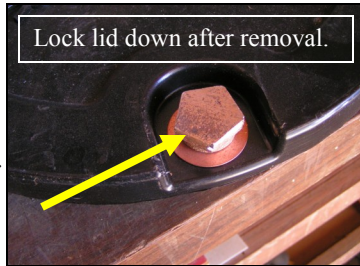


ACPWSD#1 Water Users' Guide

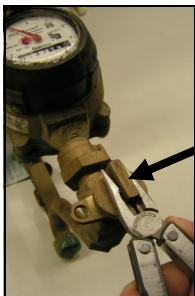
As a rural water user, you are able to enjoy fresh, clean, healthy water each day for every member of your family and for other uses such as your pets, animals and outdoor activities. As a service-oriented organization, your water district makes every effort to keep your water supply available 24 hours 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.

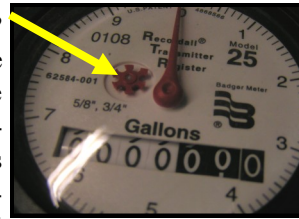
Should a leak occur, you can remove the lid and shut off the water. Notice that an arrow on the shut off points in line with the water flow. Using pliers or any other suitable tool, you can turn the valve 90 degrees until the arrow on the valve is crossways shutting off the flow of water.



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

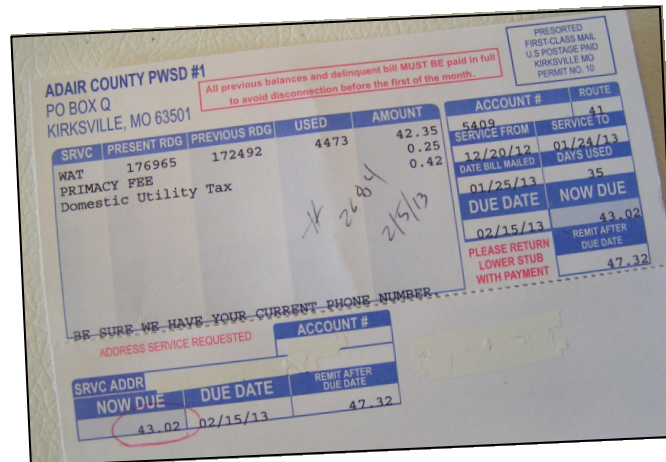


Is your water usage up? The most common cause is that the flapper valve in the toilet is not sealing. Your meter is equipped with a gear-shaped rotating wheel (leak wheel) which indicates water usage. With all water-using appliances turned off, see if the gear is rotating. The rotation, even slowly, 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



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 \$ 900.00
- ▶ Long Side Meter Set/Gravel \$1,850.00
- ▶ Long Side Meter Set/Blacktop \$1,950.00
- ▶ After Hours Service Call On Customers' Side \$ 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.