



**Minnehaha
Community
Water Corp.**
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Directors:

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Rodney Van Der Vliet,
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Paul Hentges,
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Brian Howe,
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David Howard

Employees:

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Executive Director
Ryan Allen,
Operations Supervisor
Nathan Vrchota,
Chief Plant Operator
Greg Schmidt
Tom Van Well
David Fox
Sawyer Pals
Brian Benda
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Office:

Tanya Schmidt,
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Tessa Mogensen
Sonya Weiland

HAPPY HOLIDAYS

NEWSLETTER

Winter 2024 Issue

Executive Director's Comments

Building for the Future

Water pumping rates for 2024 are down slightly from 2023, but we will easily pass 1 billion gallons sold again this year. The Big Sioux River started the year with very little flow, experienced flooding in June, and is now back to low flow conditions. To keep up with high demands, we used our full allocation of Lewis & Clark water and ran the North Treatment Plant.

MCWC is working with Big Sioux Community Water to develop additional treatment and distribution capacity. Construction of an 8 MGD treatment plant is underway west of Trent, SD. The cost of the plant is \$69 Million, with \$34 Million coming from ARPA grant funding. The treatment plant is approximately 10% complete. Over 4,000 yards of concrete have been poured this summer and construction of concrete walls will continue through the winter. The anticipated completion date is October of 2026. The monthly minimum has been increasing over that last three years but will not change in 2025. The board of directors will look at rates again next year to make sure the system is prepared to repay principal and interest on the loans.

Construction for new customers is down slightly as interest rates remain higher than in the past few years. Total customers are now over 5,500. A 250,000-gallon tank was completed this year along with eight miles of 12" pipeline from Hartford to Humboldt. The two projects will increase water delivery capacity to the southwest part of Minnehaha County. We have seen some improvement on delivery times for pipe, brass parts, and electrical components, but prices remain higher than they were before the pandemic.

The Lewis & Clark project received a significant amount of funding through ARPA and the Federal infrastructure bill. All twenty members are now connected and receiving water. The focus will shift to expanding the system from 45 MGD to 60 MGD. Planning has also started for the water needs for the next 40 years. Both Lewis and Clark and Dakota Mainstem are assessing the needs in eastern South Dakota and the feasibility of running a new water line from the Missouri River.

I would like to thank all the MCWC staff for their efforts during the past year. They kept the water flowing despite changing river conditions and managed through the growth and construction around the City of Sioux Falls.

Rules & Regulations Policy Reminder



It is stated in our Rules & Regulations that no more than one residence or place of business may be served by a single meter. Each residence or business must have its own membership and meter. If you are servicing more than one residence or business, please call our office to rectify this situation. In 2025, we will begin identifying such locations. If you are aware of any such locations, please contact our office. Thank you for your cooperation in this matter.

Check out our website: www.minnehahacommunitywater.com

Check
it Out!

Our customer portal gives you the ability to manage your billing account online. Enjoy the convenience of paperless billing, viewing your bill, paying your bill, viewing your billing usage and much more! Check it out today and register your account.

Customer portal link can be found at our website or the direct link is mcwc.authoritypay.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 or email our office to let us know of any changes.



Notice of Water Rate Increase

Following much discussion and careful consideration, the Board members voted to increase the farm rate 301,000 and up to \$7.00 per 1,000 gallons. There will be no changes for the residential rate chart.

The monthly minimum will not increase for 2025.

The rate increase will become effective on **January 1, 2025 billing**. A summary of the rate changes is set forth below.

Farm Rate Changes:

| Consumption Charge: (per 1,000 gallons) | Current | Consumption Charge: (per 1,000 gallons) | New Rate |
|--|---------|--|----------|
| 301,000 and up | 6.00 | 301,000 and up | 7.00 |

If you have any questions, please call during regular business hours Monday – Friday from 8am – 4:30 pm at 605-910-5870 or email ebilling@minnehahacommunitywater.com.

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.

UPDATE

Phone Number Change

Our phone number has changed! As of January 1, 2025, you will no longer be able to call 605-428-3374 and reach us.

Our new number is **605-910-5870**.

Please update your records.

2025 Rate Charts

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



MCWC is an equal opportunity employer and provider.