

PUBLIC WATER SUPPLY DISTRICT #2 OF ANDREW COUNTY

- Over 50 years of keeping the water flowing -

Let's Keep In Touch

For repair and maintenance to the water system, periodically PWSO #2 Andrew is required to turn off the water service in a specific area. We will notify our customers that could be affected by the water shut off by email, voice call or message and/or text.

For this reason, it is imperative that we have at least 2 current phone numbers and emails. To update your contact information please contact our office at 816-378-3395.

Methods of Bill payment

Bank Draft -

18th of the month-No Fee

Check -

Mail a check and allow 10 working days to be received before due on the 17th.

Bank Check -

Allow 10 working days to be received before due on the 17th.

Drop Box -

24 hour drop box located by front door.

Website -

Go to <https://www.pwsd2andrewcounty.myruralwater.com/bill-payment>

Credit Card Service fee will apply

New Water Meters for PWSO #2 Customers

In January 2021, District operators began replacing the water meters of all customers in the District. The newly installed water meters are technologically advanced. These meters collect data every fifteen minutes and communicate daily the water usage to the District office through the same network supporting cellular phones. Alerts can be utilized to make District personnel aware of issues such as meter and/or customer damage, and more importantly from a customer standpoint, leaks on the customer side of the meter.

Replacing all 1442 meters, along with other District work, was a long process, but District operators completed the task this spring. The new meters have proven to be a valuable asset for the District. Numerous customers have been alerted of personal leaks by office personnel.

The replacement included new polymer meter lids accommodating the attachment of the cellular antenna (endpoint). The endpoint wires are attached to the meter. Although the meter lids are tough, it is necessary to be very careful when mowing around the meter and removing the meter box lid to avoid damaging the lid, endpoint, and meter.

Customers also have the option of viewing their usage, and getting leak alerts, with their own personal app, or computer. See "Eye on Water" step by step instructions on page 2. <https://eyeonwater.com/signup>

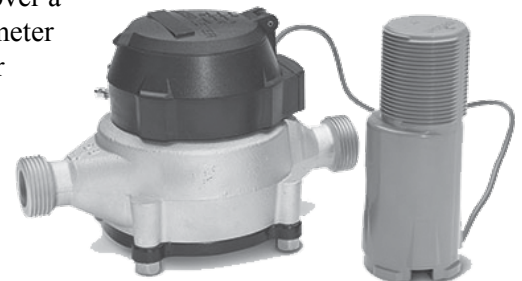
Water Meter Care – – Do Not Damage

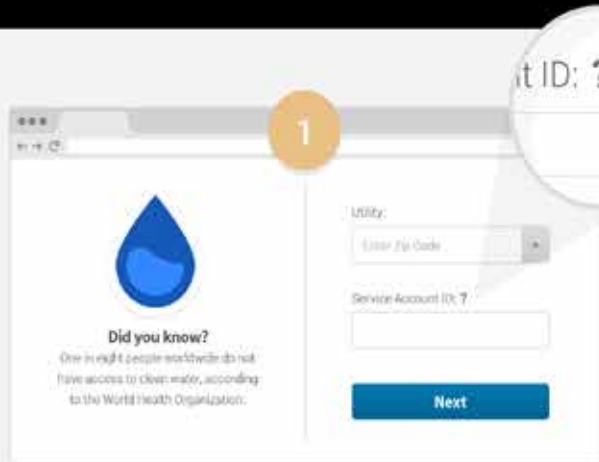
Public Water Supply District #2 Andrew County has invested a large amount of time and money replacing old water meters with new technologically advanced water meters. These new meters have exceptional features which provide accurate information on water usage and makes reading meters quicker and safer for our staff. By not physically removing the meter pit lid, this also helps to keep the meters from freezing in the winter.

Due to the cost of each water meter, customers are NOT allowed to tamper with the water meter pits.

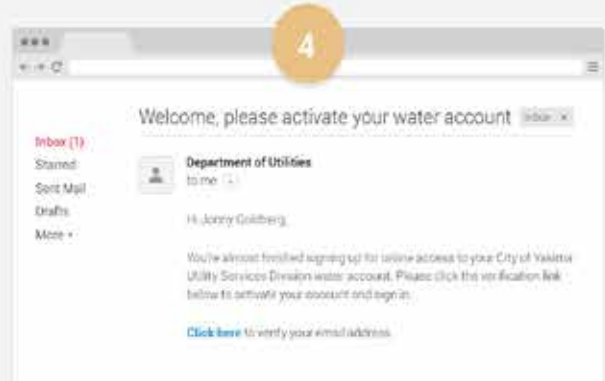
Tampering with a water meter is punishable by law and may result in a tamper fee plus the cost to repair the equipment. Removing a water meter lid could cause damage to the electronics and endpoint. Mowing over a water meter lid may cause damage to the meter and mowing equipment. The cost to repair or replace the water meter and/or lid will be assessed for repairs. If your mower comes into contact with a meter lid, please contact our office immediately.

All water meters are tested before being shipped from the factory, ensuring their accuracy. Typically, if the meter malfunctions it will completely stop registering water usage. This would result in a zero usage.

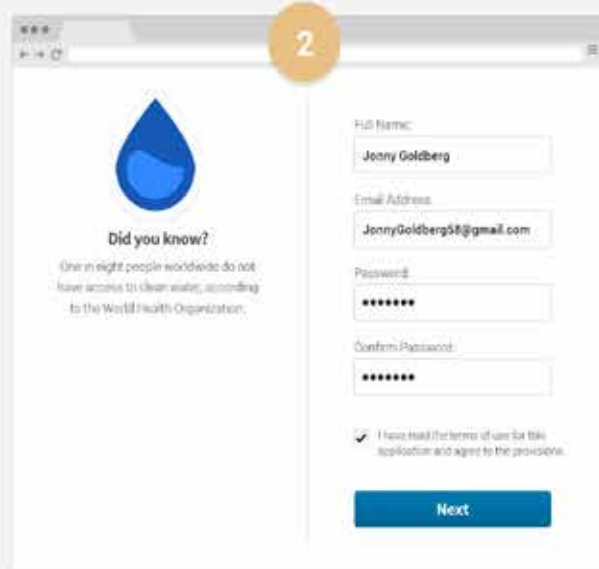




Click on the question mark to see where to find your Service Account ID on your utility bill.



Click on the link in the email to verify your email address.



Enter your name, email and create a password



After clicking the link in your email, enter your email address and password to sign in.



Check your email for the verification message that has just been sent.



Once you've logged in, you'll be able to view your water consumption.

THE EPA LEAD AND COPPER RULE

Is requiring all water districts in the United States to survey customer service lines.

PWSD #2 Andrew County 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 our 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 of basement wall. Plastic, such as PVC, HDPE, PEX, etc., is easy to identify because most people have come in contact with it 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 rust 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 material 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 publicly 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 work if the water system is providing corrosion-controlled 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.

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.

PWSD #2 Andrew
P.O. Box 2010, 668 Main Street
Cosby, MO 64443
816-378-3395
pwsd2andrew@gmail.com

**Please Complete & Return This Survey.
If you have any questions please call
816-378-3395.**

IMPORTANT!

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:
pwsd2andrew@gmail.com

Please contact District Office if you need assistance with this request.
816-378-3395 or pwsd2andrew@gmail.com

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

PWSD #2 Waterline Replacements and Upgrades

During the past four years, the District has been busy replacing and upgrading aging waterlines in the district. These lines date to the beginning of the water district in the early 1970's. After fifty years, the size of these lines no longer supported the growing district and had also begun to show their age with leaks.

In July of 2019, the 5" waterline along State Route W from the Andrew County line to Avenue City was replaced with an 8" waterline. This waterline will better utilize the capacity of the upgraded Route W pump station, which was completed in March of 2017. The increased flow will help maintain water pressure for much of the district.

In January of 2020, over 2 miles of 3" waterline along Mitchell Road west of State Route Z in Buchanan County was replaced with a 4" waterline. This line will provide increased flow and reliability, along with eliminating a dead-end line along South 85th Street.

In November of 2021, work began on replacing a 2.5" waterline on River Ridge Road just east of St. Joseph. In the early 1970's, when the waterline was constructed, only a couple of farmhouses were found along River Ridge. Over the years, 40 new houses have been constructed along this road. The old waterline was replaced with a 6" waterline, which will provide reliable water flows and pressure for further growth in the area.

The next project for the District will be replacing the 5" waterline with an 8" waterline along State Route O from State Route W to the Platte River. This line is a main transmission line moving water from the west side of the District to the east side, thus providing reliable flow and capacity to all customers of the District.

Further waterline upgrades and expansions are in the planning stages, as PWSD #2 continues to strive to provide a safe and reliable source of water for its customers.



RULES AND REGULATIONS

Each meter service shall supply water to only **one** residence or business located on the property it is serving within the District.

Under DNR regulations and District Policy there cannot be any **cross-connection** of well water and PWSD#2 Andrew water supply.

Cross-Connection-the connection, actual or potential, between a public drinking water system and any other source of contamination.

Thank You ~

The District would like to thank our customers for keeping the ground mowed and trimmed around the meters, valves and flushes!

Thanks to all who have found and reported leaks! Water is a precious commodity. If it is a District main line break/leak you could qualify for \$25.00 off.

2024 Water Rates

Over the past several years wholesale water, operational and material costs have been steadily increasing. The District has not had a rate increase in 8 years (2016) despite rising costs. To provide for infrastructure improvement and financial sustainability, the Board of Directors voted to increase the amount and rate cost of the bottom two tiers of water purchased. The increase was based on information from a rate study conducted by Missouri Rural Water Association. The new rate schedule is effective for water used in January 2024 and will be reflected on the February 1, 2024 billing.

The new rate schedule effective as of January 1, 2024, water usage

0--1,000 gallons	\$26.31
1,001-2,000 gallons.....	\$14.84
2,001 –6,000 gallons.....	\$10.81
All over 6,000 gallons.....	\$7.00

PUBLIC WATER SUPPLY DISTRICT #2 OF ANDREW COUNTY

- Over 50 years of keeping the water flowing -

1st Class Mail
US Postage Paid
Cosby MO
64436
PERMIT #3

668 Main
P.O. Box 210
Cosby Missouri 64436

Phone 816-378-3395
Email: publicwater2@unitedsky.net

Hours: Monday - Friday 8:00 am - 4:30 pm

Visit us at our Web page and subscribe:
www.pwsd2andrewcounty.com

<<Name>>

<<C/O>>

<<Address>>

<<City, State Zip>>



The building housing the offices of PWSD #2 was built in 1910 for the Platte Valley Bank, one of two banks in the bustling town of early Cosby. Like many small banks of the time, it closed after the Wall Street and banking collapse of 1929. During the ensuing years, it served several functions, as a private residence, small grocery store, and a meat locker. In 1982, PWSD #2 purchased and remodeled the building for its office. In 2023, the building was repainted to better reflect the original appearance of the early 1900's bank.

Board Members

PWSD #2 Andrew County Board Members

President-Ray Furst-Subdistrict #2

Vice President-Jimmie Bledsoe-Subdistrict #3

Board Member-Nathan Bunse-Subdistrict #4

Board Member-Kathy Bauer-Subdistrict #5

Board Member-Donald Thornton-Subdistrict #1

Treasurer-Galen Bodenhausen

PWSD #2 Staff

PWSD #2 Andrew County Staff

Operator-Sam Johnston

Operator-Nate Jarrett

Chief Operator-Larry Bunse

Billing Clerk-Sumalee Kunz

Manager/Clerk-Sharon Cornelius