

Making Our Jobs Easier/Helping You

■We have Electronic Payment available. You can visit the District Office and complete the form and provide a voided check. Payment for your water bill will be taken from your specified bank account near the 10th of the month. You will continue to receive a payment coupon showing the amount of water charged.

■The District Office needs your current phone and contact information in case of an emergency related to your water service.

■If your bill shows a Past Due amount, your account is considered delinquent and will appear as a disconnect for non-payment status. The Past Due amount should be paid by the first day of each month. If water service is disconnected because of non-payment, the bill must be paid completely including all related charges. That payment must be paid at the District Office once the disconnect has taken place.

■Please keep the area around your meter free of weeds, brush and debris.

■Keeping the lid secure on the meter pit is important. Rodents can enter the pit and cause damage. Mowing over the lid can cause the lid and transmitter under the lid to be damaged by the mower blades.

■Please call Missouri One Call, Inc. before you dig. 1-800-344-7483 (1-800-DIG-RITE) Missouri Law requires at least two full working days and not more than 10 days advance notice of excavation activities except for emergencies.

■The Consumer Confidence Report was published in the *Kirksville Daily Express*. A copy is available from the District Office upon request.

Our meter reading system can detect any meter not having a zero-consumption hour during the 24 hour period prior to reading. If you think your usage is higher than normal, we will look to see if your meter is one which has been identified as not having had a zero-consumption hour. Should you have a potential leak, the investigation and repair, if any is needed, is your responsibility.

Completed Work

We have completed several directional bores to install new water lines at creek crossings or at locations where damage might occur. Many "locates" have been done to find lines that are buried under the surface to identify where lines are hidden. Customers are encouraged to contact the District Office should underground digging be considered.

We continue our major goal which is to serve you, our most important asset.



ACPWSD #1 Staff

Dennis Brawner—District Manager and Board Treasurer

Todd Hill—Assistant District Manager

Gina Moran—District Clerk and Board Secretary

Pam Lutz—Posting Clerk

Cathy Gregory—Cashier Clerk

Gerald Snelling—District Serviceman

Board Members

Brent Motter-President

Dwight Hart-Vice-President

Gregg Fast-Member

Tom Primmer-Member

Bill Sanders-Member



Adair County Public Water Supply District #1



Rural Water Users' Guide

**1120 North Green Street
Kirksville MO 63501**

Phone: 660-665-4280

Fax: 660-665-8379

E-mail: adairwater@cableone.net

www.adaircountypwsd1.com

ACPWSD#1 Water Users' Guide

As a rural water user, you are able to enjoy fresh, clean, healthy water each day for every member of your family and for other uses such as your pets, animals and outdoor activities. As a service oriented organization, your water district makes every effort to keep your water supply available 24 hours per day for each day of the year. Any District employee will assist with any problem about the delivery of water to the meter.

As a customer, you are able to enjoy great service and a quality product at a reasonable cost. As a customer, you also have certain responsibilities to make sure your service continues to be an enjoyable experience. By observing simple responsibilities, you will be able to keep track of your water usage and the monthly bill for your family's utility expenses.

Become aware of where your water meter is located. Should you have a leak, you can easily remove the lid and shut off the valve there. A special wrench, a 1" box end wrench, a 1" socket, a vice-grip type or slip-joint pliers can turn



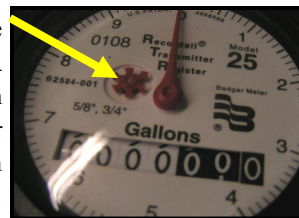
There is a meter in the weeds... somewhere... but where?



The 5-sided nut is turned counter-clockwise to remove the lid.

the 5-sided lid locking device. Something placed over the meter in the winter protects the meter from freezing and locates it clearly.

Note your water usage from month to month. A simple check between usage from similar months in prior years can help identify changes. Your meter is equipped with a gear-shaped rotating wheel (leak wheel) which indicates water usage. With all water-using appliances turned off, see if the gear is rotating. The rotation, even slowly, indicates water flowing through the meter. This indicates that you have a leak or some water appliance is still flowing. A 10 gallon leak per hour equals a water loss of 7,200 gallons for a month.



The wheel turns as water is metered.

Your Bill Contains Important Information

ADAIR COUNTY PWSd #1
PO BOX Q
KIRKSVILLE, MO 63501

All previous balances and delinquent bill MUST BE paid in full to avoid disconnection before the first of the month.

SRVC	PRESENT RDG	PREVIOUS RDG	USED	AMOUNT
NAT	156763	154197	2566	30.22
PRIMACY FEE				0.25
Domestic Utility Tax				0.30
PAST DUE				29.05

KNOW WHERE METER IS IN CASE OF EMERGENCY.

ADDRESS SERVICE REQUESTED

ACCOUNT #

SRVC ADDR	NOW DUE	DUE DATE	REMIT AFTER DUE DATE
	59.82	02/15/12	65.80

PREPAID FIRST-CLASS MAIL
U.S. POSTAGE PAID
KIRKSVILLE MO
PERMIT NO. 10

ACCOUNT #	ROUTE
27	27

SERVICE FROM	SERVICE TO
12/20/11	01/24/12

DATE BILL MAILED	DAYS USED
01/25/12	35

DUE DATE	NOW DUE
02/15/12	59.82

PLEASE RETURN LOWER STUB WITH PAYMENT

REMIT AFTER DUE DATE
65.80

Reading your monthly bill will give you lots of information. The first line contains the present reading, previous reading and amount of water usage. Also on that line is the current charge for the water used and your account number. The next two lines are charges for the Primacy Fee, a yearly charge spread over 12 months as required by the Department of Natural Resources and the Domestic Utility Tax, also a required

charge. Note that on the third line to the far right is the service period for water usage. The fourth line indicates a PAST DUE amount if one exists. The next line indicates the date the bill was mailed to you and the number of days water was used since the last bill. The DUE DATE and NOW DUE boxes show the date and amount of money required to pay the account in full. The next box lower shows how much is due after the due date if that is when the bill is paid.

A stub for payment is attached for convenience in payment. Careful examination of the monthly bill helps you know how much water you use month by month and the cost each month.

Deposits For Service

Customers are required to place a deposit with the District in order to begin service. Our Current deposit charges are:

Landowner Meter Deposit	\$ 50.00
Renter Meter Deposit	\$ 125.00
Short Side Meter Set	\$ 650.00
Long Side Meter Set/Gravel	\$1,050.00
Long Side Meter Set/Blacktop	\$1,250.00

Web Site Information

Our web site is www.adaircountypwsd1.com and we invite you to visit to learn more about your water district. Visit www.moruralwater.org to learn about Missouri rural water information. Look under "Resources" for articles such as *Missouri Primacy Fee*, from the December, 2011 issue of Missouri Water Lines. The primacy fee is a part of your monthly bill.