

WATER & SEWER DISTRICT REPORTER

JULY 2019

WATER QUALITY REPORTS

Public Water Supply District #2 and East Central Missouri Water & Sewer Authority take pride in supplying you and your family with safe reliable drinking water. Our annual Water Quality Report provides information about water testing completed in 2018. It explains what is in our water and how the supply is protected and treated.

Your May bills included a link that directed you to the Missouri Department of Natural Resources website with the appropriate Water Quality Report for your water source.

You may access the report directly for your area at:

Main System:

www.dnr.mo.gov/ccr/mo6024530.pdf

Augusta:

www.dnr.mo.gov/ccr/mo6024531.pdf

Dutzow:

www.dnr.mo.gov/ccr/mo6024628.pdf

Warren:

www.dnr.mo.gov/ccr/mo6024629.pdf

Hickory Trails/Wright City:

www.dnr.mo.gov/ccr/mo60210874.pdf

Foristell:

www.dnr.mo.gov/ccr/mo60210287.pdf



Sumac Ridge:

www.dnr.mo.gov/ccr/mo6031209.pdf

Flint Hill:

www.dnr.mo.gov/ccr/mo6011147.pdf

St Paul:

www.dnr.mo.gov/ccr/mo6011535.pdf

Board of Directors

- John Cook-President
- Denis Raab-Vice President
- Kay Schnurr-Director
- Vicky Steinkamp-Director
- Darrell Dechant-Director

CALL BEFORE YOU DIG

Call 811 two business days before you start digging to speak to a representative who will take down your project details.

The Utility Companies will then locate their buried lines (for FREE) that are near your

proposed digging area. In Missouri you can call:

811 or
1-800-344-7483
CALL BEFORE YOU DIG



Know what's below.
Call before you dig.

INVESTING In The Future

The District has budgeted \$16.9 million for projects to improve the District and \$0.2 Million in Sewer Authority Improvements. Below are some of the projects you will see happening in 2019:

- New Lime System at the Water Treatment Plant
- Daniel Boone Tank Upgrades
- Lake St Louis Subaqueous Sewer Rehabilitation
- Henke Road Force Main
- Sewer System Master Plan & System Model
- Wright City Force Main Re-Route
- Air Scour for the Water Treatment Plant

- Meter Replacement Program
- Upgrade of the District's SCADA system



- Flow Meters-SCADA connectivity
- Wright City Interconnect
- St. Charles Sewer Improvements
- Western Transmission Main
- Wright City Miscellaneous Sewer Improvements

These are just to name some of the projects, and they are in no specific order, that are planned for 2019 with additional upgrades being planned for the 2020 budget year as well.

As the area grows, improvements and upgrades are necessary for the infrastructures of the District and Sewer Authority, to protect the customers interests and provide safe drinking water and efficient ways to discharge waste water.

BENEFITS TO REGISTERING YOUR CONTACT INFO

We may need to reach you in an emergency. Please provide us with current contact information.

Do you have a new home, cellular or work phone number or a new mailing address? Please call or email us to update your information at 636-561-3737 or info@waterdistrict2.com so that when needed, we can contact you.

Note: if you update your phone number on our bill pay system, it does not

update in our system.

Benefits of Registering your Contact Info:

We can notify if:

- An emergency happens at your home
- We notice water running or a possible leak that could result in a high water bill

- Water is cut off due to nearby work or an emergency
- There are issues with your account



WATER METERS

The District and ECM staff often receive questions from customers concerning District-owned equipment. Shown is an example of the District-owned equipment contained within the meter pit. If you are planning a water service line replacement, please call the District office for guidance and remember to always call for utility locates.

Should you have a plumber or contractor suggest replacement or repair of

equipment and you need to have the water turned off for the repair, please call the office. Do not get in the pit or have the contractor get in the pit. District personnel will come out to turn off the water and turn back on once the repair is completed.

Getting in the meter pit is considered tampering and a fine can be assessed if you choose not to follow the District Rules and Regulations.



SAFE DRINKING WATER

Just a reminder-if you have an irrigation sprinkler system at your residence or business, you are required to have the system tested annually to safeguard against contamination of your drinking water. Testing your backflow device is a state requirement. You can select and use your own contractor and submit the necessary paperwork.

All backflow testing is required to be completed prior to opening your irrigation system or prior to June 30th of each year, whichever comes first.

If your system has not been inspected by June 30th, you run the chance of having a fee assessed to your account or worse having your services disconnected for non-compliance.

If you have questions regarding the backflow testing, please call our office at 636-561-3737.



Regulate Your Water Pressure

Experiencing low or high water pressure? There are a few things that you can check to see if the pressure problem is in your household pipelines. First check the pressure/flow at your outside hose bib, usually located at the front of your home. If you are getting good flow at the hose bib, the problem may be isolated inside your home. If the problem appears only on kitchen or bathroom sink taps, make sure the faucet screens are free of accumulated hard water deposits or sediment. If all taps are affected, make sure your main shut-

off valve is fully open and your pressure regulating valve (PRV), if you have one, is operating properly. If you have a softener, verify that is operating properly.

PRV's (photo located lower right) are usually required by plumbing codes for new homes. Older homes, however, may not have a PRV. Most PRV's are bell-shaped devices installed on the inlet pipe, next to the main house inlet valve. PRV's are preset by the manufacturer, usually at about 45-55 psi. Areas with low pressure could be negatively impacted by these settings, but in most

cases, they do not need to be adjusted. Please note that incorrectly adjusting the PRV could cause water pressure that is too low or too high inside the home. We recommend you have a qualified plumber make any needed adjustments.



HOLIDAY SCHEDULE & HOURS

Independence Day: The District office will be closed for Independence Day on Thursday, July 4th.

Labor Day: The District office will be closed on Monday, September 2nd in observance of Labor Day.

Thanksgiving: The District office will be closed on Thursday, November 28th and Friday, November 29th to allow District employees time to spend the

holiday with their families.

Christmas: The District office will close at 12:00 pm on Tuesday, December 24th and will be closed on Wednesday, December 25th.

New Years: The District office will close at 12:00 pm on Tuesday, December 31st and will be closed on Wednesday, January 1st.



The Water District's Mission is to provide a reliable supply of quality and safe drinking water, along with proper collection and thorough treatment of wastewater at a reasonable cost.

DIRECT PAYMENT WITHDRAWAL

PWSD #2 and ECM offers direct payment withdrawal—payments may be electronically transferred from your account directly to the District or ECM account. All customers interested in this option should complete the below form and return it, along with a **blank voided check**, if choosing a checking account, to the District. If you have any further questions regarding this feature, please contact the District office.

I hereby authorize PWSD #2 or ECM to withdraw automatically from my account (listed below) all amounts charged to me by PWSD #2 or ECM.

Name(s): _____ PWSD/ECM Acct #: _____

Bank Name: _____ Branch: _____

City: _____ State: _____ Zip: _____

_____ Checking Bank Transit ABA #: _____

_____ Savings Account Number: _____

_____ Credit/Debit Card (Mastercard or Visa only) 16 digit #: _____

This is to remain in effect until I express otherwise in writing.

Customer Signature: _____ Date: _____

