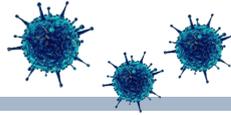


# What's On Tap

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

### THANK YOU



Consolidated Water would like to extend a sincere "Thank You" to our District patrons as we continue to weather the storm that is the COVID 19 Pandemic. As an essential business, the District developed a response plan that would ensure uninterrupted water service for those we serve. A large part of this plan was keeping our staff healthy so they could respond to your needs.

We know limited staff and office closures may be an inconvenience at times, but we believe it is the best way to protect you and our staff. We have been available by phone and email and have waived convenience fees for payments made online or over our toll-free phone line. For some, this event has presented financial hardships and we responded to that with waivers of late payment penalties and a temporary reprieve from disconnects for non-payment. Our field staff was at the ready to respond to any reported water leak to minimize service interruptions. As we begin the process to move toward our new normal, we want you to know we sincerely appreciate your support on this journey. Remember, we are all in this together.

**Please be advised, June bills that remain unpaid after June 15, 2020 will be assessed a late payment penalty. In addition, the District will disconnect services for non-payment in June. Customers with a past due balance should make payment on or by June 15, 2020 to avoid disconnect. Contact the District if you have questions or need additional information.**

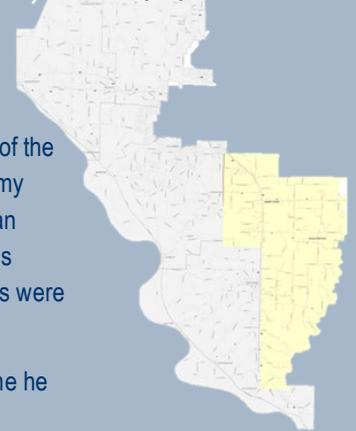


## Remembering Jimmy Lloyd Sapp 1940-2020

The District remembers long time Subdistrict V board member Jimmy Lloyd Sapp. A second-generation board member, his father, L.T. Sapp, was one of the original board members when formation of the District began in the 1960's. Jimmy Lloyd's service began after the death of his father in the late 1970's and has continued more than 33 years through concurrent terms. He was currently serving as Vice President of the Board of Directors and was slated to begin a new three-year term in April 2020. Jimmy Lloyd utilized his extensive knowledge of Boone County and the Water District to be an informed, engaged representative for Subdistrict V. He was always willing to share his

opinion and enjoyed a healthy debate; however, "majority rules" was the hallmark of his tenure and District board decisions were met with his full support.

Jimmy Lloyd enjoyed his family, his friends, his livestock and his service to many organizations. We are grateful for the time he invested in service to Consolidated Water.



## Great American Water Taste Test

Consolidated Water employees Glenn Garrett and Lauren Kile traveled to Washington, D.C. in February to attend the National Rural Water Association's Rural Water Rally. Consolidated Water represented the State of Missouri in the Great American Water Taste Test after being named the winner of Missouri Rural Water Association's Show-Me Rural Water Rally at the State Capitol in April 2019. Although the title for best tasting water was ultimately awarded to the state of Kentucky, we were proud to represent the State of Missouri in this competition.

While in Washington, D.C., Glenn, Lauren and Randy Norden, Executive Director of Missouri Rural Water Association, made a trip to Capitol Hill where they participated in a legislative visit with Congresswomen Vicki Hartzler of Missouri's Fourth Congressional District to discuss, in part, the importance of continued funding for rural water.

In a nod to the old adage "if at first you don't succeed," Consolidated Water competed in preliminary judging for best tasting water during Missouri Rural Water Association's Annual conference in March 2020 placing in the top five that will move on to final judging. Check our Facebook page to see if we are again named Best Tasting Water in Missouri and earn a trip back to Washington D.C.!



## Is soft water for you?

Consolidated Water's drinking water is supplied from deep wells located throughout our system. While water sourced from the ground has many benefits, the water can be described as hard. A water softener can be a solution for hard water concerns, but experience has indicated this is a personal preference and may not be the solution for every customer. The benefits of softened water below may assist you in deciding if a water softener is right for you.

- Helps prevent buildup of minerals on fixtures and in pipes
- Helps prevent buildup in extending appliance life
- Helps prevent spots on dishware or glasses
- Helps preserve natural oils for softer hair and skin
- Helps reduce amount of soap and detergents needed

Contact the District for any water quality questions regarding hardness in your area.

## Kudos Corner

As a member of Missouri Rural Water Association (MRWA), Consolidated Water would like to extend congratulations to Randy Norden as he assumes his new responsibilities as Federal Programs Director with National Rural Water Association (NRWA) in Duncan, OK. Randy served as MRWA Executive Director and led the Association in its mission to serve and represent Missouri water and wastewater utilities. We wish Randy the best in his new role with NRWA!



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.

## Upcoming Closings

May 25 - Memorial Day  
July 3—Independence Day  
September 7—Labor Day  
October 12—Columbus Day  
November 11—Veterans Day  
November 26 & 27— Thanksgiving  
December 24 (noon) & 25—Christmas

## Board of Directors

James Kyd, President

*Subdistrict III*

TBD

*Subdistrict V*

John Spry, Director

*Subdistrict I*

John Collier, Director

*Subdistrict II*

Jerome Glascock, Director

*Subdistrict IV*

Bob Leonard, General Manager

Janet Sears, Clerk

## Consumer Confidence Report

The District's 2019 Consumer Confidence Report is now available. The report can be accessed by clicking the Consumer Confidence Reports button on the homepage of the District's website [www.consolidatedwater.com](http://www.consolidatedwater.com) or by navigating to the Mo Dept of Natural Resources website address, [www.dnr.mo.gov/ccr/MO3024055.pdf](http://www.dnr.mo.gov/ccr/MO3024055.pdf). You may pick up a paper copy of the report at the District office drive-thru or make a phone request that a copy be mailed to your home.

The information for this report is compiled from the results of required testing performed over prescribed time periods in the prior year(s), so collection dates referenced in the report may span multiple years. District water is groundwater sourced from a network of 13 wells throughout the District's service territory. The District is pleased to provide the results of tests that continue to ensure the delivery of quality water to your home or business. You may contact the District office by phone (573.449.0324) or email ([staff@consolidatedwater.com](mailto:staff@consolidatedwater.com)) if you have any questions about this report.

## Taking care of your meter

While out of sight, out of mind, can usually describe your water meter, it is important you know where it is located at your home or business. The meter is located in the ground, typically near the road or street and resides under a large, flat, protective cover. Still can't find it, call the office and we can point you in the right direction or even have a friendly service man come out and flag the location. So now that you have found it, here are some tips to ensure the meter serves your home or business for many years.

- Keep grass and weeds around the meter location trimmed
- Don't run over the meter with your lawn mower
- Don't landscape around the meter or cover it with dirt or mulch
- Report any damage to the District
- Replace the lid securely if removed to read or check the meter



## 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 continue 2020.

Project	Estimated Cost
Southwest Way, Route K & Old Plank Rd Upgrade Inservice Date December 2019, Yard Restoration Completion Date April, 2020: 3,000' of 12" waterline & 300' of 8" waterline	\$416,488.00
Route H Relocation & Upgrade Completion Date April 2020—11,000' of 12" waterline	\$289,880.00
Highway 163 Phase 2 (Bonne Femme Church Road to Pierpont) In Design: 2,900' of 2" & 2,800' of 8" PVC waterline Estimated Completion Date: Fall 2021	\$550,000.00
Route M Phase 2 (PUD Lane to Cedar Tree Lane) In Design and Easement Acquisition: 5,900' of 8" PVC waterline Estimated Completion Date: Spring 2022	\$280,000.00