Mountain Water Company

Autumn 2009 | The Word in Water | Missoula, Montana

MOUNTAIN WATER CELEBRATES 30 YEARS

It has been our sincere pleasure to be a part of the Missoula community providing you with quality water and service over the last 30 years. As of September 2009, our staff of 45 have contributed a combined total of 743 years of service. Of these 45 employees, our most tenured four transferred from Montana Power Company in 1979; Arvid "Butch" Hiller, Vice President and General Manager (40 years), Gary Frey, Lead Utility Service person (42 years), Gary Mitchell, Backflow Specialist (35 years), and Brad Hafar, Water Quality Specialist, (31 years).

We would like to thank the Missoula community for being such a pleasure to live in and provide for. It has been an honor for us, and will continue to be for many years to come.

Update: The YMCA Coyote Choir raised $1,375 for Water for People (www.waterforpeople.org) through the sale of Mountain Water Company's Hit the Tap stainless steel bottles. MWC matched their money 100% bringing total contributions to $2,750! We want to thank the Missoula community for supporting the Coyote Choir in this exemplary fundraising effort!

Rate Decrease: Power Tracker

A certain fraction of the water bill you pay each month is for the cost of electricty. Through a Public Service Commission-approved tariff, we are allowed to make a rate adjustment each year based on forecast changes in power costs. We use approximately $1,250,000 in electricity per year, mainly for pumping water from our wells. Since electric rates have stabilized over the past year, we are pleased to announce a rate decrease effective October 1, 2009. The overall decrease averages 1.87%, but the effect on your bill will vary depending on whether you are a flat rate or metered customer. Please call us at 721-5570 if you have more questions about this new tariff.

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. THANKS!

Contact Us

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

MOUNTAIN WATER COMPANY

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, American Express and electronic checks via telephone or by accessing your account at 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. 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. Customers are responsible for accumulated charges on their account until we are notified.

What Do You Know About...CURB BOXES & METERS

Mountain Water Company (MWC) depends on cooperation with our customers in maintaining curb boxes, service lines and meters. Following is some useful information about your water system. The service line is owned by the customer, from the main in the street up to the residence. The curb box, which is the outside shut off valve for the water to your house is generally located near the street on the service line. This curb box and valve is the property of the homeowner, and the Public Service Commission (PSC) states that "the curb cock and box must be easily accessible and must be kept in repair by the owners of the premises." This is especially helpful in the event of an emergency or the need for plumbing repairs. If the curb box is obstructed in any way, it could cause a harmful delay in turning the water off to your residence.

For our metered customers, there are several things you should know. The meter is usually located where your water line comes into the residence—generally in the vicinity of your hot water heater or the main inside shut off valve. If you have a meter pit, it should be located in your yard and have a protective insulation blanket surrounding it. Your water meter should be installed in an insulated and protected area at all times. If a meter freezes, the Montana Public Service Commission rule 38.5.2510 states, "the customer is responsible for the cost of replacing a frozen meter."

It is also very important that you maintain adequate access to your meter. As the meters age, MWC personnel replace the old worn out meter with a new one. In the past, we have occasionally come upon obstacles in reaching the meter: people have put up sheet rock, built walls, or placed heavy household equipment in front of or on top of the meter access. Also, many customers with meter pits have inadvertently buried their pit access by planting sod or trees or by building decks.

Ultimately, all customers should know where their curb box and meters are located and should be certain that they are not obstructed in any way. Those measures will save the need to open up a wall or dig up your yard to change a meter or operate the curb box—making this easier for everyone. If you have any further questions, please feel free to call our Service Department directly at (406) 523-5061.