



**DNR-Required Information to be placed on APCOA website and also mailed each quarter to owners along with their Quarterly Maintenance Fee statement.**

The APCOA Water Supply System is owned wholly by Anchor's Point Condominium Owners Association Inc. It is managed by the APCOA Board of Managers and operated under contract by Ozarks Environmental Services of Kimberling City, MO.

#### **APCOA Water Quality or Supply Customer Complaints Policy**

In the event of any water quality or water supply problems, owners should contact APCOA managers at the APCOA website, email via [APCOAboard@anchorspointcoa.org](mailto:APCOAboard@anchorspointcoa.org), or contact any of the three managers directly to voice a concern or complaint.

- [www.anchorspointcoa.org](http://www.anchorspointcoa.org)
- [APCOAboard@anchorspointcoa.org](mailto:APCOAboard@anchorspointcoa.org)
- Ray Loehr, Board Member
- Joe Golding, Board Member
- Jim Heimann, Board Member

This information will also be on the website and included in each quarterly communication to APCOA owners.

The managers will immediately contact each other and the well and water system operator, Ozarks Environmental Services, to analyze and correct the problem.

The APCOA-designated customer complaint person will keep a record of customer complaints and their resolution.

The APCOA designated customer complaint person is Joe K. Golding, Board Member, 7000 Tower Terrace RD, Cedar Rapids, IA 52411, office hours 8 am to 6 pm and phone (319) 360-1173. This information will be published on the APCOA website and in each quarterly communication to owner customers.

APCOA is required by regulation to keep complaint records for a minimum of five years and will make the records available to the DNR upon request.

### **APCOA Water Supply System Rate Structure and Fees**

APCOA does not charge condominium owners for water, but instead includes water and water system maintenance in the overall budget for the association. Owners pay a “Quarterly Maintenance Fee” for a bundle of services such as exterior building maintenance, parking lot maintenance, internet service, cable TV service, common area maintenance, and water and water system maintenance.

The “Quarterly Maintenance Fee” schedule is posted on APCOA’s website [www.anchorspointcoa.org](http://www.anchorspointcoa.org) and is mailed to owners each quarter along with their fee invoice.

APCOA holds an annual meeting the first Saturday of October every year where association issues, including Quarterly Maintenance Fees, are discussed.

APCOA annual meetings’ time and location are posted on the APCOA website months in advance; additionally, quarterly newsletters inform owners of the date, time, and location of the meetings.

APCOA keeps records and minutes of annual meetings for a minimum of five years and those records are available on the APCOA website. Additionally, APCOA will submit those records to the department upon request.

### **Public Drinking Water Liaison**

#### **For APCOA:**

Joe K. Golding  
Board Member, APCOA  
7000 Tower Terrace RD  
Cedar Rapids, IA 52411  
(319) 360-1173  
Office Hours: 8am to 6pm

#### **For Ozarks Environmental Services:**

Tim Thorson  
External Operations Manager  
Ozarks Environmental Services  
P.O. Box 606; 11 Oak Drive  
Kimberling City, MO 65686  
(417) 294-0591 (Direct)  
  
(417) 739-4100 (Office)  
Office Hours: 8am to 5pm