



XENIA RURAL WATER DISTRICT

District Update from the General Manager

Gary Benjamin, P.E. CEO /General Manager of Xenia Rural Water District

2018 1st Quarter

In 2017 Xenia Rural Water District added 154 new customers bringing the total membership to 9,962. We have seen a huge growth around Adel and Ames with more to come.

Xenia Rural Water District, for the second straight year, has passed a 0.0% rate increase for our commercial and residential members. The stabilization of the rates is due in part to the refinancing of bonds in 2016, along with continued growth in membership and cost control measures by District staff.

- The upgrades to the Woodward Water Treatment Plant began on October 1, 2017. The plant was shut down for this work and the area is being served by water from Des Moines Water Works. When completed, the plant will treat water more efficiently and remove ammonia more effectively. The upgrades are scheduled to be substantially complete and the plant will be ready for operation on or before April 31, 2018.
- Xenia has been approached to provide water service to a community as an alternative to making significant upgrades to their water treatment plant.
- We also have a community which already has water service from Xenia and is in need of an operator for their water distribution system and wastewater system. Discussions on this agreement are ongoing.
- The District has also been contacted by two communities investigating emergency water connections to Xenia.
- The connection for the city of Kelley has been made and final work is ongoing to make the transition complete.

As always, Xenia's Board, staff and I thank you for allowing us to serve you.

.....Gary Benjamin

Monthly Board Meetings

Meetings are generally held monthly, at 5:00 p.m. on Thursdays of the 3rd full week of the month at

Xenia Rural Water District
23998 141st St,
Bouton, IA 50039

2018

- Feb 22nd
- Mar 22nd
- Apr 19th
- May 24th
- Jun 21st
- Jul 19th
- Aug 23rd
- Sep 20th
- Oct 18th
- Nov 15th
- Dec 20th

2018 Annual Meeting

The 41st Annual Meeting of Xenia Rural Water District will be held on April 19, 2018 at 7:00 P.M. at our Bouton office. At this meeting, the District will fill, by election, any open board seat(s).

2017-2018 Board Officers

Chair	Amy Kahler
Vice Chair	Troy Wilson
Secretary	Mike Schrum
Treasurer	Gary Becker
Director	Jerry Carris
Director	Peter Jensen
Director	Guy Tenold

EMERGENCY ALERT SYSTEM

Xenia encourages customers to visit our website at www.xeniawater.org and sign up for AMG alerts. This free service allows notifications of leaks, maintenance, disruptions of service or water quality issues to be sent to the member's choice of home, cell phone or e-mail. If you need assistance in enrolling in this emergency alert system call our office and our staff is happy to help.

If you are already enrolled, please log in and verify your information is still accurate.

Online Bill Pay

For a small fee, you may pay your water bill online. Look for the link to E-bill Express on our website at www.xeniawater.org. If you wish to receive only paperless statement, **enroll** at this site, otherwise to make a one time payment, select **"PAY NOW"**.

DID YOU KNOW?



A leaking toilet pouring water down its outflow tube can easily consume and additional 100-250 gallons of water per day! That's 3,000-7,500 gallons per 30 day billing period.

A stream of water the thickness of a pencil, from a faucet or sprinkler head, filling an 8 oz cup in 30 seconds equals 1 pint per minute and nearly 5,500 gallons per 30 day billing period.

Change of Ownership/Occupancy



Selling your home? Please let us know what your closing date is and your forwarding address as soon as possible. This allows us to send the technicians out on that date to obtain a meter reading for your final statement. If you have communication with the new owner either directly or through a realtor, please let them know we need their information as soon as possible also.

When a participating member's property is sold, the membership is transferred to the new owner. The new owner is required to sign a Water User's Agreement with Xenia Rural Water District to transfer the membership.



New tenant coming into your property? Please give us a call to let us know and also please advise your new tenant to call and give us their information and sign an Occupant's Agreement. There is a deposit of \$125.00 on rental properties, which is applied to the tenant's final statement or refunded. If the rental owner wishes, a deposit waiver may be signed for the incoming tenant. The owner is then responsible for any unpaid balance on the water account when the tenant leaves. The billing will remain in the owner's name until the Occupant's Agreement and deposit or deposit waiver is in place. Owners and tenants both, must call our office when a tenant is leaving a property. The tenant will need to provide a forwarding address for their final bill and to receive the refund of any portion of their deposit left after the final statement.

COLD WEATHER TIPS

- * **Keep Interior Doors Open**
It is a good idea to keep cabinet doors open to allow heat from the rest of the house to keep the pipes warm as well.
- * **Seal Up Cracks and Holes**
Caulking any holes or cracks that exist near pipes on both interior and exterior walls can help keep warm air in and cold air out.
- * **Apply Heating Tape**
For pipes that are easily accessible, the electrical heating tape may be an option to keep them from freezing. This tape can be applied directly to the pipe. Please be sure to follow installation instructions.
- * **Add Extra Insulation**
Pipes located in areas lacking insulation, such as attics or basements may need extra insulation to keep from freezing.
- * **Allow Faucets to Drip**
Running cold water, even a trickle, helps prevent pipes from freezing.



GOING AWAY FOR AN EXTENDED PERIOD?

If you will be gone for an extended period of time during the winter months, we recommend that you have Xenia staff turn off the water at the meter. With the water off, you will avoid water loss and high usage if the service line (pipe carrying water into your home) breaks or leaks.

To arrange for the service, for which there is no charge, call our office at least 24 hours prior to your departure and our staff will turn the water off at the meter or curb stop. To restore your service, just call at least 24 hours before your return and Xenia will have the water service turned on when you get back.

This service is only available during our regular business hours of Monday - Friday, 8:00 AM - 4:30 PM, not on weekends or after hours, so please plan accordingly.

You will **continue to receive a minimum bill during your absence** and we suggest signing up for ACH payments. This is a great payment option to maintain your account during your absence and if done through Xenia, there is no cost. As a final reminder, be sure to let us know if you change your billing address while you are away.