

# The Water Source

WINTER 2021

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

**Due date has not changed! Bills have always been due by 5th and late after 15th.**



**Failure to receive a bill does not negate your obligation to pay the bill on time.**

## *Didn't Receive your Water Bill?*

Never worry again about receiving your mailed postcard water bill by signing up for paperless statements. E-Statements are very efficient and an effective way to receive your water bill.

## *Lost Paper Water Bill?*

Even without signing up for paperless e-Statements registered customers are able to view current and past statements online.

**PAY YOUR WATER BILL ANYTIME FROM ANYWHERE!**

For more information, go to [pwsd3.com/paymentmethods](http://pwsd3.com/paymentmethods)

or call us at 660-429-2494



**Pay Online**

[pwsd3.com](http://pwsd3.com)  
view / pay bill



**Pay by Phone**

877-885-7968  
available 24/7



**Pay by App**

# How Much Water Do We Use and Where Is It Going?

Source: Water Research Foundation, Residential End Uses of Water, Version 2. 2016

Appliance/Device	Household per Day
Toilet	33 gallons
Shower	27 gallons
Faucet	27 gallons
Washing Machine	22 gallons
Leaks	18 gallons
Bath	4 gallons
Dishwasher	2 gallons
Other	4 gallons
<b>Total</b>	<b>138 gallons</b>



Older toilets use between 3 and 7 gallons of water per flush. A leaky toilet can waste about 200 gallons of water every day. A bathroom faucet generally runs at 2 gallons of water per minute.

## Frequently Asked Questions About Water Leaks



### Water Wasted per Month at 60 psi Water Pressure

Diameter of Leak	Gallons	Cubic Feet	Cubic Meters
1/4"	393,833	52,667	1,492
3/16"	222,000	29,667	840
1/8"	98,667	13,133	372
1/16"	24,667	3,283	93

### Q: Why has my water bill increased?

A: PWSD No. 3 **does not** estimate bills. We read water meters approximately the 20th of each month and bill according to your actual usage for the month. If your bill is higher than normal, look at your consumption.

### Q: My water usage has increased. Could I have a water leak?

A: Absolutely. Reflect on what has occurred over the past 30 days. If nothing has changed from the previous month a water leak could be the cause of the additional water usage.

### Q: How do I determine the location of a water leak?

A: Water leaks may occur inside or outside. Start by checking things such as toilets, sinks, hot water heater, water softener, and service line. **Most common culprit is a toilet.** If you are unable to find any issues you may need to contact a professional for assistance. Our responsibility stops at the water meter. PWSD No. 3 can check the water meter to see if water is registering through the meter and make sure our equipment is working properly. **However, if a technician is requested to check the water meter and it is determined that the issue is on the customer's side, a trip charge will be assessed.**

### Q: I have found a leak at my property, what should I do now?

A: The District's responsibility for repairs ends at the water meter. All water lines and devices on the customer's side of the meter are the responsibility of the customer. If you are unable to repair the leak yourself you may wish to contact a professional.

### Q: I recently repaired a water leak. Why is my bill still high?

A: Our billing cycle is not the 1st—30th. We read on the 20th of each month. Depending on when the leak was fixed it could cause high usage on the next billing cycle. For example if your January bill is high, by the time you find a leak and repair it we are already into the next billing cycle.

## 2021 Rate Structure

On January 19, 2021 our Board of Directors voted for a 2% rate increase. The minimum charge of \$20.00 will not be effected. However, there will be a 16¢ increase for each additional 1,000 gallons. The 2021 rate structure will take effect on February 20, 2021. The increase will be seen during the February 20, 2021 to March 20, 2021 usage period and reflected on the April billing statement. Our Board of Directors will evaluate our rate structure each year.

	0—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
<b>CURRENT RATES</b>	\$20.00	\$27.80	\$35.60	\$43.40	\$51.20	\$59.00	\$66.80	\$74.60	\$82.40	\$90.20
<b>INCREASE AMOUNT</b>	\$0.00	\$0.16	\$0.32	\$0.48	\$0.64	\$0.80	\$0.96	\$1.12	\$1.28	\$1.44
<b>NEW RATES</b>	\$20.00	\$27.96	\$35.92	\$43.88	\$51.84	\$59.80	\$67.76	\$75.72	\$83.68	\$91.64

## *Understanding Emergency Water Outages*

Public Water Supply District No. 3 does everything we can to limit the possibility of water outages to your residence or business. However, water outages occur and we cannot predict when they will occur. There are numerous reasons water outages can occur such as extreme cold or extreme hot weather causing ground movement, a contractor or individual digging could hit the water main, or rugged terrain such as rock or a creek could pull water pipe apart. Often times our customers are aware of water issues before our staff. With the help of customers contacting our office to notify us of no water or low pressure our technicians are able to find the location of the water main leak. We greatly appreciate the assistance from our customers and encourage you to contact our office if you think there may be an issue with your water service. While we work to repair the water line, customers may be without water. We understand it is inconvenient to be without water. It is also inconvenient for us. We will always work to reinstate service as quickly as possible.

Depending on the location and nature of the leak it is hard to estimate the length of the water outage. Per Missouri One Call, we must allow a minimum of 2 hours for other utility companies to mark their lines before we are authorized to dig. Once we are able to safely begin digging, it could take several hours to complete the repair. Please know that during an emergency water main repair our technicians are working as quickly as they can to safely restore your water service.

Once our office staff is made aware of a water issue we make several attempts to notify the effected customers by phone and/or email. It is imperative for PWSO No. 3 to have current contact information. If you have recently changed your phone number and/or email please contact the PWSO No. 3 office or email us at [admin@pwsd3.com](mailto:admin@pwsd3.com) to update your information.

Once water service is restored our technicians flush the water mains to remove any naturally-occurring sediment that has been stirred up. The naturally-occurring sediment is not harmful however, it may cause discoloration in your water. We pull out as much of this discoloration as possible from the water main. However, customers may need to run taps within their residence or business to remove the discolored water from their service line. Please contact our office if your water does not clear up.

PWSO No. 3 routinely samples to insure a negative bacteriological result. However, a preventative voluntary boil advisory may be considered for 3 days. We will notify customers immediately if a mandatory boil order is issued.

### **What to Know for Water Outages**

- \* **Outages cannot be predicted**
- \* **Have spare water on hand**
- \* **Repairs could take hours**
- \* **Length of outage is unknown**
- \* **Make sure office has current contact information**
- \* **Contact the PWSO No. 3 if water is discolored**
- \* **Boil order is at customers discretion unless otherwise notified.**

## Freezing Temps could cause No Water

When temperatures are below freezing it is always possible to experience frozen pipes and/or frozen water meters. The key to keeping pipes from freezing is to make sure they are well insulated. Pipes that are un-insulated or pass through unheated areas have a higher chance of freezing. If pipes are exposed or in exterior walls, help keep them protected by wrapping them with pipe insulation or heat tape. If your service line or pipes freeze, PWSD No. 3 will not be able to thaw your pipes. **If a technician is requested on site and we find that the issue lies on the customer's side of the water meter a trip charge will be assessed.**

Water meters have a metal or composite lid to help protect them. Normally customers should not need to expose the water meter. Our water meters are electronic and have wires that could potentially be damaged when removing the water meter lid. However, if you must remove the water meter lid for a repair, it is extremely critical to make sure the lid is replaced properly. If lids are not installed properly the water meter has a greater potential to freeze.

**If a water meter gets damaged due to customer negligence, the customer will be billed for replacing the damaged equipment.**

During extreme cold weather, if you experience no water please contact Public Water Supply District No. 3 at 660-429-2494.

