



News from Consolidated Public Water Supply District #1

Spring 2015—Volume Ten

About that Base... *Your Water Base Rate explained*

“What is that water base charge on my bill each month?”

This question is asked frequently at Consolidated Water; especially since our new bill format allows us to provide a breakdown of the monthly billing charges.

The base rate is a fixed amount collected monthly from each customer that is designed to offset fixed costs of operating the water district. Some examples of fixed costs are rent, debt service and certain other maintenance costs. Base rate charges are applied each month per meter regardless of consumption. The base rate provides a steady revenue stream that is not subject to the fluctuations seen in water consumption charges. While most utilities have base rates, it is typical to see varying amounts due primarily to the size of the utility. Base rates and consumption rates are evaluated periodically through a rate study to ensure the Water District is adequately funded for day to day operations and future maintenance.

The size of your meter dictates the amount of your base rate. Base rates at Consolidated Water currently range from \$13.00 to \$99.00 monthly. You will find the base rate listed on the Water Bill as “Water Base” above the “Water Usage” line. The amount will be the same each month with the exception of any pro-ration as a result of a move in or move out during the month.

The base rate is an important funding component to ensure continuing availability of reliable, quality drinking water for District customers.

Fire Hydrants and Landscaping

All of us have seen the familiar shape and colors of fire hydrants across the city and county. For some, this familiar sight may be in front of our home or business and although we recognize the need for the hydrant we wish it wasn't quite so visible. While it may seem logical to use landscaping techniques, (shrubs, trees, fencing) to obscure the fire hydrant, it is important that you understand the consequences of this decision.

Safety is the priority and it is of the utmost importance that fire hydrants be visible and accessible for firefighters responding to a fire. In an emergency situation seconds count and searching for a fire hydrant obscured by bushes or plants uses up valuable time.

When there is a fire, Water District fire hydrants provide access to water to fight the fire. Water supply for firefighting is rated in gallons per minute (gpm). Some hydrants may be color coded to identify what amount of water a specific hydrant can supply so it is important to never paint a hydrant to help it “blend in” to the surroundings.

Although not an emergency, it is important that hydrants be clear of landscaping to allow for proper maintenance of the hydrant. Periodic maintenance ensures the hydrant is in good working order if needed.

Last but not least, landscaping is expensive and could be damaged when a fire hydrant is accessed in an emergency or maintenance situation so to protect your investment and community safety please confine landscaping to areas that do not include a fire hydrant. You can assist in maintenance of hydrants by notifying Consolidated Water of any damage or maintenance concerns.

Thank you for keeping our community safe!



Consolidated Water Employees
Jacki Swank and Lauren Miller
participated in the Polar Bear

Plunge at Bass Pro Lake on March 14, 2015 to benefit the Special Olympics. Their team, The Incredible Plungers, raised over \$5,000.00. Thanks to all who donated!



Upcoming Office Closings

- May 25—Memorial Day
- July 3—Independence Day
- September 7—Labor Day
- October 12—Columbus Day
- November 11—Veterans Day
- November 26 & 27—Thanksgiving
- December 24 (half day) - Christmas Eve
- December 25—Christmas Day

Did you Know?

- Only 3% of Earth's water is fresh water. 97% of the water on Earth is salt water
- Taking a bath requires up to 70 gallons of water. A five-minute shower uses only 10 to 25 gallons
- A gallon of water weighs 8.34 pounds
- At 1 drip per second, a faucet can leak 3,000 gallons per year
- Americans use more water each day by flushing the toilet than they do by showering or any other activity

Source: epa.gov

Spring Reminders

- When planting, remember to call 1-800-Dig-Rite before you dig
- Call us before you fill your pool for summer
- When mowing your grass avoid mowing over your water meter
- All Backflow devices must be tested annually
- Collect water in a rain barrel and use it to water outdoor plants
- Adjust your sprinklers so that water does not run down your driveway, sidewalks or

The Board of Directors:

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Boil Advisory or Boil Order?



These terms are very similar, but it is important that you understand the difference. The Missouri Department of Natural Resources provides the following definitions from their Water Protection Program Fact Sheet;

A public water system may issue **boil water advisory** when there is concern a problem with drinking water may exist, but it has not yet been confirmed. This may be done, for example, while waiting for results of confirmation samples collected for bacteriological analysis, which can take up to two days plus the time required to transport samples to the laboratory.

A **boil water order** is issued by the Missouri Department of Natural Resources to public water systems when a threat to the public health exists, or is likely to exist, that boiling the water will remedy. The public water system is then required to notify consumers as soon as possible, and by the most effective methods, that need to boil their drinking water.

In short, a Boil Water Advisory may be issued by Consolidated Water if there is the possibility of a concern with your drinking water. It is precautionary and does not mean there has been an identified threat to public health. The most frequent occurrence necessitating issue of a Boil Water Advisory may be after a leak is repaired that caused water pressure to drop below a specified point. In this scenario, the "Advisory" is for a specific geographical area affected by the water leak and subsequent repair. Advice of a "Boil Water Advisory" may be by one or more of the following methods; hand delivery of a door tag, phone call, posting in the "Alert" box on the website (www.consolidatedwater.com), mail and/or release to local radio and television news outlets.

A "Boil Water Order" is issued by the Mo. Department of Natural Resources and while less common, it means a threat to public health has been identified and Water District customers must be notified as soon as possible by the most effective means.

Please remember to update your contact information to include cell phone numbers and email addresses. It is important we have an effective way to communicate important information to our customers.

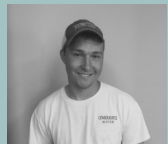
You may find additional information on the Mo. Dept. Of Natural Resources website www.dnr.mo.gov/env/wpp or by telephone at (800) 361-4827.

New Employee Spotlight



Cindy Neal is the newest Consolidated Water employee as she joined the Billing Office staff on January 26, 2015. Cindy has made her home in Boone County for the past 30 plus years. She has an extensive customer service and financial services background.

Derek West joined the Maintenance Department on October 20, 2014. He is a recent graduate of Hallsville High School and brings his experience from the construction field to his job at Consolidated Water.



Lauren Miller joined the Business Office staff on December 3, 2014. Lauren is a resident of Southern Boone County and will receive her Bachelor's Degree in Marketing in May 2015 from Columbia College. Lauren lends her experience in accounting and customer service to her position in the billing office.

Recent Retirements - Sue Ciesielczyk retired January 2, 2015 after nearly 10 years of service to Consolidated Water in the Business Office.

Thanks, Sue and enjoy retirement!

Note: Contact the billing office if you would like return envelopes for bill payment.