



WRWA STAFF WELCOMED RAGBRAI TO OTTUMWA

Wapello Rural Water Association Inc.

Annual Newsletter

December 2016

What's New with WRWA

A Message from Krista Huffman, General Manager

On behalf of the Wapello Rural Water Association Board of Directors and Staff, thank you for allowing us to serve you. We've had an exciting year!

Kathy Alex, WRWA Office Manager, was selected as the Iowa Rural Water Association's **Office Manager of the Year!**

We have launched the **new WRWA website:** www.wapelloruralwater.com. Check it out for the latest water quality reports, emergency notices, customer information and other news.

We continue to improve our **safety and response** capabilities. One of WRWA's many strengths is well trained employees that take pride in their work; we are dedicated to serving our customers. We are diligent about maintaining our safety programs and meeting all requirements from the DNR.

We hosted an **open house** at our water treatment plant in June. Attendees were educated on water treatment and distribution. Drawing water from the Alluvial Aquifer, the plant pumps out over 1 million gallons of treated water to our customers each day!

We continue to repair and install water lines and improve our infrastructure so we can provide our customers with a high quality water product. If you experience a sudden reduction of water pressure or an interruption in service, please call our office.

As always, please let us know how we can better serve you!

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

Boil Advisory vs Boil Order Understanding water quality warnings

Due to new regulations implemented by DNR in 2016, WRWA was required to issue multiple notices throughout the year. As these regulations continue to change, WRWA will continue to comply with DNR requirements.

A **boil advisory** is a precautionary measure issued by the water utility to alert customers when there is a potential for compromised water quality. It is *recommended* that customers boil all water used in the preparation of food and beverage for consumption for 1 minute before using.

A **boil order** is issued by the DNR to the water utility system when there is a confirmation that contamination is present in the water system. It is *essential* that customers boil all water used in the preparation of food and beverage for consumption for 1 minute before using.

If it is necessary to issue a boil advisory or boil order a notice will be posted on our website www.wapelloruralwater.com, as well as local radio and TV stations. Once lifted an official notice will be provided to the same outlets.

Account Information UPDATE

Please help us, better assist you!

Account# _____

Name _____

Address _____

City/State/Zip _____

Phone# _____

Cell _____

Phone# _____

Please fill out and return this card with your bill or call the Office to verify that we have your correct contact information.



Local Keokuk County Emergency Personnel meet at the Wapello Rural Water Treatment Plant for a HAZMAT Workshop in September.

Direct Payment (ACH)

If interested in the Direct Payment Program, stop by the WRWA office in Ottumwa, call us at 641-682-8351 or print the authorization form off of our website. It can be found under the Customer info tab located at the top of the home page.

Accepted Payment Methods

Cash, Check, or Money Order. These payments need to be made via mail or dropped off at the WRWA office in Ottumwa. **We do not accept Debit/ Credit Card payments** and do not take payments over the phone.



Pictured: Jon Walraven, Service Technician, demonstrates proper fire extinguisher technique at a monthly safety training.

For the latest WRWA information, please check out our new website at www.wapelloruralwater.com

News from the Construction Crew

The construction crew has installed 41 new water services as well as routine maintenance of our water system. If you suspect a leak or have any concerns, please contact our office.

As part of a county paving project, construction on Rock Bluff Road began this summer. We relocated five services and approximately one mile of water main. The project went smoothly.

We completed routine maintenance on our Kirkville & Bidwell Water Towers. The users near these towers may have experienced decreased water pressure during the renovation period. Thank you for being patient with us.

We've been working with Dakota Access Pipeline to ensure that pipeline construction doesn't interfere with our water lines. We identified 26 crossings, and had no service interruptions during construction.

If you stop by our office building on Shaul Ave. in Ottumwa, you'll notice a few changes. We began our building renovation in November, and hope to have it completed very soon.

Wapello Rural Water Association

Board of Directors

Carolyn Walker, President

Joe Fritz, Vice President

Myron Luers, Treasurer

Duane Bass, Secretary

Nick Biggs

Dave Orman

Rob Pilcher

Ron Swanstrom

WRWA is an Equal
Opportunity Provider and
Employer

Wapello Rural Water Association

PO Box 538
Ottumwa, IA 52501

Notice of 2017 Annual Membership Meeting

The WRWA annual meeting will be held January 23rd, 2017 and will be called to order at 7:00pm. The meeting will be held at the Wapello Rural Water office, located at the corner of Shaul Avenue and Mary Street in Ottumwa, IA.

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 and **must be received in the WRWA office by 7:00 pm on January 23rd, 2017.**

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 representing Wapello County:

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

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

Nominee for the Board representing Jefferson County:

Joe Fritz: Joe is a current board member. He and his family live in rural Jefferson County.

Nominee for the Board representing Washington County:

Henry Mineart: Henry lives in rural Washington County.

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 ballot can also be included with your monthly billing. Please be sure to secure it closed.

2017 WRWA MAIL-IN BALLOT

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

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

Wapello County (3 years)	Jefferson County (3 Years)	Washington County (1 Year)
<i>Vote for 2</i>	<i>Vote for 1</i>	<i>Vote for 1</i>
() Dave Orman	() Joe Fritz	() Henry Mineart
() Rob Pilcher	() _____	() _____
() _____		