



## Annual Newsletter December 2022

### Wapello Rural Water Top Five Finalist at National Best Tasting Water Competition

The 23<sup>rd</sup> annual Great American Water Taste Test (GAWTT) was held in Washington, D.C. on March 30, 2022. Throughout the year, utilities from across the country vie for a spot to represent their state during the National Rural Water Association's Rural Water Rally each year. GAWTT is the nation's most prestigious competition for the best tasting water in the United States.

Each state holds their own competition at their annual conference and the winner of the statewide contest moves on to compete in the GAWTT. NRWA received 37 entries from across the country. Wapello Rural Water was honored to be Iowa's representative for this year's rally. During the Rural Water Rally, the preliminary judging narrowed the field of contestants to the top five.

Wapello Rural Water is delighted to announce that we were one of the top five finalists selected. While we didn't win the competition, we were thrilled that our sample was selected as one of the top five in the nation.

We are extremely proud of our staff for their dedication to the Association. We would like to give our Water Treatment Plant team a special shout out for their exceptional work with the treatment and distribution of our water. A lot of time and effort goes into making sure all aspects are monitored correctly and water is not only safe, but great tasting as well.



### What's New with WRWA A Message from Krista Huffman, CEO

Construction of the new Harper Booster Pump Station was completed this year. This replaced an older Booster Pump Station at the same location.

The Zion Water Tower located in Wapello County was rehabbed and painted this fall. With the completion of the Zion Water Tower, all 15 WRWA Water Towers throughout the system have been rehabbed and painted.

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.

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"

## Accepted Payment Methods

Our goal is to offer as many options as we can for your monthly payment. 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 at the office.

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 and the form can be downloaded on our website.

Payments with debit or credit cards can be processed online. **Online** payments can be accessed through a link listed on our website at [www.wapelloruralwater.com](http://www.wapelloruralwater.com).

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

## News from the Construction Crew

2022 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 45 new services throughout the system.

## Quench Magazine Publication

Keep an eye out for the new publication of Quench Magazine! All WRWA members will receive their first issue Summer of 2023.

## 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.

## Rate Increase for 2023

Maintaining dependable service at an affordable price remains one of our top priorities as an organization. While accomplishing this goal, we must also protect the integrity and financial stability of the Association. Rate increases are needed to continue to provide our customers with safe, high quality drinking water and related services.

The Board of Directors of WRWA has found it necessary to implement an increase of 3% to your water rate. The last time WRWA had a water rate increase was January of 2015. This new rate increase will be reflected on your January 27<sup>th</sup>, 2023 statement with payment due February 1<sup>st</sup>, 2023.

While virtually all aspects of our operations have experienced steady cost increases, we pride ourselves on avoiding routine or annual adjustments. We remain committed to protecting our water sources and being proactive in planning for all your future water needs.

For access to the new rate chart, please go to the website [www.wapelloruralwater.com](http://www.wapelloruralwater.com). If you have questions regarding the new water rate increase, you may contact the office during the hours of 7:00am and 3:30pm at 641-682-8351 or 800-906-8388.

Wapello Rural Water  
Association  
PO Box 538  
Ottumwa, IA 52501

Board of Directors

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

WRWA is an Equal  
Opportunity Provider and  
Employer

## Notice of 2023 Annual Membership Meeting

The WRWA annual meeting will be held January 23<sup>rd</sup>, 2023 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 23<sup>rd</sup>, 2023.**

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.

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

Nominees for the Board representing Wapello County:

**David Orman:** Dave has served on the board since January of 2007 and resides in Wapello County. Dave is currently serving as the Board President.

**Ed Miller:** Ed has served on the board since January of 2020 and resides in Wapello County.

Nominee for the Board representing Jefferson County:

**Joe Fritz:** Joe has served on the board since November of 2004 and resides in Jefferson County. Joe is currently serving as the Vice President.

**To mail in your ballot:**

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

## 2023 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: Henry Mineart, Myron Luers, and Nick Biggs have put forth the following names to appear on the ballot:

Wapello County (3 Years)

*Vote for 2*

( ) David Orman

( ) Ed Miller

( ) \_\_\_\_\_

Jefferson County (3 Years)

*Vote for 1*

( ) Joe Fritz

( ) \_\_\_\_\_

Wapello Rural Water Association

PO BOX 538

Ottumwa, IA 52501