

News from Consolidated Public Water Supply District #1

Conquering the Cloud

FAQs about our website & payment portal

Can I pay by text?

Yes, "Pay by Text" became an option in late 2016 offering customers the ability to pay your bill from your smart phone. To utilize "Pay by Text," you must be a registered online bill pay customer with a payment method on file. Login to your account through the consolidatedwater.com website and on the homepage you will see the "Pay by Text" option. If choosing the "Pay by Text" option you must select to receive future bills by text and email or email only. Selecting text and email will require that you enter a valid phone number. Once this feature is set up and activated you will receive a text each month to let you know your bill is prepared and ready for payment.

My payment is coming back declined, what am I doing wrong?

Frequently this situation is a result of an invalid expiration date for a credit or debit card. When a customer enters card information through our payment portal the card expiration date field prefills with the current month and year. It's easy to skip this field when it's already filled, so remember to double check to be sure the expiration date is the actual date on your card.

I'm set up for AutoPay, why do I receive payment reminder emails?

Until your account sits at a zero (0) balance, our system will send you Consolidated Water monthly bills that are due on or by the 15th of each month. You have the flexibility to schedule a timely payment according to this schedule, however, until payment in full is received, friendly payment reminders are sent to help avoid incurring a late payment fee. Once your payment is withdrawn and applied to your account, the emails will stop. If you are not an Auto Pay customer, the reminder emails will continue until the bill is paid.

I have more than one account, can I combine the accounts under a single registration?

Absolutely! Manage multiple accounts with a single login by making sure email address and password is the same for each account. This simple step will link your accounts so you can view all account information in a single login. In addition, payments made are detailed individually for all accounts paid. This feature is a real time saver!

These are a few of the questions we field frequently in the Business Office, but please contact our office at (573) 449-0324 if your question hasn't been answered. Our staff is happy to help!



Notice a difference in the skyline in your neighborhood? Our Bethel St. water tower is getting a makeover! The brackets as shown are tarp containment brackets. When it's time, a tarp will be placed over the water tower to mitigate debris from sandblasting and paint overspray on neighboring properties and these brackets will help hold the tarp in place. Follow our Facebook page for more updates on the progress of the water tower makeover and to see the final product!



Water Gremlins

How Toilets and Water Softeners Can "Eat Up" Your Bill

According to the Environmental Protection Agency, average household leaks account for more than 10,000 gallons of water wasted annually per home. A continuously running toilet can be a big contributor to this total! More often than not, a continuously running toilet is caused by a deteriorated or defective flush valve. Consolidated Water can provide dye strips to test for this problem or you can use a drop or two of food coloring in the tank to perform the same test. Wait about 20 minutes and if you see color in the toilet bowl, water is leaking past the flush valve (flapper). The fix for this problem is an inexpensive one.

Another culprit might be your home's water softener and understanding your softener is the first step in fixing it.

According to the Missouri Rural Water Association's Operator Certification Manual, the most common household water softener is a zeolite softening unit, where water is filtered through "backwash cycles" of sodium to combat the calcium that makes water hard. If your softener gets stuck in a backwash cycle, you could be looking at a higher bill! Water that seems harder than usual could be a clue your softener isn't working properly. Luckily, your system may just need a good cleaning; just be sure to follow manufacturer instructions.

Leaks that persist may require a plumber, but these simple checks are a good place to start.

Water Gremlins, in the form of toilets and softeners, can really increase your bill, but the fix can be easier and less expensive than you think. Too bad that just letting in some sunlight during the day doesn't help. Plan B? Don't use them after midnight!

Newsletter of the Year!



We recently attended MRWA's Conference in Branson, Mo and were awarded with Newsletter of the Year for 2017! You will see our shiny award when you come into the lobby of our office.

Get your Irrigation System ready for spring!

With spring approaching we are likely to see a spike in water usage, especially with customers who have irrigation systems. Spring is a great time to tackle maintenance on your irrigation system. From backflow to valves, it is important to inspect all parts of an irrigation system before turning it on. These check-ups on your irrigation system can prevent automatic programming errors, broken equipment, pressure problems and leaks in the system that can cost customers hundreds of dollars a year. While maintenance at the beginning of spring is important, it is important to keep tabs on your irrigation system during the entire peak watering season to ensure the system is working properly.



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Planning for Safety

Providing safe drinking water for District customers requires a commitment by Consolidated Water employees to work safely each day. The District's staff attends a monthly safety meeting covering a wide range of topics that aim to keep safety at the forefront of all operations.

Working safely is no accident and a part of any safety program is good planning. A wise teacher once said we should remember the Five P's, "prior planning prevents poor performance." A good example of prior planning happened this past winter in the days leading up to the forecasted "ice apocalypse" event. The District had plans in place to shelter employees at the District office, District vehicles were outfitted with tire chains to help make travel less treacherous and large generators were at the ready should there be a power failure that impacted the pumps at District wells. This kind of planning helps result in a positive outcome.



The ice storm missed us for the most part, but the training to prepare for this event was invaluable. District customers can be assured the Five P's were followed to a "T."

— Spring 2017 District Project Updates —

Route A Water Line Upgrade - Phase 1

Began April 2017 (Old Route A to Hartsburg Hills Road) - Installation of approximately 8,500 feet of 8 Inch Water Line (Bid Cost: \$267,385.00)

Bethel Water Tower Rehab

Spring 2017 - Sandblasting the inside and outside of the water tower followed by priming and painting the structure (Bid Cost \$880,029.00)

Route A Water Line Upgrade - Phase 2

Summer 2017 (Hartsburg Hills Road to Hartsburg) - Installation of approximately 8,500 feet of 8 Inch Water Line and Pressure Reducing Valve (Bid Cost \$194,000.00)

Holiday Closings

Memorial Day - May 29

Independence Day - July 4

Labor Day - September 4

Columbus Day - October 9

New Employee Spotlight



Rachael Norden joined Consolidated Water on October 1, 2016. Rachael is a new resident of Boone County, moving here from Osceola. Rachael lends her experience in banking, customer service and creativity to the business office.

Justin Carlos is the newest Consolidated Water employee as he joined our maintenance crew on November 7, 2016.

Justin has been a resident of Boone County his entire life and joins us from a landscaping job with the University.

