

The Water Source

WINTER 2012

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

Responding to Customers' Needs in Emergency Situations

The drought of 2012 effected all of us. Ponds and wells dried up leaving numerous people without any source of water. On several occasions Public Water Supply District No. 3 was called upon to provide water to families in emergency situations. In June, a homeowner's well failed leaving a family with young children without water. Unfortunately, we did not have a water main on this property. After being informed of the situation PWSD #3 started working on the necessary steps it requires to supply them water. In 1 week, we extended a water main to provide water for this family. Since this incidence another well failed for a homeowner in the same area. Fortunately the water main was already active and we were able to install a water meter to provide water for the family the following day.



Due to the drought, the state of Missouri issued a cost share program to help farmers acquire an alternative water source for crops and livestock. PWSD #3 was please to be able to help these farmers within a mater of days by installing water meters in locations where water mains existed. For the areas that did not have water mains, we were able to install water mains within days to provide service for these new customers. This year PWSD #3 completed 2 new water main extensions to supply water for livestock. We also completed 2 new water main extensions to supply water for homes that are no longer able to draw water from their wells.



Recently, PWSD #3 finished a new water main project on 2 Hwy. As we were installing the water main a homeowner had a well fail and we were able to provide water within 4 days. PWSD #3 has now began a new water main project on 1301 Rd to supply water for several homeowners that are also in desperate need of our service. Families in this area are hauling water or filtering water from ponds leaving them with few options for alternative sources.

Public Water Supply District No. 3 was extremely pleased to be able to supply quality water to all of our customers during the drought. We pride ourselves on the ability to act quickly in emergency situations and will do everything we can to provide water for those in need.

Prevent Wasting Water this Winter

Frozen and burst water pipes can be agonizing. PWSD #3 urges everyone to take precautionary measures to help prevent water pipes from freezing this winter. By taking a few preventive steps to winterize your home, you can not only save money, but also save water and reduce energy usage. Here are 6 things that you can do to avoid frozen pipes and expensive repairs.

1. Know what areas of your home that are most vulnerable to freezing such as basements, crawl spaces, unheated rooms, and outside walls.
2. Search for pipes which are un-insulated or pass through unheated areas. Wrap them with pipe insulation.
3. If you have heat tape installed on exposed pipes, make sure the tape is still operational and installed properly. Inspect the tape for cracks or fraying.
4. Everyone in your household should know where the main water shut-off valve is located. Check the valve annually to make sure it is working properly. If a pipe freezes or bursts, shut off the water immediately.
5. Turn off and drain irrigation systems.
6. If no one will be home for an extended period of time during extreme winter conditions, consider turning off your main valve altogether and drain your system. That way, if your furnace fails to work, there will be no water in your pipes to freeze.



Clean Up

Public Water Supply District No. 3 continues to expand our service area and number of customers. **This year we have welcomed 39 new customers and installed 33,887 feet of new water mains to supply areas that were previously without our service.** With any new water main installation there is always clean up. PWSD #3 is never fully finished with a project until we have repaired the disrupted area.

Upon completion of the water main installation, we level the area of the trenching, haul rock and debris to approved areas for clean up and pile any trees or debris as agreed with the property owner. In addition, we apply grass seed to the area as needed. The clean up aspect can take a while, due to the fact that we must let the ground settle before we begin repairing. Once we have begun repairing an area, we continue to level periodically until it is restored back to its original condition. PWSD #3 would like to thank our customers for being patient with us during this slow process.



Moving Soon?

Did you know that there is a process for closing your water account? Moving can be a complicated, tiring process. Fortunately, PWSD #3 is on hand to help you out with your water services when you decide to relocate. When it comes time to move make sure your checklist includes completing the out-processing form to finalize your water account.



The out-processing form provides important information, including forwarding address for final bills or deposit refunds, dates when water service is requested to be shut off and more. To schedule a final meter reading or to ask questions about your water services when you move, please stop by our office or visit pwsd3.com.

Once you locate your water meter, turn off all your water faucets and fixtures. Look for the leak detector on the face of the meter. The leak detector is usually a small red triangle or dial that rotates when water is flowing through the meter. If the leak detector on the face of the meter is moving when the water is off, you probably have a leak.

Q: How do I determine where the leak is?

A: A good place to start would be to determine if the leak is inside the home or outside in the service line. To check, turn off the main valve that supplies water to the home and perform a leak test. Once the main shut-off valve is off, if the numbers on the meter have changed then water is still registering through the water meter meaning your leak is, more than likely, in the service line. If the numbers do not move then your leak is probably somewhere inside the home. The most common culprit is a toilet. A toilet flap that is not seated correctly can cause water to constantly seep from the toilet tank to the bowl. Place a few drops of food coloring in the toilet tank. Let it sit for 15-20 minutes without flushing then check the bowl for traces of the food coloring. If the water in the bowl is colored, you have found a leak that can probably be fixed by replacing the toilet flap.

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 call a professional.

Saving Time and Money:

The Holiday times can be hectic and remembering to pay the water bill may be the last thing on your mind. Never worry about having a late payment again. PWSD #3 would like to encourage our customers to try the fastest, most convenient way for you to pay your water bill—ACH. By enrolling in the direct payment program, your payment will automatically be withdrawn from your checking or savings account.

To sign up for automatic bank drafting, please fill out the Authorization Agreement for Direct Payment form which can be found on our website or in our office. Please include a voided check along with the completed form.

Frequently Asked Questions about Water Leaks

Q: I think I have a water leak - how can I tell?

A: Your water meter may be the most useful tool in identifying leaks. To see if you have any leaks, follow these easy steps...

Locate your water meter. It is usually in a pit in your yard under a metal lid. You may need a pair of pliers or vice grips to remove the lid. Most meters are equipped with a transmitter that allows the water meter to be read without removing the lid. **When removing and replacing the lid, be careful to avoid damaging the wire that connects the meter to the transmitter mounted in the lid.** The wire needs to be inside the pit and the cover needs to be returned to the original position so the metal lid is reinstalled properly. It is very important for the lid to be replaced properly to prevent the water meter and water mains from freezing. Please contact the PWSD #3 office if you need assistance locating your water meter, removing or replacing the meter lid.

Just a Reminder

Public Water Supply District No. 3 provides after-hours, emergency-only service. When calling the office (660-429-2494) during after hours, a phone message will give you emergency numbers to call. Please call these numbers and leave a message that includes your name, telephone number, service address, account number, and a brief description of your problem. A service technician will return your call as soon as possible. Please do not call the emergency numbers for billing inquiries.

For billing questions please call during business hours of 8:30 am—4:00 pm.

Hickory Hills Wastewater Treatment Facility Update

PWSD #3 has been working hard to secure funding for the Wastewater Treatment Facility to serve the Hickory Hills Subdivision. On October 4, 2012 the Johnson County Commissioners signed an agreement to apply for a Community Development Block Grant on the District's behalf. The \$500,000 CDBG grant will be in addition to the \$855,000 grant and \$1.123 million low-interest loan from USDA. Public Water Supply District No. 3 would like to thank the Johnson County Commissioners for supporting our project. Without the CDBG grant PWSD #3 would not be able to fund this project.