

# Mountain Water Company

Spring 2010

The Word in Water

Missoula, Montana

## Stimulus Funding for Main Repairs

In October 2009, Mountain Water requested funding through the American Recovery and Reinvestment Act of 2009 (ARRA) for water system improvements. The application was granted, and Mountain will be receiving a \$750,000 Montana Drinking Water State Revolving Fund (SRF) loan to replace about a mile of distribution main that is over 60 years old. Of the total \$750,000, about 56%, or \$416,300 will be forgiven as long as MWC complies with the program requirements. The remaining \$333,700 will be repaid over five years at an interest rate of 1.75%. To recover the loan payments, the Montana Public Service Commission has approved a tracking mechanism that will establish a monthly surcharge based on meter size. Unmetered customers will be charged the same rate as a 5/8-inch metered customer. For the typical residential customer, the fee will be about 20 cents per month once the tracker is fully implemented. You will begin to see this fee, described as "SRF Loan Recovery" on your bill starting in February.

Mountain Water's ARRA project consists of replacing approximately one mile of water mains in the following locations:

- Inez Street (3rd to Russell)
- 1st Street (Inez to Russell)
- 2nd Street (Inez to Russell)
- River Street (Inez to California)
- Cooper Street (Broadway to Russell)
- Sherwood Street (west of Russell)
- Fairview Avenue (Park to Lester)
- Mary Avenue (Park to Higgins)
- Livingston Avenue (Park to Thames)

Construction is anticipated to begin in mid-March and proceed through the end of the summer. Residents in affected neighborhoods will be notified as soon as possible before the commencement of each section of this project.

For more information or if you have any questions regarding this project or the surcharges, please call our office at 721-5570.



### Contact Us

<b>Phone:</b>	<b>406-721-5570 or 800-721-5570</b>
<b>Phone Hours:</b>	<b>8 a.m.-5 p.m. M-F</b>
<b>Location:</b>	<b>1345 West Broadway Missoula, MT 59802</b>
<b>Walk-In Office Hours:</b>	<b>7:30 a.m-5:30p.m. M-F</b>
<b>Closed:</b>	<b>Weekends &amp; Holidays</b>
<b>24-Hour Emergency:</b>	<b>406-721-5570</b>
<b>Dispatch:</b>	<b>406-523-5061</b>
<b>Mailing Address:</b>	<b>P.O. Box 4826 Missoula, MT 59806</b>

IF YOU'VE HAD A SERVICE APPOINTMENT AND WANT TO COMMENT, WE'D APPRECIATE YOUR PARTICIPATION IN OUR ONLINE SERVICE QUALITY SURVEY AT [WWW.MTNWATER.COM](http://WWW.MTNWATER.COM).  
THANKS!

## Friendly Reminder: Irrigation Accounts

Spring again approaches, and we would like to remind our BUSINESS account holders to please call our office when those irrigation lines get turned back on. If you require our help in turning your water on at the curb box, please know that it is first come, first served and our service department may require up to 10 business days to operate the curb box. Thank you!

## PAYMENTUS: Automated Bill Pay

Mountain Water Company has added some new options to our automated payment systems. We now offer a one-time payment option on the web and a more streamlined phone payment option. Payments may now be made by calling (toll free) 866-790-7218. You will need to have your account and customer numbers available. The automated system will walk you through the rest. If you have any questions or need help using this system, please call 721-5570. (\*convenience fee is assessed by third party processor).

### Bill Pay Options

#### **Cash, Checks or Money Orders**

Mail in your payment to P.O. Box 4826, Missoula, 59806  
or deliver your payment to 1345 W. Broadway.

#### **Credit Cards / e-Check\***

We now accept Visa, Master Card, Discover, and electronic checks via telephone or by accessing your account at  
[www.mtnwater.com](http://www.mtnwater.com)

(\*convenience fee is assessed by third party processor).

#### **Direct Debit:**

Call to request the Direct Debit Authorization Form or print it out at [www.mtnwater.com/debitpayment/htm](http://www.mtnwater.com/debitpayment/htm).  
Send in the completed form and Mountain Water will directly deduct the amount due each month from your bank account.

### Low Income Discount

**You may be eligible for a reduction on your monthly water bill. To be eligible, you must qualify annually for the Low Income Energy Assistance Program (LIEAP). The Human Resource Council will then provide Mountain Water with satisfactory evidence of qualification. Please contact the HRC at 728-3710 for more info.**

## ACCOUNT REMINDER

**Please remember to notify our Customer Service Department as soon as you move out of your home or apartment. We may not back-date when processing a closed account, and customers are responsible for accumulated charges on their account until we are notified.**