



XENIA RURAL WATER DISTRICT

District Update from the General Manager

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

2018 3rd Quarter

I am in my fifth year here at Xenia Rural Water District and I thought it might be interesting to our members to hear about some of the responsibilities our staff handles on a 24-hour per day, 365 days per year basis. Xenia currently serves just under 10,000 customers – we should reach that mark this year. Our district is divided into six systems: (1) Des Moines System; (2) Service Area 8 System; (3) Woodward System; (4) Madrid System; (5) Boone System; and (6) North System. The six systems include a total of 2,722 miles of water main that cover all or part of eleven different counties. We operate and maintain two water treatment plants – the Woodward Water Treatment Plant which provides water to the Woodward System and the Stratford Water Treatment Plant which provides water to the North System. We also purchase water from Des Moines Water Works for the Des Moines System and Service Area 8 System and we purchase water from the cities of Madrid and Boone. In addition to the two water treatment plants, we operate and maintain 12 pumping stations and 19 elevated water storage tanks.

We have 28 positions at Xenia that operate and maintain the facilities mentioned above and complete other services including meter reading, billing and collection; customer service; installation of small water mains and water service lines; financial accounting services; operating wastewater systems for the City of Bouton, Dallas County and the Coats subdivision near Ft. Dodge.

The Iowa Department of Natural Resources requires operators of water treatment plants, water distribution systems and wastewater treatment facilities to be certified by the state. Certificates are given for Grades 1 through 4 with Grade 4 being the highest level. Operators need to pass an exam for each Grade of certification and there are continuing education requirements to maintain the certification. Xenia has nine staff that hold State of Iowa certification. For water treatment, staff holds (3)-Grade 4, (1)-Grade 2 and (1)-Grade 1 certificates. For water distribution, staff holds (3)-Grade 4, (3)-Grade 2 and (3)-Grade 1 certificates. For wastewater treatment, staff holds (1)-Grade 4 and (1)-Grade 1 lagoon certificates.

It is a pleasure and honor to work with the employees here at Xenia Rural Water District. Being a 24-hour operation presents its challenges and our staff are more than willing to step up to meet the challenges and provide great customer service to our members.

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

Aug 23rd
Sep 20th
Oct 18th
Nov 15th
Dec 20th

2019

Jan 17th
Feb 21st
Mar 21st
Apr 25th
May 23rd



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

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"**.



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"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.

Water Service Excise Tax

The Iowa legislature recently passed a new law which creates a Water Service Excise Tax (WET). WET exempts the sale of water service from state sales tax and Local Option Sales Tax (LOST), but imposes a 6% excise tax on the sale of water service. If you were previously subject to sales tax on your water consumption, you will now be subject to WET tax instead.

WET taxes collected will be distributed into two funds—the water quality infrastructure fund and the water quality assistance fund. These funds will provide money to the Department of Agriculture and Land Stewardship and the Iowa Finance Authority for improving water quality in Iowa. Any remaining WET funds that are not distributed into either of these funds will be deposited into the General Fund. Visit Iowa Department of Revenue's website tax.iowa.gov/WET for more information.

Water Problems?

Before you contact the office, we ask that you please check your personal plumbing and equipment. This is a necessary part of the process. Many times the water problem is on the customer's own service line or inside the building. Listed below are some of the items we ask that you check prior to contacting the office.

CHECK FAUCETS AND TOILETS. *Is there a valve on the incoming line?* If so, shut it off for a couple of minutes. Open the valve and if you hear a rush, there is a leak in your system. *Do you have a faucet that is dripping?* Do a visual check of ALL faucets. Even a small drip can affect your water bill. Toilets are major culprits for silent leaks. To check a toilet for a leak, shut off the valve leading to the toilet overnight. If the tank on the back of the toilet is empty the next day, you can be sure there is a toilet leak. Another way to check for a leaky toilet is by placing food coloring in the back of the tank on the toilet, wait for at least 15 minutes before checking again to see if the coloring has seeped into the bowl. If this happens, you do have a leaking toilet. Be sure to flush so the coloring doesn't stain your fixture.

CHECK WATER SOFTENERS AS WELL AS OUTSIDE FARM HYDRANTS.

Water softeners can use a large amount of water if constantly cycling. Check the settings or completely eliminate the softener, as our water is softened to between 8 1/2 – 9 grains of hardness already. Sometimes farm hydrants' handles may be partially left on which can allow water to leak undetected out the weep holes at the bottom of the hydrant. AFTER you have done all these checks and are still unable to find problems, then you may contact the office to set up a time for a serviceperson to check the meter and help you to determine where your water issue may be.

2017 Consumer Confidence Report

The 2017 Consumer Confidence Report (CCR) is available online at <http://www.xeniawater.org/files/images/2017CCR.pdf>. Your Water Source Code (WSA) is located under your service address on your statement. Hard copies may be requested by contacting our office.

What is a Consumer Confidence Report?

The U.S. Environmental Protection Agency (EPA) requires community water systems such as Xenia Rural Water District, to prepare and make available an annual drinking water quality report to our customers. These reports are called "Consumer Confidence Reports" (CCR).

We are pleased to report that our drinking water is safe and meets federal and state requirements. These reports show you water quality and what it means. Drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of these contaminants being below drinking water standards would indicate that there are no health rules associated with drinking the water. Thank you for allowing us to continue providing you family with clean and quality drinking water.