



XENIA RURAL WATER DISTRICT

District Update from the General Manager

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

2018 4th Quarter

The year 2018 has been a good one for Xenia Rural Water District. Through October, we have netted 108 new customers and more new services are being installed in November. That number of new customers represents a little over a one percent increase in membership. The growth in memberships increases our revenue through additional water sales and allows us to stabilize our water rates.

The proof of that came on Thursday, November 15, when the Xenia Rural Water District Board of Directors passed staff's recommendation to have no increase for our residential and commercial water rates for 2019. This will be the third year in a row that the Board has approved no increase in these rates. Our goal is to continue to look for ways to increase our revenue through increased services and/or water sales. That will allow the District to stabilize water rates on into the future.

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

2018
Dec 20th

2019
Jan 24th
Feb 21st
Mar 21st
Apr 18th
May 23rd
June 20th
July 18th
Aug 22nd
Sep 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 could be eligible for a \$50.00 leak finder's reward?

(515) 676-2117

Membership Milestones

At the end of the year 2014 Xenia Rural Water District had 9,646 active members. With each succeeding year the numbers have grown.

- 2015 9,738 increase of 92 members
- 2016 9,822 increase of 84 members
- 2017 9,952 increase of 130 members
- 2018 to date 10,060 increase of 108 members

We are very excited to have broken the 10,000 mark this year and still have a number of new installations to place before the end of the year.

2018 – 2019 Board Officers

Amy Kahler
Troy Wilson
Gary Becker
Mike Schrum
Jerry Carris
Peter Jensen
Guy Tenold

Chair
Vice Chair
Treasurer
Secretary
Director
Director
Director

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"**.



Know what's below.
Call before you dig.
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.

Leak Protocols

When the meter readings are obtained our billing system is set to alert us to usages 10,000 gallons over the average usage on the account. Our Customer Service Department assesses these accounts to see if this is a yearly occurrence or if there are notes regarding filling pools, spraying crops or other indications that this higher than normal usage is a normal situation. If no explanation is found, a service order will be issued. Our Water Technicians will try to make contact with the customer (this is just one reason why it is so important to have accurate contact information on your account) and if the usage cannot be explained, the Technician will visit the service address to help track down the excessive water usage.

Sometimes the resident will notice a slow increase in consumption over several months. Often we find that a toilet in the home is leaking slowly and many instances it is one which is infrequently used. We ask that you perform a simple test of your toilets to rule out a leaky flapper. This is done with food coloring. After placing few drops in the toilet tank, return several minutes later and if there is coloring in the toilet bowl, you have a leaky flapper. Check faucets & yard/farm hydrants. Sometimes if a yard/farm hydrant handle is not all the way shut, it will allow water to leak.

In 2017 there were 400 Leak Check Service Orders issued. Here are the statistics.

- 195 Service Orders issued had no leak
- 80 Service Orders issued were undetermined usages
- 40 Service Orders issued were leaking owners' service lines
- 32 Service Orders issued were leaking farm hydrants
- 30 Service Orders issued were leaking toilets
- 21 Service Orders issued were leaking faucets, water heaters, pipes or hose bibs
- 2 Service Orders issued were water softener or house humidifier issues

Your diligence helps to reduce the possibility of a large water bill and the wasting of a precious resource.

Water Powered Sump Pumps VS Battery Power

Any homeowner who has ever experienced a sump pump or power failure during a major thunderstorm will also know the value of a backup sump pump. Please consider your options carefully when choosing a backup to the electric sump pump.

Lately, some homeowners have begun to consider using a water-powered backup sump pump that promises endless operation without batteries or electrical power. However, a water powered sump pump uses 1 gallon of fresh water to pump 2 gallons of ground water out of the pit, then all three are discharged from the house. Using the ratio of 1 to 2, at 1,000 GPH (gallons per hour), the system will use 5,000 gallons of fresh water to prevent 10,000 gallons of ground water from flooding your basement. Over a period of time, this can add up to a significant water bill. If you do choose this type of system, since it is connected into the fresh water system, backflow prevention is required and is sometimes a part of the model. These backflow units must be tested annually by a certified backflow tester.

We suggest using a battery back up system as the alternative. The basic variety is powered by a powerful, long-life battery that holds a charge for a long time. When the primary sump pump fails or the power goes out, the backup sump pump kicks on and moves the water from the basement. The batteries that these pumps run on must be replaced every 3-5 years. To make sure to have a reliable back-up system, you need to monitor the health of the battery, run periodic tests to make sure the pump is running properly, and replace the battery when necessary.

Any sump pump system including a back up system can have a high water alarm installed and many contractors advise the installation of this alarm.