

### **RE: Meter Reconnections Fees**

A broken lock charge of \$50.00 for each broken lock will be charged to customer, per incident. After first broken lock, the meter will be removed. If when checked later an illegal connection jumper is found, the Sheriff will be contacted and a report filed. The violator will be prosecuted.

To reconnect service for non payment, the customer needs to come to the office to pay during regular business hours, 9:00AM to 4:30PM, Monday through Friday, and pay delinquent bill plus a reconnect charge.

An after hours reconnect service charge of \$90.00 is offered. Customer must pay after-hours service charge and delinquent bill and be in the office to pay by 4:30PM, during the following regular business day. If not paid in full, the meter will be disconnected.