



# Newsletter

July 2017

## Rate Study Underway



The water rates for our 51 East members have remained one of the lowest rates around compared to other rural water providers. This is due to the fact that over the past several years we have been selling non-member commercial companies, such as Oil Companies, our water at a much higher rate. Therefore, we have been able to avoid any rate increase for several years. But all good things come to an end. Due to the decline of non-member water purchases, the rising cost of water from our supplier, and increased operating cost, the Board of Directors is forced to begin a study of rates for a possible increase if necessary. We are in the very early stages of this study and no changes have been made to date. The Board just wants to inform you, our members, of the potential for rate adjustments in the future. We will keep you informed as the study progresses.

## Good News



Just in time for the summer high usage season, the new booster pump and master meter connection to Stillwater is complete and now in operation. There are a few kinks still to work out to get the loads and pressures balanced between the new pump and our existing infrastructure. Once everything is balanced out, this new boost pump will help stabilize

water pressure and service to our members across the system. We are monitoring the performance and effects of the pump daily and we are making adjustments as needed to ensure the continued delivery of clean, safe, and reliable water to our members.

## Continued Commitment



*51 East Water will continue to make similar improvements to the system as we move forward in order to ensure we are providing you with the best and most reliable service possible.*

## More Good News



Along with the new boost pump, we recently finished construction of 4.5 miles of new 8" water main. This new main replaces old and outdated 2.5" and 3" mains that had reached their capacity. The new, larger main enables us to provide better service with fewer interruptions to a large number of members along the route or served by the branch lines now connected to this main.

## Stay Informed



In order to stay informed about leaks, outages or other factors that may be impacting your service, please visit our website at [www.51erwi.com](http://www.51erwi.com) and sign up for text or e-mail alerts. We use the alert system to notify you of both planned maintenance and unplanned emergencies that may interrupt water service. The website contains many other useful features such as news and information about the company, forms, water quality reports, and the ability to pay your bill online using a credit/debit card or bank account. Through our website and billing partner, you can sign up for electronic bill delivery via e-mail, check your balance, make one-time payments or enroll in bill auto-pay.