

The Water Source

WINTER 2025

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

HELP US GET THE LEAD OUT



LEAD SERVICE LINE INVENTORY

According to the U.S. Environmental Protection Agency (EPA), the most common sources of lead in drinking water are lead pipes, faucets and fixtures. This includes the service line that carries water to a home or building from the public water main. The federal government banned using leaded pipe and solder in new plumbing in 1986. Missouri's lead ban became effective January 1, 1989.

The Lead and Copper Rule is a **United States federal regulation** that monitors the levels of lead & copper in public drinking water supply systems. In 2021, The Lead and Copper Rule was revised with the intention to better protect children and communities from the risk of lead exposure. Under this new rule, **all water systems** are required to record the material composition of your service line and service connection to the interior plumbing, even if it is not made of lead. The material type must be reported to the Missouri Department of Natural Resources during your routine lead and copper sampling period.

Public Water Supply District No. 3 has created a short questionnaire that will help us to compile a database of the materials used in our customers' service lines. This survey was emailed, and/or mailed to each of our customers. PWSD No. 3 would like to thank those customers that have returned their completed lead service line inventory questionnaire.

For any customer that has not completed a survey please take a minute to complete this short questionnaire for each service address you are responsible for that receives water from PWSD No. 3.

Completed questionnaires along with a photo of the internal plumbing connection can be submitted on our website, by email, mail, fax, or delivered to the PWSD No. 3 office. For questions regarding this survey, please contact our office at 660-429-2494 during business hours of Monday – Friday from 8:30 am – 4:00 pm.

Water Meter Care Do NOT Damage

Public Water Supply District No. 3 has invested a large amount of time and money replacing old water meters with new technologically advanced water meters. 87% of our system now have cellular read water meters. These new meters have exceptional features such as accurate hourly water usage monitoring on a 24 hour delay basis. When meters register continuous water usage, our office will attempt to notify individuals of abnormal usage. Which means it is imperative for PWSD No. 3 to have current contact information. If your phone and/or email have changed please contact our office to update your information.

As with any electronic device, water meters have the potential to freeze when exposed to cold temperatures. Customers are **NOT** authorized to tamper with the water meter pits. Tampering with a water meter is punishable by law. Keeping the water meter pit sealed helps to prevent the meter from freezing. If a water meter lid is removed for a repair, it is extremely critical to make sure the lid is replaced properly.



If a water meter is damaged due to customer negligence, the customer will be billed for damages.

2025 Rate Structure

On September 20, 2024 our Board of Directors voted for a water rate increase. The minimum charge of \$20.00 will no longer include your first 1,000 gallons. Any water used will be billed at \$10.17 per each 1,000 gallons. The 2025 rate structure will take effect on February 20, 2025. The usage period will be from February 20, 2025 to March 20, 2025 and reflected on the April billing statement. Our Board of Directors will evaluate our rate structure each year.

Water Rates	0	1—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
2024 RATES	\$20.00	\$20.00	\$30.17	\$40.34	\$50.51	\$60.68	\$70.85	\$81.02	\$91.19	\$101.36	\$111.53
INCREASE AMOUNT	\$0.00	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17	\$10.17
NEW RATES	\$20.00	\$30.17	\$40.34	\$50.51	\$60.68	\$70.85	\$81.02	\$91.19	\$101.36	\$111.53	\$121.70

Sewer Rates	0	1—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
2024 RATES	\$47.00	\$47.00	\$55.56	\$64.12	\$72.68	\$81.24	\$89.80	\$98.36	\$106.92	\$115.48	\$124.04
INCREASE AMOUNT	\$0.00	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56	\$8.56
NEW RATES	\$47.00	\$55.56	\$64.12	\$72.68	\$81.24	\$89.80	\$98.36	\$106.92	\$115.48	\$124.04	\$132.60

The above **wastewater** rates only apply to the PWS No. 3 owned and operated wastewater collection systems which include, but not limited to, the **Hickory Hills, Meadow Creek, and Residences at Bryson Lake Subdivisions**. PWS No. 3 does not operate the wastewater collection system for any other areas such as the State Park Village, Villages of Whiteman, or Preserve Subdivisions. Missouri State Statute does require Public Water Systems to disconnect the water service on behalf of wastewater entities.

Online Portal

Nexbillpay is a third party payment system that Public Water Supply District No. 3 utilizes for online payments. In order to use this platform you will need to register your account. Registering your account can be done by going to pwsd3.com, selecting the View/Pay bill tab, and clicking on sign up now. You will be asked to enter your account number to create your username and password. In the Nexbillpay online portal you can track your water usage each month, make payments with a credit, debit, or e-check, and sign up for auto payments. Other options are available such as text-to-pay and paperless billing statements. Please contact Nexbillpay at 800-639-2435 if you have any questions regarding the online payment portal.



The Sneak Peak on Leaks

Finding the source of your water leak can be frustrating. Below are common leak sources to consider.

1. Toilet
2. Sinks
3. Outside faucets / hydrants
4. Water softeners
5. Water hose
6. Refrigerators
7. Dishwashers
8. Washing machines
9. Service line (between the water meter & the structure)



Precautionary Boil Order Notification

Occasionally Public Water Supply District No. 3 will issue a precautionary boil water **advisory**. A precautionary boil advisory means that a water line has been breached. This breach could allow an opportunity for the water system to become compromised. **This does not mean that the water system is contaminated.** PWSD No. 3 will issue a precautionary boil advisory to make sure our customers are safe. During this time PWSD No. 3 will submit a water sample for analysis. A precautionary boil advisory is typically advised for 3 days due to the time for the analysis results. Notification of this advisory could be made by any of the following ways: Telephone, door hangers, email or text message. A precautionary boil order will look and sound similar to the 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 our office at 660-429-2494.



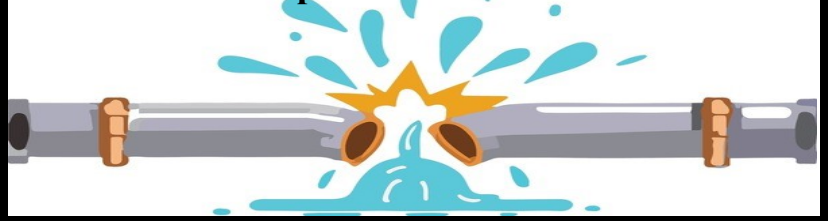
Winter is Coming

When cold temperatures come, it brings complications. Being prepared for freezing temperatures is crucial! So, how do you prepare?

1. Know where your main shut off valve is located. Knowing how to shut off your water in case of an emergency is essential.
2. Winterize your pipes
 - * Insulate the pipes in all unheated areas
 - * Open your cabinet doors to allow heated air to circulate around the plumbing
 - * Allow faucets to drip to continuously move water through your water system
 - * Remove, drain, and store hoses used outdoors
3. Keep garage doors closed to retain heat

What to do when your pipes freeze:

1. Turn off the Water: Turn off the main water supply at the shut-off valve.
2. Open the faucet: Keep the faucet open to allow water to flow through the pipe once it's thawed.
3. Apply heat: Use a hair dryer, heat tape, or space heater to apply heat to the frozen pipe. Avoid using open flames, kerosene heaters, or blow torches.
4. Check for leaks: Once the pipes are thawed, slowly turn the water back on and check for leaks or cracks.
5. Call a professional: If you can't find the frozen pipe, can't reach it, or can't thaw it, call a licensed plumber.

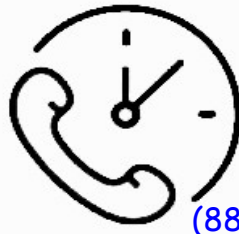


**Bills are due by the 5th. Late after the 15th.
Take advantage of our FREE automatic draft program.**

Water meters are read approximately the 20th of each month. Bills are printed and mailed no later than the 1st day of the following month. Bills are due by the 5th day of the month and considered late after the 15th day of the month. Late payments will be charged a \$10.00 late fee.

NON-RECEIPT OF A PRINTED BILL DOES NOT NEGATE THE LATE CHARGE.
PWSD No. 3 cannot control receipt of the bill. If you do not receive your printed bill by the 7th please contact our office or visit our online payment portal.

PAY YOUR WATER BILL ANYTIME FROM ANYWHERE!



Phone
available
24/7

(888-573-6667)



Text
enroll online