



XENIA RURAL WATER DISTRICT

District Update from the General Manager

2019 1st Quarter

The year of 2018 was very good for Xenia Rural Water District and its members. Our contractor completed improvements to the Woodward Water Treatment Plant which will allow the plant to produce higher quality water at a more efficient cost. The lime softening clarifiers now produce clearer water which allows for longer filter runs between backwashes. Fewer backwashes reduces the amount of treated water used for the backwashes. The plant utilizes carbon dioxide to decrease the pH of the water from the softening clarifiers and create a more chemically stable water. The new carbon dioxide feed equipment is more efficient than the old equipment so less carbon dioxide is needed for the same amount of water treated. The project also included adding variable frequency drives (VFDs) to the well pumps and finished water pumps. This allows staff to vary the amount of water treated at the plant without using valves to slow down the pump flows which wastes energy.

Xenia added a net total of 154 new customers in 2018 and we will continue to see growth in the areas around Ames and east and west of Adel.

Reducing costs to produce water and increasing revenue by adding more customers and selling more water are two significant ways to help stabilize water rates. The result of these two things allowed the staff to recommend and the Board to approve no rate increases for our residential customers from 2017 to 2018 and again for 2018 to 2019. Thanks to all Xenia staff and the Xenia Board of Directors for their efforts in 2018 and I look forward to another good year in 2019.

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 the office's of Xenia Rural Water District
23998 141st St,
Bouton, IA 50039

2019

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



If you happen to see exposed pipe in ditches, creeks or anywhere, please let us know the location.



Also, did you know if you find a confirmed water leak, you may be eligible for a \$50.00 leak finder's reward?

(515) 676-2117
(888) 355-2619

Meter Protection

With cold weather having arrived, here are some tips to help you protect your metering equipment.

- Never access your meter pit, especially in cold weather. To help protect the meter and piping inside of the meter pit, a styrofoam insulating pillow was placed inside to protect the components from freezing. If the pit or equipment needs servicing, please call customer service.
- Make sure that when moving snow, your operator knows to avoid the meter pit area. Customers are responsible for costs to repair meter pits and any equipment damaged. In most installations, the radio readout is placed on a post next to your meter pit, which will help identify the location of the meter pit.
- For In-home meters, please make sure your heating tape is in good working order and the extension cord is plugged in and working properly. Ensure you seal up access doors and cracks as well as repair broken basement windows. Cold winter winds whistling through overlooked openings can quickly freeze exposed water pipes and equipment.
- Know the location of your master water shutoff valve. In many homes it's where the water line comes into your home from the street. If a pipe bursts anywhere in the home — kitchen, bath, basement or crawl space — this valve turns off all water and could save your home from considerable damage.

So BE PREPARED. Take precautions early. Have your furnace regularly serviced, insulate drafty areas, inspect your plumbing, be familiar with your plumbing system and know where your inside shut off valve is located and verify that it is working properly. Make sure you have the name and telephone number of your plumber. Being prepared for the cold can keep you from being left without water this winter and costly repairs.

EMERGENCY ALERT SYSTEM

Xenia encourages customers to visit our website at www.xeniawater.org and sign up for AMG alerts. This free service notifies customers 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"**.



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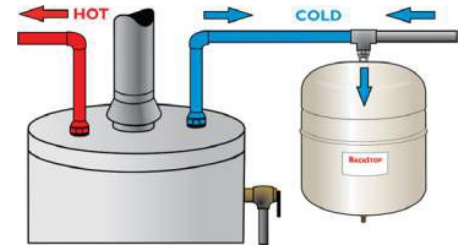


"Why didn't you locate my service line?" As stated by Iowa One Call, private facilities will **not** be located by utility companies. Iowa law requires facility owners and operators to mark only the portion of the buried facility that they own and maintain. Remember, your service line after the meter pit or curb stop will not be located. These lines were installed privately, not by Xenia.

Does My Home Need a Thermal Expansion Tank?

The short answer? Possibly.

Thermal expansion tanks work like shock absorbers on your car. They absorb excess water pressure, protecting your water heater and home plumbing from damage and early failure.



What is a "closed" plumbing system?

The meter pits we use in our District have a check valve in them so water cannot flow back into the public water system shared by everyone. Some of the older in-home installations lack this. When the check valves are working properly this creates a "closed" plumbing system, provided there are not other factors allowing pressure to escape. These factors could be leaky fixtures such as faucets or toilets.

If you do not have an expansion tank, a closed system does not give expanded water any route for escape, potentially causing damage to your home's water heater and plumbing.

Here's what we mean: When water is heated inside your water heater, it expands. This is called "thermal expansion". For example, the cold water in a standard 50-gallon water heater expands to 52 gallons when heated to 120°F. That extra water volume raises the pressure in your water heater to dangerous levels.

Your water heater tank is not designed to expand and contract to accommodate for thermal expansion and will eventually burst or the pop off valve on the water heater will pop off allowing the pressure to escape.

When an expansion tank is installed, the extra water volume automatically rushes into the tank. This lowers the water pressure inside your water heater and plumbing in your home to safe levels, protecting your tank and plumbing system from damage.

If you have any questions regarding your plumbing system or thermal expansion, you should contact a licensed plumber in your area.

New Website

To provide the most up to date information, we have redesigned our website. The new site is less costly and easily updateable. The new website will have a new modern appearance and more user friendly.

Check back often as content will be updated frequently.

Visit us at www.xeniawater.org



Board Candidacy

The 42nd Annual Meeting of Xenia Rural Water District will be held on April 18, 2019 at 6:00 P.M. at our Bouton office. At this meeting, the District will fill, by election, any open board seat(s). The Board is now seeking potential nominees to stand for election.

If you would like to be considered for inclusion on the proxy ballot please contact Corey Iben at (515) 676-2117 or email to ciben@xeniawater.org.

2018 – 2019 Board Officers

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