

Where Does Our Water Come From & How Can We Protect It?

Just below Missoula is one of the finest sources of groundwater in America, the Missoula Valley Aquifer. It's an incredible source of clean, fresh water, but in some places it's no deeper than *40 feet* below the surface, making it very susceptible to contamination. Careless disposal of oil, pesticides or common household chemicals endanger the Aquifer and put dangerous substances into our drinking water. Missoula Water's careful monitoring assures us that Missoula's water is safe, but we need your help to protect our most valuable resource.

**Our Aquifer is clean, safe and abundant...
Let's all work together to
keep it that way.**

Summer Watering Hours

Missoula Water asks that you water your lawn and garden between the morning hours of 6 a.m. to 11 a.m. and the evening hours of 5 p.m. to 10 p.m. This avoids watering during the heat of the day, when evaporation is the greatest. The middle of the night is the most ideal time to run automatic underground sprinklers.



Main Office located on W. Broadway in Missoula

Who is Missoula Water?

Missoula Water is a public owned utility under the City of Missoula which has provided quality water and dependable service to the Missoula Community since 2017. The utility is a division of the Public Works department which also includes storm water, street maintenance, traffic services, traffic signals and communication, and wastewater. Currently, Missoula Water has 40 employees and serves a local population of approximately 72,000 people on more than 23,000 service lines and 325 miles of main, providing water for drinking, irrigation, and fire protection. Providing clean, safe water to the community and maintaining the water system infrastructure is essential for the sustainability of our environment.

~ Consumer Information Brochure ~



Serving Missoula Since 2017

A Quick Guide To Water In Missoula

- Who is Missoula Water?
- The Missoula Aquifer & Water Quality
- Summer Watering Hours & Days
- Understanding Your Account & Your Water Service
- Bill Payment Methods
- Checking For Leaks
- Direct Debit Enrollment Form

Contact Us

1345 W. Broadway	<u>Customer Service</u>
Missoula, MT 59802	406-552-6700
PO Box 5388	<u>Payments</u>
Missoula, MT 59806	866-790-7218

watercs@ci.missoula.mt.us
www.ci.missoula.mt.us/water

Bill Payment Made Easy! Enroll today for our Direct Debit. Its free, its fast!

DIRECT DEBIT ENROLLMENT

To enroll in direct debit service, fill out form on the other side, sign below, and return with a voided check.

I hereby authorize Missoula Water (MW) to initiate/reactivate Direct Debits to the account identified and authorize the institution to charge such debits to my account. This authorization will remain in effect until I notify MW in writing to cancel or change account information. A thirty (30) day notification will be necessary to initiate these changes. I understand MW retains the right to cancel my enrollment for any reason provided MWC sends notification to my billing address thirty (30) days in advance.

Authorized Signature ****REQUIRED****

Date



To see the current issue of our newsletter, please visit:

<http://www.ci.missoula.mt.us/2328/Newsletters>

Your Account

Customers may contact us regarding their account by visiting our office, calling our Customer Service line, or via email. Below are some important account maintenance tips:

Moving In - Information required to open an account includes employer name, personal identification number, phone number, mailing address, and landlord information. You may be required to pay a refundable deposit for service. If anyone besides you needs access to the account, we will ask for their name(s).

Moving Out - The person whose name appears on the account is responsible for notifying us of the move out date. A final billing will be mailed after the account is closed. We are unable to make billing adjustments for late notification.

Pay My Bill Options

Pay Online by credit, debit, or e-check at the City of Missoula's website (\$2.95 third party convenience fee): www.utilitybilling.ci.missoula.mt.us

Pay by Phone (\$2.95 fee) 866.790.7218

Direct Debit Pay monthly from your checking or savings account. Once approved, each month on your due date your total due will automatically withdraw from the bank account you have designated.

Mail Payments to P.O. Box 5388, Missoula, MT 59806

Pay in Person at 1345 W Broadway in Missoula or use our 24-hour drop box located to the right of our front door. We are open from 7:30 a.m.-5:30 p.m., M-F.

We accept Visa, Master Card, Discover, checks or cash.

If you are unable to pay your bill in full before your next bill date, call 552.6700 to make arrangements.

Checking for Leaks

If you suspect that there may be excessive water usage at your residence, there are several things you can check to help lower consumption.

- Visually check for leaky faucets in showers, sinks and outside faucets. New washers or seals may correct these problems.
- You can also listen for the sound of water running in the toilet. Toilet leaks can also be silent. To check for a leaky toilet, place several drops of food coloring in the back tank. (We also provide tablets if you do not have food coloring.) **DO NOT FLUSH!** Wait for 10 minutes, and if the coloring runs into the toilet bowl there is water loss through the "flapper" valve or around the plunger ball in the tank. This should be replaced immediately as consumption of hundreds of gallons a day can result, even though the leak is not heard.
- These leaks can also occur at the toilet's overflow pipe. The water level should come up to roughly ½" below the overflow pipe. Try adjusting the float level control screw so that the valve shuts the water off at the proper level. If the valve itself is leaking you may need to contact a plumber.

If these options do not appear to be the cause, please contact Missoula Water to set up an appointment to investigate further.



Do you qualify for the Low Income Energy Assistance Program (LIEAP) through the Human Resource Council? If so, be sure to complete their Missoula Water Release of Information Form with your application. Once we are notified, you will receive a discount on your monthly water bill!

Your Water Service

There are two billing methods: Metered measurement or Flat Rate billing. Current rates are available on our web site, and are subject to periodic adjustment.

A **Metered** bill includes a monthly service charge, which is a fixed rate based on meter size, in addition to the water usage charge. All new structures are required to have meters that measure the actual amount of water used. Once a meter is installed, the service cannot be changed back to a flat rate. Currently, Missoula Water does not charge for the installation of a meter, although the proper plumbing must be in place beforehand. Many of our customers prefer metered usage as their conservation efforts are reflected by a savings on their bill.

A **Flat Rate** is based on the number of rooms, baths and toilets— not based on actual consumption. Many older homes are still billed on a flat rate. There is a separate flat rate sprinkling charge for outside water that is based on the square footage of the yard.

If you are interested in changing from a flat rate to a metered rate, please contact our Customer Service Department.



DIRECT DEBIT ENROLLMENT

Please fill out both sides of this form, and attach voided check* or savings withdrawal information.

Please check one: New Enrollment Change Enrollment Cancel Enrollment

Customer Name: _____ MW Customer & Account #: _____
Service Address: _____ Last 4 Digits of SSN: _____

Drivers License # _____ Date of Birth: _____

**If you do not have checks, please complete the information below. Verification of your account may be slightly delayed.*

Bank Name: _____ Account Holder Name: _____

Account Number: _____ Routing Number: _____

If you have any questions, feel free to contact our office at 552.6700.