



LYON & SIOUX RURAL WATER SYSTEM

Newsletter
November 2025

1107 1st Ave, Rock Rapids, IA 712-472-3755 lyonsiouxruralwater.com

Colder Weather Ahead



Like it or not, colder weather is coming! Be sure to have the pit covered so the equipment does not freeze and break which results in frozen water lines. We recommend that you lay plastic over the pit and place several rectangle bales on top of the plastic. Snow cover helps to act as a blanket to keep it warmer in the pit. If we don't have much snow, keep this in mind. If the meter is in your basement, be sure to keep the basement heated. If any meter freezes because it has not been protected from the cold air, the customer will be charged for a service call and for any equipment that needs to be replaced. The good news is that you can be alerted to the minimum temperature using the Notifications feature in WaterScope. Read below for more information.



New Meters Installed 😊

Lyon & Sioux Rural Water has upgraded our metering system. Why are we so excited about these new meters and hope our customers will take advantage of the information available to them?



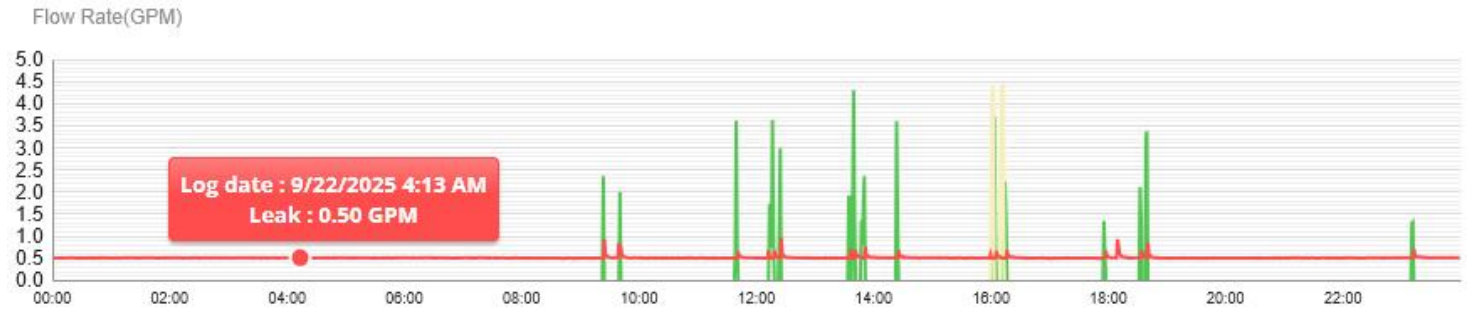
- Data now available showing if there is continuous flow (such as a leak)
- View the usage (gallons per day, hour, minute, month, year)
- Receive alert notification via email or text message for:
 - Minimum temperature – air temperature (in our pit or your basement)
 - High daily consumption of water is exceeded (defaults to 1,000 gallons but can be modified to reflect your consumption)
 - Leak (a drip or trickle leak is evident)
 - Intermittent Leak (water is being used at a high flow for hours at a time)
 - Threshold Leak (water is being used continuously above 0.25 gallons per minute)
- No monthly or annual charge to our customers for access to this information
- Updated daily in the early hours of every morning. You don't need to wait for your monthly bill to see your water usage.

Our advice:

- Get logged in initially to [WaterScope.us](https://waterscope.us). Once you have logged in and accepted the Terms and Conditions and authenticated your email address, you will start receiving notifications.
- Customize the notifications to your specific water usage.
- You don't need to log into WaterScope every day. You can rely on the notifications, if the notifications are set up according to your usage. Call the office and we will help you!
- Review your usage for higher usage or unexpected continuous flow.
- If you have more than one meter with us, contact the office and we can set you up with one login for the multiple meters.



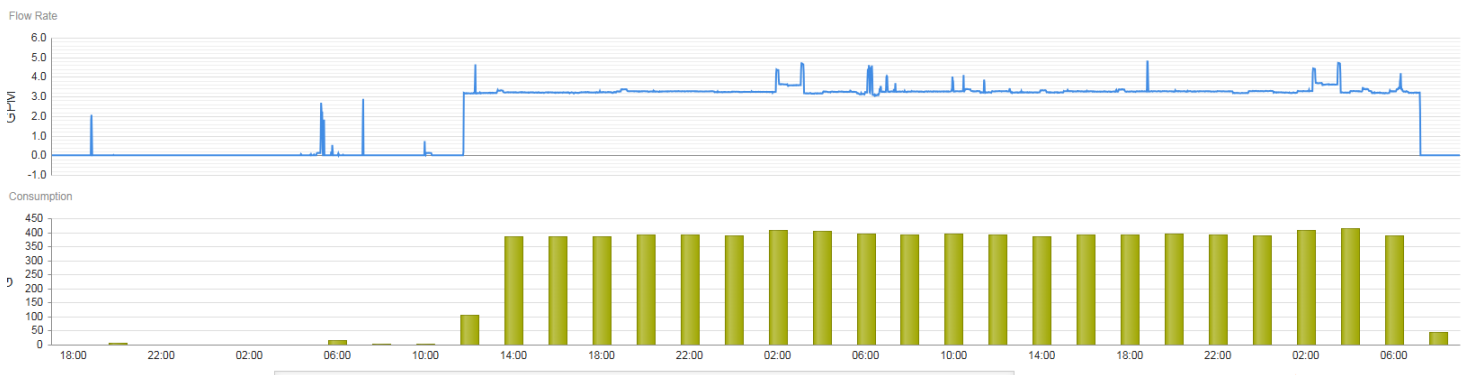
This is what a leak looks like in WaterScope:



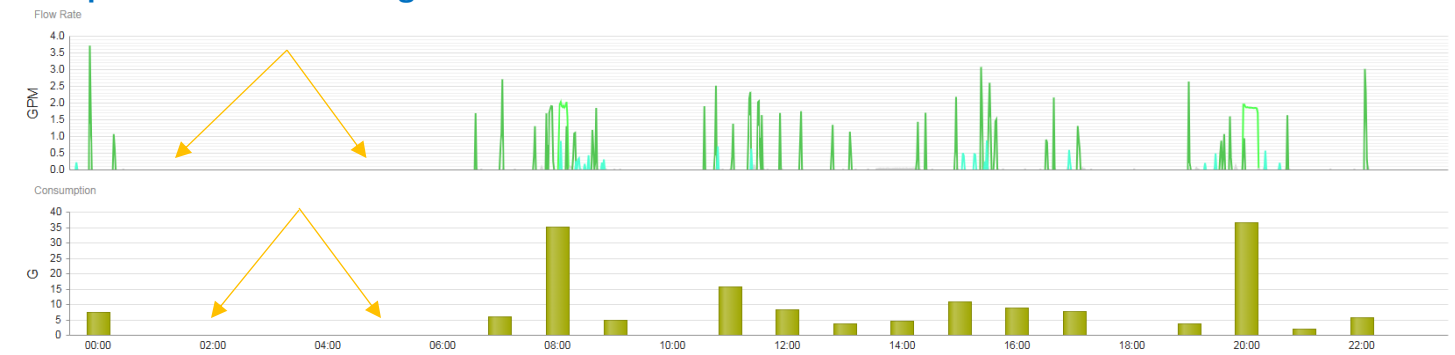
- Look at the red line. It shows a continuous flow of 0.50 gallons per minute.
- This may be normal if you have a hog barn and water is being consumed 24 hours a day.
- For a household, business or hobby farm, this indicates there is a leak somewhere as you probably wouldn't be using water every minute of the day.
- Please note that LSRWS customers are responsible for monitoring their water use and for identifying and repairing leaks in their own systems. LSRWS customers must pay for all the water used and any water lost due to leaks on the customer side.

Example of a LSRWS customer that had continuous flow (toilet caused this) – see graphs below

For 5 days, the customer went through 8,459 gallons. Typically, this same customer uses 172 gallons for 5 days. The problem was a toilet in the basement that isn't used often. We are happy the customer was able to get this fixed once alerted by the software and did not have to wait until the end of the month to notice the high usage.



Example of Household Usage for the last 24 hours – no continuous flow



- Notice there is no blue or red line during the early morning. This shows there is no continuous flow happening at this time of the day.

If you have a continuous flow, where do you look to stop the continuous flow?

- Look at the toilets, water softeners, reverse osmosis systems, washing machine, geothermal system, livestock fountains, hydrants, leaky faucets.
- To be honest, we find out that 90% of the time it is a toilet. A quick test: Put 4-5 drops of food coloring in the tank (back of the toilet). Don't flush. Wait 15-20 minutes. If the color flows into the bowl, then the rubber seal is not working properly.

How much water should you be using each month?

- We encourage each customer to review their monthly water bill for the number of gallons used.
- Each household and livestock operation will vary on how much water they consume.
- Typically, a household of 2 people will consume 2,000 – 3,000 gallons a month and a household of 5-6 people may consume 8,000-10,000 gallons a month.
- If your usage is above this amount, we encourage you to investigate why your usage is higher.

Is there an App for WaterScope?

- Yes!
- First you need to register and do the login process on your computer
- Then you can download the free WaterScope 2.0 mobile app for Apple or Android phones
- Your login credentials for the mobile app will be the same as for the web portal

Informative Screens



Dashboard page – shows the last 24 hours usage; daily average; charts showing gallons per minute and gallons per hour; analysis on how much water went through toilets, sinks, kitchen use, shower, bathtub, and washing machine.

Consumption History – provides minute by minute and hour by hour detailed information. Can export to an excel file and you can see the detail each minute on the number of gallons used. You can also view the data for a week, month, year, or custom period.

Notifications – allows you configure email / text message notifications. Options are: High consumption, temperature alert, leak, intermittent leak, and threshold leak. You can also set up an alert for unexpected usage (for an alert about water usage during a date range, such as when gone on vacation or for snowbirds who live elsewhere during the winter).

Is there a fee for accessing this information?

- No! No fees for using WaterScope!
- There is a cell phone app (free) with an emergency alert feature with a monthly \$2.99 subscription if chosen as an option.

Not set up as a user or want help with navigating through the website? Contact the office and we will gladly help you!

Damage to our Equipment

Just a reminder that as a customer you are not to enter our pit. If any damage is done to our metering equipment, regulators, water lines, curb stops, valves, posts, signs, etc., the customer will be billed for a service call and the cost to replace the damaged equipment.

Payments Due by the 15th of each Month

Just a reminder that payments are due by the 15th of each month. If you are mailing your payment, please allow enough mailing time. We do have a payment drop box on the south side of our building. If you pay using your bank's bill payment service, be sure you allow enough processing time for us to receive the payment by the 15th. Late fees will be assessed if payment is not received by the 15th.



Automatic (ACH) Payments

Did you know that we offer the option of having your monthly water bill deducted from your checking account at no cost to you? You will still receive a monthly invoice, and the invoice would be marked "Do Not Pay – Auto Bank Paid". Each month this would eliminate you writing a check, saving the cost of a postage stamp, and avoid late payments and fees. This is a free service. If you are interested, please call our office at 712-472-3755 or go to our website www.lyonsiouxruralwater.com, click on Customer Information and scroll down to "automatic payment plan" and click on the link in that section.

Hours of Operation / Holiday Schedule

- Our office hours are 8:00 am – 4:30 pm Monday through Friday.
- We will be closed for Thanksgiving on November 27-28.
- We will be closed for Christmas on December 25-26.
- We do have an operator on call each night, weekend and holiday. Just call our office at 712-472-3755 to reach us after hours.



Open Positions for the 2026 LSRWS Board Elections

We are looking for committed individuals ready to make a difference in our community! If you are interested in serving as a board member, reach out to Dave or Sharon to learn more about the opportunities and application process. The mission of Lyon & Sioux Rural Water System, Inc. is to provide high quality water and service to the members of the corporation at the lowest possible cost, consistent with sound business practices.

Have a Blessed Thanksgiving and Merry Christmas with family and friends!

From Lyon & Sioux Rural Water Staff and Board Members:

- Operations Manager: Dave Harmsen.
- Operators: Todd VandeKop, Waylon VandeKop, Travis Van Otterloo, Kris Ostrander, Kaden Huisman.
- Office Manager: Sharon Postma.
- Office Assistant: Tami Schweitzer.
- Board Members: Larry Van Roekel, Bruce Bonander, Craig Metzger, Tyler Klaassen, Craig Van Otterloo, Jeff Hoogendoorn, John Tiedeman, Rick Moser, and Troy Thiessen.