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COMPUTER SOLUTIONS INC.
641-682-4691 OR
1-800-310-4727

○ Newsletter | ○ December | ○ 2013



▶ DIGGING? PLEASE PLAY IT
SAFE AND CALL IOWA ONE
CALL @ 811!



▶ FOR YOUR CONVENIENCE,
WE HAVE A DROP BOX
LOCATED AT THE FRONT
DOOR OF OUR OFFICE.

Water news

The Board of Directors and the Staff of Wapello Rural Water Assoc. Inc would like to wish you and your families the best in the coming year.

NOTICE!

Service Charges ~ Effective 01/01/2014

Reconnect Fee ~ Lack of Payment	\$100.00 + Tax
Check for Leak ~ Customer's Side	\$50.00 + Tax
Returned Payment ~ Check or ACH	\$25.00
Frozen Pipes ~ Customer's Side	\$50.00 + Tax
Change of ownership fee	\$25.00
Cut Lock	\$100.00 + materials
Service Calls	\$50.00 + Tax
Snowbird Reconnect	\$50.00 + Tax
Reprinting your billing statement	\$5.00 per account

TREATMENT PLANT UPDATE

Water has been flowing smoothly at the Treatment Plant, with an average of 25 million gallons produced and pumped monthly. The WRWA Treatment Plant serves approximately 2500 users including Keokuk, Jefferson & Washington counties and also the Cities of Crawfordsville, Hedrick, Delta, Keswick, Harper & What Cheer.

To insure water quality we are required to monitor chlorine residuals by taking daily samples from the supply points as well as sampling at the treatment plant. In accordance with D.N.R regulations and the size and population which we serve, we are required to collect a minimum of 21 bacteria samples within the distribution system and have them analyzed by a certified lab each month. Other samples collected consist of various quarterly and annual D.N.R regulated samples. The total annual lab costs are over \$17,000.

Because water quality can change once it leaves the water treatment plant, routine flushing and testing has become an important part of our job.

Our staff at all levels continue to work diligently in keeping a strong commitment to the customers that we serve.

If you ever have any questions or concerns please call the office and we would be happy to assist you.



DID YOU KNOW?

- If your faucet is dripping at the rate of one drop per second, you can waste 2,700 gal of water per year.
- Check your toilets for leaks. Add food coloring to the tank. If the toilet is leaking, color will appear in the bowl within a short time. A leaky toilet can waste as much as 100 gal/day.
- Cattle drink 8-12 gal/day and during hot weather up to 20-25 gal/day.
- Hogs drink 6-8 gal/day and during hot weather up to 8-12 gal/day.
- Horses drink 8-12 gal/day and during hot weather up to 20-25 gal/day.
- Sheep drink 2-3 gal/day and during hot weather up to 3-4 gal/day.
- It takes 2-5 gallons of water to brush your teeth, if you leave the water running.

WRWA does not accept Debit/Credit Card payments. This includes payments over the phone.

At this time the only payment methods that are accepted are as follows:

CASH-CHECK or MONEY ORDER these payments need to be made via mail or dropped off at the office.

Digging? Play it safe!

Call **1-800-292-8989** or **811** if you are planning any digging or excavating. With 48 hours notice, **IOWA ONE CALL** will see to it your underground utilities are marked first so you can dig safely. The call is toll free and there is no charge for this service.



LOCATE INFORMATION

For convenience and accuracy for Iowa One Call locates, remember to give site specific information. Please mark the area with flags to ensure the correct area gets located.



Direct Payment Program

With the WRWA free Direct Payment Program, customers can simplify monthly bill paying, while saving time and money having their water bill automatically withdrawn from their financial institution.

To sign up for the Direct Payment program, an application must be completed and returned with a voided check. The voided check will provide WRWA the information needed to set up a direct payment account. Customers associated with the Direct Payment system will continue to receive a monthly bill, but it will state "Direct Payment will deduct on the 15th of the month." All customers will receive their bills on or around the 1st of the month and should have ample time to look over their bill and plan for the automatic payment. If there is a problem with your bill you will need to contact the WRWA billing department. On the 15th of the month, the payment will be deducted from your account. If the deduction date falls on a weekend or holiday, the account will be debited on the next business day.

If you are interested please contact the WRWA Office @ 641-682-8351.

If you have already signed up you do not have to sign-up again.

News from the Construction Crew

The Crew has installed several new water services as well as routine maintenance of our water system. Please be assured your water quality is always our main concern.

interruptions.

Again a huge THANK YOU to all of our customers, for your patience and understanding.

If you see anything that brings concern to you, please contact our office to have it further looked at. With the extreme dry weather, the ground shifts and can cause water main leaks. We can not always spot these right away, so with your help these problems can be found, fixed and our customers back in water with little to no



Notice of 2014 Annual Membership Meeting

The annual meeting will be held January 27, 2014. The meeting will be called to order at 7:00pm. The meeting will be held at the Rural Water office, located at the corner of Shaul Avenue and Mary Street in Ottumwa, Iowa.

Attached with this mailing is a mail-in ballot. Each member is entitled one vote per active membership. There is one membership for each water service.

The ballot may be mailed or dropped off at the office. The mail-in ballot must be received in the WRWA office by 7:00 pm on January 27, 2014.

The nominating committee has nominated the following members for election to the Board of Directors. Write-In votes will be accepted. The write-in person must be an active member of the Association and must submit a letter to the Nominating Committee, stating they have been contacted and have agreed to serve on the Board of Directors. The letter must be received before the election.

Nominees for the Board members for the Wapello System are:

Dave Orman — Dave is a current board member. He and his family live in rural Ottumwa.

Rob Pilcher — Rob is a current board member. He and his family live in rural Ottumwa.

Nominee for the Board member for the Jefferson System:

Joe Fritz— Joe is a current board member. He and his family live in rural Brighton.

To mail in your ballot remove this page and fold showing the WRWA address. Secure the top and sides with tape and adhere postage. This can also be included with your monthly billing. Please be sure to secure it closed.

2014 WRWA MAIL-IN BALLOT

For the election of (2) Board Members for 3 year terms representing the Wapello System, and (1) Board Member for a 3 year term representing the Jefferson System.

The nominating committee Ron Janeczek, Nick Biggs and Duane Bass have put forth the following names to appear on the ballot;

Wapello System (3 years)

Vote for 2

() Dave Orman

() Rob Pilcher

() _____

Jefferson System (3 Years)

Vote for 1

() Joe Fritz

() _____

Wapello Rural Water Assoc.
PO Box 538
Ottumwa, IA 52501