

Dear Mitchellville Water District customers,

5/27/25

We would like to provide a status update to the Mitchellville water district customers. First, we are keenly aware that it has been a trying and frustrating time over the past 15+ months. The rate increase of 2024 was an unfortunate necessity to correct a spiraling financial downward trend that reached a critical threshold. Fortunately, we are climbing our way back. However, much more needs to be done to get us where we need to be. Our desires are the same as yours. That is to ensure there is water when you turn the faucet on and the rates are as low as possible without risking the financial health of the district. With that said, we are still in an uphill battle to achieve these goals.

The largest obstacle to reach those goals is water leakage via line breaks and bad metering. There is good news! The board feels confident in our current position that we have accepted a bid to replace the district's water meters and add new master meters strategically throughout the system. This will be a big step forward in the right direction as the new metering will offer nearly real-time data on water flow significantly improving the ability to quickly locate and repair leaks. This means water loss from leaks can be minimized which equals reduced costs and minimizing time without service to customers. These state-of-the-art meters can be linked directly to your phone, allowing you immediate access to current water usage and will give leak detection capabilities and alerts!

It is our anticipation that the meter upgrade project will significantly improve monthly water supply stability by reducing water leakage, improving efficiency and reliability, and ultimately hopefully lead to lower rates!

We will pursue all options to provide the water service you deserve.

Best regards,

Mitchellville Water District Board of Trustees