

The Water Source

WINTER 2026

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF JOHNSON COUNTY

New Website — pwsd3.net

Public Water Supply District No. 3 has upgraded to a new website. Visit pwsd3.net for information on all your water related needs such as online payment, water service activation, water service cancellation and more.

Customer Contact Information Update

PWSD No. 3 is asking all customers to please **update your contact** information with our office. In emergency situations such as water outages or boil advisories, it is essential to have current phone numbers and email addresses to communicate with our customers.

If your contact information has changed, please update your information with our office or complete the contact information form found under services at pwsd3.net.



Wastewater Backups

Wastewater issues are never the most glamorous part of homeownership, but they can quickly become some of the most expensive and disruptive. When sewer problems go unnoticed, they can cause serious damage to your property and plumbing system. If you experience slow-draining sinks, frequent backups in your tubs, toilets, or floor drains, you could potentially have a sewer service line problem. **Your wastewater service provider is typically responsible for the sewer mains. The connection from the sewer main to the home, also known as the sewer service line, is the responsibility of the customer.**

Most Common Sewer Service Line Issues:

- **Clogged Sewer Service Line**—Everyday items like grease, paper towels, hygiene products, flushable wipes and other debris like this is the leading cause of home sewage plumbing blockages. These items should never be put into your sewer system.
- **Tree Root Intrusion**—Over time, tree roots can grow through tiny cracks or joints in your sewer pipe. Once inside, they continue expanding, causing major blockages and damage.
- **Pipe Corrosion or Deterioration**—Once your pipes start cracking or rusting, it is easier for them to become clogged, broken, or collapsed.
- **Sewer Line Bellies or Sags**—When part of your sewer line dips or “bellies”, waste and water can collect in the low spot. Over time, this creates frequent clogs and makes the system less efficient.
- **Sewer Line Misalignment or Collapse**—Shifting soil, settling foundation, and poor installation can cause sewer lines to become misaligned or even collapse.

Flushing items that are not meant to be flushed, including those labeled flushable, can lead to problems in your sewer service line.



SANITARY WIPES



FEMININE HYGIENE PRODUCTS



MEDICATIONS & SUPPLEMENTS



TRASH



METALS & PLASTICS



FATS, OILS & GREASE



CHEMICALS

2025 Rate Structure

On January 20, 2026, our Board of Directors voted for a 3% water and wastewater usage rate increase. The water minimum charge of \$20.00 will not change. Water usage will be billed at \$10.48 per each 1,000 gallons. The 2026 rate structure will take effect on February 20, 2026. The usage period will be from February 20, 2026 to March 20, 2026 and reflected on the April billing statement. Our Board of Directors will evaluate our rate structure each year.

Water Rates	0	1—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
2025 RATES	\$20.00	\$30.17	\$40.34	\$50.51	\$60.68	\$70.85	\$81.02	\$91.19	\$101.36	\$111.53	\$121.70
INCREASE AMOUNT	\$0.00	\$0.31	\$0.62	\$0.93	\$1.24	\$1.55	\$1.86	\$2.17	\$2.48	\$2.79	\$3.10
NEW RATES	\$20.00	\$30.48	\$40.96	\$51.44	\$61.92	\$72.40	\$82.88	\$93.36	\$103.84	\$114.32	\$124.80

The wastewater minimum charge will increase to \$49.00. Usage charge will be billed at \$8.82 per 1,000 gallons of water usage. Wastewater rates only apply to the PWS No. 3 owned and operated wastewater collection systems which include, but not limited to, the Hickory Hills, Meadow Creek, and Residences at Bryson Lake Subdivisions.

Sewer Rates	0	1—1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000
2025 RATES	\$47.00	\$55.56	\$64.12	\$72.68	\$81.24	\$89.80	\$98.36	\$106.92	\$115.48	\$124.04	\$132.60
INCREASE AMOUNT	\$2.00	\$2.26	\$2.52	\$2.78	\$3.04	\$3.30	\$3.56	\$3.82	\$4.08	\$4.34	\$4.60
NEW RATES	\$49.00	\$57.82	\$66.64	\$75.46	\$84.28	\$93.10	\$101.92	\$110.74	\$119.56	\$128.38	\$137.20

Most Common Types of Household Leaks

Water damage doesn't usually come out of nowhere. In most cases, flooded basements and other expensive leaks start small and grow with time.

Listed below are the most common areas to check before a tiny drip becomes a major water loss:

Toilets: One of the most common sources of water leaks in the entire home. Experts estimate that anywhere from 20% to 35% of all residential toilets lose water. They usually go unnoticed because this loss is often silent and invisible. (<http://www.home-water-works.org/indoor-use/leaks#sply-ln>)

Hot Water Tanks: Often hot water tank pressure relief valves feed directly into a drain. This makes it difficult to detect surface leaks.

Faucets, Spigots and Showers: Leaky faucets, spigots, and showers may not necessarily cause water damage throughout the rest of the house. However, ignoring this common problem could end up costing you a lot more than you realize. Per year, a typical home can lose anywhere between 2,000 and 20,000 gallons of water from leaky faucets, spigots, and showers.

Pipes: Inside the walls of your house are pipes and valves that direct water throughout your home. At any point in time one or more of these can begin leaking. These problems can go undetected until it is too late.

Service Line: Occasionally leaks happen in the line from the meter to the home (service line). Finding these leaks can be difficult since service lines are typically buried within the ground.



New Well and Pump Station

Public Water Supply District No. 3 is looking forward to the future of our District. New homes are popping up everywhere within Johnson County and PWSD No. 3 is taking action to insure we are able to meet the demand of our existing customer base in addition to the future growth. To accomplish this task PWSD No. 3 will be drilling a new deep water well. This new well will be located near our existing 300,000 gallon water tower. We anticipate this well being larger than our existing wells and able to produce twice the amount of water. In addition to adding a new well, PWSD No. 3 will construct a new pump station to replaced the existing station that is below ground. The total estimated budget for this project is approximately \$3,147,500. PWSD No. 3 is currently researching funding options and anticipates beginning this project spring of 2026.

Knob Noster State Park Wastewater Project

PWSD No. 3 has once again partnered with the Knob Noster State Park to provide additional water service and wastewater service.

In 2015, PWSD No. 3 was contracted to install 37,850 feet of water mains along SE DD Hwy and throughout the Knob Noster State Park to supply rural water service at various locations. This project was a mutually beneficial partnership that allowed the park to shut down existing wells and towers that were in need of maintenance.

The success of the previous project lead the State Park to once again contract with PWSD No. 3 to provide wastewater service. PWSD No. 3 is currently working on installing 34,900 feet of sewer mains along SE DD Hwy and throughout the State Park. This project includes 8 wastewater lift stations at various locations to pump the sewer to our existing wastewater treatment plant. In addition, we will be closing their existing lagoons, removing out of service water towers, and plugging an abandoned well. PWSD No. 3 is extremely grateful for this opportunity to grow our wastewater customer base and we look forward to another successful partnership with the State of Missouri to serve the Knob Noster State Park.

Wastewater Treatment Plant Expansion

PWSD No. 3 has experienced a significant amount of growth over the past 3 years. With the addition of the Meadow Creek Subdivision and the Residences at Bryson Lake our existing wastewater treatment plant is approaching capacity. The Knob Noster State Park wastewater project has opened other opportunities for potential development along SE DD Hwy. PWSD No. 3 has been working on a design plan to address and accommodate the increasing wastewater demand within our service area. Our wastewater treatment plant expansion project has been designed for an additional 220,000 gallons per day (gpd). This expansion will be done in 4 phases as demand increases and funds become available. Phase I includes constructing a Moving Bed Biofilm Reactor (MBBR) and new headworks. This is a compact, efficient wastewater treatment system that can be expanded as needed for future growth. We anticipate an additional 286 wastewater customers within the next 2-5 years. PWSD No. 3 has applied for Missouri Department of Natural Resources (MoDNR) State Revolving Funds (SRF) for this project. Anticipated construction time is 2027.

Tips to Prevent Pipes from Freezing

Once the temperature starts dropping outside, you should take precautions inside to keep your pipes warm and water running.

- Keep garage doors closed, especially if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Let the cold water drip from a faucet served by exposed pipes.
- Keep the thermostat set to the same temperature during day and night.
- If you plan to be away during cold weather, leave the heat on set to a temperature no lower than 55° F.

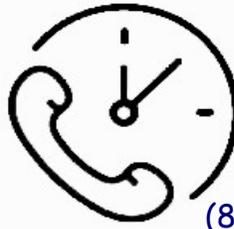
Water Meter Care—Do NOT Damage



Public Water Supply District No. 3 has invested a large amount of time and money replacing old water meters with new technologically advanced water meters. All of our system now have cellular read water meters. These new meters have exceptional features such as accurate hourly water usage monitoring on a 24 hour delay basis. When meters register continuous water usage, our office will attempt to notify individuals of abnormal usage. Which means it is imperative for PWS D No. 3 to have current contact information. If your phone and/or email have changed please contact our office to update your information.

As with any electronic device, water meters have the potential to freeze when exposed to cold temperatures. Customers are **NOT** authorized to tamper with the water meter pits. Tampering with a water meter is punishable by law. **Keeping the water meter pit sealed helps to prevent the meter from freezing.** If a water meter lid is removed for a repair, it is extremely critical to make sure the lid is replaced properly. **If a water meter is damaged due to customer negligence, the customer will be billed for replacing the damaged equipment.**

PAY YOUR WATER BILL ANYTIME FROM ANYWHERE!



Phone
available
24/7

(888-573-6667)



Text
enroll online