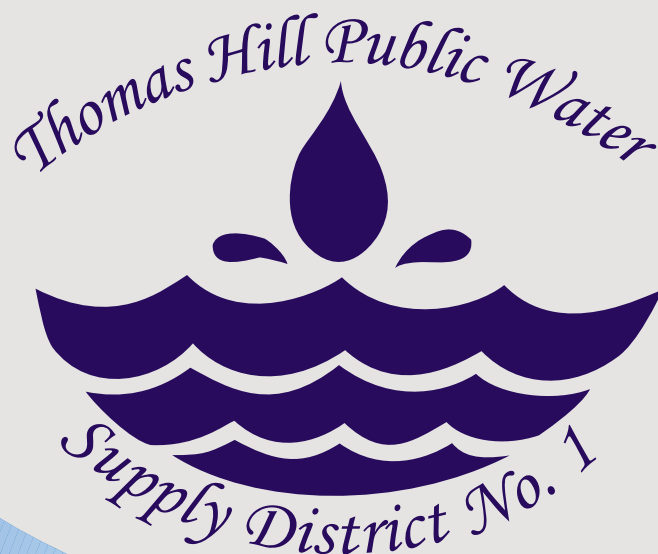


Thomas Hill Water News Letter 2022



1. Welcome, we would like to update you on a few changes in the district that could affect you so please read below.

2. In the last two years we have upgraded water main transmission lines by installing 27,600 feet of 8" waterline.

3. We are working on getting easements from landowners in Renick and Clifton Hill to replace all our 50-year-old water mains in these two towns. Hopefully we will be going out to bid this fall to early winter.

4. New policies updates that may affect you starting January 01, 2023.

1) Deposits: We will start collecting a \$100.00 deposit on all new and reconnecting accounts.

2) Disconnect Day will be moved from the 1st, to the 21st of the month. If the 21st falls on a Friday we will not do disconnects that day but we will disconnect on the next working day.

Because of this new policy we may have two disconnect days in January.

3) Reconnect Fees: Will be \$75.00 regardless of reason for reconnection.

4) Empty Meter pit: If a water service remains inactive for longer than 36 months straight it will be considered

abandoned. If the landowner wants to keep the water service, they must reconnect the meter and pay the monthly service fee. A onetime reconnection fee will not be charged for this. If the bill is not kept current the meter setting will be removed

5. Will start changing out almost 3,350 of radio transmitters starting in August that read majority of our customer meters because we are being told that they will no longer work after December 31 of 2022.

Also, just a reminder that most of our customers can see your daily water usage from any smart device. We have two different meter reading versions depending on which meter brand or type you have. You can call our office to check to see which version you have. You can set up alerts on your device to notify you of high usage just in case you have a leak. You can see your usages from hourly, daily to yearly.

A very small number of our customers have a radio read meter that cannot be monitored from a smart device, because data from the meters cannot be transmitted to the antennas that would relay it to smart devices. As a result, alerts cannot be set up for those meters.

6. Last year we purchased ten acres and built a new warehouse on Hwy A, it is located half way between Moberly and Higbee. Our plan is to build a second warehouse in 2023 and move our outside crews to this location. Our office will stay at our current location for the next few years until we feel it is the right time to move it to the same location.

7. We have been notified this year that EPA has revised the Lead and Copper rule. We have to check the date of when the meter was set and find out the year your home was built. Anything after 1986 and newer we are ok with because that is when the original Lead and Copper rule came out stating it was illegal to use lead service line and solder in the plumbing. The new rule states that we have to come out visually verify the service line on both on our side and the customer side within five foot of the meter pit. Also, we have to check to see what your plumbing is coming through the foundation of your home. We have to have a majority of this completed by the October of 2024 or face fines for not having majority of the work completed.

8. We have a lot more things that we could inform of but only have so much room on here. Please check us out on our web page at thomashillpwsd.com for the latest information and let us know if you like for us to keep doing this.

Thank you,
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