

# The Water Source



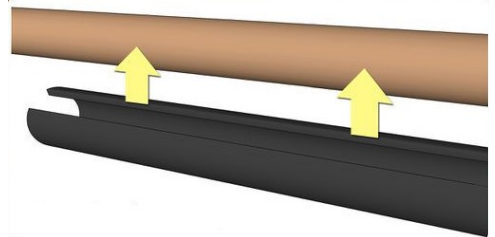
FALL & WINTER 2016

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

## Winter Water Tips

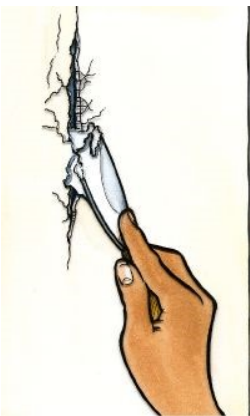
Cold weather is approaching fast and below freezing temperatures can cause massive damage to your plumbing if you are not prepared. During the winter months the water coming in to your house from outside is much colder than it was during the summer months. The colder water causes your pipes to contract. Often times this contraction causes leaks from areas of the pipe that have weakened over time. While we cannot stop leaks due to temperature drops, there are things you can do to prevent pipes from freezing and bursting. Here are some helpful hints.

**1.** Some pipes are more prone to freezing than others because of their location in the home. Insulate the pipes in all unheated areas, as they are most likely to freeze.

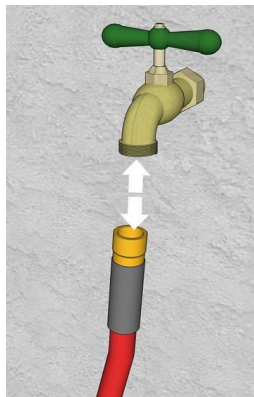


**2.** During extremely cold temperatures, a constant drip will continuously move water through your water system to help prevent the line from freezing. If you know where your water comes into your house, turn on a cold water faucet at the opposite end of the house. This will pull the water through the whole house.

**3.** Leave cabinet doors open under sinks in the kitchen and bathroom if they are located on exterior walls. This will allow warm air to reach the pipes.



**4.** Seal any leaks from access doors, air vents and cracks that allow cold air into your home.



**5.** Remove, drain, and store hoses used outdoors.

**6.** If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F.



# 2017 Published Rates

Since 2009, Public Water Supply District No. 3's water rates have stayed constant despite the cost of our expenses increasing annually. It has finally come to a point where we need to increase our water rates. **The rate increase will take effect on February 20, 2017 which will reflect on your April 1, 2017 billing statement.**

Connections		
Security Deposit	\$ 150.00	<b>ALL</b> New Accounts
1" Meter Tap/Set – Short Side	\$ 1500.00	
1" Meter Tap/Set – Long Side	\$ 2000.00	Could be higher if obstacles encountered such as rock.
1" Meter Tap/Set – Long Side (State Hwy)	\$ 2500.00 minimum	Could be higher if obstacles encountered such as rock.
2" Meter Tap/Set	\$ 3500.00	
Road Bore (Non-service Line)	As contracted	Depends on cost per foot, size of bore etc. per contractor.

Delinquent Payment Service Fees		
Normal maintenance hours	\$ 75.00	8:30 am to 4 pm
After normal hours	\$ 125.00	4 pm to 8:30 am

Payment Service Fees	
Credit or Debit Card	2.75% (+0.50¢ for under \$ 100)
Electronic Check	\$ 1.00
Payment Recovery Fee	\$ 25.00 (+ Institutional Fees)

Trip Charge	
Normal business hours of 8:30 am to 4 pm	\$ 25.00
After-hours	\$ 50.00

Water Billing		
All	\$ 20.00 (monthly minimum)	0 – 1000 Gallons
	\$ 7.50	Additional 1000 Gallon increments to 20,000 Gallons
	\$ 5.00	Additional 1000 Gallon increments OVER 20,000 Gallons

Sewer Billing		
Hickory Hills	\$ 47.00	0 – 1000 Gallons
	\$ 8.00	Additional 1000 Gallon increments
State Park Village Sewer (SPVS)	\$ 47.50	Operated by State Park Village Sewer. PWSD #3 is billing agency only.
Hickory Hills Sewer Access	\$ 500.00	

- Bills are mailed by the **1st**.
- Bills are due by the **5th**.
- Payments received after the **15th** are considered late and a \$10.00 late fee will be assessed regardless of receiving a written bill.
- Payments not received by the disconnection date are subject to disconnection without further notice.

GALLONS	0 –1000	2000	3000	4000	5000	6000	7000	8000	9000	10000
<b>2016 Rates</b>	\$ 20.00	\$ 27.00	\$ 34.00	\$ 41.00	\$ 48.00	\$ 55.00	\$ 62.00	\$ 69.00	\$ 76.00	\$ 83.00
<b>2017 Rates</b>	\$ 20.00	\$ 27.50	\$ 35.00	\$ 42.50	\$ 50.00	\$ 57.50	\$ 65.00	\$ 72.50	\$ 80.00	\$ 87.50

## Water Pressure

Public Water Supply District No. 3's water mains are all gravity feed from our water tower. This means, we have no ability to regulate the water pressure at individual locations.

Occasionally PWSD #3 is required to turn the water service off due to routine maintenance, new main installation, leak repair, etc. When this occurs PWSD #3 will do our best to notify all individuals that may be effected by this water outage in advance. This notification may come in the form of an email and/or recorded message.

Sometimes the loss of water supply or pressure could be mechanical and may be due to a problem in your home. To help determine if the loss of water pressure is within your home you may inquire if your neighbors are experiencing any problems. If this problem is effecting other homes in your area, then you may wish to contact PWSD #3 and see if there may be a water main break. If you are the only home being effected, then the problem most likely is internal. Listed below are 2 common reasons for loss of pressure.

1. Fluctuating water pressure could be caused by a malfunctioning pressure regulator. A water pressure regulator is a compact, inexpensive device that controls the amount of pressure that is allowed to flow through your water pipes.
2. Clogged pipes or filters could be obstructing the flow of water. Filters are in place to filter the water and over time these screens can get clogged. Replacing these filters removes any build up which will allow your water to flow unrestricted.

## Information Update

**NEW PHONE NUMBER?  
NEW EMAIL ADDRESS?**

**PWSD #3 is asking all customers to please update your contact information with our office. In emergency situations it is essential to have current phone numbers and email addresses to communicate with our customers. If your contact information has changed please notify our office so we may update our records.**



Occasionally Public Water Supply District No. 3 will issue a precautionary boil water advisory. A precautionary boil order means that a water line has been breached. PWSD #3 will issue a precautionary boil order to make sure our customers are safe. Notification could be made by any of the following ways: telephone, door hangers, email notification, or on local radio stations. A precautionary boil order will look and sound similar to following message.

Due to your water being off on (DATE) for (REASON), Public Water Supply District No. 3 is issuing a precautionary boil water advisory for your residence until (TIME).

During this time, we ask that you boil water for five minutes and let cool before consuming by drinking, brushing teeth, diluting juices and all other food preparation or consumption. If you are elderly, have small children, or a compromised immune system you may wish to consult with your physician.

If you have any questions or concerns, please contact the office at 660-429-2494. Monday through Friday 8:30 am – 4:00 pm.

# Easy and Convenient Payment Methods

## ONLINE PAYMENTS

Go to [pwsd3.com](http://pwsd3.com) and click on the View / Pay Bill link.

## MOBILE DEVICE PAYMENTS

Download "PSN Payments" from the App Store® or Google Play™ for free.

## PAY BY PHONE

Call toll-free **877-885-7968** anytime.  
Please have your bill available to provide your customer account number.

**NOTE:** There is a \$1.00 convenience fee charged by our payment processor for checking/savings payments and 2.75% (+50¢ if payment is less than \$100) for credit/debit card payments.



**Pay anytime from  
anywhere!**



**Paperless Statements!**

Presorted  
First Class Mail  
U.S. Postage  
PAID  
Warrensburg, MO  
Permit No. 75

This institution is an  
equal opportunity  
provider



The Water Source  
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