

# RURAL WATER DISTRICT 1 JANUARY 2022

Have you heard of Everbridge? Everbridge is a automated Event Management Platform designed to send Mass Notifications, Public Warnings, Community Awareness, etc. If we encounter an emergency, the first call is to the Pottawatomie County Sheriffs office. They send a notification to Everbridge and then a text, email or other form of communication is directed to each subscriber in the area affected. Please consider signing up at: <https://www.everbridge.com>



*"We have a commitment to ensure public safety, community awareness and emergency response. To uphold this, when critical information and public service announcements are available, we need to reach our residents as quickly and reliably as possible. The Everbridge emergency notification system allows Pottawatomie County to disseminate this information across all types of devices, ensuring residents have access to real-time public information when they need it the most.  
Pottawatomie County Emergency Management*

## AS OF THE MARCH INVOICE 2022 OUR RATES WILL BE INCREASING

### THERE WILL BE ANOTHER INCREASE AS OF SEPTEMBER INVOICE 2022

#### RESIDENTIAL TIERS—MARCH 2022 TO AUGUST 2022

MONTHLY SERVICE FEE— \$20.00 BEFORE WATER CHARGES EACH MONTH

TIER 1	TIER 2	TIER 3	TIER 4
(0–20,000 GLNS)	(20,100–50,000)	(50,100 TO 100,000)	(100,100 PLUS)
5.40 - 0.54 PER 100	8.40 - 0.84 PER 100	14.00 - 1.40 PER 100	20.00 - 2.00 PER 100

DURING EMERGENCY DROUGHT CONDITIONS TIERS 2, 3 AND 4 RATES ARE DOUBLED.

#### RESIDENTIAL TIERS—2ND INCREASE SEPTEMBER 2022

MONTHLY SERVICE FEE— \$20.00 BEFORE WATER CHARGES EACH MONTH

TIER 1	TIER 2	TIER 3	TIER 4
(0–20,000 GLNS)	(20,100–50,000)	(50,100 TO 100,000)	(100,100 PLUS)
6.30 - .63 PER 100	9.50 - .95 PER 100	15.00 - 1.50 PER 100	20.00 - 2.00 PER 100

DURING EMERGENCY DROUGHT CONDITIONS TIERS 2, 3 AND 4 RATES ARE DOUBLED.

**QUESTIONS? DO NOT CALL THE WATER DISTRICT OFFICE— OFFICE PERSONNEL ARE NOT ABLE TO ANSWER QUESTIONS ABOUT RATE INCREASE.**

EMAIL US AT [info.billing@ruralwaterdistrict1ptks.com](mailto:info.billing@ruralwaterdistrict1ptks.com)

OUR ANNUAL MEETING IS 7:00 P.M., MARCH 9TH AT THE WAMEGO SENIOR CENTER

501 ASH STREET, WAMEGO KS

### 2022 Holiday Office Closures:

Martin Luther King (January 17th)  
Memorial Day (Observed May 30th)  
July 4th (Observed July 4th)  
Labor Day (Observed Sept 5th)  
Thanksgiving (Nov 24th & 25th)  
Christmas (Dec 23rd & 26th)  
New Years (Dec 31th)

REQUIRED AS OF 2022

WE NEED YOUR EMAIL

PLEASE VISIT OUR WEBISTE AND RESPOND THROUGH THE "SEND US A MESSAGE" BOX NEAR THE BOTTOM OF THE PAGE

## IMPORTANT

Please call us up to two weeks prior to closing (selling) your property. We have to read the water meter and send you a final bill. The final bill has to be paid, before we can transfer the account to the buyers names.

We will also email the transfer forms to both you, the seller, and the buyer. These forms have to be filled out by the buyer, signed and returned to us. If we do not receive the forms, the account will remain in your name until they are received. Until we receive them, we have know idea if closing happened.

A friendly reminder – If your house is hooked to Pottawatomie County Sewer District, you and the buyers will also need to call the sewer district. We are not affiliated with the sewer district.

**THE CONSUMER CONFIDENCE REPORTS WILL BE  
UPLOADED TO OUR WEBSITE WHEN WE RECEIVE THEM  
<https://rwd1ptks.myruralwater.com>**

As you are aware, we have installed radio-read meters to all residences and businesses. We need your updated phone numbers and we are requiring an email address for each account. If you do not have an email address, please give us an email address of a relative we can contact in case of projects/issues that would affect your area. We need this information for emergencies.

We would also appreciate it if you would sign up for paperless statements. We are having some difficulties with mail not being delivered in a timely manner or not delivered at all.

Please visit our website at <https://rwd1ptks.myruralwater.com/> to read about Invoice Clouds service fees. Or register your account at <https://www.invoicecloud.com/>.

To register your account, you will need to use your account number and last name (if your account number is less than four digits, you will need to add zero's to make it a four-digit acct number—i.e. account 1 would be 0001—beginning with 0 not ending with 0's).

The fee schedule, at this time is:

**AUTO-PAYMENTS ARE ALWAYS THE 15TH OF EACH MONTH**

EFT/ACH (checking) the 15th of each month .75 cents

Debit/Credit Card the 15th of each month \$3.50

EFT/ACH (Checking) any other time \$1.95

**More customers means more phone calls. We are asking customers to please consider emailing questions and concerns to [office.manager@ruralwaterdistrict1ptks.com](mailto:office.manager@ruralwaterdistrict1ptks.com) or leave a voicemail on the office phone. If we have a working email address, we typically will respond through email (for a paper trail of the conversation).**

**We check our email throughout the day weekdays and off and on throughout the weekends and holidays. Once we receive the email during normal working hours, we will research your account before responding. A response will be made during normal business hours (we do not have access to accounts while out of the office). This also gives all of us a paper trail of the conversation to be able to look back on.**

**If you have a leak, most definitely call. We do not fix any leak after the meter pit. Anything after the meter pit is the responsibility of the landowner. There are several excavation companies in Pottawatomie County— please don't ask for a recommendation from us. We will give you two or three company names but we will not make comments about the service they provide.**