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New Customer Information

The purpose of this packet is to answer some of the most commonly asked questions. It also gives some ways to conserve on water, how to check for leaks, and our rates. Welcome to the District!

- Public Water Supply District No. 10 of Jefferson County Missouri has purchased all of their water from Missouri American Water Company in St. Louis County Missouri since the district was founded in 1966. Each year the Consumer Confidence Report / Water Quality Report will be available on our website www.pwsd10.com. Printed copies for customers are available by request at our office.
- All water that reads through the meter is the account holders/property owners' responsibility. The water goes from our water main to the meter pit, then from our meter pit to the service line. The service line and all inside plumbing are the property owner's responsibility. Be careful around the meter pit. All Damages to the water district equipment and labor will be billed to the account holder or property owner.
- Two Sewer Districts service our customers and request water usage from our office:
Rock Creek Sewer: 636-464-3305 or <http://www.rockcreekpsd.com/>
Missouri American Water: 1-866-430-0820 or <https://www.missouriamwater.com>
- For customers that have a lawn irrigation or sprinkler system: The State of Missouri has backflow prevention requirements and information on their website <https://dnr.mo.gov> and search Backflow. Our district respectfully reserves the right to discontinue water service for failure to test or to provide test data for the annual inspection to the district. Please make sure the district receives your annual inspection test.
- We bill monthly for the prior month of water usage during the first few business days of the month. If the customer has not received their bill by the 10th of the month, it is recommended that the customer contact our office or go the district website account payment portal for the amount due and the due date. We take the monthly bills directly to the Imperial Post office in bulk. It is the postal services responsibility to deliver them to you in a timely manner. The minimum due date on all water bills issued by the district shall be 15 days after the date of the bill. The due date will vary based on the first few business days of the month and when we mail them. Usually, the monthly bill is due between the 19th and the 21st, but could be later depending on billing dates. A late charge equal to 10% of the balance due shall be charged all customers whose bills are not paid on or before the due date.

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PUBLIC WATER
SUPPLY DISTRICT NO. 10
OF JEFFERSON CO.

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- Payments that are two months in arrears are subject to disconnection 2 days after the due date of the second month of non-payment. The minimum amount due to avoid disconnection (by NOON on the blue card deadline date) is the entire previous balance located on the current bill. There is a \$10.00 blue card charge assessed to the account when the card leaves the office. If your service is disconnected there will be a \$50.00 disconnection fee that applies. All delinquent payments, charges, and the reconnection fee must be paid in full with cash, money order, cashier's check, or credit card (using speedpay/egov/account payment portal) before the service can be restored. No personal, business, or online checks will be accepted. Service may only be restored from 8:00am – 4:00pm Monday through Friday (no holiday or after hour reconnection available). Only the account holder with valid identification can complete the required reconnection release form for service to be restored. The water district will not be held liable for any property damages or charges assessed at the property by providing water service. No one other than the water District #10 personnel are authorized to access the water meter/service equipment. Any tampering violation may involve disconnection from the system permanently. The reconnection fee shall be charged. Additionally, the water user serviced by the water meters, equipment and facilities involved in the tampering shall be responsible for the repair cost and expense including all district expenses necessitated by the tampering, such costs include labor. The best way to avoid disconnection of service and added account charges is to pay your monthly bill each month by the due date. Tampering is forbidden and has a \$100.00 Charge.
- In an effort to help protect our valued customers from fraud and identity theft we require a valid government issued photo ID from all persons in compliance with the "Red Flag" requirements for covered accounts from the Federal Trade Commission. <https://www.ftc.gov/tips-advice/business-center/guidance/fighting-identity-theft-red-flags-rule-how-guide-business>. Please make sure that we have your current state issued driver/non-driver license or Real ID on file. Valid Identification is required for: All new customers setting up an account for service, to verify information and signatures for all existing customers on documents, all check transactions (online, personal, and business checks), to make changes to an account (name change, mailing address change, termination of service, reconnection of service, etc.), & to print a copy of an account or water bill for a customer in our office because utility bills are used to prove identity by other institutions and agencies.
- Regularly check your toilet, faucets, and pipes for leaks. A 1/32" stream of water coming from your faucet wastes 25 gallons in 24 hours. A 1/16" leak wastes 100 gallons in 24 hours. A 1/8 inch. leak wastes 400 gallons in 24 hours. Conserving water will lower your usage and bill.

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- If you use an Online/Bank bill pay service through your bank or financial institution, please know that the bank or company you use actually mails us a check for your payment (it is not a direct deposit). It is possible for one of these payments to be returned by the bank for insufficient funds (returned check policies apply to these payments). Please make sure that you use the correct account # and service address, along with our correct mailing address when setting up your Online/Bank bill pay account. Allow for postal delivery of your payment from the processing center that your bank sends your payment to before it is mailed to the water district. Additional questions about your online banking should be directed to your bank or financial institution.
- Forms of payment that we accept are: cash, money order, checks, cashier's check, or credit card. All credit card payments are through third party services that have fees and send the payment to our office. Speedpay's # is 1-866-653-1737 specific to our water district. Be careful to call the correct number and report your payment to the office so that we can ensure payment from Speedpay. Egov portal is available on our website and Egov will email the customer receipt of payment. The district website has a direct link to the account with the account payment portal for account holders to view their usage, pay their bill, or set up recurring credit card payments. ACH Recurring Bank Draft is available with form signed by the account holder with a void check and valid driver license. E-Bill is available to email the bill to the account holder the same day that we mail the bill. E-bill requires a form from the office, signed by the account holder with valid driver license. Our office is open to the public for walk in payments, although credit card payments are not offered at the counter. Please use our Post Office Box for payments by mail as there is no mail receptacle at our office. There is a night drop box available 24 hrs. a day located in the front of our office building. There is a \$35.00 returned check fee for all returned checks.

Monthly Rates for a 3/4" service:

0-1,000 gallons \$23.98 minimum
Next 8,000 gallons \$7.73 per thousand
Next 90,000 gallons \$6.92 per thousand
Over 100,000 gallons \$4.48 per thousand

Note: Rates are before taxes and MPF (<https://dnr.mo.gov/env/wpp/primacyfee.htm>).

A 1" meter is \$4.00 extra per month, a 1 1/2" meter is \$6.00 extra per month, a 2" meter is \$10.00 extra per month, a 3" meter is \$19.00 extra per month, a 4" meter is \$19.00 extra per month, a 6" meter is \$40.00 extra per month, and an 8" meter is \$60.00 extra per month. There is also an additional charge for each Riser Connected to an Automatic Sprinkler or Hose Standpipe. There is a charge for each fire hydrant.



How to Check for Water Leaks

A Publication Of The Missouri Public Service Commission

Your water meter can be a valuable tool in detecting water leaks in and around your home. Follow these easy steps to check for water leaks.



- Make sure no water is running.
- Turn off all faucets and water-consuming appliances - even your automatic icemaker, evaporative cooler and furnace humidifier.
- Read your water meter.
- Write down the current reading including tenths of a cubic foot (or gallons).
- Read the meter again after 30 to 60 minutes. If the meter reading has changed, you have a leak.

RUNNING TOILET -- A toilet that runs continuously can use as much as 200 gallons of water per day! Even a slow, silent leak can add gallons to your bill. Most toilet leaks are at the overflow pipe or at the flapper ball. If it is at the overflow pipe, the water level is usually too high. Sometimes a leak develops below the water line, or the fill valve becomes worn. Worn fill valves also waste water. Consult a plumber if you are not an experienced do-it-yourselfer.

Flapper ball leaks are more difficult to detect than overflow pipe leaks. The best way to check a flapper ball leak is to put a few drops of food coloring in the tank and see if it seeps into the bowl. If it does, the flapper ball is probably leaking from either worn parts or a misaligned mechanism. A do-it-yourselfer should be able to fix this problem.

Irregular mineral deposits can form between the flapper ball and drain lip. Check the flapper ball to ensure that it closes and seals the drain successfully.



FAUCETS -- Worn washers are another common cause of water leaks. If faucets drip after they've been turned off firmly, usually the washer is worn and needs to be replaced. This task involves shutting off the water supply, dismantling the faucet and replacing the washer. Consult a hardware store or do-it-yourself book. If the faucet still leaks after you've replaced the washer, consult a plumber. Even a slow drip can use as much as 3,000 gallons of water a year.

VALVES -- When correcting faulty and leaking plumbing, it is important that your shut-off valves are properly located and in working order. Old valves that no one has turned for many years may spring leaks when used. Small leaks may be corrected by tightening the packing nut. Main residential shut-off valves are located where the main water line first enters the home and on the residential side of the water meter. Most sinks, wash basins, water heaters and toilets have their own shut-off valves, most showers and tubs do not.

For more information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at www.psc.mo.gov



Saving Water Can Save You Money

A Publication Of The Missouri Public Service Commission

How much water you use at home depends on the size of your household, use habits, and the type of plumbing fixtures in your home. Some of the largest uses of water include lawn sprinklers, automatic irrigation systems, toilets, and washing machines. Minor water leaks account for more than 1 trillion gallons of wasted water each year, according to the U.S. Environmental Protection Agency. There's plenty you can do to conserve water -- and at the same time save money on your utility bills. Here are some easy steps:

Turn Off The Tap

- Turn the water off while brushing your teeth or shaving.
- Take short showers.
- Keep drinking water in the refrigerator instead of letting the faucet run until the water is cool.
- Install a water saving shower head; they use one-third the amount of water that a regular showerhead uses.

In The Kitchen and Laundry

- Scrape, rather than rinse dishes before loading into a dish washer; wash only full loads.
- Thaw frozen foods in the refrigerator overnight; do not use water to defrost foods.
- Wash only full loads of laundry or use the appropriate water level or load size selection on the washing machine.



Outdoors

- Sweep driveways, steps, and sidewalks rather than hosing them off.
 - Control the flow of a hose with an automatic shut off nozzle.
 - Water the lawn or garden during the coolest part of the day and only as needed.
- Outdoor water use averages about 117 gallons per day.
- Cover outdoor pools when not in use to avoid evaporation.

Maintenance Tips

- Fix leaks. A dripping faucet can waste up to 3,000 gallons of water a year. A toilet that runs continuously can use almost 200 gallons per day.
- Consider water saving units, such as low-flow toilets, when replacing appliances.
- Read your water meter to help monitor your water use and detect leaks.

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