



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

Annual Newsletter
December 2019

What's New with WRWA

A Message from
Krista Huffman, CEO

Wapello Rural Water has had a very busy but successful year. Our focus has been directed to our upcoming project to connect to Rathbun Regional Water. Construction for this project will begin in 2020. Along with preparation for our project, our team has stayed busy with many new installs, repairs, and system projects.

We were able to take advantage of the interest rates being low in 2019 and refinanced several of our loans. With this savings, we are pleased to announce that rates for 2020 will not be increasing.

We also implemented a new system to accept credit card payments online and through our interactive voice response system. We hope this will give customers more flexibility when making their payments.

Finally, WRWA got the privilege to participate in "High Five Friday" at one of our local elementary schools. We were able to give an encouraging high five to students on their way into class. We truly enjoyed seeing all of the kids.

The Board of Directors and the Staff of Wapello Rural Water would like to thank you for allowing us to continue to serve you. We wish you and your families the best in the coming year.



WRWA staff pictured at Liberty Elementary for "High Five Friday"

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 may arise.

Accepted Payment Methods

We now are offering more flexibility with your monthly payments. As always we accept **Cash, Check, or Money Order** at the office. These payments can be made in the office, by mail, or dropped off in one of our payment boxes.

We also have a **Direct ACH Payment Program**. This program allows us to automatically withdraw your monthly payment directly from a bank account so you never miss a payment again. This form can be downloaded on our website.

You may now pay with a **credit card** online. **Online payments** can be accessed through a link listed on our website at www.wapelloruralwater.com.

We will also accept **credit card** payments through our **IVR** system. You can access this system at **1-833-347-2171**.



We would like to congratulate **Duane Bass** on receiving the "Board Member of the Year Award." Duane has been on the Wapello Rural Water Board of Directors for 40 years. He was honored in February 2019 at the Iowa Rural Water Conference for his dedication as a WRWA board member. We appreciate all of the time that Duane has devoted to our association. We look forward to having Duane serve on our board for many years to come!

News from the Construction Crew

Our construction crew stayed very busy in 2019 as we added 49 new services to our system. Along with our new installations, the crew also worked on many repairs throughout the year.

The crew is also gearing up for construction on our new connection with Rathbun Regional Water Association for our south supply project. This construction will start in 2020 with the project being complete in 2021.

We would like to thank all of the property owners that granted easement for our south supply project. Having easement for this project will make the job a lot less complicated. We appreciate your generosity.

Water Treatment Plant Update

Our treatment plant has also been gearing up for the changes that will be taking place with our south supply project. With the increased production the treatment plant converted to a bulk coagulant which will result in a significant cost savings.

NOW TAKING ONLINE PAYMENTS!

Be sure to check out our website! Our new online bill pay can be accessed by clicking on the blue button (pictured below) on our website. This will direct you to the proper webpage to pay your bill with a credit/debit card.



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 2020 Annual Membership Meeting

The WRWA annual meeting will be held January 27th, 2020 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 27th, 2020.**

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:

Dave Orman: Dave is a current board member and resides in Wapello County.

Ed Miller: Ed will be running for a board position for the first time. He resides in Wapello County.

Nominee for the Board representing Jefferson County:

Joe Fritz: Joe is a current board member and resides in Jefferson 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.

2020 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 Jefferson County.

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

Wapello County (3 years)

Vote for 2

() Dave Orman

() Ed Miller

() _____

Jefferson County (3 Years)

Vote for 1

() Joe Fritz

() _____

Wapello Rural Water Association

PO BOX 538

Ottumwa, IA 52501