



wapello
ruralwater
♦ a s s o c i a t i o n ♦

Annual Newsletter
December 2017

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 continue to serve you.

2017 brought about many positive changes at Wapello Rural Water. Our building renovations have given the business a new look that will hopefully catch your eye. We were able to completely reside the office building, install new lights, drop box, sign, and repave the parking lot.

We launched our website last year and continue to use this as a communication tool for our customers. Make sure to check it out for the latest water quality reports, emergency notices, customer information and other news. You can find us on the web at www.wapelloruralwater.com.

We are continually looking for ways to improve our system and infrastructure to provide the best service possible to our customers. This includes repairing and installing water lines so we can provide our customers with the highest quality of water possible. If you experience a sudden reduction of water pressure or an interruption in service, please call our office.

We are pleased to announce that water rates for 2018 will not be increasing.

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.



WRWA staff pictured with our new sign

Account Information Update

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. This allows us to promptly notify you in the case of a water leak, or other issues that arise.



Make sure to utilize our new drop box located in front of the office

Friendly Reminders

Our service technicians need to be able to access the meter equipment. Please make sure not to crowd or place anything on top of the meter pit, so access is readily available.

When spraying for bugs in your yard, don't forget to spray the outside of the box on your white post. This keeps insects from getting inside and gumming up the equipment. Working together we can keep the operating cost down on your water system.

Thank you again for your cooperation!

Water Treatment Plant Update

There are many things that take place behind the scenes at our water treatment plant, in order to keep our water flowing. This year has been no exception for maintenance projects.

Our biggest project included changing out the strainers in one of our four filters. This required removing the sand from the sand filter, replacing the strainers, and then refilling the filter with thirty tons of sand.

Another maintenance item that has to be continually monitored is making sure our wells are functioning at a high capacity. When the wells start slowing down it is necessary to go in and clean the filter to remove any debris that may be bogging them down. We have found that the air burst technique has been very effective. We were able to apply this process to two of our wells this year, giving us a prolonged life expectancy for these wells.

We were also able to bring in a company to successfully rehab eight sewer man holes in Crawfordsville.

Accepted Payment Methods

We accept **Cash, Check, or Money Order**. 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.

We do offer a Direct Payment Program.

If interested, you can stop by the WRWA office in Ottumwa, call us at 641-682-8351, or print the authorization form from our website. It can be found under the Customer info tab located at the top of the home page. This program allows us to auto withdrawal your monthly payment directly from a bank account so you never miss a bill payment.

News from the Construction Crew

2017 was a busy year for installations and repairs to our water service area. With the drought conditions, many new services were needed to keep farms and residential areas from going without water. Our construction crew installed 46 services throughout the system.

Our Fairfield water tower was re-furbished and painted during the fall this year.



Fairfield Water Tower

Wapello Rural Water
Association
PO Box 538
Ottumwa, IA 52501

Board of Directors

Carolyn Walker, President
Joe Fritz, Vice President
Myron Luers, Treasurer
Duane Bass, Secretary
Nick Biggs
Henry Mineart
Dave Orman
Rob Pilcher
Ron Swanstrom

WRWA is an Equal
Opportunity Provider and
Employer

Notice of 2018 Annual Membership Meeting

The WRWA annual meeting will be held January 22nd, 2018 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 22nd, 2018.**

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:

Carolyn Walker: Carolyn is a current board member. She and her family live in Ottumwa.

Duane Bass: Duane is a current board member. He and his family live in Ottumwa.

Nominee for the Board representing Washington County:

Henry Mineart: Henry is a current board member. Henry lives in rural Washington County.

To mail in your ballot:

- Remove this page and fold showing the WRWA address.
- This ballot can also be included with your monthly billing.

2018 WRWA MAIL-IN BALLOT

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

The nominating committee, Nick Biggs and Joe Fritz, have put forth the following names to appear on the ballot:

Wapello County (3 years)

Vote for 2

() Carolyn Walker

() Duane Bass

() _____

Washington County (3 Years)

Vote for 1

() Henry Mineart

() _____

Wapello Rural Water Association
PO BOX 538
Ottumwa, IA 52501