

Adair County Public Water Supply District #1 News

Winter-2023-Spring-2024

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Adair County Public Water Supply District 1



We Have Moved!

The water district was formed in 1968 and the first district office was located in the Adair County Courthouse on the first floor. The water district is governed by a 5 member board. The first 5 board members were Sam Motter, Charles Morse, Harry Salisbury, Frank Pickens and Gale Cody. The first District Manager was Joe Keller.



Later, in 1978, your water district purchased a building that had previously housed an electrical supplies dealer on North Green Street. On July 10, 2022 our district manager received a message that the building was on fire and that the Kirksville Fire Department was on site. A car was inside the building after ramming a sliding equipment door two times and was totally destroyed as was the building. The driver of the burned car was arrested and jailed. Careful examination by qualified fire officials failed to find a cause of the total destruction of the water district facility.



By Tuesday water district personnel had opened a temporary office on West Potter. Although the site on North Green was a total loss, records were backed up off site and staff began the difficult task of continuing service while planning to move forward and sifting through the old location for any remaining records. Fortunately, the water district had sufficient insurance and the site on North Green Street was sold to aid in purchasing the new location on North Osteopathy Street where the water district is now located. The move was completed on June 12, 2023.



Today, we continue to move forward providing quality water and dependable service 24/7/365. Please read carefully this newsletter as it provides valuable information to assist you in finding additional ways to help you and your family.

New Meter System

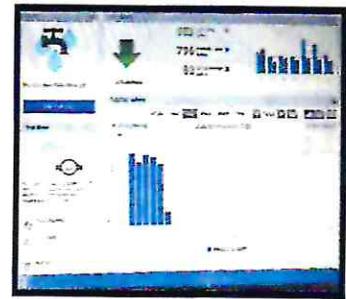
The district installed a new cellular read meter system in 2023 which replaced a radio read system previously installed in 2008. The radio read system was at the end of its expected life span, and was experiencing battery failures in the units. Grant funds were given to the water district from Adair County from ARPA (American Rescue Plan Act), for the meter system replacement.

Benefits of the cellular system:

- Reads are sent daily instead of 1 per month with the radio read system.
- Customer portal (*EyeOnWater*) that records a usage history, and allows the customer to view water usage.
- Customer can choose to receive leak notifications by text or email through the *EyeOnWater* interface, potentially saving hundreds or thousands of dollars.
- The district can remotely monitor the meters and be alerted if tampering or register removal occurs.

We encourage customers to take advantage of the leak notifications. We see around 230 customer leaks per day with this system. We cannot possibly contact all of these people and keep track of who was contacted daily. We try and contact customers

with large leaks, but often times we do not have a valid phone number on file. The district has given customers the ability to monitor their service for leaks, and have included sign up information on multiple bills. Although we attempt to contact users with large leaks, this is a courtesy and not a guarantee or responsibility of the district.



Visit this link for a short video showing how you can get leak alerts and use the *EyeOnWater* interface. <https://www.youtube.com/watch?v=RSW5FcB1nM0>

The video can also be viewed on our website at <https://adaircountypwsd1.com/>

New Meter Care

Some meter related information.

- Each customer is responsible for any damages to meter equipment and the cost to repair any damages.
- Make sure lids are secured at all times to protect from freezing, mowing damage, and rodents.
- DO NOT cover meters with hay/straw, or other objects. It blocks the cellular signal and causes connection loss. If you want to cover your meter, we recommend using the large plastic mineral tubs placed upside down over the meter lid with a brick placed on top to hold it down. We have a limited number of mineral tubs that we give to customers for this purpose.
- Know your meter location and how to turn the meter off in case of emergencies. We have pictures showing the shut off valve in the meter pit on our Facebook page at Adair County Public Water Supply District 1.
- Do not bury the meter lid with dirt, rock, landscaping materials, or other similar materials. It is important that the meter remain accessible for maintenance, and emergency access. If your meter is covered with frozen material and you have a leak, it can greatly extend the amount of time required to access the shut off valve.
- Again, we highly encourage customers to use the *EyeOnWater* portal and sign up for leak notifications. With 200 plus leak alerts per day, we cannot possibly alert everyone and cannot be held responsible if the customer chooses not to utilize the *EyeOnWater* portal.

Lead Service Lines

As part of the revision to the **Lead and Copper Rule**, the EPA has mandated that all water suppliers in the United States complete a service line inventory not only of the water systems service lines, but also those belonging to the customer. The initial inventory must be completed and assembled in a data base and submitted to the DNR by October of 2024.

We can prove through plans and specs, and other methods, that all district side service lines are non-lead. The problem lies within the customer side of the meter as the district has no records of customer side materials.

This mandate is not only for homes, but any service connected to the water system, including cattle waterers, hydrants, etc. The EPA has outlined a few options for identification such as excavation, water testing at the home, and plumber or district staff verification. The EPA has also stated that they will accept customer verification of the lines. This would be the least intrusive and least destructive method by eliminating the need to do excavation. This method of identification will save the district tens of thousands of dollars, and help us continue to keep rates reasonable.

The EPA requests that customers self-identifying service lines also include a picture of the service, but we don't believe this is required. We have forms available that can be filled out and signed for each meter and have included a form with the newsletter. Forms can be dropped off at our office, mailed, or emailed.

How We Can Help Each Other

- We have electronic payment (Auto Pay) available. You can visit the District Office or download the form from the website, 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 or email showing the amount of water charged.
- We need your current phone and contact information in case of an emergency related to your water service.
- We do have two ways to send your bill to you, Gmail or paper mail. With Gmail, you will get your bill the same day as the meters are read.
- It is important when mailing your payment in to the Office that you enclose both your payment coupon and your payment. If you receive Gmail billing, please write your water account number on your check.

ACPWSD #1 Staff

Tim Cuculich—District Manager
Todd Hill—Assistant District Manager
Gina Moran—District Clerk
Pam Lutz—Posting Clerk
Gayla Sandstrom—Cashier Clerk
Ryan Elsea—District Serviceman
Dustin Roan—District Serviceman

Adair County PWSD #1 Board 2023

Brent Motter, President
Dwight Hart, Vice President
Gregg Fast, Board Member
Tom Primmer, Board Member
G. E. Hiatt, Board Member
Gina Moran, District Clerk/Board Secretary
Tim Cuculich, District Manager/Board Treasurer