



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

Annual Newsletter
December 2018

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.

2018 has been a very busy, but great year for WRWA. Many new installations, repairs, and projects took place throughout the year.

Our newest project we are gearing up for is our water connection to Rathbun Regional Water Association. By 2021, WRWA will be serving all customers south of the Des Moines River with water from Rathbun Regional Water Association. With this change we will be doing several piping upgrades and adding an additional booster station. Our treatment plant will also be ramping up production to supply additional services on the north side of the system.

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 also pleased to announce that water rates for 2019 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 mini excavator

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.

Friendly Reminders

Wicked winter weather can cause plumbing pipes to freeze and possibly burst, causing flooding and costly water damage to your home. In extreme cases of cold, or if you have had pipes burst in the past, let your faucets run very slowly. This is most effective with faucets that are farthest from the point where the main water line enters the house.

When installing or constructing any new dwellings or structures on your property please be conscious of staying clear of our infrastructure. It is vital that we have access to our property in the event of a repair. If personal property is built over our infrastructure, the owner will be personally responsible for all expenses incurred for the repair.

Thank you again for your cooperation!

News from the Construction Crew

2018 was another busy year for installations and repairs to our water service area. With the dry conditions, our construction crew installed a total of 49 services throughout the system. This growth included both new and existing households, along with new livestock services as well.

Along with our new installations, the crew also worked on many repairs throughout the year. Some of those repairs included re-boring 3 different creek crossings that had exposed water main. We would like to send out a special thank you to our customers that reported this exposed main to our office. Without these calls, these mains could go undetected for a period of time which can lead to major issues if not repaired.

Distribution Update

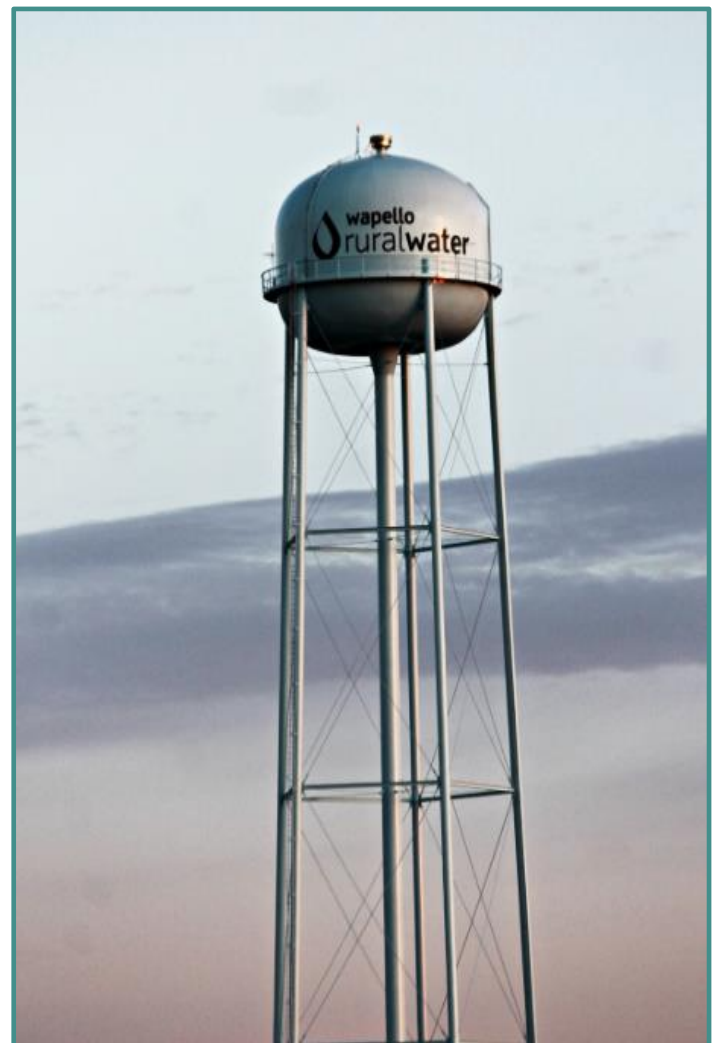
If you live in the Keota area, hopefully you've noticed our newly renovated Keota elevated storage tank. This project required extensive planning and preparation. Some of the preparation included upgrading one of our booster stations to ensure adequate pressures in the area.

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 automatically withdraw your monthly payment directly from a bank account so you never miss a bill payment.



Keota Elevated Storage Tank featuring our new logo

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 2019 Annual Membership Meeting

The WRWA annual meeting will be held January 28th, 2019 and will be called to order at 7:00 pm. 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 28th, 2019.**

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:

Nick Biggs: Nick is a current board member and resides in Wapello County.

Ron Swanstrom: Ron is a current board member and resides in Wapello County.

Nominee for the Board representing Keokuk County:

Myron Luers: Myron is a current board member and resides in Keokuk 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.

2019 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 Keokuk County.

The nominating committee, Rob Pilcher, Duane Bass, and Dave Orman, have put forth the following names to appear on the ballot:

Wapello County (3 years)

Vote for 2

() Nick Biggs

() Ron Swanstrom

() _____

Keokuk County (3 Years)

Vote for 1

() Myron Luers

() _____

Wapello Rural Water Association

PO BOX 538

Ottumwa, IA 52501