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○ Newsletter | ○ December | ○ 2012



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▶ FOR YOUR CONVENIENCE,
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LOCATED AT THE FRONT
DOOR OF OUR OFFICE.

Water news

*The Board of Directors and the Staff of Wapello Rural Water Assoc.
would like to wish you and your families the best in the coming year.*

News from the Treatment Plant

Water has been flowing smoothly at the Treatment Plant, with an average of 25 million gallons produced and pumped monthly. The WRWA Treatment Plant serves approximately 2400 users including Keokuk, Jefferson & Washington counties and also the Cities of Crawfordsville, Hedrick, Delta, Keswick, Harper & What Cheer.

To insure water quality we are required to monitor chlorine residuals by taking daily samples from the supply points as well as sampling at the treatment plant. In accordance with D.N.R regulations and the size and population which we serve, we are required to collect a minimum of 36 bacteria samples within the distribution

system and have them analyzed by a certified lab each month. Other samples collected consist of various quarterly and annual D.N.R regulated samples. The total annual lab costs are over \$17,000.

Because water quality can change once it leaves the water treatment plant, routine flushing and testing has become an important part of our job.

Our staff at all levels continue to work diligently in keeping a strong commitment to the customers that we serve.

If you ever have any questions or concerns please call the office and we would be happy to assist you.



Saying Farewell

Over the past year Wapello Rural Water Assoc. has had two employees retire. Alan Babb was the Assistant Manager for 23 years, he retired at the end of May. He will be greatly missed by the employees and customers. Vicki Kinnamon was the Accountant for 17 years, she retired at the end of January. She will also be missed. WRWA wants to wish both of them the best in their retirement and THANK YOU for all the wonderful years together.

DID YOU KNOW?

- If your faucet is dripping at the rate of one drop per second, you can waste 2,700 gal of water per year.
- Check your toilets for leaks. Add food coloring to the tank. If the toilet is leaking, color will appear in the bowl within a short time. A leaky toilet can waste as much as 100 gal/day.
- Cattle drink 8-12 gal/day and during hot weather up to 20-25 gal/day.
- Hogs drink 6-8 gal/day and during hot weather up to 8-12 gal/day.
- Horses drink 8-12 gal/day and during hot weather up to 20-25 gal/day.
- Sheep drink 2-3 gal/day and during hot weather up to 3-4 gal/day.
- It takes 2-5 gallons of water to brush your teeth, if you leave the water running.

News from the Construction Crew

The 2008-2010 FEMA repairs have all been completed. We appreciate all of your patience due to the water outages.

The Crew has also installed several new water services as well as routine maintenance of our water system. Please be rest assured that your water quality is always our main concern.

If you see anything that brings concern to you, please contact our office to have it further looked at. With the extreme dry weather, the ground shifts and can cause water main leaks.

We can not always spot these right away, so with your help these problems can be found, fixed and our customers back in water with little to no interruptions.

Again a huge THANK YOU to all of our customers, for your patience and understanding.



WRWA does not accept any Debit/Credit Card payments. This includes payments over the phone.

At this time the only payment methods that are accepted are as follows:

CASH-CHECK or MONEY ORDER these payments need to be made via mail or dropped off at the office.

LOCATE INFORMATION

For convenience and accuracy for Iowa One Call locates, remember to give site specific information. Please mark the area with flags to ensure the correct area gets located.



Digging? Play it safe!

Call **1-800-292-8989** or **811** if you are planning any digging or excavating. With 48 hours notice, **IOWA ONE CALL** will see to it your underground utilities are marked first so you can dig safely. The call is toll free and there is no charge



Direct Payment Program

With the WRWA free Direct Payment Program, customers can simplify monthly bill paying, while saving time and money having their water bill automatically withdrawn from their financial institution.

To sign up for the Direct Payment program, an application must be completed and returned with a voided check. The voided check will provide WRWA the information needed to set up a direct payment account. Customers associated with the Direct Payment system will continue to receive a monthly bill, but it will state "Direct Payment will deduct on the 15th of the month." All customers will receive their bills on or around the 1st of the month and should have ample time to look over their bill and plan for the automatic payment. If there is a problem with your bill you will need to contact the WRWA billing department. On the 15th of the month, the payment will be deducted from your account. If the deduction date falls on a weekend or holiday, the account will be debited on the next business day.

If you are interested please contact the WRWA Office @ 641-682-8351.



Notice of 2013 Annual Membership Meeting

The annual meeting will be held January 28, 2013. The meeting will be called to order at 7:00pm. The meeting will be held at the Rural Water office, located at the corner of Shaul Avenue and Mary Street in Ottumwa, Iowa.

Attached with this mailing is a mail-in ballot. Each member is entitled one vote per active membership. There is one membership for each water service.

The ballot may be mailed or dropped off at the office. The mail-in ballot must be received in the WRWA office by 7:00 pm on January 28, 2013.

The nominating committee has nominated the following members for election to the Board of Directors. Write-In votes will be accepted. The write-in person must be an active member of the Association and must submit a letter to the Nominating Committee, stating they have been contacted and have agreed to serve on the Board of Directors. The letter must be received before the election.

Nominees for the Board members for the Wapello System are:

Nick Biggs — Nick and his family live in rural Ottumwa.

Ron Swanstrom — He and his family live in rural Ottumwa.

Nominee for the Board member for the Keokuk System:

Myron Luers— Myron is a current board member. He and his family lives in rural Keota.

To mail in your ballot remove this page and fold showing the WRWA address. Secure the top and sides with tape and adhere postage. This can also be included with your monthly billing, please be sure to secure it closed.

2013 WRWA MAIL-IN BALLOT

For the election of (2) Board Members for 3 year terms representing the Wapello System, and (1) Board Member for a 3 year term representing the Keokuk System.

The nominating committee Dave Orman, Joe Fritz and Duane Bass have put forth the following names to appear on the ballot;

Wapello System (3 years)

Vote for 2

() Nick Biggs

() Ron Swanstrom

() _____

Keokuk System (3 Years)

Vote for 1

() Myron Luers

() _____

Wapello Rural Water Assoc.
PO Box 538
Ottumwa, IA 52501