

# WOODLAND MANOR WATER CO LLC

MO5036111

## 2012 Annual Water Quality Report

(Consumer Confidence Report)



Woodland Manor Water Company, LLC

P O Box 73

Kimberling City, MO 65686

FILED  
June 13, 2013  
Data Center  
Missouri Public  
Service Commission

June 12, 2013

Dear Woodland Water Customer:

RE: 2012 Annual Water Quality Report (The enclosed report is being sent to you in compliance with the 1996 Safe Drinking Water Act).

Just a few reminders and updates:

### Updates:

In December 2011 Woodland initiated a rate increase request from through the Public Service Commission (PSC). This is the first rate increase requested since the original tariff was set in 1992. After a complete audit of all expenditures and usage from 1999 to present the PSC has approved a new tariff effective June 28<sup>th</sup>, 2013. Your billing that will be sent by July 5, 2013 will still be based on the current tariff rates as we read the meters on June 21. The billing that will be sent on Aug. 5, 2013 will be a prorated billing between the old and new tariff rates. And the Sep 5, 2013 billing will be using the new tariff rates. New tariff rate notification is enclosed as required by the PSC.

This year the Department of Natural Resources has published the Annual Water Quality Report on line for your convenience. <http://www.dnr.mo.gov/env/wpp/pdwb/ccr/MO5036111.pdf>

This link will provide you with the same report included with this letter. Next year I will only mail this report to those requesting it by mail a reminder of the link will be provided.

### Reminders:

Meters are read between the 21<sup>st</sup> and 26<sup>th</sup> of the month depending on weather and holidays. Our billing is for the previous month and is sent out by the 5<sup>th</sup> of the next month. For example, the May billing is mailed to you by June 5. These same meter readings are provided each month to the city for billing sewer charges. On your city sewer bill just enter **WW** in the box and they will know to look for the meter reading on our print out.

If you have a subtraction meter we read for you, that meter is read the same day when we read your regular meter. A fee of \$12.00 per year is charged for each subtraction meter we read. Remember to check toilets or faucets for leaks, repairing these items can avoid costly water or sewer charges. Please do not place objects on meter lids; we must have clear access to the meter pits and will trim bushes or trees if necessary.

Our office is located at 50 Marina Way on the east side of the Dan's Marine Shop building in the Woodland Water office. We have an after hours box by the door for your convenience. Please do not leave cash in the after hours box. Avoid interruption of your water service by paying before the 25<sup>th</sup>. We are able to accept payment with check by phone or fax. This service is offered at no charge.

Please note that if your water service is shut off for non-payment. It will not be turned back on until both your water and sewer bills are current. Your water service can also be shut off if your sewer bill is not current and the city has issued a request for shut off.

The annual Primacy Fee, required by DNR to be charged to all water customers, and used to fund the public drinking water program as set forth in the Revised Statutes of Missouri 640.100 was billed in May. The amount for this varies from \$3.24 to \$7.44 depending on meter size.

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If you notice any breaks or see water surfacing, please call our office so that we may check it out.

A reminder that if you plan to place stakes in the ground, put up a fence, or any other kind of excavation, it is very important for you or your contractor to call Missouri 1 Call for locates. This is a free service to the consumer and can save a lot of headaches for any underground utilities and in some cases a life.

Please help us notify you when there is a possible interruption of service due to a break or us working on the line. **If you have not already done so, please call, mail, put a note in with your payment, or email with your current phone information.** My email address is [fennema21@msn.com](mailto:fennema21@msn.com)

On the back of your monthly billing, we will try to keep you informed of any upgrades and improvements, billing changes, or other information. If you need copies of this report or have other questions feel free to contact our office, (417) 739-2370 or (417) 337-2618. The Annual Water Quality Report is also posted at the website <http://www.steves-shop.com/ccr.pdf> Or <http://www.dnr.mo.gov/env/wpp/pdwb/ccr/MO5036111.pdf>

Mona & Steve Fennema  
Woodland Manor Water, LLC.

**FINAL CUSTOMER NOTICE**

June 12, 2013

Dear Customer:

On May 21, 2013, the Missouri Public Service Commission (Commission) approved an increase in the annual water operating revenues of Woodland Manor Water Company, LLC (Company), under the provisions of the Commission's small utility rate case procedure. The Commission has decided an increase of \$24,141 in the Company's annual water operating revenues is warranted, effective June 28, 2013. Set out at the end of this notice is a table that summarizes the approved revisions to the Company's rates that includes a monthly bill comparison for a residential customer using 6,000 gallons of water.

If you have questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at (417) 739-2370.

Sincerely,

Mona Fennema  
Owner

**Rates for Customers with a ¾" or less Meter Size**

<b>Type of Charge</b>	<b>Current Rates</b>	<b>Approved Rates Effective 06/28/13</b>
Unmetered-Flat Rate	\$16.13	\$19.11
Metered-Customer Charge (includes 5,000 gallons)	\$16.13	N/A
Metered-Customer Charge (includes 2,000 gallons)	N/A	\$19.11
Metered-Commodity Charge per 1,000 gallons over amount included in Customer Charge	\$2.45	\$3.62
Total Monthly Bill at 6,000 gallons usage	\$18.58	\$33.59

## 2012 Annual Water Quality Report

## (Consumer Confidence Report)

*This report is intended to provide you with important information about your drinking water and the efforts made to provide safe drinking water.*

**Atencion!**

Este informe contiene información muy importante. Tradúscalo o pregúntele a alguien que lo entienda bien.

[Translated: This report contains very important information. Translate or ask someone who understands this very well.]

**What is the source of my water?**

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and groundwater wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

**Our water comes from the following source(s):**

Source Name	Type
WELL #3- REPLACEMENT FOR WOODLAND MANOR	GROUND WATER
VISTA HAVEN WELL #2	GROUND WATER

**Source Water Assessment:**

The Department of Natural Resources conducted a source water assessment to determine the susceptibility of our water source to potential contaminants. This process involved the establishment of source water area delineations for each well or surface water intake and then a contaminant inventory was performed within those delineated areas to assess potential threats to each source. Assessment maps and summary information sheets are available on the internet at <http://maproom.missouri.edu/swipmaps/pwssid.htm>. To access the maps for your water system you will need the State-assigned identification code, which is printed at the top of this report. The Source Water Inventory Project maps and information sheets provide a foundation upon which a more comprehensive source water protection plan can be developed.

**Why are there contaminants in my water?**

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

Contaminants that may be present in source water include:

A. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

B. Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.

C. Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

D. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

E. Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the Department of Natural Resources prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Department of Health regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

**Is our water system meeting other rules that govern our operations?**

The Missouri Department of Natural Resources regulates our water system and requires us to test our water on a regular basis to ensure its safety. Our system has been assigned the identification number MO5036111 for the purposes of tracking our test results. Last year, we tested for a variety of contaminants. The detectable results of these tests are on the following pages of this report. Any violations of state requirements or standards will be further explained later in this report.

**How might I become actively involved?**

If you would like to observe the decision-making process that affect drinking water quality or if you have any further questions about your drinking water report, please call us at **417-337-2618** to inquire about scheduled meetings or contact persons.

**Do I need to take any special precautions?**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

**Special Lead and Copper Notice:**

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. WOODLAND MANOR WATER CO LLC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800-426-4791) or at <http://water.epa.gov/drink/info/lead/index.cfm>.

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### Contaminants Report

#### Definitions:

MCLG: Maximum Contaminant Level Goal, or the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.  
MCL: Maximum Contaminant Level, or the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

SMCL: Secondary Maximum Contaminant Level, or the secondary standards that are non-enforceable guidelines for contaminants and may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor or color) in drinking water. EPA recommends these standards but does not require water systems to comply.

AL: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow..

TT: Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.

90th percentile: For lead and Copper testing. 10% of test results are above this level and 90% are below this level.

Level Found: is the average of all test results for a particular contaminant.

Range of Detections: Shows the lowest and highest levels found during a testing period, if only one sample was taken, then this number equals the Level Found.

MRLDG: Maximum Residual Disinfectant Level Goal, or the level of a drinking water disinfectant below which there is no known or expected risk to health.

MRDL: Maximum Residual Disinfectant Level, or the highest level of a disinfectant allowed in drinking water.

RAA: Running Annual Average, or the average of sample analytical results for samples taken during the previous four calendar quarters.

LRAA: Locational Running Annual Average, or the locational average of sample analytical results for samples taken during the previous four calendar quarters.

#### Abbreviations:

TTHM: Total Trihalomethanes (chloroform, bromodichloromethane, dibromochloromethane, and bromoform) as a group.

HAA5: Haloacetic Acids (mono-, di- and tri-chloroacetic acid, and mono- and di-bromoacetic acid) as a group.

ppb: parts per billion or micrograms per liter.

ppm: parts per million or milligrams per liter.

n/a: not applicable.

NTU: Nephelometric Turbidity Unit, used to measure cloudiness in drinking water.

MFL: million fibers per liter, used to measure asbestos concentration.

nd: not detectable at testing limits.

The state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Records with a sample year more than one year old are still considered representative.

### Regulated Contaminants

Regulated Contaminants	Collection Date	Highest Value	Range (low – high)	Unit	MCL	MCLG	Typical Source
BARIUM	7/29/2010	0.0132	0.0132	ppm	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
ETHYLBENZENE	7/29/2010	0.6	0.6	ppb	700	700	Discharge from petroleum refineries
FLUORIDE	7/29/2010	0.08	0.08	ppm	4	4	Natural deposits; Water additive which promotes strong teeth

Disinfection Byproducts	Monitoring Period	RAA	Range (low – high)	Unit	MCL	MCLG	Typical Source
No Detected Results were Found in the Calendar Year of 2012							

Lead and Copper	Date	90th Percentile	Range (low – high)	Unit	AL	Sites Over AL	Typical Source
COPPER	2008 - 2010	0.0825	0.00554 - 0.12	ppm	1.3	0	Corrosion of household plumbing systems
LEAD	2008 - 2010	2.24	1.28 - 91.7	ppb	15	0	Corrosion of household plumbing systems

Radionuclides	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
COMBINED URANIUM	7/6/2012	2.57	1.67 - 2.57	µg/l	30		Erosion of natural deposits
GROSS ALPHA PARTICLE ACTIVITY	7/6/2012	6.2	5.3 - 6.2	pCi/l			Erosion of natural deposits
GROSS ALPHA, EXCL. RADON & URANIUM	7/6/2012	4.5	3.6 - 4.5	pCi/l	15	0	Erosion of natural deposits

Microbiological	Result	MCL	MCLG	Typical Source
No Detected Results were Found in the Calendar Year of 2012				

### Violations and Health Effects Information

During the 2012 calendar year, we had the below noted violation(s) of drinking water regulations.

Compliance Period	Analyte	Type
No Violations Occurred in the Calendar Year of 2012		

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**2012 Annual Water Quality Report***(Consumer Confidence Report)***Optional Monitoring (not required by EPA)****Optional Contaminants***Monitoring is not required for optional contaminants.*

<b>Secondary Contaminants</b>	<b>Collection Date</b>	<b>Your Water System Highest Value</b>	<b>Range (low - high)</b>	<b>Unit</b>	<b>SMCL</b>
ALKALINITY, CaCO <sub>3</sub> STABILITY	7/29/2010	223	223	MG/L	
CALCIUM	7/29/2010	50.1	50.1	MG/L	
CHLORIDE	7/29/2010	2.91	2.91	MG/L	250
HARDNESS, CARBONATE	7/29/2010	232	232	MG/L	
IRON	7/29/2010	0.0391	0.0391	MG/L	0.3
MAGNESIUM	7/29/2010	25.9	25.9	MG/L	
MANGANESE	7/29/2010	0.00117	0.00117	MG/L	0.05
O-XYLENE	7/29/2010	0.00082	0.00082	MG/L	10
PH	7/29/2010	7.57	7.57	PH	8.5
POTASSIUM	7/29/2010	0.94	0.94	MG/L	
SODIUM	7/29/2010	1.51	1.51	MG/L	
SULFATE	7/29/2010	10.3	10.3	MG/L	250
TDS	7/29/2010	240	240	MG/L	500
XYLENE, META AND PARA	7/29/2010	2.03	2.03	UG/L	
ZINC	7/29/2010	0.0686	0.0686	MG/L	5

Secondary standards are non-enforceable guidelines for contaminants that may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor or color) in drinking water. EPA recommends these standards but does not require water systems to comply.