

**Public Water Supply District # 1
Of Ralls County, Missouri
3316 Market Street**

Phone (573) 221-6615

Hannibal, Missouri 63401

Fax (573) 221-4198

January 2021

We hope our quarterly newsletter finds you and yours well and safe.

After much discussion during the December board meeting, it was decided there will be no rate increases for 2021, primarily due to the pandemic. If you should need assistance, please contact the office and we will work with you to set up a payment plan to help you avoid disconnection of services.

Also, at the December board meeting, the long-standing agreement with Alliance Water Resources was approved to continue contract operations through December 31, 2026. Alliance has been with the District since 2001 and streamlines our 24/7 daily operations for everything from the office to now include the water plant. We are pleased with their expertise and knowledge of water and wastewater operations and look forward to their continuing support in all aspects of our needs to serve you, our customers!

As mentioned in August, there was a need for additional pressure reducing valves on the west side of our water service area and a new booster station to alleviate the low pressure experienced on the east side of the district after the new water plant was operational. We are pleased to report the project is complete and most definitely solved the issues some were experiencing. However, we continue to encourage anyone with questions or issues to call our office during business hours, Monday through Friday, 7:30 a.m. – 4:30 p.m., or visit our website at www.rallscountywater.com for information and/or to utilize our secure email.

We continue to hear from you that the increased quality of your water is noticeable, and we appreciate every one of those praises. As before, we welcome tours to our plant and look forward to sharing the accomplishment! If you or your group would like to tour our water treatment plant in operation, please just give us a call.

These have been very trying times for everyone. Sadly, we suffered the loss of our board member, Charles Strode. He will be sorely missed as, reported in our last letter, he served the District for nine years. His wife Karla has graciously agreed to fulfill his term and we are confident she will do so with as much honor, knowledge, and determination as Charles did.

We welcome your input and attendance at our monthly meetings, the 4th Tuesday of each month at 6:30 p.m. Meetings are held at the district office located at 3316 Market Street. We are currently practicing social distancing and ask that you call ahead so we may provide safety precautions. If you are unable to attend the meetings and would like to keep up to date, our minutes are available on the website as well.

Thank you and stay safe and healthy, until next time!