

**Bills are due by the 5th. Late after the 15th.**  
Late charges will not be removed. We accept several forms of payment.

## Payment Methods

- Cash
- Check
- Money Order
- Visa (3% processing fee)
- MasterCard (3% processing fee)
- Discover (3% processing fee)
- eCheck (\$1.10 processing fee)

## Payment Options

- Online — [www.pwsd3.com](http://www.pwsd3.com)
- Recurring Auto Draft—(FREE)
- Telephone 24/7—(877-885-7968)
  - PWSD No. 3 Office  
(8:30am to 4:00pm Monday through Friday)
  - Direct Mail
  - **Red Drop Box**

# The Water Source



WINTER 2022

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

## Pipes that freeze most frequently are:

- Pipes that are exposed to severe cold, like outdoor hose bibs.
- Water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets.
- Pipes that run against exterior walls that have little or no insulation.

## Tip to Prevent Pipes from Freezing

Once the temperature starts dropping outside, you should take precautions inside to keep your pipes warm and water running.

- Keep garage doors closed, especially if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing, especially if your sinks are on an exterior wall.
- Let the cold water drip from a faucet served by exposed pipes.
- Keep the thermostat set to the same temperature during day and night.
- If you plan to be away during cold weather, leave the heat on set to a temperature no lower than 55° F.

## Tips to Thaw a Frozen Water Pipe

### LOCATE THE FROZEN PIPE



### OPEN THE FAUCET



### BEGIN NEAR THE FAUCET



### AVOID USING AN OPEN FLAME



### THAW EXPOSED PIPES WITH

- Hair Dryer



- Hot Towels



- Portable Space Heater



- Heat Lamp

- Electrical Heating Tape





## Most Common Types of Household Leaks

Water damage doesn't usually come out of nowhere. In most cases, flooded basements and other expensive leaks start small and grow with time.

Listed below are the most common areas to check before a tiny drip becomes a major water loss:

**Toilets:** One of the most common sources of water leaks in the entire home. Experts estimate that anywhere from

20% to 35% of all residential toilets lose water. They usually go unnoticed because this loss is often silent and invisible. (<http://www.home-water-works.org/indoor-use/leaks#sply-ln>)

**Hot Water Tanks:** Often hot water tank pressure relief valves feed directly into a drain. This makes it difficult to detect surface leaks.

**Faucets, Spigots and Showers:** Leaky faucets, spigots, and showers may not necessarily cause water damage throughout the rest of the house. However, ignoring this common problem could end up costing you a lot more than you realize. Per year, a typical home can lose anywhere between 2,000 and 20,000 gallons of water from leaky faucets, spigots, and showers.

**Pipes:** Inside the walls of your house are pipes and valves that direct water throughout your home. At any point in time one or more of these can begin leaking. These problems can go undetected until it is too late.

**Service Line:** Occasionally leaks happen in the line from the meter to the home (service line). Finding these leaks can be difficult since service lines are typically buried within the ground.

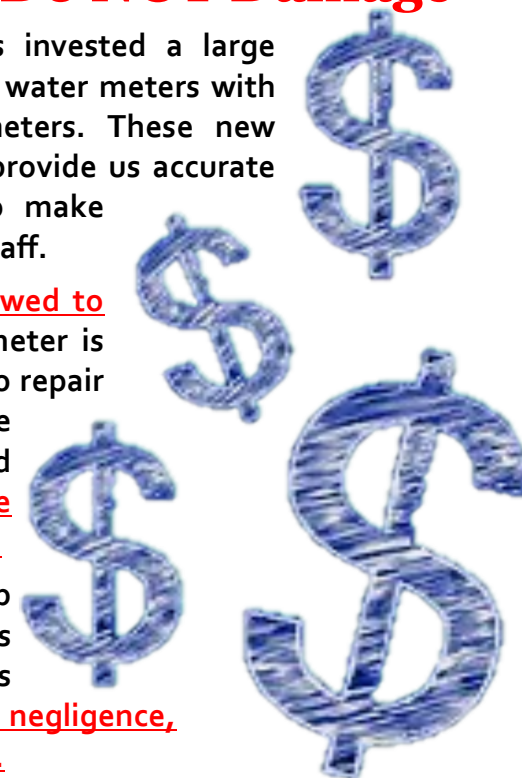


## Water Meter Care—Do NOT Damage

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. These new meters have exceptional features which provide us accurate information on water usage. They also make reading meters quicker and safer for our staff.

Due to the cost of each water meter, customers are NOT allowed to tamper with the water meter pits. Tampering with a water meter is punishable by law and may result in a service fee plus the cost to repair the equipment. Removing a water meter lid could cause damage to the electronics and antenna. Mowing over a water meter lid may cause damage to the meter and mowing equipment. The cost to repair or replace a water meter and/or lid will be assessed.

By not physically removing the meter pit lid, this helps to keep the meters from freezing in the winter. 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 replacing the damaged equipment.



## 2022 Rate Structure

On October 19, 2021 our Board of Directors voted for a 4% water rate increase. The minimum charge of \$20.00 will not be effected. However, there will be a 32¢ increase for each additional 1,000 gallons. The 2022 rate structure will take effect on February 20, 2022. The usage period will be from February 20, 2022 to March 20, 2022 and reflected on the April billing statement. Our Board of Directors will evaluate our rate structure each year.

Water Rates	0—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
CURRENT RATES	\$20.00	\$27.96	\$35.92	\$43.88	\$51.84	\$59.80	\$67.76	\$75.72	\$83.68	\$91.64
INCREASE	\$0.00	\$0.32	\$0.64	\$0.96	\$1.28	\$1.60	\$1.92	\$2.24	\$2.56	\$2.88
NEW RATES	\$20.00	\$28.28	\$36.56	\$44.84	\$53.12	\$61.40	\$69.68	\$77.96	\$86.24	\$94.52

The Department of Natural Resources (MoDNR) recently increased primacy fees beginning January 2022. The new primacy rates will be effective immediately.

Primacy Fees	Old Fee	New Fee
1" Water Meter or Less	\$0.25	\$0.45
Over 1" Water Meter	\$0.62	\$1.75

## Emergency After-Hours Service

Normal operating hours for Public Water Supply District No. 3 is Monday through Friday from 8:30 a.m. to 4:00 p.m. However, we understand that water leaks can occur during abnormal times. This is why PWSD No. 3 does provide after-hours, emergency only service. **An emergency is a situation that poses an immediate risk to health, life, property or the environment.** If a leak occurs on the customers' side of the meter, PWSD No. 3 can only turn off the water meter. When calling the office at 660-429-2494 during after-hours, a live operator will take your information and contact our technician. Please provide the answering service with your name, address, phone number, email address, and a brief description of your water problem. Once our technician has been informed of your after-hours call they will contact you for more details. Please make sure to be as detailed as possible and provide them with all necessary information. **If a technician is requested by a customer for a non-emergency issue, a trip charge will be assessed.**

## Contact Information Update

Periodically Public Water Supply District No. 3 is required to turn off the water service in a specific area. This could be a scheduled temporary water turn off due to the installation of a new water main. In situations like these, we notify our customers that could be effected by email and voice automated phone messages. For this reason, it is imperative that we have current email and phone information. To update your contact information, please fill out the contact information form found on the home page at [pwsd3.com](http://pwsd3.com) or contact our office.

In some situations such as an emergency water main repair, **we are unable to notify our customers in advance.** These are unplanned situations that nobody can predict. In times like these we ask our customers to be patient and understanding while we work to repair the water main and restore service.

Anytime we have a water main break you may wish to take a **voluntary** preventative boil advisory for 3 days once service is restored. We will notify customers if there is a mandatory boil order.

