**Mo-Ark Water Company Water Distribution System  
New Rate Adjustment Effective  
January 1, 2019**

The MoArk Water Company Board of Directors approved a rate adjustment for all residential and commercial customers effective January 2019. This rate adjustment was needed to meet the increasing costs to maintain the day-to-day operations of the water distribution system. Using a tiered rate structure for usage and meter size will have a minimal increase for the average user while bringing MoArk Water Company up to current standards in the industry.

**Frequently Asked Questions about the 2019 Rate Revision**

1. **How much is the increase?**

**Meter Size:**

Customers with a **¾”** service will increase from $12.00 to $12.78 minimum.

Customers with a **1”** service will increase from $20.00 to $ 21.30 minimum.

Customers with a 2” service will increase from $26.00 to $27.69 minimum.

Customers with a special rate of $200.00 per month will increase to $213.00 minimum.

**Usage:**

Tier 1 ......... $5.65 for 1- 1000 gallons Tier 2 ……..$7.85 for 1001- 5000 gallons  
Tier 3 ……. $6.75 for 5001-10000 gallons Tier 4 ……..$8.95 for 10001 and up  
Example:

If you have a meter size of ¾” meter and you used 2000 gallons of water that month

Your bill current would be $24.64

(Minimum $12.00 + $5.65 (1st 1000) + $6.75 (2nd 1000) + $.24 Sales Tax = $24.54)

Your bill after January 1, 2019 would be $26.77

(Minimum $12.78 + $5.65 (1st 1000) + $6.75 (2nd 1000) + $.25 Sales Tax = $25.43)

This would be a difference of only $.89 per month

**Penalty:**

Pay after the 15th of the month the penalty will remain the same at $10.00 plus 10% of your bill

Example:

Rate: Normal bill $24.64 after 15th $ 37.10 (Flat $10.00 + 10% $2.46 + Bill $24.64)

**Disconnect Fee:**

Current Rate: $60.00

New Rate: $65.00

**Connection Fee (Monday thru Friday):**

Current Rate: $30.00

New Rate: $40.00

After 3pm or weekends: $55.00

1. **Why are you raising rates again?**

This rate adjustment was approved by the Board of Directors on November 8, 2018 so we can continually improve our water system. Rate adjustments are needed to generate adequate revenue to continue supplying safe water to every customer. Those costs include 2 well systems, over 100 miles of water line that some have been in the ground since 1974, maintenance to old meter pits, sending our employees to classes to keep them up to date on the changes that happen within our field to make sure we keep your water safe, replace old waterlines, and upgrade some of our old lines to bigger pipes due to growth. Here is a list of changes that have happen of the last couple of years….

We have replaced a main line that we targeted as one of our weakest areas to be replaced first. The first area of line replacement was a 3000’ along Hwy 13 between County Shop Road and Kyle Drive. **Approximate cost: $75,000.00- Completed**

Second area of line that we need to replace is 1500’ of line on Hwy 13 just before the school in Blue Eye. **Approximate cost: $40,000.000**

The Missouri Department of Natural Resources requires internal and external inspection for all water towers and standpipes every 5 years. The Lampe standpipe was inspected earlier in 2014 and was required interior and exterior sandblasting, resurfacing, sealing, painting and a new roof hatch. This is the first time any major repairs were required since 1992. **Approximate cost: $125,000.00 – Completed**

We have replaced 100’ section and 300’ section of waterline in areas that we targeted as a weak area.

**Approximate cost: $6000 - Completed**

Installed two shut off valves, so our kids at Blue Eye School will have water from either Blue Eye Well or Lampe Well. The only way the School will be without water now will be if the line going to the school breaks. **Approximate cost: $7000 – Completed**

Need to install a couple PR Stations and install lines that need to be replace at Mira Monte: **Approximate cost: $100,000.00**

Need to install area of line that we need to replace is 1500’ of line on Hwy 13 just before the school in Blue Eye. **Approximate cost: $40,000.**

**3) When will the new rate take effect?** January 1, 2019billing will reflect the new rate.

**4) How do we keep our customers informed with current information and updates?**

MoArk Water Company will mail every customer a letter whenever rates are increased. We created a web page: [www.moarkwater.com](http://www.moarkwater.com) and a Facebook page to keep our customers informed. The Board of Directors Tab contains the names of Board Members with private e-mail addresses, board meeting dates and times. The Information Tab contains the due dates for water bills, penalty date and amount, methods of payment; disconnect dates. You can also find other information on the website like if we have a water leaks, capital improvement projects with pictures, office and field contact information, business hours, the Missouri Department of Natural Resources and the Missouri Rural Water Association, etc. Unfortunately, we can’t always reach all of our customers due to lost mail and not having current phone numbers. We do our best to keep our customers informed. If you have moved or changed your phone number please call the office to update this information.

**Mo-Ark Water Company Long Term Capital Improvement Goals**

Our long-term goal is to extend the water line to the Baxter Camp Ground and provide public water to the residents and businesses connected to H Hwy. The communities connected to H Hwy contacted MoArk Water regarding cost to connect. We held a public meeting and the response to get connected to public water was overwhelming. The main line extension to Baxter Campground will not be possible without grant money. Applications for several grants have been filed. Currently we are waiting for the award of the contractor.

Another long-team goal is to install a Master Level control Panel that will allow us to watch the water level and pressure at any given time.

Our last long-term goal is to install a Fixed meter reading system. With this system we can see usage live, which will help use locate your leaks faster and all members can get an app for your phone to see real time usage.

MoArk Water Company, Inc. is a private, not-for-profit organization. The day to day operations and maintenance of the distribution system are paid for with the revenue generated by water sales and the penalties and fees associated with the water sales. Please feel free to contact the office at 417-779-5217 with any questions or concerns regarding the 2019 rate increase.

Sincerely,

Mack Lawson,

President