



Annual Newsletter December 2020

What's New with WRWA

A Message from
Krista Huffman, CEO

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 would also like to wish you and your families the best in the coming year.

2020 has been a very challenging, but successful year for Wapello Rural Water. We would like to thank all of the staff at WRWA for their continued efforts and for being essential workers for our communities.

We have updated the Bylaws and Rules and Regulations for WRWA. These updates will be presented for review and approval at the annual board meeting.

We are pleased to announce that rates for 2021 will not be increasing.



We would like to congratulate Carolyn Walker on receiving the "IRWA Board Member of the Year Award." Carolyn has been on the Wapello Rural Water Board of Directors for over 30 years. She was honored in February 2020 at the

Iowa Rural Water Conference for her dedication as a WRWA board member. We appreciate all of the time that Carolyn has devoted to our association. We look forward to having Carolyn serve on our board for many years to come!

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.

Policy Updates

- Beginning in January 2021 all monthly payments will be due on the 15th of the month. Late fees will be applied on the 16th of every month unless it falls on a weekend or Holiday, then the late fee will be applied on the next business day.
- There will no longer be a finance charge for unpaid balances on accounts at the end of the month.
- Effective January 2021 we will be implementing a non-payment charge of \$100.00 plus tax. Once the account is 45 days past due the non-payment charge will be applied to the account and the service will be subject to disconnection. The non-payment charge will be applied the 16th of the month unless it falls on a weekend or Holiday, then the non-payment charge will be applied on the next business day. This will replace the Reconnect Fee to have your water turned back on after disconnection.

New Website

We are excited to announce that our new website has launched and includes all the information our community needs related to their water service.

We also have a new feature where you can subscribe to receive news and alerts via text message or email. Simply go to our website, www.wapelloruralwater.com and click on the red box that says "Sign Up for Alerts" and input the information needed.

Retirement



Kathy Alex will be retiring, January 6th, after 33 years of working at WRWA. Kathy has served as the Office Manager and has been an essential part of our team, primarily working with installation of new services. She will be greatly missed. We would like to wish Kathy all the best in her retirement.

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!

Accepted Payment Methods

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

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. If you wish to utilize this service it is free of charge. 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 also accept credit card payments through our IVR system. You can access this system at 1-833-347-2171.

South Supply Project Update

Wapello Rural Water Association's South Supply Project was developed to allow us to connect with Rathbun Regional Water Association (RRWA) as an additional water source to serve our members.

During 2020 the Ormanville Booster Pump Station was constructed and 14 miles of pipe was installed; 1.75 miles was 12" pipe and 12.25 miles was 8" pipe. The construction started in March and was completed this Fall.

The project allows us to serve all members south of the Des Moines River with Rathbun Regional Water Association (RRWA) water. The conversion to this source will be fully completed by late Spring 2021.

We would like to thank all of our members along the South Supply route that granted easement and worked with us throughout this project.

In addition to the new source south of the Des Moines River, starting next Spring every member north of the Des Moines River will be served by WRWA's Treatment Plant south of Delta Iowa.

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
Ron Swanstrom
Ed Miller

WRWA is an Equal
Opportunity Provider and
Employer

Notice of 2021 Annual Membership Meeting

The WRWA annual meeting will be held January 25th, 2021 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 25th, 2021.**

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 and resides in Wapello County and she is currently serving as our Board President.

Duane Bass: Duane is a current board member and resides in Wapello County and is currently serving as our Board Secretary.

Nominee for the Board representing Washington County:

Henry Mineart: Henry is a current board member and resides in 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.

2021 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, Joe Fritz, Ron Swanstrom, and Nick Biggs, 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