

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. Mark it with a post or flag.

■ 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.

Our Commitment

We work throughout the year lowering water mains in creeks as needed, locating water mains and service lines, making valve and valve box repairs, updating telemetry, performing maintenance work to towers and ground storage tanks and completing flushing and sampling programs. Service personnel are on call 24 hours per day, 7 days per week for emergencies.

We continue our major goal which is to deliver a quality product to you.



ACPWSD #1 Staff

Paul Hazen—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

Ryan Elsea—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

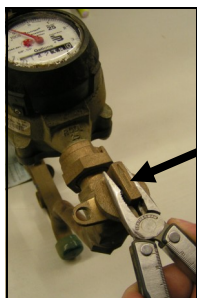
www.adaircountypwsd1.com

ACPWSD#1 Water Users' Guide

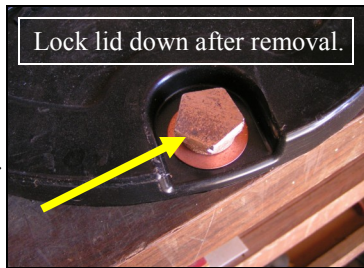
As a rural water user, you are able to enjoy fresh, clean, healthy water each day for every member of your family and for other uses such as your pets, animals and outdoor activities. As a service-oriented organization, your water district makes every effort to keep your water supply available 24 hours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

Become aware of where your water meter is located. You should become aware of how to remove the lid from the meter pit using common tools. 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 the 5-sided lid locking device. Something placed over the meter in the winter protects the meter from freezing and locates it clearly. A simple electric fence post might be used if you don't place protection over the pit in cold weather.

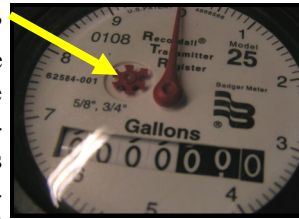
Should a leak occur, you can remove the lid and shut off the water. Notice that an arrow on the shut off points in line with the water flow. Using pliers or any other suitable tool, you can turn the valve 90 degrees until the arrow on the valve is crossways shutting off the flow of water.



Arrow in line with meter, **ON**, arrow not in line with meter, **OFF**. Valve will turn easily.



Is your water usage up? The most common cause is that the flapper valve in the toilet is not sealing. 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 extra for a month. Even a dripping faucet will make the leak wheel rotate!



The wheel turns as water is metered.

Your Bill Contains Important Information

ADAIR COUNTY PWS#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
WAT	176965	172492	4473	42.35
PRIMACY FEE				0.25
Domestic Utility Tax				0.42

ACCOUNT # 5400
SERVICE FROM 12/20/12
DATE BILL MAILED 01/20/13
DUE DATE 01/25/13
NOW DUE 02/15/13
REMIT AFTER DUE DATE 47.32

BE SURE WE HAVE YOUR CURRENT PHONE NUMBER
ADDRESS SERVICE REQUESTED
ACCOUNT #
SRVC ADDR NOW DUE DUE DATE REMIT AFTER DUE DATE
43.02 02/15/13 47.32

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/Charges 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
- ▶ After Hours Service Charge To
Locate And Turn Off Water \$ 75.00

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. Searching there will provide you information about training and conferences for rural water district employees, what other districts are doing and guidelines and regulations from the Department of Natural Resources among others.