



News from Consolidated Public Water Supply District #1

Fall 2017 Update - Volume Fifteen

Facts About Your Water Utility

History: Formed in 1975 from the consolidation of three other water districts: Boone County PWSD #5, #6 and #8, all of which originally formed in the mid 1960s. This consolidation was the first of its kind in the State of Missouri. Since 1975 we have also consolidated with Boone County PWSD #7, #3 and the City of Rocheport.

Customers: Over 9,000 active meter connections serving a population of over 22,000

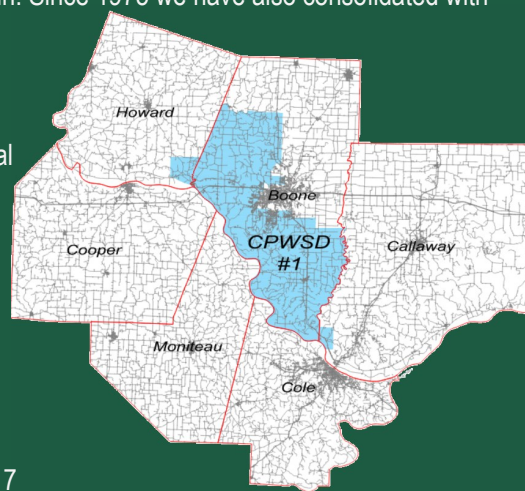
Service area: 383 square miles which include primarily the southern half and west central portions of Boone County, the southeast corner of Howard County and a small portion of southwestern Callaway County.

Water mains: Over 640 miles

Average monthly use per 4 person household: 5,000 gallons

Employees: 24 full time employees, 2 part time employees

One-Call Locate Requests: 3,136 locates requested in the first seven (7) months of 2017



Water Jargon

Abbreviations and acronyms are commonly used in every industry, even the water industry! Understanding, they are sometimes mistaken to be something they are not. Here are a few of those abbreviations and acronyms that we sometimes see confused.

DNR

What it has been mistaken for:

Do Not Resuscitate

What it actually stands for:

Department of Natural Resources

MOCS

What it has been mistaken for:

Moccasins

What it actually stands for:

Missouri One Call System
(utility locate request system)

LOFO

What it has been mistaken for:

Last On First Off

What it actually stands for:

Leave On For Owner
(our landlord reversion policy)

CPWSD

What it has been mistaken for:

Consolidated Power Water Sewer District

What it actually stands for:

Consolidated Public Water Supply District

CCR

What it has been mistaken for:

Center for Constitutional Rights

What it actually stands for:

Consumer Confidence Report
(our annual water quality report)

EFT

What it has been mistaken for:

Extra Fun Time

What it actually stands for:

Electronic Funds Transfer

The Bethel Water Tower makeover is complete!



Upcoming Office Closings

Columbus Day - October 9

Veteran's Day (observed) - November 10

Thanksgiving - November 23 & 24

Christmas - December 22 (half day) & December 25



Beginning in the near future, our customers will have the option to pay their water bill in cash at any Casey's General Store. Other locations across the U.S. that will accept cash for your bill payment are CVS Pharmacy, Family Dollar, 7-Eleven and ACE CASH Express.

To utilize the service you must download or print a bar code that will be scanned by the merchant accepting your cash payment. A receipt will be issued as proof of payment. A convenience fee of \$2.49 per payment transaction is assessed to make this service available. So, fill up your gas tank, grab a coffee, some donuts and pay your water bill all in one stop!

Watch our website for details and a launch date for this new bill payment option.

Meet our Meter Man!



Though he has already caught the eyes of many customers who have visited the office in recent months, allow us to formally introduce you to the newest addition to the Billing Office team: Meter Man! Meter Man has quickly gained admiration among customers and

employees alike, and is well on his way to becoming a valued member of the District!

The Board of Directors:

Jerome Glascock, President
Subdistrict IV

Jimmy Lloyd Sapp, Vice President
Subdistrict V

Gary Phillippe, Director
Subdistrict II

John Spry, Director
Subdistrict I

James Kyd, Director
Subdistrict III

Bob Leonard, General Manager
Janet Sears, Clerk

How is my water bill calculated?

Every Consolidated Water customer is billed for a base rate and water usage every month. Base rates are determined by the size of the meter, and start at \$13.00 for a 5/8" X 3/4" meter. As the meter size increases, so does the base rate. Along with a set base rate each month, customers are charged for the water used during the reading period, applicable taxes in the area where the meter is located and the Department of Natural Resources Primacy fee. Each charge is itemized on the monthly bill. Meters are read every month by our servicemen. Water is billed in gallons and the current rate is \$5.50 per 1,000 gallons.



1 gallon =
less than \$.01

Base + Usage + Taxes/Fees = Monthly Bill

Fall 2017 Capital Improvement Project Updates

Ashland Eastern Loop Phase 2 – Installation of 11,000' of 12" waterline which will allow the District to provide secondary feed to Southern Boone County increasing reliability and service and in addition increases fire flows.

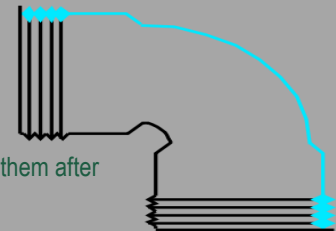
Route K Phase 1 Valve Installations – Includes waterline upgrades from 4" to 8" and valve installations between E Old Plank Rd and Coneflower Ave.

Route E Waterline Upgrade to BCFPD Station 13 - In coordination with the Boone County Fire Protection District, installation of over 3,600' of 12" water main from Murray Lane to Station 13 on Route E.

Route A Phase 2 - Installation of over 8,600' of 8" water main which is replacing an old 4" main that had numerous maintenance issues. This will complete the Route A project.

Preventing Frozen Pipes

Preventing frozen pipes is much easier than dealing with them after the fact. The following steps will prepare your pipes for the cold season:



- ◇ If leaving your home for the winter, turn off the main shut off valve to your water supply and drain faucets
- ◇ Disconnect all garden hoses and wrap outdoor faucets with insulating material (wraps should be water proof)
- ◇ Cover foundation vent holes (remember to uncover vents in Spring)
- ◇ Insulate exposed pipe

Once cold weather arrives, you can take these preventative steps:

- ◇ During especially cold spells, keep a trickle of water running from your indoor faucets to prevent pipes from freezing
- ◇ You should also keep cabinet doors below sinks open to ensure warm interior air can reach pipes and drains
- ◇ If leaving your home for a period of a few days, keep your heating system turned on a low temperature so that some heat is available

If it is freezing outside and you have no water, it is possible you have a frozen pipe. In this situation, turn off your home's water supply at the main shut off valve. You should also turn off your hot water heater to prevent damage to it. If you know where the frozen water pipe is, you can try and thaw it yourself. Ways to thaw the pipe include: pouring hot water over the pipe, using an electric hair dryer, heat lamps or in some cases, putting heat tape over the pipe will work sufficiently. If you can't find the frozen pipe or thaw it yourself, it is time to call a plumber.