



LYON & SIOUX RURAL WATER SYSTEM

Newsletter
February 2026

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

View your water usage daily with our new metering system

In 2025 Lyon & Sioux Rural Water upgraded our metering system to smart meters. Some of the benefits:



- Data is available showing the usage for each day, each hour, each minute.
- Notifications can be sent via text or email for:
 - Continuous flow (water used each minute of the day)
 - Minimum temperature – air temperature (in our pit or your basement)
 - High daily consumption of water
- Free to our customers 😊
- Updated daily in the early hours of every morning. You don't need to wait for your monthly bill to see your water usage.

How to view this data?

- Call us at 712-472-3755 and we will help you get logged in initially.
- We will help set up the notifications to be customized for you.
- Website: waterscope.us. There is also a link on our website (lyonsiouxruralwater.com)
- Download the WaterScope 2.0 mobile app (first you need to register and do the login process on the website)



Winter Weather



Like it or not, living in northwest Iowa the weather can be unpredictable this time of the year. We have enjoyed a couple weeks of warmer weather, but we all know better that spring is not officially here yet and that colder weather is returning. Be sure to keep 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. Call us for more information.



Water Line Leaks

The winter months are hard on the water lines. Even though the water lines are buried underground, they are not immune to the weather above ground. Our operators try their best to repair the line quickly, efficiently and safely. The office will make phone calls to the customers that will be affected prior to the water being shut off temporarily as we fix a water line. After a repair, you may notice short-term changes such as cloudy water caused by air in the lines, a stronger chlorine smell or taste, or a temporary discoloration. These effects are typically related to system flushing and disinfection, and they often are

resolved within a short period of time. We appreciate your understanding if your service is interrupted temporarily.

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 will state "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.

Conservation Tips

There are a number of easy ways to save water, and they all start with YOU! When you save water, you save money on your water bills. Here are just a few ways:

- Run the dishwasher when it is full
- For cold drinks, keep a pitcher of water in the refrigerator instead of running the tap.
- Turn off the water while brushing your teeth.
- Turn off the water in the shower while you wash your hair.
- Install a new low-volume flush toilet.
- Use your clothes washer only when it is full and match the water level to the size of the load.
- Repair dripping faucets (indoor and outdoor faucets), spickets, hoses, etc.
- Use a broom or rake when sweeping sidewalks and driveways instead of water.

Damage to our Equipment

- Just a reminder that as a customer you are not to climb into 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.

Hours of Operation / Holiday Schedule



- Our office hours are 8:00 am – 4:30 pm Monday through Friday.
- 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.

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.