

INACTIVE METERS



Consolidated Water is a local water district that provides water service to a population of over 24,000 people in Boone County and small portions of Howard County and Callaway County. Consolidated Water owns and operates thirteen deep wells, ten storage facilities, over 650 miles of transmission and distribution water mains and is governed by a five-member Board of Directors elected within the community. Consolidated Water is financially self-supporting and relies in part on monthly water service availability charges to fund the costs of operating, improving and maintaining the water system.

Consolidated Water will enact a new policy in the first quarter of 2024, affecting inactive meters in the system. Inactive meters will be assessed a monthly availability fee based on meter size, as do active meters. The District maintains the connection to each meter service/meter pit and as such the owner of each meter service, active or inactive, must be equally responsible for payment of the monthly availability fee.

Monthly availability fees based on meter size will be billed on or before April 1, 2024. Availability fees will not be assessed for prior years.

Consolidated Water understands that the owners of some inactive services have no intention of initiating water service soon and have not anticipated paying an availability fee. For this reason, Consolidated Water is offering an “opt out” provision whereby the water service will be disconnected and dug up at no cost to the customer, thus avoiding payment of a monthly availability fee.

Property owners who “opt out” relinquish all rights to service and would be subject to a new meter set charge and any other necessary charges should they request water in the future.

Property Owners identified as having an inactive service will receive information by mail with regard to the monthly availability fee and the opt out form should they desire to discontinue service. Completed opt out forms should be mailed or delivered to the District office at 1500 North Seventh Street, Columbia, MO., 65201. Completed forms may also be emailed to staff@consolidatedwater.com.



For FAQs about Inactive Meters, please visit our website www.consolidatedwater.com and click on Inactive Meters.

CONTEST CORNER

How many miles of water line are in the service area for Consolidated Public Water Supply District No. 1?

If you can name how many miles of water line are in Consolidated Public Water District No. 1's service area, you could be entered to win a \$50.00 credit on your January water bill!

Send your Account Number, Name and Service Address along with your answer to staff@consolidatedwater.com to be entered to win!

All entries must be received by December 30th and the winner will be randomly selected on January 2nd!

UPCOMING CLOSINGS

November 23 & 24—Thanksgiving
 December 22 (at noon) - Christmas Eve
 December 25—Christmas Day
 January 1— New Year's Day
 January 15— MLK Jr. Day

Board of Directors

John Collier, President
Subdistrict II
 James Kyd, Vice President
Subdistrict III
 John Spry, Director
Subdistrict I
 Alan Bennett, Director
Subdistrict IV
 Melinda Bobbitt, Director
Subdistrict V
 Tanner Crane, General Manager
 Janet Sears, Clerk



GET NOTIFIED

Consolidated Water knows good communication is essential between the District and the customers we serve. To this end, the District now has the capability to notify selected customers in the event of a precautionary boil advisory or planned maintenance event. These notifications will come in the form of a phone call or email. Customers that want to receive text messages must subscribe to text messages in the customer portal on the District's website. You must register your account to subscribe to text messages. Registration is free and easy, call the office if you have any questions.

GET. THE. LEAD. OUT.

The District is in the home stretch of compliance with EPA Lead and Copper Rule Revisions. If you have completed a Lead and Copper Survey, "THANK YOU". If you have not, please complete the online survey on the District's website (www.consolidatedwater.com) under the Water Quality tab or print out a copy there and drop off the completed form at the District office.

PAYMENT DUE REMINDERS



Consolidated Water makes every effort to remind you when your account is past due. Past due accounts receive a message on the monthly bill followed by a disconnection notice and reminder phone calls until the past due balance is paid. Please understand if you have a past due balance and have made payment arrangements you will continue to receive payment reminder calls. The billing notification system simply recognizes past due balances and continues to notify until the balance is paid. This is a feature of the notification system and cannot be configured by District staff. Please don't hesitate to contact the District office if you would like confirmation of payment arrangements.

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 the District has completed for 2023.

Project	Estimated Cost
New Salem Road Upgrade: 5,800' of 12" PVC from Robbie Forbis Road to Rangeline Road. Completed May 2023	\$569,973.00
Route J Upgrade Graham Road to Woodlandville: 22,000' of 12" PVC from the intersection of Graham Road and Boothe Lane then north along the west side of Route J to Woodlandville Water Tower. Completed September 2023	\$1,568,757.00
Route E 12" Upgrade: Upgraded approximately 5,600' of existing waterline with 12" waterline along Route E from the Fire Station to Wilcox Road. Completed June 2023.	\$939,436.00
Highway VV - Dripping Springs Upgrade: 2,200' of 12" waterline and 3,400' of 8" waterline from the Highway VV water tower to the Dripping Springs Well. Completed October 2023.	\$465,278.00