

Water Quality

The District uses deep wells to produce the water for our water supply. We routinely chlorinate for water system disinfection. We do not add fluoride or any other additives to the water system. The systems are tested monthly for bacteriological contaminants and regulated by MDNR.

Water Quality Reports are available on the District website. Paper copies are available upon request.

Sewer Regulations

Aside from human waste, products other than toilet tissue should not be put into the sewer system. Examples of prohibited waste include (but not limited to): Handi-wipes, baby wipes, diapers, sanitary napkins, tampons, newspapers, coffee filters, plastic or latex rubber products, fats, grease, animal bones and skin, and hazardous materials, such as gasoline, fuel oil, medications, and illegal narcotic materials.

Any person found violating this regulation shall be served a notice by the District and shall be required to cease violation immediately. Continued violation of the District's sanitary system will result in customer liability for any expense, loss, or damage.

Rules & Regulations

*The District Rules & Regulations are updated annually and are available on the District website.
www.KrakowWater.com*

Board of Directors

PWSD #1 serves the Krakow area and is divided into 5 Sub-Districts. Each Sub-District is represented by one Director. The Director's seat is an elected position, serving a three-year term. A list of current Board Members is available upon request.

Board Meetings

Regular scheduled Board Meetings are held at the District office on the last Wednesday of each month. The meetings are open to the public.

**EMERGENCY
NOTIFICATIONS
(Boil Advisories/Orders)**
**By flyer, phone call or listed on
www.KrakowWater.com**
or KLPW 1220 AM

**PUBLIC WATER SUPPLY
DISTRICT No. 1
OF FRANKLIN COUNTY**
3021 Highway A, Suite 101
Washington, MO 63090

Office Hours:

Monday-Friday
8:00 am to 4:00 pm

Phone: **Fax:**
(636) 239-2808 **(636) 239-2588**

www.KrakowWater.com

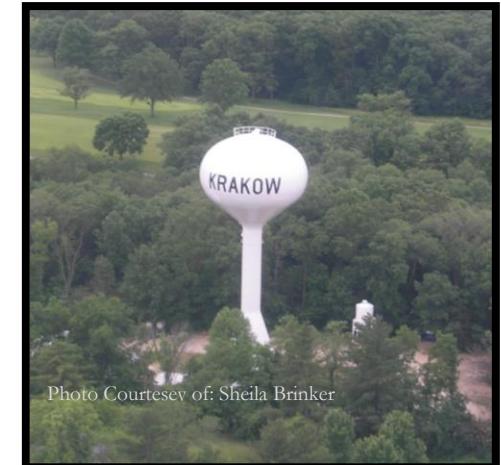


Photo Courtesy of: Sheila Brinker

By signing the registration form, you are agreeing to all terms outlined in the Rules & Regulations of the District.

WELCOME TO PWSD #1

Security Deposit

A security deposit is required when opening an account. Deposits are refundable when an account is closed, less final bill due.

Security Deposit - \$75.00 per service

Billing Cycle

Bills will arrive in the mail and are due on the 15th of each month. Payments must arrive at our office no later than the 1st of the following month to avoid disconnection and additional fees.

Late Penalties

Payments received after the due date will automatically be charged a 10% late fee.

Disconnection Fees

Failure to pay a bill by the first day of the month following the month in which the bill is rendered, shall result in disconnection without further notice. *The reconnection fee is \$30.*

Returned Check Fees

A \$5 fee will be charged for all returned checks. Cash only payment restitution must be made within 24 hours of notice. Failure to make restitution will result in disconnection of services.

Water Rates

The water rate is \$19.03 for the minimum monthly bill and includes the first 500 gallons of use. After that, a commodity rate of \$2.85 applies for each 500 gallons (or portion thereof).

Sewer Rates

The flat rate for new sewer customers is \$68.20. Once a new customer has established winter water usage (water used during Dec-Feb) their sewer bill will be computed using their average winter water use. The new winter average rates will take affect on the May bill.

Primacy Fees

Primacy fees are assessed to the Water District once a year by the Missouri Department of Natural Resources. The fee is billed to all customers every January. The fees are collected by all Missouri water districts and the funds are used for statewide testing services.

Payment Options

- Check or Money Order in Office
- Debit/Credit Card payments in Office \$4.00 fee applied to each payment
- Cash/Check/Money-Orders can be taken to Bank of Franklin County or First State Community Bank
- ACH – Auto Debit available

CASH NOT ACCEPTED IN OFFICE

After-hours, check or money-order payments can be left in the drop box located at the District Office.

Maintenance

The District makes every effort to provide continuous service, however, the District reserves the right to interrupt service for the purpose of making repairs, connections, and upgrades to the water and sewer systems.

Water Leaks

Customers are responsible for leaks occurring along their service line and leaks in the home. The District maintains the water meter and all leaks along lines leading out to, and including, the water mains.

After-Hour Emergencies

For after-hour emergencies, such as a main break, loss of water, or a sewer back-up, please call the office at (636) 239-2808 to obtain the emergency phone number.

Irrigation Systems

All in-ground irrigation systems must have the proper backflow device installed. The backflow device must be inspected annually, and a copy of the inspection must be submitted to the District to avoid disconnection.

Tampering

Any individual, who deliberately tampers with, operates, or otherwise uses a District owned water meter, sewer supply or any other District property without prior consent shall be subject to a \$500 fine. This fine shall be levied on the account holder.