



Minnehaha
Community
Water Corp.
47381 248th St
Dell Rapids, SD 57022
(605)428-3374

Directors:

Lloyd Rave,
President
Rodney Van Der Vliet,
Vice President
Paul Hentges,
Secretary
Brian Howe,
Treasurer
David Stearns
Kenny Sieverding
David Howard

Employees:

Scott Buss,
Executive Director
Ryan Allen,
Operations Supervisor
Nathan Vrchota,
Chief Plant Operator
Greg Schmidt
Tom Van Well
David Fox
Sawyer Pals
Brian Benda
Brett Shumaker

Office:

Tanya Schmidt,
Office Manager
Tess Nelsen
Teresa Dirks



HAPPY HOLIDAYS!



NEWSLETTER

Winter 2021 Issue

Executive Director's Comments

Keeping up With Record Demand

Water pumping rates in 2021 far exceeded previous monthly and yearly records. In June, MCWC pumped 180 Million gallons, which was a 50 % increase over the record month of July 2012. The early hot weather, combined with agricultural spraying, led to a record day of 6.8 Million gallons. On that day, MCWC used our full allocation of Lewis & Clark water and ran both treatment plants, which highlighted the need for additional treatment capacity.

MCWC is now working with Big Sioux Community Water to find additional raw water supply and to build treatment and distribution capacity. Our share of the estimated cost of the project is over \$100 Million. We have been placed on the state drinking water plan and hope to receive a significant amount of ARPA money to help pay for the project. In response to the upcoming expenses, MCWC will be making adjustments to the water rate, monthly minimums, and membership fees.

Construction for new customers remains strong and we expect the demand to increase yearly as more businesses come to Minnehaha County. Projects are underway to build two new water towers. One will be located on the east side of Sioux Falls and the other will be south of Humboldt. Large water main line is planned between Hartford and Humboldt. The cost of materials and supply issues are adding uncertainty to projects across the nation. Currently, pipe suppliers are reluctant to take orders at any price since they cannot guarantee delivery.

Work continues on the Lewis & Clark project with construction moving into Iowa. The latest infrastructure bill contains money to complete the project and connect all members. The focus has now shifted to expanding the treatment plant from 45 MGD to 60 MGD to keep up with growth across the region.

I would to thank all of the MCWC staff for their efforts during the past year. They kept the water flowing at a record pace while planning for the future and still dealing with the lingering effects of the pandemic.

2022 Rate Charts

If you would like a new rate chart of the 2022 rates. Please call or email your request and one can be sent to you. The charts can also be found online at our website.

Check out our website: www.minnehahacommunitywater.com

Water Outages

Do we have the correct phone number on file for you?

Please make sure we have the right contact number for your account.

Call our office to let us know of any changes.



If you are planning any activity that involves digging deeper than 2", you must call SD One Call 48hrs in advance. SD One call will notify us and all other utilities that may need to locate on your property.



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.

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!



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