

Public Water Supply District No. 9

New and Improved

Special points of interest:

- Deposits are required on ALL new meter sets and ALL new accounts.
- Please call the office if you ever see any kind of suspicious activity going on around any of the water towers located in the District.
- Board of Directors meetings are held at the District office on the 3rd Tuesday of every month at 7:30 p.m.
- Utility Locates: For location of lines please make sure to call Missouri One Call at 1-800-344-7483.
- Effective June 1, 2010, the Board approved a \$1.00 fee for customers with a Backflow Preventer to help fund the program.

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In anticipation of the customer growth brought on by the new high school, PWSD #9 is digging a new well to help ensure a constant supply of water to our customers. The well will be located on the northeast outer road of I-70. Digging began on a test well where we have been checking the quality and yield of water at the site. Once the water has tested free of ra-

dionuclides and the site has been approved to dig the permanent well and build a well house, the work will begin. At this time no water tower will be needed. The well is anticipated to be online early 2012. This new well has already been added to the District's source wa-

ter protection plan which was recently renewed and approved through July 2015. If you have any questions about the District's source water plan feel free to contact our office.



Not only are we hoping to increase the amount of water that we have on demand for our current and incoming customers, we are also hoping to increase the fire flow for the areas surrounding the new well site. In order to help with this we are installing a new 12 inch water line on the NE

outer road of I-70. Phase one of this project has already begun with extending the line on the north side of the outer road, from Lenway Drive. The line will continue east until just past Dozier Station road where it will cross over to the south side and continue east until it reaches the District's property at 11020 I-70 Drive NE. At this point we will be boring under I-70. We have contracted out to Sellenriek Construction to make the 20 inch bore needed in order to place a new main under the interstate. Once the bore is complete there will be a 20 inch casing

that the 16 inch main will be put in extending all the way to the south side of I-70 Drive SE, where it will connect to our existing 4 inch line. The District has hopes of Sellenriek's work being complete by the end of October 2011 and the District's work to be complete by the start of 2012.

Don't forget : Keep PWSD #9 updated with your new phone numbers or change of address. Contact our office 573-474-9521

Keeping Your Water Safe

As you sit and sip a glass of ice cold lemonade on a hot summer day, you're probably not thinking about the water that makes up your refreshing drink. But here at PWSD #9 we are working to ensure that you have a safe and dependable water source. Drinking water comes from many different sources. It can come from surface water such as rivers and streams, or reservoirs, springs or ground water. The water we supply

comes from ground water wells. These wells supply water to around 4500 customers covering approximately 105 square miles. The wells are drilled deep in to limestone rock formations sometimes down to 1500 feet. The well is protected by steel casing down to a specific bedrock layer to keep dirt debris and bacteria

out of the water. A pump pushes water into the system and tower after it is treated with chlorine to remove hydrogen sulfide, which causes taste and odor in water.

The water is then pushed out to the District from the tower through a system of mains.

Ground water comes from rain, snow, sleet, and hail that soaks in to the ground and passes through particles of soil, sand, gravel or

rock until it reaches a point of saturation, known as the water table. Our ground water is precious; if it becomes contaminated it is potentially no longer usable without costly treatment. Water contaminants can include pesticides and herbicides; viruses and bacteria; salts and metals; or radioactive contaminants.



The Safe Drinking Water Act, passed in 1974, regulates and protects public drinking water sources. PWSD #9 has a Source Water Protection plan in place to reduce the risk of potential contamination. This plan is approved by the Missouri Department of Natural Resources and renewed every four years. We also test the water continually for various contaminants and release a Consumer Confidence Report to all of our customers listing any contaminants that may be found. This report was sent with your monthly bill in July. It can also be found on our website or you can pick up a copy in our office.

As a customer of Water District #9 you can help us keep your water safe by notifying our office of any contamination sources you identify and making sure to have any unused abandoned private wells properly plugged and sealed. For more information you can call our office during our normal business hours.

*“As a customer,
you can help us
keep your water
safe.”*

We Are Here To Help!

Many of you know by now that if you, as a customer, have a leak anywhere from the meter into the house you are responsible for the costs of repairs and water usage. PWSD #9 is here to try and help in this situation. If there is a leak on a residential meter we will grant a one time leak adjustment on any one bill that exceeds \$250. If you meet the requirements for the leak adjustment, the District will get an average of the last year's worth of your usage and will cover half the

usage of anything above that. This does not include base rate, taxes or other fees on the bill. All that is needed for the leak adjustment is for the customer to sign a leak adjustment agreement.

If you are a commercial customer in the district or a residential customer with a second leak, you will need to petition the Board in writing for a leak adjustment. Please keep in mind that it is very important that you repair the leak as

soon as possible to eliminate large amounts of wasted water. If you are notified by the District about a leak and it is not repaired promptly we won't be able to make any adjustments to your bill.

So if the pipes burst, give us a call to see if we can assist you with your water bill!

PUBLIC WATER SUPPLY DISTRICT NO. 9

391 NORTH RANGELINE ROAD

COLUMBIA MO 65201

(573) 474-9521 OR (573) 474-9522

web site: www.pwsd9.com

PWSD #9 Account # _____ Parcel/W9 # _____

I hereby authorize Public Water Supply District No. 9 to charge my checking, savings and loan, credit union, or Visa/
MasterCard account for the amount of the water bill. I further authorize the bank, savings and loan, credit union, or Visa/
MasterCard to debit the same to such account.

Payments are to be processed on or near the 10th of each month.

Please Print

Name _____

Address _____

City _____ State _____ Zip _____

Your telephone number _____

Name of bank, savings and loan, credit union, or Visa/MasterCard

City _____ State _____ Zip _____

Bank transit number _____ Account # _____

(PLEASE ATTACH A VOIDED CHECK FOR THE ACCOUNT TO BE CHARGED)

Each keyed/phone call transaction is subject to a \$3.00 convenience fee.

Visa/MasterCard number from front and back of your card

Expiration Date _____

(# on back of card)

Your mailing (billing) address for your credit card **(Please notify our office if this address changes.)**

Zip _____

This authority is to remain in full force and affect until Public Water Supply District No. 9 has received written notification
from me of its termination in such time and in such a manner as to afford Public Water Supply District No. 9 and financial institution
a reasonable opportunity to act on it.

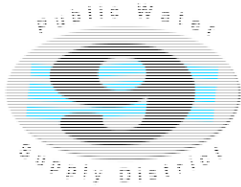
Signature _____ Date _____

Printed name _____

PLEASE NOTIFY OUR OFFICE WHEN ANY OF THE ABOVE INFORMATION CHANGES.

YOUR PAYMENT **WILL BE REJECTED** IF THERE IS ANY INFORMATIONAL DISCREPANCY.

WE WILL NOT NOTIFY YOU IF YOUR PAYMENT IS REJECTED. Merchant #695200392998



PWSD No 9

391 N. Rangeline Road
Columbia, MO 65201

Phone: 573-474-9521
Fax: 573-474-4347

Office Hours:
8 a.m.-4:30 p.m.
Mon-Fri

After Hours Emergency Line:
573-474-9522

WE'RE ON THE WEB

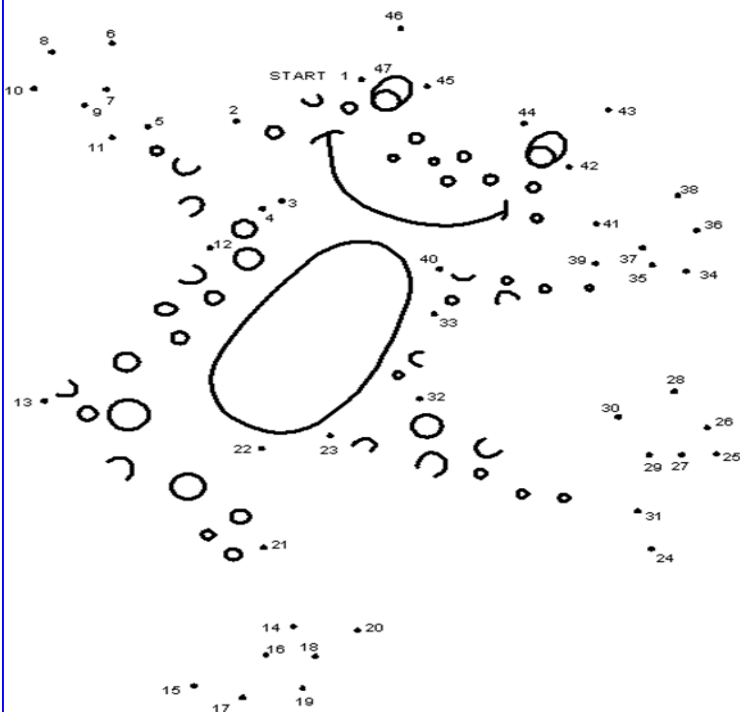
WWW.PWSD9.COM

Type address here or use Mail Merge (under Tools) to automatically address this publication to multiple recipients.

Sorry, We Are Closed!

| | | | |
|-----------------------|----------------------|----------------------|-------------------------------|
| Sep. 5th | Labor Day | Jan. 16, 2012 | Martin Luther King Day |
| Nov. 11th | Veteran's Day | Feb. 20, 2012 | President's Day |
| Nov. 24th-25th | Thanksgiving | May 28, 2012 | Memorial Day |
| Dec. 26th | Christmas | July 4, 2012 | Independence Day |
| Jan. 2, 2012 | New Year's | | |

Connect the Dots!!



Rate Increase

Every consumer has noticed an increase in everyday costs, from the fuel pump to the grocery store. Businesses have also felt the rise in costs of various items. Due to rising expenses (such as fuel, utilities, insurance) and upcoming maintenance projects, the District will be raising the water usage rate \$0.25 per 1000 gallons, effective September 1, 2011.

The PWSD #9 Board of Directors decided on the effective date to let irrigation and lawn-watering season

subside before implementing the rate increase. Current rates are \$3.25 per 1000 gallons of usage along with a \$10.00 base rate per connection. After the increase, the base rate will remain the same but the usage rate will be \$3.50 per 1000 gallons of usage.

If you have any questions, feel free to contact our office between the hours of 8:00am to 4:30pm, Monday through Friday, at 573-474-9521.