



RURAL WATER DISTRICT #5

Cowley County, Kansas

July 2018

Dear Members of Rural Water District #5:

Worldwide, 780 million people do not have access to clean water. Since the Water District was organized by rural members as a not-for-profit water utility in 1979, the only mission has been to acquire and distribute clean, safe, high quality water to our members. We work 24/7 testing the water, responding to leaks and breaks, and proactively improving, repairing and maintaining our water lines and infrastructure, including five water towers, five pump stations, chlorination stations, and 450 miles of pipeline. Thank you for your confidence in us as caretakers of your water system.

Early in 2018, RWD5 began a vigorous analysis of our current mechanical and operational status, rates, expenses, and projected budget & operations requirements for the next five years. The Board had made no changes in rates or minimums since 2014. After a 17% increase from the City of Winfield this year, along with other district expenses increasing steadily over the past four years, changes were needed. In addition to making customer service updates, we examined potential money saving practices in the business office and in operations, and capital improvement projections.

After collecting data, doing research and making projections, we consulted with multiple rate setting sources, and with their guidance devised a comprehensive plan to take care of our members and plan for efficient sustainability, while fairly distributing the costs of buying and providing water. At the July board meeting, the board finalized and approved a planned rate structure for your water district for the coming year, including an annual rate adjustment going forward.

Starting with the August water use bills:

Water will be sold at the rate of \$7.25 per 1,000 gallons.

Benefit unit minimum: increase of \$20.00 per month to \$40.00 per month

Pasture unit minimum: increase of \$20.00 per month to \$30.00 per month.

We have over 200 members with no water usage.

We are required, however, to make clean water available to every member, regardless of usage.

The new rate structure will more evenly spread fixed costs to all members of the district and replace the current rate structure weighted more heavily on water users.

What does this mean to you?

This chart shows a sample of monthly bills before and after the update.
Our average member purchases 5,000 – 8,000 gallons a month.

	current	new	Increase
Member w/ 1,000 usage	\$29.70	\$47.25	\$17.55
Member w/ 2,000 usage	\$39.40	\$54.50	\$15.10
Member w/ 3,000 usage	\$49.10	\$61.75	\$12.65
Member w/ 4,000 usage	\$58.80	\$69.00	\$10.20
Member w/ 5,000 usage	\$68.50	\$76.25	\$7.75
Member w/ 8,000 usage	\$84.46	\$98.00	\$13.54
Member w/ 12,000 usage	\$105.74	\$127.00	\$21.26
Member w/ 20,000 usage	\$148.30	\$185.00	\$36.70

As announced in June, new water service, if available, is \$4,000.00, an increase over the \$1,500.00 that has been charged for decades. Space with adequate pressure along the water lines in your water district is limited, and in some areas we can no longer offer new service. If you have a pasture meter, you may keep it, but we can no longer offer new pasture meters.

Thank you for the support in helping to keep billing costs down by signing up for e-mail billing, and ACH draft payments. Additionally, paying your bill on time (received in the Burden office by the 15th) saves the district time and money. You can review your account at <https://cowleyrwd5.com/account-information>. Beginning in September, we will no longer send out penalty bills on the 16th. The penalty amount will be printed on the original bill, along with the date of shut off for non-payment of the past due amount. There will be a shut off fee of \$50.00 charged to your account if payment is not received by the shut off date, and your water will be shut off until the account is paid. If there is an unusual circumstance hindering payment, it is the responsibility of the member to contact the office regarding payment arrangements *before* the date of disconnection.

From all of the volunteer Board Members and the employees of Rural Water District #5, we appreciate our members and assure you we are doing all we can to keep your water district financially sound, operationally sound, and planning to make sure the future of your district is on solid footing. Thank you for your partnership with us to provide clean, safe water, and your assistance in reporting and locating leaks, breaks and theft of water. We appreciate you!!

Vicky Sprengeler
Business Manager

Randy Norris
Operations Manager

Mike Carver
Operations

Josh Campbell
Operations

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