

# What's On Tap

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

## Show Me Tap Water Roundup

Consolidated Water competed in the Missouri Rural Water Association's Show-Me Tap Water Round Up at the Missouri State Capitol on April 25, 2019. As a top five finalist in the preliminary judging our water was judged by a three member panel consisting of Ashley McCarty, Chair of the Missouri Clean Water Commission, Liz Grove, Chair of the Missouri Safe Drinking Water Commission and Michelle Hallford, Executive Assistant, Office of the Governor, State of Missouri.

We are happy to say WE WON!!! Our water will now compete for the best tasting water in the nation at the National Rural Water Association's Rural Water Rally in Washington, D.C. February 3-5, 2020.



Pictured (left to right): Randy Norden, MRWA Executive Director, Chad Henry and Janet Sears, Consolidated Water.



## New Wellhouse Construction

If you happen to go down Dee Woods Road, Liberty Lane, or even Dripping Springs Road, you will see new wellhouses being built on Consolidated Water well lots. The existing wellhouses in these three locations were built between the late sixties and early seventies. Consolidated Water was not even in existence at the time of their construction. Liberty and South wells were in District 5 and the Dripping Springs well was in District 7. The wellhouses have lived out their life and are in need of replacement.

Both the exterior and interior of the new wellhouses will be maintenance free. Air conditioning will be in the buildings to help keep down condensation on the piping. Several other bells and whistles will be added to make it more efficient to operate the wells. The water services in these areas will be not be affected when wells are switched over from the old to new wellhouses.

## Auto Pay NOT Auto Pilot

Auto pay is a tool that allows you to pay your monthly bill on the date it is due for the amount that is due. This tool is great for peace of mind, not to mention avoiding a late payment penalty if the bill is not paid by the due date, however auto pay is not auto pilot. Please remember to check your account statement or credit card statement to be sure those payments are coming out every month or you could be faced with the unintended consequence of a late payment penalty or even worse; disconnection of service.

The most frequent cause of failure of an auto pay is an expired credit/debit card or an incorrect account number or bank routing number. Emails go out to advise you of a rejected auto pay, but often are clicked through without reading to find out the reason for the email notification. Auto pay is a great tool, but ultimately it is your responsibility to be sure the payment is made.



## Winter Reminder

As winter approaches, please consider these simple tips to help prevent your water pipes from freezing:

- Check/add heat tape on your water pipes
- Keep garage doors closed in freezing temperatures
- Open cabinets under sinks to let warmer air in
- During freezing temperatures, let cold water drip from the faucet
- Make sure areas that exposed pipes are located in are insulated

## After Hours Water Emergency

In a perfect world emergencies would only happen on business days from 8:00 a.m. to 4:30 p.m., Monday through Friday. Unfortunately, we all know this is not the case. So, if your water emergency doesn't keep business hours, rest assured a Consolidated Water employee is only a phone call away.

A call to the office number at 573.449.0324 after hours will prompt you to press "1" for a water emergency and your call will be answered by our answering service team who will then dispatch your request and phone number to the "on call" Consolidated Water serviceman.

Although we hope your water emergency never happens, you can have peace of mind knowing Consolidated Water is a phone call away; night or day.

## Upcoming Closings

November 11 - Veterans Day  
November 28 & 29 - Thanksgiving  
December 24 (half day) & 25 - Christmas  
January 1 - New Years Day  
January 20 - MLK Jr. Day  
February 17 - Presidents Day

## Board of Directors

James Kyd, President

*Subdistrict III*

Jimmy Lloyd Sapp, Vice President

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John Spry, Director

*Subdistrict I*

John Collier, Director

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Jerome Glascock, Director

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Bob Leonard, General Manager

Janet Sears, Clerk

## New Construction or Line Replacement

The District office often receives locate requests via the Missouri One Call system. This request requires District staff to mark any District facilities on your property prior to construction or landscaping that requires excavation. Most customers recognize the familiar 1-800 Dig Rite logo and number and know a call is necessary.

What may not be quite as familiar is how the District locates those lines and facilities. The majority of District waterlines were installed along with a tracer wire. This wire is buried alongside the pipe and acts as a road map when a locator tool is passed over the ground. This simple wire and locator tool make a difficult task much easier.

Unfortunately, older lines may have been installed without this wire, so existing maps are used to pinpoint the location of these lines with the location verified in the field through a technique called potholing or probing. Probing requires taking a metal rod and pushing it in the ground to find the water main.

Often a customer believes the locate request includes customer service lines, this is not the case. Customer service lines are not installed or maintained by the District and as such we cannot locate these lines on your property.

What we can do is to recommend anytime you are installing or replacing service lines on your property, install a tracer wire with the pipe. This wire is inexpensive and can save time and money in the future should excavation be required.



## 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 2019 and began 2020.

Project	Estimated Cost
Gilmore Lane Upgrade - Completed April 2019 - 5,800' of 6" waterline	\$186,000.00
Route M Phase 1 Upgrade - Completed October 2019 - 4,000' of 8" waterline	\$190,000.00
Highway 163 Phase 1 Upgrade - Completed June 2019 - 11,000' of 12" waterline	\$575,000.00
Southwest Way, Route K & Old Plank Rd Upgrade - Estimated Completion November 2019 - 3,000' of 12" waterline and 300' of 8" waterline	\$410,000.00
Well House Rehab/Replacement - Estimated Completion December 2019 Liberty Well, South Well & Dripping Springs Well	\$775,000.00