

What's On Tap

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

Rate Change



Consolidated Water will increase rates for all customers effective with the July 1, 2019 monthly billing. The water rate will increase to \$6.60 per 1,000 gallons and monthly base rates will be adjusted per meter size as detailed in the chart below. The average residential customer will see an increase of approximately \$7.50 per month (5,000 gallons usage). This amount is similar to what you might pay for two bottles of water at a sporting event, two specialty coffee drinks or a meal at a fast food restaurant, so this small monthly increase is a great value to buy the continued benefit of a clean, safe and reliable water system.

Many District customers may not remember the last rate increase because it was nearly 10 years ago. Since that rate increase, District distribution system additions alone total more than \$11,000,000; that's not to mention the expense of maintenance and operations of the District's 383 square mile service area including over 650 miles of waterlines. The District has responded to our customer requests with the implementation of a website, online bill payment options and updated technology in water metering, all without an increase in rates. We understand many of your expenses have increased over the past several years and the District is no exception, but we responded by tightening our belt and streamlining operations as much as possible to continue to deliver the service our customers expect when turning the tap without increasing rates, but the time has come when belt tightening is no longer sufficient.

Although rate increases are never a popular subject, be assured a comprehensive rate and fee analysis was completed to assist in determining the appropriate rate structure for District customers based on their water requirements. Monthly base rates were adjusted to reflect the meter capacity factor specifications as set out by American Water Works Association. An additional component of the analysis was a look to the future to be sure the District is set on a solid financial footing not only to maintain the current system but to replace aging infrastructure as it becomes necessary. This analysis and the information compiled within will continue to assist the District in planning for a sustainable future.

We believe District customers recognize the value of clean, safe drinking water and as such will see the necessity of this rate increase. Please contact the office at (573) 449-0324 to discuss any questions or concerns regarding this increase. Thank you for the confidence you have placed in Consolidated Water to deliver this precious resource to your homes and businesses.

Meter Size	5/8"x3/4"	1"	1.5"	2"	3"	4"	6"	8"
Old Rates	\$13.00	\$34.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00
New Rates	\$15.00	\$37.50	\$75.00	\$120.00	\$240.00	\$375.00	\$750.00	\$1200.00

Missouri Rural Water Association Apprenticeship Program

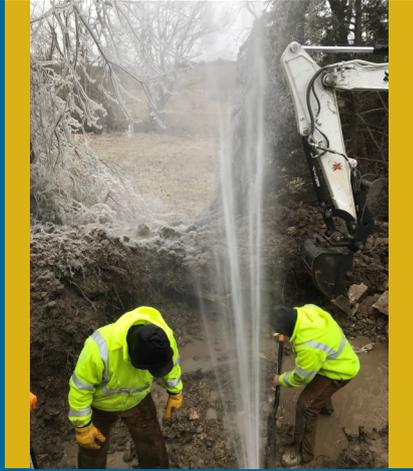
Missouri Rural Water Association in conjunction with the U.S. Department of Labor has launched an Apprenticeship Program for Water and/or Wastewater Operations Specialist and Consolidated Water is pleased to have a Maintenance Department employee enrolled in the inaugural session of this program.

The apprenticeship is structured to allow the participant to "earn as they learn" through a minimum of 2000 hours of supervised on-the-job training with their employer; in combination with 144 hours of related training and instruction provided by Missouri Rural Water Association's Apprenticeship Coordinator, Jim Enterline. The program rewards the participant with scheduled increases in earnings as they increase their skills during the program.



Upon graduation from the program the participant receives a National Occupational Credential attesting to their job proficiency. The Apprenticeship Program is a "win" for the employee and an even bigger "win" for the employer with an employee who is truly a Specialist in their chosen field!

New Employee Highlight



We would like to extend an official welcome to employees Jeremy Strawn and Caleb O'Keefe. Jeremy has worked in a part-time capacity for the District since the fall of 2017 and joined the District as a full time employee at the start of 2019. Caleb began his District employment in September 2018. As you can see in the photo above, a warm District welcome can come in the form of fixing a big leak on a cold winter day. Welcome aboard, we're glad you're here!

Have you changed your contact information?

Give us a call at 573.449.0324 or send us an email at staff@consolidatedwater.com to ensure that we are able to contact you!

Board of Directors

James Kyd, President
Subdistrict III

Jimmy Lloyd Sapp, Vice President
Subdistrict V

John Spry, Director
Subdistrict I

John Collier, Director
Subdistrict II

Jerome Glascock, Director
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Bob Leonard, General Manager
Janet Sears, Clerk

Owner Duplicate Notices

Beginning in March 2019 the billing office began sending Owner Duplicate Disconnect Notices. The Owner Duplicate Notice is a courtesy service to notify a property owner/landlord of a tenant's past due status and pending disconnect. A Disconnect Notice indicates the water bill has not been paid for two (2) consecutive months. If you receive an Owner Duplicate Disconnect Notice and your tenant has moved out, please contact the District billing office at 573-449-0324 in order to update the account status.

Did you know that we recently added a way to pay your water bill over the phone?
Call 844.329.8665 any time, day or night to pay your bill!
All you will need is your account number to get started.

Show-Me Tap Water Round-Up

As a member of Missouri Rural Water Association (MRWA), the District recently submitted a water sample for MRWA's Show-Me Tap Water Round-Up competition to determine the best tasting water in Missouri. We are proud to report preliminary judging placed our sample in the top 5 in the state and as such our water will move to the final round of judging at the Show-Me Rural Water Rally on April 25, 2019 at the Missouri State Capital Building. The winner of this competition will compete in the Great American Water Taste Test held in Washington D.C. in February 2020 at the National Rural Water Association's Rural Water Rally.



Upcoming Closings

Memorial Day - May 27 | Independence Day - July 4
Labor Day - September 2 | Columbus Day - October 14

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 planned for the beginning of 2019.

Project	Estimated Cost
Route H Waterline Relocation - Upgrade and relocation of 12,000' of 12" waterline between Airport Road and South Rangeline Road. (upgrade from 3" waterline) – District crew installation.	\$500,000.00
Hwy 163 Waterline Replacement - Replacement of approximately 11,500' of 4" waterline to 12" waterline between Tom Bass Road and Bonne Femme Church Road. Contract awarded to Ryan Construction Company.	\$600,000.00
Route M Waterline Replacement Phase 1 - Replacement of approximately 4,000' of 8" waterline and 6" waterline west of Ashland along Route M between Fox Hollow Road and Pud Lane	\$192,000.00