



**MINNEHAHA
COMMUNITY
WATER
CORP.**

News & Notes

Winter 2019 Issue

Minnehaha Community Water Corp.

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Business Hours:

8:00-4:30, Mon.-Fri.

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Vice President
Paul Hentges,
Secretary
Brian Howe,
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David Stearns
Kenny Sieverding
David Howard

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Executive Director
Ryan Allen,
Operations Supervisor
Brian Benda,
Chief Plant Operator
Greg Schmidt
Kevin Schoenfelder
Tom VanWell
Nathan Vrchota
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Office:

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*Merry Christmas
& Happy Holidays!*

*from the staff & directors of
Minnehaha Community Water Corporation*

Eye On Water and Leak Alerts

You now have online access to your hourly water usage information via Eye On Water!

As part of our ongoing efforts to improve services to our customers, the website Eye On Water helps you monitor your water usage by offering you direct and secure access to your water usage data. Eye on Water is a secure online website and smartphone app to review and analyze your usage patterns. With these tools, you are now able to view your hourly usage activity and gain greater understanding and control of the amount of water you use. You are also able to establish leak alerts that will notify you when you have a leak that occurs for more than 24 hours.

To view your account online you must visit <https://eyeonwater.net/signup>

1. Enter your zip code.
2. You will enter your account number xxxxx.xx
3. Enter your email address to be used as your user name.
4. Create and confirm a password.

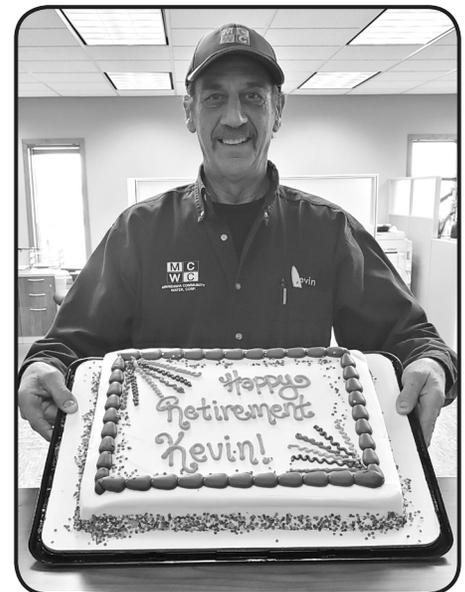
MCWC staff periodically review unusual water use, but it is ultimately the customer's responsibility to monitor their own account. Please take advantage of the leak alert feature with Eye On Water to receive the fastest notification of leaks. You can be alerted via email or text message when you have a leak.

Congratulations Kevin Schoenfelder on your Retirement

2019 brings about the retirement of a long-standing employee. Kevin Schoenfelder will be retiring in December.

Kevin was hired in October of 1997 as an equipment operator. When Kevin started, the Corporation had a membership base of 3,157 hookups. Kevin worked as an equipment operator for three years at which point, he moved into the service line foreman position. He worked in this position for 12 years until he moved into the service tech position he holds until his retirement. In the 22 years Kevin has been employed MCWC has grown by 2,425 service connections, 184 miles of new main line, a new treatment plant and the hookup of Hartford, Colton and Garretson. Kevin's wife Diann retired a few years back and says she will be adding a second white board to ensure Kevin has plenty to do.

Kevin has seen many changes and growth throughout his career with MCWC. We wish him the best in his future endeavors.



"MCWC is an equal opportunity provider, and employer." If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at <http://www.ascr.usda.gov/complaintfilingcust.html>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave S.W., Washington, DC 20250-9410, or by fax (202) 690-7442, or email at program.intake@usda.gov.

2020 Water Rates

The cost per 1,000 gallons above 10,000 gallons per month has been increased slightly to more closely match the estimated expenses. If you would like a new rate chart one can be mailed, emailed, or fax at your request.

We need your cell phone numbers!



We have been using an automated phone system to call customers for water outages and repairs happening in your area. Please call us at (605) 428-3374 or email us at mcwcbilling@siouxvalley.net to make sure we have a current phone number for you on your account.

Payment Options

- 1) Automatic Checking Withdrawal (ACH) - We can set up your account to withdraw the payment directly from your checking or savings account.
- 2) Cash, Check, or Money Order.
- 3) Credit Card Payments – Paymentus accepts Visa, Mastercard, Discover, or e-check. You can access the website 24/7 at www.minnehahacommunitywater.com. Paymentus does charge a service fee of \$2.95 per transaction up to \$200.

Rules & Regulations Changes

The MCWC board of directors has recently completed a review of the corporation's rules and regulations. If you would like an updated copy, please contact our office.

Are You Prepared For Winter?



There are a number of preventative steps you can take to keep your pipes from freezing. Here are a few simple tips:

Before The Cold – Remember the three central causes of frozen pipes: quick drops in temperature, poor insulation, and thermostats set too low.

You can prepare by protecting your home during the warmer months. Here's how:

- Insulate pipes in your home's crawl spaces and attic. Exposed pipes are most susceptible to freezing. Remember: The more insulation you use, the better protected your pipes will be.
- Seal leaks that allow cold air inside near where pipes are located. Look for air leaks around electrical wiring, dryer vents, and pipes, and use caulk or insulation to keep the cold out. With severe cold, even a tiny opening can let in enough cold air to cause a pipe to freeze.
- Before winter hits, disconnect garden hoses and, if possible, use an indoor valve to shut off and drain water from pipes leading to outside faucets. This reduces the chance of freezing in the short span of pipe just inside the house.

MCWC water lines are usually 6' deep, but in previous years due to cold temperatures, the frost has gone deeper. If you notice your water is extremely cold and just a trickle is coming out, you may want to consider letting the water drip out at night. As long as there is movement in the pipe the water will not freeze.

Meter Pits: The most common question is, "Should I cover my Pit with snow." The answer is **YES!** Please cover your Pit with 1-2' of snow, but please no more than that. The snow acts like an insulator and helps prevent freeze ups. If no snow is available, straw or hay bales work as well!