

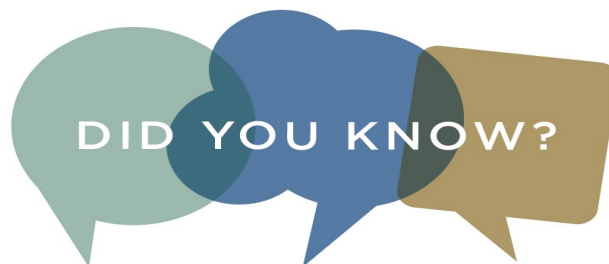
PUBLIC WATER SUPPLY DISTRICT

No. 1 DEKALB COUNTY

What's New?

Our Billing System!

January 2024 we began using a new billing system. Customer response has been positive. Please let us know if you have any questions or problems.



We clean and inspect all water towers every 3-5 years as per DNR requirements. All of our water towers are to be inspected during 2024. The Grayson Tower will be completely overhauled, sand blasted, and painted inside.

Every Community Water System is required by law to provide customers with an annual water quality report also known as CCR.

2023 CCR REPORT www.dnr.mo.gov/ccr/MO1024191.pdf



RADIO METER DAMAGE

Our Meters consist of an antenna, ring, and lid. When you mow, please be careful not to damage these parts. Replacement parts are as follows:

Antenna: \$ 46.00

Ring: \$ 41.00

Lid: \$ 41.00

Methods of Bill Payments

Bank Draft—10th of each month.

Check—Mail a check and allow 15 working days to be received before due on the 16th.

Bank Check—Allow 15 working days to be received before due on the 16th.

Drop Box—24 hour drop box located by front door.

Website—Go to <https://pwsdco.com> > “Bill Payment” > “Pay Your Bill Now”

Credit Card Service Fees:
\$ 0.01—\$100.00 fee is \$ 3.00
\$ 100.01 plus fee is 3%

ECHECKS= \$ 2.00 flat fee
Payment Arrangement

“ANNUAL WATER TREATMENT”

By the time this newsletter is received, the year’s treatment will be complete. Missouri American Water has an annual water line treatment. The treatment process changes the chloramines to chlorine to help clean all water mains in St. Joseph and areas that Missouri American Water Corporation supply. After 9 weeks, this process is reversed back to chloramines. The annual process helps keep our residuals above the Department of Natural Resources’ requirements. Public Water Supply District No 1 of DeKalb County has approximately 1,000 miles of water mains in our District.



Thank You

PWSD 1 of DeKalb County would like to thank our customers for keeping the ground mowed and trimmed around the meters, valves, and flushes!!

THE EPA LEAD AND COPPER RULE is requiring all water districts in the United States to survey customer service lines.

Our public water system is conducting a lead service line inventory. In performing the lead service line inventory, we need to know the material composition of both the publicly owned (water system-owned) and privately owned (customer-owned) portions of the service line. We are requesting your help in this identification process. Service lines can be made of many materials, such as plastic, copper, PEX, HDPE, galvanized, lead, etc. To complete our inventory, we are required to record the material composition of your service line, even if it is not made of lead. The material type must be reported to the Missouri Department of Natural Resources (MoDNR) as required by regulation. When reporting to MoDNR, we are required to provide the material of our portion of the service line as well.

There are several ways you can identify your service line material:

- If you had your service line installed or replaced and remember when, and what it is made of, you can let us know. If you have a record of what the service line is made of, such as an invoice from the person who performed the installation or replacement, that would be even better.
- The age of your home may indicate if a lead service line is present. The lead ban in Missouri was effective Jan. 1, 1989. The ban prohibited the use of lead in potable water applications after this date. If your home's construction was after the lead ban, most likely the service line is not lead.
- If you don't know the material composition of your service line, you can perform a visual inspection. The performance of a visual inspection starts where the service line enters your home. This is normally where it enters through the foundation or basement wall. Plastic, such as PVC, HDPE, PEX, etc., is easy to identify because most people have come in contact with it in the past. When new, copper appears shiny, like a new penny and green when older and weathered. Galvanized pipe appears as silver-gray when newer and gray to rusty when old. Lead appears as gray to a blue-gray color, and when scratched, lead becomes shiny like a new nickel. A magnet will not stick to lead, but will stick to steel. Lead service lines can also have a wiped lead joint or bulb at locations where it attaches to other metals, or fittings which actually look like a snake that just ate something. You can use these techniques to identify your service line material. We can provide pictures of what these materials look like upon request or you can go to the MoDNR website and access the web page that specifically addresses lead service line inventories at dnr.mo.gov/water/business-industry-other-entities/technical-assistance-guidance/lead-service-lines.
- If you are renting, you can ask the owner or manager what the service line material is. They can use the same techniques listed above to make a materials determination if they don't know. • With your permission, we can help you investigate to determine the material used for your service line.
- If your service line is made of lead, we can provide you information concerning the following:
 - » Health effects of lead in drinking water
 - » Things you can do to reduce the amount of lead in your drinking water
 - » Information on conducting a lead service line replacement
 - » Financial opportunities to pay for the replacement

When we conduct the lead service line inventory, we will use the information you provided as the determination for the customer-owned portion of the inventory. We also search our records, such as tap cards, meter cards, as-built plans and specifications, plumbing codes, maps, historical records, inspection records, ordinances, etc., to determine the material composition of the publically owned portion of the service line.

While the records search can identify the materials of many of our services, there will be those that remain unknown. When this is the case, we will perform basic visual examinations. A visual examination of the meter box may allow the identification of the service line material on both sides of the meter. In some instances, this will not reveal what the service line material is. When this happens, we can collect water samples to help make a determination, but this will not work if the water system is providing corrosion-control treatment or has hard water. The last resort is to perform an excavation to examine the materials used in the service line. This examination is performed by traditional open-trench excavation or by a less invasive type of excavation called hydrovac. Hydrovac uses water and vacuum to remove soil down to the service line.

Please contact us to report your service line material or to request our help identifying your service line material. The lead service line inventory is a huge undertaking for our water system and your help is greatly appreciated.

THE EPA LEAD AND COPPER RULE is requiring all water districts in the United States to survey customer service lines.

Please, fill out the survey below and return to us by mail or scan and email to dekalbwater@pwsdco.com.



PWSD 1 of DeKalb County

P.O. Box 79
302 N. Main
Clarksdale, MO. 64430
Phone: 816-393-5311
Email: dekalbwater@pwsdco.com

Service Address _____

Are you the: Owner Tenant Property Manager Other

Your Name _____

Phone Number _____

Email Address _____

May we add your contact information to our customer database? Yes No

Is this a residence, business, barn, or other structure?

Please indicate other structure _____

What year were the water lines established in the structure, if known. _____

Do you have a water softener? Yes No

Service line material at the point of entry (inlet) to your home?

Lead Copper Galvanized Other (Plastic/PVC/Pex/etc.)

PIPE MATERIAL	SCRATCH COLOR	DOES MAGNET STICK?
LEAD	SHINY SILVER	NO
COPPER	ORANGE (PENNY)	NO
GALVANIZED STEEL	DULL GRAY	YES
PLASTIC	N/A	NO

Has the line from the water meter to your home/facility been replaced? Yes No

If yes, please provide the date and material used for replacement.

Optional – please email a photo of the water line entering your home from the meter to: dekalbwater@pwsdco.com

Please contact the district office if you need assistance with this request.
Contact information - dekalbwater@pwsdco.com and (816) 393-5311

Thank you for helping our utility meet compliance with the EPA regulation.

NEW BILLING SYSTEM

Beginning January 2024, the District switched to a new utility billing system. Your water bills are no longer post cards, they are a full 8 1/2 X 11 sheet of paper that come in a business sized envelope accompanied by a return envelope for your convenience.

Paystar is no longer an option to pay your bill. The new system has an online portal that each customer can set up to view monthly usages, set up ebill, or set up online payment methods by echeck (\$2.00) or credit card (\$3.00 minimum or 3%). We continue to offer ACH Bank Draft as well via the office as well. Visit our Website at <https://pwsdco.com/> > select "Bill Payment" > "Pay Your Bill Now" to take you directly to the new online portal to "Set Up" your portal using the security code provided on your bill or call and we can give you your security code. Or those who have already set up your online portal, you can "Sign In".

Notifications from our office with the new billing system are in the form of phone calls. Occasionally, text messages or emails are used. The phone calls have a caller ID from Arcola, Texas. PWSD No 1 of DeKalb County handles all procedures for these calls, however, the billing system is based out of Texas which is why the calls say they are from Texas. Please answer these calls, they are not spam.

Please let us know if you need assistance setting up your online customer portal. We are here to serve you!

WANTED!

LOOKING FOR

Help Finding Water Main Leaks

\$ 50.00 REWARD

**The leak has to be on the District's
Main Lines, not the customers'
personal line. Effective 04/19/22**

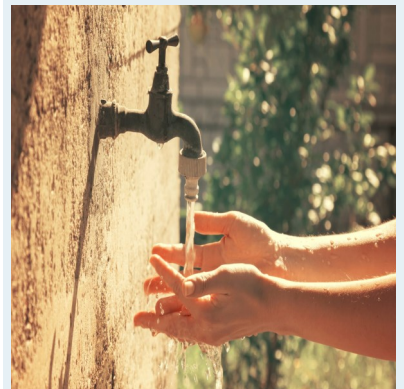
***THIS WILL BE OUR FINAL MAILED
NEWSLETTER. ALL OTHERS WILL BE
ON OUR WEBSITE.***

WATER SERVICE APPLICATION / DEATH OF A CUSTOMER

When, due to the death of a customer, there is no living responsible party or entity, the successor(s) interest in the serviced property must apply for water service and provide the district proof of ownership of the property which will include a deposit of \$ 125.00, and a name transfer fee of \$10.00. In the event the successor(s) in interest is an heir, as defined by the Missouri Statutes, the above described fees shall be waived.

LANDLORDS

Property owners must sign the Landlord/Renter agreement which will provide the renters name to have water service turned on for the renter.



CURRENT WATER RATES

\$ 20.79 = First 1,000 Gallons
(Minimum)

\$ 14.67 = Next 1,000 Gallons

\$ 13.90 = Next 1,000 Gallons

\$ 8.86 = All Usage Over
3,000 Gallons



PWSD 1 of DeKalb County Board Members

- President: Danny McClanahan — Subdistrict # 5
- Vice-President: JD Baker — Subdistrict # 1
- Director: Brandy Clark — Subdistrict # 2
- Director: Kendall Ebersold — Subdistrict # 3
- Director: Bruce Whitsell — Subdistrict # 4

Regular Business Hours:

M-F 8:00 AM-4:30 PM

24-Hour Emergency number: (816) 393-5311

PWSD 1 of DeKalb County

P.O. Box 79
302 N. Main
Clarksdale, MO. 64430
Phone: 816-393-5311
Email: dekalbwater@pwsdco.com

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CLARKSDALE, MO
PERMIT NO. 2



**DEKALB CO. #1
WATER
DISTRICT**