



EXPERIENCING LOW OR HIGH WATER PRESSURE?

Check your meter and the surrounding area for possible leaks. Once these possibilities have been exhausted, call our office and report low or high pressure for your area.



Different elevations result in varied amounts of water pressure for each meter. We recommend installation of a pressure regulator valve to protect the contents of your home.

CHECK OUT OUR WEBSITE!
<https://pwsdco.com>



The Customer is responsible for his or her water lines from the meter to the house and inside the house!

Every Community Water System is required by law to provide customers with an annual water quality report also known as CCR.

2022 CCR REPORT

www.dnr.mo.gov/ccr/MO1024191.pdf





RADIO METER DAMAGE

Our Meters consist of an antenna, ring, and lid. When you mow, please be careful not to damage these parts. Replacement parts are as follows:

Antenna: \$ 40.00

Ring: \$ 35.00

Lid: \$ 35.00

Methods of Bill Payments

Bank Draft—10th of each month.

Check—Mail a check and allow 15 working days to be received before due on the 16th.

Bank Check—Allow 15 working days to be received before due on the 16th.

Drop Box—24 hour drop box located by front door.

Website—Go to <https://pwsdco.com> > “Bill Payment” > “Pay Your Bill Now”

Credit Card Service Fees:

\$0.01-\$50.00 = fee is \$2.00

\$50.01-\$100.00 = fee is \$2.75

\$100.01-\$500.00 = fee is \$3.00

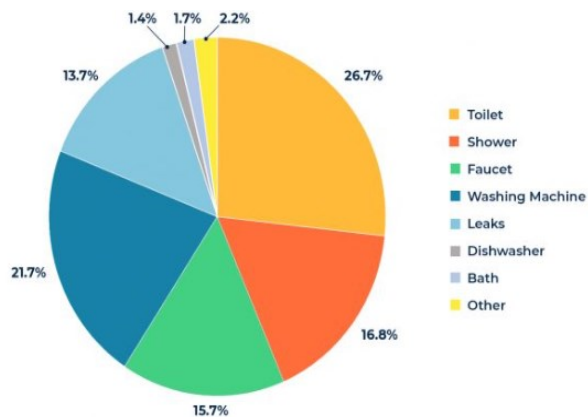
Over \$500.00, fee is 2.50%

“The average American uses 50 gallons of water per person per day.”

According to Missouri DNR: The average American in the U.S. typically uses about 50 gallons of water per person per day. If your family’s water usage is more than that amount, you need to look at your water use habits.

Flushing the toilet accounts for about 42% of the total, bathing is 32%, and laundry is 14%. The amount of water that is used for drinking or cooking is probably less than 4% of the total.

The Energy Policy Act of 1992, has maximum water-use standards for plumbing fixtures. Toilets manufactured after Jan. 1, 1994, have a 1.46 gallon per flush flow (as opposed to 3.5 or 5 gallons per flush for older units), and showerheads will have a maximum flow rate of 2.5 gallons per minute. Replacing a showerhead or an older-model toilet is a good investment.



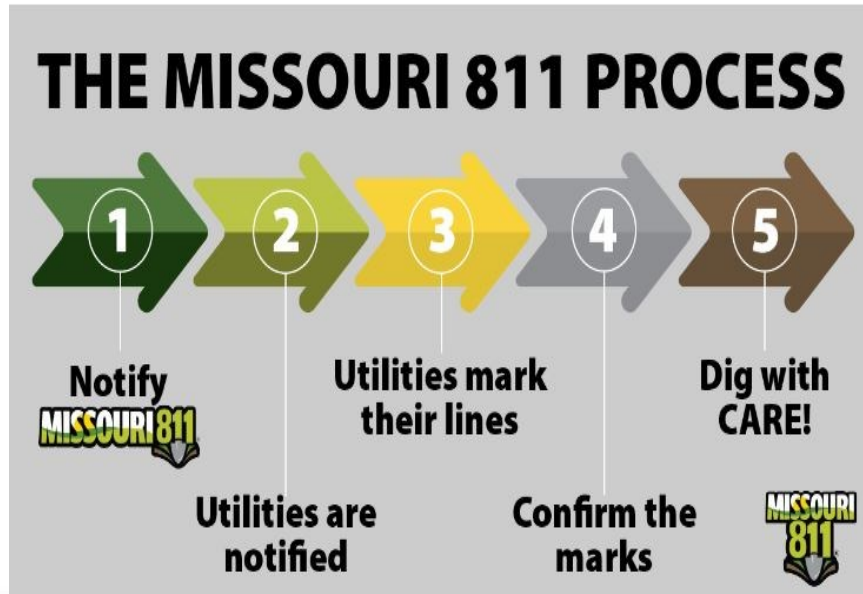
TO MAIL OR NOT TO MAIL, THAT IS THE QUESTION...

“Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds,” reads the iconic phrase engraved on a New York City post office.

According to the US Government Accountability Office, “Without legislative changes to give USPS flexibility to control certain costs, USPS has reported that it does not have the financial resources to carry out its primary mission.

The Postal Service’s primary source of revenue is its delivery of mail and packages, but mail delivery revenues have declined since 2006. However, revenue from shipping and packages increased over the same period. While USPS has taken a variety of steps to reduce costs legal requirements limit its ability to make changes to some services, pricing, and employee compensation and benefits. Congress, USPS, and USPS’s stakeholders have been unable to agree on how to do so. As a result, no postal reform legislation has been enacted since 2006.”

WANTED!
LOOKING FOR
Help Finding Water Main Leaks
\$ 50.00 REWARD
The leak has to be on the District's Main Lines, not the customers' personal line. Effective 04/19/22

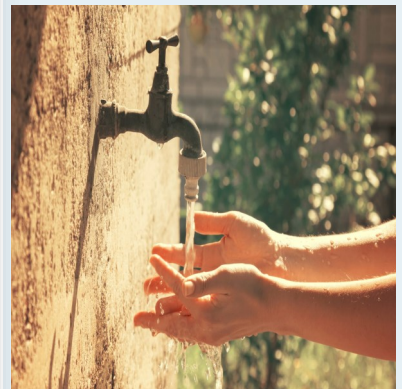


WATER SERVICE APPLICATION / DEATH OF A CUSTOMER

When, due to the death of a customer, there is no living responsible party or entity, the successor(s) interest in the serviced property must apply for water service and provide the district proof of ownership of the property which will include a deposit of \$ 125.00, and a name transfer fee of \$10.00. In the event the successor(s) in interest is an heir, as defined by the Missouri Statutes, the above described fees shall be waived.

LANDLORDS

Property owners must sign the Landlord/Renter agreement which will provide the renters name to have water service turned on for the renter.



LEAKING TOILETS ACCOUNT FOR OVER 95% OF ALL WATER WASTE.

Even at less than a penny per gallon, leaks add up, flushing your money down the toilet!

- 1 Day = 200 gallons
- 1 Week = 1,400 gal
- 1 Month = 6,200 gal
- 1 Year = 73,000 gal

THE EPA LEAD AND COPPER RULE is requiring all water districts in the United States to survey customer service lines.

Our public water system is conducting a lead service line inventory. In performing the lead service line inventory, we need to know the material composition of both the publicly owned (water system-owned) and privately owned (customer-owned) portions of the service line. We are requesting your help in this identification process. Service lines can be made of many materials, such as plastic, copper, PEX, HDPE, galvanized, lead, etc. To complete our inventory, we are required to record the material composition of your service line, even if it is not made of lead. The material type must be reported to the Missouri Department of Natural Resources (MoDNR) as required by regulation. When reporting to MoDNR, we are required to provide the material of our portion of the service line as well.

There are several ways you can identify your service line material:

- If you had your service line installed or replaced and remember when, and what it is made of, you can let us know. If you have a record of what the service line is made of, such as an invoice from the person who performed the installation or replacement, that would be even better.
- The age of your home may indicate if a lead service line is present. The lead ban in Missouri was effective Jan. 1, 1989. The ban prohibited the use of lead in potable water applications after this date. If your home's construction was after the lead ban, most likely the service line is not lead.
- If you don't know the material composition of your service line, you can perform a visual inspection. The performance of a visual inspection starts where the service line enters your home. This is normally where it enters through the foundation or basement wall. Plastic, such as PVC, HDPE, PEX, etc., is easy to identify because most people have come in contact with it in the past. When new, copper appears shiny, like a new penny and green when older and weathered. Galvanized pipe appears as silver-gray when newer and gray to rusty when old. Lead appears as gray to a blue-gray color, and when scratched, lead becomes shiny like a new nickel. A magnet will not stick to lead, but will stick to steel. Lead service lines can also have a wiped lead joint or bulb at locations where it attaches to other metals, or fittings which actually look like a snake that just ate something. You can use these techniques to identify your service line material. We can provide pictures of what these materials look like upon request or you can go to the MoDNR website and access the web page that specifically addresses lead service line inventories at dnr.mo.gov/water/business-industry-other-entities/technical-assistance-guidance/lead-service-lines.
- If you are renting, you can ask the owner or manager what the service line material is. They can use the same techniques listed above to make a materials determination if they don't know. • With your permission, we can help you investigate to determine the material used for your service line.
- If your service line is made of lead, we can provide you information concerning the following:
 - » Health effects of lead in drinking water
 - » Things you can do to reduce the amount of lead in your drinking water
 - » Information on conducting a lead service line replacement
 - » Financial opportunities to pay for the replacement

When we conduct the lead service line inventory, we will use the information you provided as the determination for the customer-owned portion of the inventory. We also search our records, such as tap cards, meter cards, as-built plans and specifications, plumbing codes, maps, historical records, inspection records, ordinances, etc., to determine the material composition of the publically owned portion of the service line.

While the records search can identify the materials of many of our services, there will be those that remain unknown. When this is the case, we will perform basic visual examinations. A visual examination of the meter box may allow the identification of the service line material on both sides of the meter. In some instances, this will not reveal what the service line material is. When this happens, we can collect water samples to help make a determination, but this will not work if the water system is providing corrosion-control treatment or has hard water. The last resort is to perform an excavation to examine the materials used in the service line. This examination is performed by traditional open-trench excavation or by a less invasive type of excavation called hydrovac. Hydrovac uses water and vacuum to remove soil down to the service line.

Please contact us to report your service line material or to request our help identifying your service line material. The lead service line inventory is a huge undertaking for our water system and your help is greatly appreciated.

THE EPA LEAD AND COPPER RULE is requiring all water districts in the United States to survey customer service lines. Please, fill out the survey below and return to us by mail or scan and email to dekalbwater@pwsdco.com. THANK YOU!!



PO Box 79, 302 N. Main
Clarksdale, MO, 64430
(816) 393-5311

Service Address _____

Are you the: Owner Tenant Property Manager Other

Your Name _____

Phone Number (optional) _____

Email Address (optional) _____

May we add your contact information to our customer database? Yes No

Is this a residence, business, barn, or other structure?
Please indicate other structure _____

What year were the water lines established in the structure, if known. _____

Service line material at the point of entry (inlet) to your home?

Lead Copper Galvanized Other (Plastic/PVC/Pex/etc.)

PIPE MATERIAL	SCRATCH COLOR	DOES MAGNET STICK?
LEAD	SHINY SILVER	NO
COPPER	ORANGE (PENNY)	NO
GALVANIZED STEEL	DULL GRAY	YES
PLASTIC	N/A	NO

Has the line from the water meter to your home/facility been replaced?

Yes No

If yes, please provide the date and material used for replacement.

Optional – please email a photo of the water line entering your home from the meter to: dekalbwater@pwsdco.com.

Please contact the district office if you need assistance with this request.
Contact information - dekalbwater@pwsdco.com and (816) 393-5311.

Thank you for helping our utility meet compliance with the EPA regulation.

CURRENT WATER RATES

\$ 20.79 = First 1,000 Gallons
(Minimum)

\$ 14.67 = Next 1,000 Gallons

\$ 13.90 = Next 1,000 Gallons

\$ 8.86 = All Usage Over
3,000 Gallons

PWSD 1 of DeKalb County Board Members

- President: Danny McClanahan—Subdistrict #5
- Vice-President: Steve Spangler—Subdistrict #2
- Director: JD Baker—Subdistrict #1
- Director: Kendall Ebersold—Subdistrict #3
- Director: Bruce Whitsell—Subdistrict #4



Regular Business Hours:

M-F 8:00 AM-4:30 PM

24-Hour Emergency number: (816) 393-5311

PWSD 1 of DeKalb County

P.O. Box 79
302 N. Main
Clarksdale, MO. 64430
Phone: 816-393-5311
Email: dekalbwater@pwsdco.com

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U.S. POSTAGE PAID
CLARKSDALE, MO
PERMIT NO. 2



PUBLIC WATER SUPPLY
DISTRICT 1
DEKALB COUNTY