

THE PIPELINE

**Spring 2021
Newsletter**

*District Office: 816-761-5421
After Hours: 816-761-5421 Opt 1
Monday – Friday, 8:00 am – 5:00 pm*

JACKSON COUNTY PUBLIC WATER SUPPLY DISTRICT #1

2021 BOARD ELECTION

At the election held on April 6, 2021, incumbent Director Lynda Larimer was unopposed and elected to serve another three-year term representing Sub-district No. 5. Lynda has been on the Board of Directors for the Water District since April of 2012.

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## RESIDENTIAL SEWER BILLING

Sewer WINTER AVERAGES are being calculated for residential accounts. Your sewer WINTER AVERAGE is based on a three-month average (January, February, and March water billings for Sub-Districts 1, 3, 4 and 5, and February, March, and April water billings for Sub-District 2) of your water consumption. See the chart below to determine when the new Winter Average will show on your bill.

| Sub-District | Bill Date |
|--------------|-----------|
| 1            | 05-22     |
| 2            | 06-01     |
| 3            | 05-08     |
| 4            | 05-15     |
| 5            | 05-15     |

Customers may need an adjustment if they have experienced higher than normal usage due to an in-home leak, visiting family through the holidays, or water left running to avoid frozen pipes. The District encourages all customers to review their new billing as soon as possible to see if any adjustment is needed.

Pursuant to City Ordinance No. 25-49.1, all requests must be in writing and must be received by the District by June 30, 2021. These requests are accepted by FAX (816-966-0552), mail, or at the District office. For further information, please call our Customer Services Department at 816-761-5421, Opt. 2.

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Drips and Drops

Summer Watering Conservation Tips...

- Water early in the morning or in the evening to reduce evaporation.
 - Water slowly at the roots to develop deep roots which prevents water loss.
 - Use mulch (wood chips or rock) around plants to help soil retain moisture and to keep weeds from growing that could take moisture from plants.
 - Use water left in drinking cups to water inside plants.
 - Turn off the water while brushing your teeth. Only turn it on when needed.
 - If you think a toilet is leaking, drop a small amount of food coloring in the tank and don't flush. Come back in 20 minutes to see if there is color in the bowl. If so, you have a leak and need to repair or replace the flapper valve.
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Our website: jacwater1.com

- * make sure to have your bill with you
- * enter address **exactly** as we have it on your bill
- * all capitalization and no punctuation

ACH: Automatic Cash Handling

Are you tired of having to remember your water and sewer bills every month?

ACH is a stress-free way to pay your monthly water and sewer bills. ACH payments do not have a processing fee! The bills are automatically withdrawn from your checking account 5 working days after your billing date each month.

We will need a completed ACH registration form **and** a voided check **or** the routing and account information printed on letterhead from your bank.

Please contact the office at 816-761-5421 Opt 2, Customer Service, to see if this option is right for you.

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## Sharing the spotlight.....

We would like to say a big THANK YOU to several employees for their years of dedication to the District:

*Carla Davis, 35 years*  
*Charles Nichols, 20 years*  
*Nova Kraft, 5 years*  
*Colleen Jones, 5 years*



**Congratulations on your District anniversaries!!!**

**Our Website! Check it out! [jacwater1.com](http://jacwater1.com)**

### **Need to create an account to pay your bill?**

If you would like to make your water and sewer billing payments online, you now have the option to do so. Please visit our website at [www.jacwater1.com](http://www.jacwater1.com) to create an account. Be certain this is our website by confirming that a picture of our office building appears at the top of the homepage along with our name, Jackson County Public Water Supply District No. 1. If you do not see this, then you are on a website for another district. (this has happened so please be vigilant that the site is for us)

\* Click New Account Registration and enter your address EXACTLY as shown on the upper left-hand portion of your water bill. It will need to be in ALL CAPS, no punctuation and use the abbreviations as they appear on your bill. Please feel free to call us if you need assistance with new account registration.

\* Online payments can be processed using Visa, Discover, MasterCard or American Express credit/debit cards. Please note, there is a processing fee for this service.

\* Allow 2 days for processing. If you need a payment to process earlier, please contact our office during regular business hours instead of choosing the online payment method.

**[jacwater1.com](http://jacwater1.com)**



***Delivering Safe Drinking Water to Grandview Since 1935***

### CONSUMER CONFIDENCE REPORT (WATER QUALITY REPORT) *SEE LINK BELOW TO OBTAIN YOUR COPY*

Jackson County Public Water Supply District No. 1 of Grandview, Missouri, takes pride in delivering a safe and clean water supply to the citizens of Grandview. With that as our number one priority, we welcome you to read our Consumer Confidence Report (CCR), also referred to as Annual Quality Report. In accordance with the Safe Drinking Water Act (SDWA) and with Federal Regulations we present this comprehensive water quality report to the citizens of Grandview.

This water quality report is required in accordance with the Safe Drinking Water Act (SDWA) and designed in a non-technical language to inform you of the quality of water we provided to our customers last year (2020). After the SDWA was enacted, the U.S. Environmental Protection Agency (EPA) was given the authority to require each community water system to provide each of their customers with a CCR every 12 months. To obtain an electronic copy of the CCR please enter the following link into your browser address bar:

<http://dnr.mo.gov/ccr/mo1024275.pdf>

For a CCR paper copy, please call us at (816) 761-5421, Opt. 2 or visit our lobby where copies may also be obtained.