



News from Consolidated Public Water Supply District #1

Fall 2015—Volume Eleven

You Asked ... We Listened... IT'S HERE!!!

Consolidated Water is happy to offer a new, secure solution for online bill pay. Beginning immediately customers can view and pay their monthly bill with a click of the mouse. To access online bill pay, simply go to www.consolidatedwater.com and click on the green "View/Pay Bill Online" button.



This solution will allow you to make a one-time payment or schedule recurring payments with your MasterCard or Visa. In addition, you will have the ability to set up a direct debit to your checking account at your financial institution. Customers do not have to register to use this service but will find there are advantages to being a registered user.

This solution not only offers a more convenient payment alternative, but also allows customers the option to "go green" by electing to receive an electronic bill instead of the monthly paper bill. As a rural water utility, we understand the importance of protecting our natural resources and we are happy to partner with our customers in this "go green" initiative. According to the PayItGreen Alliance™, if one in five households were to switch to electronic payments, statements and bills, we could collectively save 1.8 million trees each year and avoid using 103 million gallons of gasoline to mail bills, statements and payments.

Sign up today and enjoy the benefits of online bill pay and account management.

- View your bill online at anytime
- No registration required to pay online
- Receive an email confirmation of payment
- Avoid late payments, schedule payments online
- Go paperless, sign up to receive your water bill via email

A convenience fee of \$1.00 per account will apply to all online payments.

Note:

At Consolidated Water we believe you are the best protector of your financial information. Effective January 1, 2016 credit card payments will no longer be accepted by phone. Please utilize our new online bill pay option to make these payments. Thank you.

Tackling Fall Projects

Fall has arrived and with it a chill in the air and a renewed vigor to tackle those clean-up projects before the snow flies. There are leaves to rake, gardens to clean, trees to trim and lawns to mow.

If your fall project includes burning leaves and other debris, please be aware of District valves and meters at your property. Building a fire on or near these facilities can result in damage that may require replacement of this equipment.

In addition to fall clean-up, remember to disconnect garden hoses from outdoor water supplies and winterize faucets to avoid freeze damage.

{ Holiday Closings }

Christmas Eve - December 24, 2015
at 12:00 p.m.

Christmas - December 25, 2015

New Years Day - January 1, 2016

MLK JR Day - January 18, 2016

Presidents Day - February 15, 2016



SPOTLIGHT - CONSOLIDATED WATER

Consolidated Water has been providing water to customers in our service area for more than 40 years, but have you ever wondered what it takes to deliver a consistent, quality, reliable water supply to your home or business?

It takes a committed, experienced work staff. Consolidated Water employs a total of 23 full-time employees, 16 in the field and 7 in the billing and administrative office. Those 23 employees represent a combined total of 312 years of experience; we know water.

It also, takes a significant investment in facilities. The District currently has a total of 13 active wells with a total pumping capacity of over 10 million gallons per day. Once pumped, this water is stored in elevated and ground storage tanks with a combined storage capacity of over 5 million gallons, but we still haven't delivered the water to our customers. Delivery is accomplished through a network of approximately 623 miles of distribution mains and service lines that ultimately bring that water to the meter at your home or business.

The District also has the benefit and guidance of a five member Board of Directors, each representing one of five Sub-districts, with a combined 76 years of dedicated service.

This description is only a snapshot of the delivery of water service to our customers. We look forward to continuing the tradition started 40 years ago!

Billing Reminder

Payment for water bills is due on or by the 15th day of each month or the next business day when the 15th day falls on a weekend or federal holiday. Please remit promptly to avoid late payment penalties and reconnection charges resulting from past due balances. Thank you.

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
Ronald Harmon, Director
Subdistrict III

Bob Leonard, General Manager
Janet Sears, Clerk

Water Passes the Test

The Missouri Department of Natural Resources Public Drinking Water Branch monitors public water supplies to ensure a safe supply of drinking water to Missouri citizens. One of the monitoring requirements is testing for lead and copper levels in tap water. This testing is required every three years.

The District recently completed lead and copper testing made possible through the cooperation of thirty District customers.

These customers were provided a sampling bottle and sampling instructions. Samples were collected and sent to the lab at the Missouri Department of Natural Resources for analysis.

The results are in and we are pleased to report the District samples were below the action levels defined in the regulation. Individual results for each of the thirty sampling sites will be provided to the participating District customers along with our sincere thanks for their efforts. This testing would not be possible without the cooperation of our customers.

Consumer Confidence Report

The 2014 CCR is now available for viewing at
<http://consolidatedwater.com/wp-content/uploads/2013/04/ccr2014.pdf>.
If you do not have access to a computer and would like a paper copy of this report please contact the office at
(573) 449-0324 to have a copy mailed to your home address.