



# Consolidated Public Water Supply District No. 1 **Update**

Volume #4 – Spring, 2011

## Water Loss/Leak Program

Leaking faucets and toilets cause an increase in your water bill that provides you no benefit. Similarly, leaks occur in the underground waterlines that provide water to your home. Unlike a leaky faucet, these leaks are difficult to find underground. Leaks in a water system are called “water loss”. Simply stated, the water pumped into the waterlines from the supply wells is more than the water delivered to your home. For example, if 100 gallons of water is pumped from a well into the waterline but only 90 gallons is registered at your meter, there is a 10 gallon loss in water caused by a leak.

Water loss is constantly being monitored by the District. When a water loss is determined, District personnel look for the leak and fix it as soon as possible. It is a difficult job to find these leaks, as water can travel under the ground a considerable distance before surfacing. Luckily, many customers who see standing or running water that shouldn't be there call the District.

This past year the District has begun a Leak Detection Program, where District personnel isolate sections of waterlines and listen for leaks in the lines. Thus far this year, five leaks have been fixed that would not have been found any other way. Whether they are major or minor leaks, every drop of water costs money.

This program will continue throughout the year in a continuing effort to minimize operating costs.

Continue to call the District if you see a potential water main break or leak. Collectively, we can keep your water rate as low as possible.

### a message from maintenance

Every year, dozens of water meters are destroyed by trucks and lawnmowers. The Maintenance Department would like to ask the patrons of the District to please use care when operating any machinery near your water meter. With cautious customers like you, we can help keep the costs of maintaining our water system low while continuously providing the patrons of CPWSD No. 1 with high quality water. Thanks in advance for your help in this endeavor!



## KNOW WHAT'S BELOW...

Spring is now upon us and it's the perfect time of year to establish new trees, shrubs, flowers, and gardens. However, did you know that just a matter of inches below the earth lie several utility lines that supply power, water, and communication capabilities to your home and Community? Before you dig, call Missouri One Call System and within three business days, a Missouri One Call technician will come to your home or worksite and mark all member utilities. The call is simple, free, and could save your life. So don't forget, if you're going to dig call **1-800-DIG-RITE** or **811**. For additional information, you can also visit their website at [www.mo1call.com](http://www.mo1call.com).

## Don't Be Late!

The District billing office wants to remind you that **all monthly water bill payments must be received in the District office on or by the 15<sup>th</sup> of every month. Payments received after the deadline will be assessed a late payment penalty.** Postmarks on mailed payments will not be considered for the purpose of determining late payments, so please plan and mail to allow your payment to reach us on or by the 15<sup>th</sup> of each month. When the 15<sup>th</sup> falls on a weekend or legal holiday, your due date is the first business day following the normal due date.

As a reminder, please remember to include your stub with your payment (Bar coded side for the District. Information side retained for your records.). Include all stubs if paying multiple accounts with one funds source. Online payments made through your financial institution should include your 10 digit District account number to ensure proper account credit.

## THE District Will Be Closed ON THE FOLLOWING DATES:

- May 30 ▪ Memorial Day
- July 4 ▪ Independence Day
- September 5 ▪ Labor Day
- November 11 ▪ Veteran's Day

## Alice West, a History of Service

Alice West has served CPWSD No.1 for over twenty-five years as an Office Assistant and the unofficial "District Historian". Through her tenure, Alice has seen and experienced the many growths and challenges the District has faced over the past few decades and has overcome them all with success.

Alice began working at the District in 1985. Under the guidance of Business Office Manager and District Clerk Bill Robinson, the widowed mother of two pre-teen children was able to find a steady income and sturdy ground to build for the future of her family. She began work at the District maintaining the accounts in District #2 and those in the City of Columbia. She later took on managing all new accounts. In the beginning, all account information was hand written and customers read their own meters. How times have changed! Through the technology boom of the 80's, Alice quickly learned how to work the computerized billing systems while maintaining quality service and a smile for the patrons of the District, as she still does to this day.

Alice is a treasured and valued member of the District staff. CPWSD No. 1 of Boone County would like to thank her for being a wonderful employee and friend to all she meets. **Thank you, Alice!**



## COMING DOWN THE PIPE...

Last year the District lost their leader, General Manager Gary Woody. After his unexpected passing, David Lee was appointed the Interim General Manager to assist the staff until a new Manager is found. In December, the District posted the open position and began accepting resumes for the position. We are now in the process of reviewing applicants and screening references with hopes of establishing a new Manager this spring. Information on the new General Manager will be released in upcoming editions.

## DO YOU KNOW HOW TO SHUT OFF YOUR WATER???

During a time of emergency, would you know how to turn off the water to your home? An essential part of home ownership is knowing what to do when an emergency arises (i.e. earthquake, broken water heater, busted pipe, etc.). If you've never looked for your Main Shut Off, you should. They are commonly located on an exterior wall near water lines, near your water heater, in your basement, or near your water meter outside. To shut off your Main, turn your lever or knob clockwise, until tight. Remember, **RIGHTY TIGHTY, LEFTY LOOSEY!** If you cannot locate your shut off valve, your water can be turned off at your meter. If necessary, a member of the District staff will be happy to teach you how to complete this important task.

## "FILL 'ER UP"

Summer is drawing near and many will be diving into their backyard pools to escape the heat. If you're planning to start-up your pool this spring, **please contact the District the week prior to your fill** to ensure that the District knows to expect an increase in your water usage. Thank you for your cooperation in advance. Swim Safely!

### Board of Directors

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