



# XENIA RURAL WATER DISTRICT

## District Update from the General Manager

**2019  
2nd Quarter**

On March 18, 2019, a member of Xenia's management team and I attended a City Council meeting at the City of Bagley. The purpose of the meeting was to discuss Bagley's water quality problem and possible solutions to the problem. Bagley recently found that their water has a high concentration of manganese and they have been directed by the Iowa Department of Natural Resources (DNR) to alert their water customers to not drink the water. After the DNR described how recent research showed a health concern with high levels of manganese, two alternatives to resolve the problem were discussed. One alternative was to design and construct new water treatment process to remove the manganese and the other alternative was to connect to Xenia Rural Water District for water service. Previous computer modeling of Xenia's water distribution system showed there was adequate capacity to meet the City of Bagley's water demand. Council members and citizens at the meeting asked several questions about the two alternatives and after much discussion, the Council voted to proceed with the connection to Xenia. Connecting to Xenia was determined to be the more cost-effective alternative and it could be constructed in the shortest timeframe as well. In addition, the city would not have to find a new water treatment operator to replace the current operator who will be retiring soon. This is a win-win for the city and for Xenia. The city will be able to resolve their water quality problem less expensively and sooner than constructing a new water treatment process and Xenia will gain a new water customer that will provide additional revenue and allow the utility to spread its fixed costs (meter reading, billing, customer service, etc.) over more customers. This will, in turn, assist Xenia in its goal to maintain stable water rates.

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**

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

**2020**

- Jan 23rd
- Feb 20th
- Mar 19th
- Apr 23rd
- May 21st



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?

### **Meter Pit / Curb Stop Access**

Recently we had several issues related to access of metering equipment. Xenia personnel must have access to the meter pit or curb stop at all times. In cases of emergencies, such as a leak in your home, we need to shut the service off until necessary repairs are completed. Delays could result in many gallons of water leaking and the damage and costs resulting from leaking water could be extensive for you.

Upkeep of metering equipment is important to reflect your usage accurately. Inaccessibility to equipment for maintenance may necessitate using estimations for your billing. Trees, bushes, shrubbery, gardens and such should not be planted near or on top of meter pits or curb stops.

- Do not backfill over meter pits or curb stops and the top of meter pits should be at ground level
- Farm equipment and automobiles may not be placed where it could interfere with access to meter pits or curb stops.
- Rocks, decorations and flower pots must be removed.
- Fencing around the meter pit can also be a hindrance.
- Animal pens should not be placed where they enclose the meter pit or curb stop
- When removing snow, please do not pile the snow on the meter pit or curb stop

Remember that in cold weather conditions, it is important to not lift the equipment out of the meter pit. The equipment can freeze very quickly causing damage to the meter or regulator. Unless Xenia personnel instruct you to access into the meter pit, you should not open it up in any case.

## EMERGENCY ALERT SYSTEM

Xenia encourages customers to visit our website at [www.xeniawater.org](http://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](http://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"**.



Know what's below.  
Call before you dig.  
[www.call811.com](http://www.call811.com)



"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.

## Backflow Prevention and Cross-Connections

Drinking water is one of our most precious resources and Xenia Rural Water District is committed to providing the best water possible to our customers. Cross connections within the public water supply are a serious concern, as they can allow contaminants or pollutants to enter the public water system through what is called "backflow". Backflow occurs when a drop in water pressure causes water to flow in the opposite direction. This can allow contaminated or polluted water to flow back into your treated drinking water. Given IDPH (Iowa Department of Public Health) regulations and the dangers that exist from unprotected cross connections, it is necessary for Xenia to establish and maintain an effective backflow program to protect both the integrity of the Xenia Rural Water District's water supply as well as to protect our water customers. It is the customer's responsibility to protect the water quality after it enters their service connection.

**Customers having any of the following are required to have backflow prevention in place to protect the treated water supply: a well or other water source, fire sprinkler system; lawn irrigation system, boiler, commercial ice maker, carbonated beverage machine, swimming pool or hot tub and water tank filling station.**



Yearly testing of the backflow device is required. Call a certified backflow tester to test your device. Test results should be sent to BSI (Backflow Solutions, Inc.) PO Box 246, Worth, IL 60482. Xenia works with BSI to remind customers to test and remain in compliance, and then passes along testing results to us.

**Customers not in compliance may have their water service suspended until backflow prevention is installed and/or tested.**

Xenia Rural Water District is proud of the water we deliver to you every day and we should all be concerned with the safety and quality of our drinking water. By working together and cooperating in this critical program, we can further protect our water from potential contamination.

Xenia's Cross-Connection Control policy can be viewed at [www.xeniawater.org](http://www.xeniawater.org) under the "Resources" tab.

### New Website

Xenia Rural Water District is launching a new website. More easily updated and less costly, we feel the website has more to offer our customers.

Check back often as content will be updated frequently.

Visit us at [www.xeniawater.org](http://www.xeniawater.org)



### Autoflushers



During warmer months, autoflushers are placed at key points throughout the water system and are programmed to flush during the hours of 12:00 a.m. through 4:00 a.m., so as not to disrupt service during times of higher usage.

### 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   |