



**391 North Rangeline Road
Columbia MO 65201
Voice (573) 474-9521
Fax (573) 474-4347
Website: www.pwsd9.com**

Welcome to the Boone County Public Water Supply District #9

As a new water user or builder, we welcome you to the District and hope this information will be helpful. If you have any questions and/or concerns, please contact our office. We will do everything we can to answer any of your questions.

The Public Water Supply District has been established since 1965. The District is made up of a five member Board of Directors, and sixteen employees. Our Board meets on the third Tuesday of every month. Our meetings are open to the public. If you wish to attend one of the meetings, please call our office so we may add you to the agenda.

Our office is located at 391 North Rangeline Road in Columbia. Our office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. For emergency after hours, please call 573-474-9522. Our office observes 10 holidays per year.

The District is in compliance with the current rules and regulations established by the Environmental Protection Agency (EPA) and the Missouri Department of Natural Resources (DNR) pertaining to the Safe Drinking Water Act. We send samples bi-monthly to an approved DNR laboratory for bacteriological testing. These samples are taken at random locations throughout the District as directed by the Department of Natural Resources.

The District office, also, prepares a Consumer Confidence Report (CCR) annually. This report is mailed to all customers to notify them of all constituents found in our drinking water and what levels of each constituent is allowable by the DNR. Anyone interested in obtaining a copy of the CCR may call our office, and we will mail one to you. This report, along with other information regarding the District is available on the PWSD #9 website: www.pwsd9.com

Billing Procedure

The District must be notified immediately if a water bill does not accurately reflect the name of the intended customer. All bills are based on actual meter readings, unless circumstances warrant estimation. If estimated, your bill is based on the previous three-month's readings. The meters are read on or near the 15th of the month. The usage is figured, bills generated and should be received by the first week of the following month. If your address changes, please make sure to contact us immediately so that we can update your account. The District is not responsible for the mail service. If you have not received a bill by the end of the first week of the month, it is your responsibility to contact our office so we may send you a duplicate copy. *****Billing begins when a deposit is paid or meter installed.*****

All bills are due by the 10th of the month. On the 16th of the month a 10% penalty is applied and your account is considered delinquent. The District has a drop box located at the

drive-thru, on the south side of the office building for your convenience. We cannot accept post-dated checks or third party checks. A fee of \$20 is charged for all returned checks.

****WEB PAYMENT**** Payment may be made on-line through the PWSD #9 website with a credit card (MasterCard or Visa). Please allow 3 business days for this transaction to be credited to your account.

****AUTO-PAY**** The District, also, offers the convenient free service of auto-debiting your checking account. Just complete the form in this packet and return it with a voided check. We also offer this service for your credit/debit cards; however, there is a \$3.00 charge per phone/keyed in transaction.

New Service and Meter Deposits

All customers must sign a Water User's Agreement and are required to pay a deposit and service charges for every meter. Please see **Fee Schedule**.

Discontinuance & Reconnection of Services

All water bills become **delinquent if not paid by the 15th** of each month. Delinquent notices are mailed to every customer as a convenient reminder that your payment is late. **If the bill is not paid by the last business day of the month the bill was due, your meter will be disconnected and your service interrupted. A reconnect fee of \$50.00 per address disconnected will be charged to every customer's account.** This fee will need to be paid in addition to the past due amount of the customer billing before water service is restored. If you should have any questions or concerns about you bill do not hesitate to call the office before the due date on you delinquent notice.

If the customer breaks a lock on a meter, there will be a \$25.00 charge for each incident. After the first broken lock, the meter will be removed. When later checked, if tampered with, the Sheriff's Department will be contacted and a report filed. The violator will be prosecuted.

To reconnect service for non-payment, the customer needs to come to the office to pay their delinquent bill plus the reconnect charge during regular business hours, 8:00 a.m. to 4:30 p.m., Monday through Friday. The customer must be in the office **no later than 4:15 p.m.** in order to be reconnected that same day. **Do not call our emergency line or have our servicemen paged to unlock your meter. They are not authorized to take payments and cannot unlock your meter until payment is made in the office.**

Inquiry, Service & Complaint Procedures

If you ever have any questions or complaints, please call our office during regular office hours and the office staff will be happy to assist you. We hope you will call us when you have a concern. We can all benefit from open lines of communication. Our staff does not make the policies; they are required by the Board of Directors to enforce them. If you have a complaint not handled to your satisfaction, please write to the Board of Directors at our address, and it will be handled at the next Board meeting.

If you feel your meter was read incorrectly or question your bill, please call the office as soon as you receive your bill.

Prolonged Absence

If you are leaving your residence for a prolonged period of time, or if your house will be unoccupied for more than a month, please contact our office to make arrangements to have your water shut off at the meter. This may protect you from any leaks in your home while you are away. You will need to call the office when you have returned to have your meter turned back on and service restored.

Service Line Leaks

The District Rules and Regulations state that the customer is responsible for his/her own water lines. These are the water lines from the structure to the meter. The District maintains and operates the main lines of its system. The amount of water that goes through the meter will be billed to the customer.

The District staff will try and assist you in determining if you have a leak, but the customer can also check for leaks. There is a small device on the face of the meter. This is called a Leak Indicator. You will need to make sure that every water supply is off in the house/structure. Look on the face of the meter at the leak indicator. You will have to watch it for at least 10 minutes. If you see any movement of the leak indicator, or if the number changes on the register, you have a leak. Ground water collects in some meter pits. This is not necessarily an indication you have a leak. Valves on the meter setter should not be operated by a customer except in case of leaks on the customer's service line.

The District has a policy if you have a leak. Any usage caused by a leak on residential property amounting to **\$250 or more** may qualify you for a **“one time” leak adjustment**. Please let our office know if you would like to exercise this privilege. Businesses must write the Board of Directors requesting an adjustment to be determined at the next Board meeting.

Pressure

Because the District cannot adjust for different elevations from the water towers, the different elevations will result in differing amounts of water pressure throughout the service area. Customers are responsible for determining the pressure and the need for a pressure regulator valve. The District does not provide the devices, nor can they be installed in the meter pit.

Maintenance

The District makes all reasonable effort to supply continuous service; however, it reserves the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts will be made to notify customers of interruptions when possible, but the District is not responsible for any loss due to interruption. No one but a District employee or person authorized by the District shall turn on water or shut off water from the District meter to any water user or to any property served by such meter, except in a case of escaping water.

Primacy Fees

Primacy fees are assessed to the District once a year by the DNR. The fee is \$2.76 for a meter one inch or less, \$7.44 for a meter more than one inch or less or equal to 2 inches, \$41.16 for a meter greater than 2 inches or less or equal to 4 inches, and \$82.44 for any meter greater than 4 inches. This fee is divided into 12 equal payments and is billed on each customer's account monthly, and then paid to the State of Missouri for water testing. All public water suppliers in the State of Missouri, in lieu of raising State taxes, collect this fee. It is listed on your bill as *state fee*.

Report Suspicious Activity

The District asks that all customers remain vigilant in watching for suspicious activities or people in or around wells, meters, fire hydrants, etc. Please report all suspicious activity to the District or the Sheriff's Department immediately! We thank you for your efforts to help protect our community and its water supply.

Rules & Regulations

This District abides by the Rules and Regulations adopted to govern the water services by the District in a uniform manner for the benefit of the District and its water users. You may request a copy of these Rules and Regulations of the District at any time.

Board of Directors:

J R Richardson, President	Sub-District 4
Ralph J. Cox, Vice President	Sub-District 5
James Davenport	Sub-District 1
Zane Dodge	Sub-District 2
Steve McCray	Sub-District 3

Office

District Manager – Roger Ballew

Mapping Supervisor – Kyle Baker

Office Manager – Keith Smith

Operations Supervisor – Tim Darling

Construction Supervisor – Paul Smith

FOR UTILITY LOCATES, CALL MISSOURI ONE CALL @ 1-800-344-6483

FEE SCHEDULE

Water Rate \$3.25 per 1,000 gallons

Monthly Base Rate \$10.00 per connection

Major Trailer Parks: For all trailer parks with ten (10) or more pads or sites, operating on a master meter, the monthly base rate shall be \$100.00.

Billing Schedule

Water Bills are due and payable on the Tenth (10th) day of the month following the close of the period for which service was rendered. Delinquent on the Fifteenth (15th) day of the month for which service was rendered. Failure of water user to pay bill by the First (1st) day of the Second (2nd) Month following the close of the period for which service was rendered shall result in the disconnection of the service and such disconnection of the service shall be made without the necessity of notice to the water user.

Late Charges

A Ten percent 10% Late Charge will be assessed on all service bills not paid by 8:00 a.m. of the Sixteenth (16th) day of the Month following the close of the period for which service was rendered.

Meter Deposit

5/8" or 1" Owner (Residential)	\$75.00
5/8" or 1" Renter (Residential)	75.00
5/8" or 1" All Others (Unlimited Residential addresses)	5,000.00
5/8" or 1" Commercial Business Establishment	100.00
1 1/2" Commercial Business Establishment	500.00
2" Commercial Business Establishment	500.00
3" Commercial Business Establishment	1,000.00
4" Commercial Business Establishment	1,500.00
Fire Suppression System Deposit	100.00

Service Charges

Processing Fee (Charged on all accounts except new installations)	10.00
Connection charge if water is shut off	10.00
Same day service (Customer must be in office by 4:00 p.m.)	10.00
Transfer charge for transferring deposit	10.00
(Current bill at old address must be paid before transferring deposit to new address.)	
ADDITIONAL CHARGES MAY APPLY)	
Returned check charge	20.00
Broken lock charge (Based on number of incidents) for first offense	25.00
(Cost shall increase for customer \$25.00 multiplied by Number of incidents)	
Service Call	25.00
After hours service call charge	45.00
(For all same day Service Calls taken after 4:15 PM)	
Accounts Subject to Disconnect	
Disconnect charge 25.00 Reconnect charge 25.00 Total 50.00	
Convenience Fee (Charged on each credit card transactions paid by phone)	3.00