



MINNEHAHA  
COMMUNITY  
WATER  
CORP.

# News & Notes

Winter 2018 Issue

**Minnehaha  
Community  
Water Corp.**

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**Business Hours:**  
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Paul Hentges,  
Secretary  
Brian Howe,  
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David Howard

**Employees:**

Scott Buss,  
Executive Director  
Ryan Allen,  
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Brian Benda,  
Chief Plant Operator  
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**Office:**

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Tessa Miles

*Happy Holidays  
and a  
Happy New Year!*



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

## 2018 Summary

Water sales amounts in 2018 have been slightly below the levels delivered in 2017, and far below the records set in 2012. The largest month was August, at 98 Million gallons. Through October, MCWC has purchased one third of our water from L&C. In November, the Lewis & Clark Regional Water System completed our east side connection and we now have access to 1.1 MGD on each side of the county. With both connections finished, we will approach one half of our water from L&C and one half of our water from the MCWC treatment plants.

L&C is nearing completion of the pipeline to Worthington, MN, and a large reservoir in Nobles County. The upcoming projects will focus on delivering water to the Iowa members. The slow pace of Federal Funding has limited the amount of construction possible each year. Funding for FY2019 has been announced at \$15 Million. South Dakota, Iowa, and Minnesota have all provided advances on the Federal funding to speed up the project completion.

Each year, MCWC reviews the costs of producing and distributing water to its members. These costs are then compared to the rates. MCWC has seen steady increases to the cost of electricity, chemicals, and health insurance. The rates for 2019 are being increased to make sure that the water sales will continue to cover the cost of production. If you would like a full rate schedule, please contact our office or visit our website.

### 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!

"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](mailto:program.intake@usda.gov).

## ***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](mailto:mcwcbilling@siouxvalley.net) to make sure we have a current phone number for you on your account.

R	G	S	A	L	E	A	K	M	F	J	G	H
P	R	E	S	S	U	R	E	L	L	O	K	I
R	P	F	V	C	Q	O	U	A	Y	E	Y	Q
I	E	N	N	D	O	O	Z	W	D	E	T	Z
H	H	F	T	G	R	P	J	A	A	F	I	K
M	J	Q	I	I	H	W	P	T	E	A	L	Z
K	W	S	D	U	X	A	I	E	L	S	A	I
E	S	E	F	J	Q	U	R	R	R	Y	U	G
Y	N	P	W	B	A	A	U	D	D	D	Q	Z
G	N	I	K	N	I	R	D	F	N	W	O	Q
S	I	A	F	N	O	U	Y	B	C	E	U	S
W	B	S	P	P	R	Q	I	V	D	X	S	C
H	E	G	N	I	V	R	E	S	N	O	C	S

aquifer	drinking	lead	quality
conserving	fluoride	leak	safe
copper	hardness	pressure	water

## **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. You will enter your account number xxxxx.xx
2. Enter your zip code.
3. Select Minnehaha Community Water.
4. Enter your email address to be used as your user name.
5. 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.

**Visit our website**  
**[www.minnehahacommunitywater.com](http://www.minnehahacommunitywater.com)**