

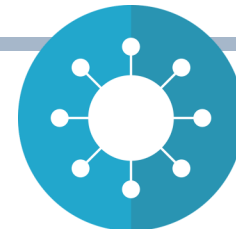
What's On Tap

**CONSOLIDATED
WATER**
Boone County, Missouri

at Consolidated Public Water Supply District No. 1 of Boone County

Operations During a Pandemic

The past several months have been challenging for all of us as we have had to learn to live and work within the boundaries of the “new normal”. The District, as an essential service, has continued to monitor the spread of COVID-19 to ensure we are taking all precautions possible to keep staff healthy so they can continue to respond to customer needs.



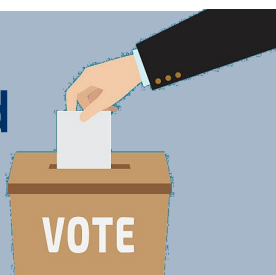
District employees are masked as required and field staff in District vehicles travel separately to job sites to minimize close contact. The District lobby, closed to customers earlier this year, remains closed for the protection of our staff and customers.

District customers are encouraged to utilize the website, www.consolidatedwater.com, for bill payment or service requests. In addition, you can retrieve balance information or make payments on the District's automated phone line (844.329.8665). The District drive through remains open for in-person transactions. For new service requests not completed online, a new service packet is available from the weather-proof container just outside the District lobby door. Of course, District staff is always available by telephone during normal business hours.

Let Your Voice Be Heard

Each November brings the opportunity for registered voters to be heard through the expression of your vote. The U.S. Census Bureau says voting is among the most fundamental and important civic opportunities. In its Voting and Registration Supplement to the Current Population Survey, it is interesting to note that in every presidential election since 1980 the size of the nation's citizen voting-age population has increased while the percentage of men and women voters has remained relatively stable. Additionally while voters, age 65 and older, have moved from the smallest percentage of voters in 1980 at 16.8% to the second largest percentage, 24.2%, in 2016, voters aged 18-29 have made up the smallest percentage of voters since 1988 (18.1%), and were down to 15.7% in 2016.

So, remember as Thomas Jefferson once said; “We do not have government by the majority. We have government by the majority who participate.” Be a participant!



Missouri Show Me Tap Water Roundup

The results are in and Consolidated Water has the best tasting water in the State for the second consecutive year! Judging for this honor occurred August 25th at the Missouri Rural Water Association office in Ashland after cancellation of the Show Me Tap Water Roundup at the State Capitol, due to the COVID-19 pandemic. Three members of the MRWA administrative staff judged the five finalists on a 10-point scale for water clarity, bouquet and taste.



Once again, Consolidated Water will represent Missouri at the National Rural Water Association Rural Water Rally February 10, 2021 in Washington, D.C. where the Great American Water Taste Test will determine the best tasting water in the nation.

Pictured from left to right: Tom Hyatt—MRWA Water Training Specialist, Howard Baker—MRWA Executive Director, Lauren Kile—Assistant Business Office Manager, Bob Leonard—General Manager and Glenn Garrett—Facilities Maintenance

Eye On Water

Consolidated Water works continuously to improve the services we provide to our customers and as a part of that initiative we have begun a meter upgrade changeout program. This program will continue over the next several years until all meters have been upgraded.



So, what does a meter upgrade mean to our customers? This upgrade offers the customer a direct way to access your water usage data via a secure online website and/or smartphone app. Once registered, you can monitor usage to help understand and control the amount of water used each month. In addition, you can set up alerts to identify potential leaks before it becomes a large bill.

We are excited to make this tool available to our customers to help you keep an EyeOnWater! You may contact the District office for more information.

Welcome

The District welcomes Melinda Bobbitt to the Board of Directors. Melinda represents Subdistrict V and will fill the unexpired term of the late Jimmy Lloyd Sapp.

Put a Lid on it

To prevent a frozen meter and possible loss of water this winter, make sure the lid is secure on your water meter. Contact the District if your water meter lid does not fit properly.

Did you know that we recently added a way to pay your water bill over the phone?

Call 844.329.8665 any time, day or night to pay your bill! All you will need is your account number to get started.



**Know what's below.
Call before you dig.**

Upcoming Closings

November 11—Veterans Day

November 26 & 27—Thanksgiving

December 24 (noon) & 25—Christmas

January 1—New Year's Day

January 18—MLK Jr. Day

February 15—Presidents' Day

May 31—Memorial Day

Board of Directors

James Kyd, President

Subdistrict III

John Collier, Vice President

Subdistrict II

John Spry, Director

Subdistrict I

Jerome Glascock, Director

Subdistrict IV

Melinda Bobbitt, Director

Subdistrict V

Bob Leonard, General Manager

Janet Sears, Clerk

Communication is Key



Communication between the District and its customers is key to the mission of providing clean, safe drinking water. Some of the most important communication is the issuance of a Precautionary Boil Water Advisory after repair of a District water main. At times these repairs are scheduled and we have a few days to communicate this to those affected, however, many times, an unexpected break in a water main requires an immediate repair and we do not have the luxury of advance notice.

For the expected, and especially the unexpected repairs, we encourage you to sign up for text alerts on the Consolidated Water website. Text space is limited so to ensure you receive the entire alert please include your email address at sign up and you will receive the text and an email regarding the event.

In addition, the District will post information about Precautionary Boil Water Advisories on the District website and Facebook page.

Before the Freeze

Fall is here with its cooler temperatures, changing leaves and a promise that winter is just around the corner. Before winter arrives, the following home maintenance tips can help ensure you are ready for the chill.

1. Insulate pipes in your home's crawl space, attic, garage or other unheated area. Exposed pipes are more susceptible to freezing.
2. Seal air leaks that let in cold air near where your pipes are located. Caulk or insulation can keep the cold out and the heat in.
3. Disconnect garden hoses and insulate outdoor pipes and faucets to prevent freezing.

Enduring the Chill

Once winter arrives, with cold, ice and snow, the following tips may help you avoid a costly plumbing repair.

1. Open cabinet doors to allow heat to get in to uninsulated pipes under the sink and to appliances that are near exterior walls.
2. Let the hot and cold water drip or trickle overnight, preferably from a faucet on an exterior wall.
3. Keep your home thermostat at a minimum of 55 degrees if traveling and ask a friend or neighbor to check your home to be sure it is warm enough to prevent freezing.



Capital Improvement Project Updates

Keeping infrastructure up to date and reliable is a part of our commitment to providing quality service to our customers. Capital Improvement Projects help ensure that we maintain enough capacity to meet water needs. Below are a few of the Capital Improvement Projects as we wrap up 2020.

Project	Estimated Cost
Highway 163 Phase 2 (Bonne Femme Church Road to Pierpont) In Design: 2,900' of 12" & 2,800' of 8" PVC waterline Estimated Completion Date: Fall 2021	\$550,000.00
Route M Phase 2 (PUD Lane to Cedar Tree Lane) In Design and Easement Acquisition: 5,900' of 8" PVC waterline Estimated Completion Date: Spring 2022	\$280,000.00