

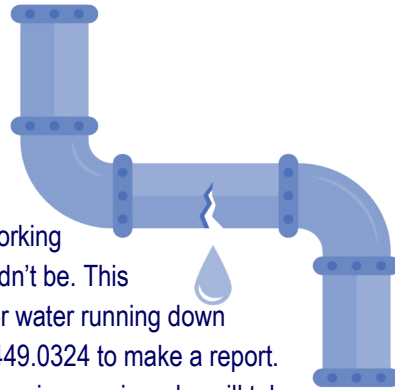
MORE THAN JUST REPAIRING A LEAK

Spring has sprung and many of us are outside more enjoying the warmer weather. Whether out walking or working in your yard, you may come across water where it shouldn't be. This could be a wet spot in your yard, where it's usually dry, or water running down the street. In either case, please call the District at 573.449.0324 to make a report. If the office is closed, your call will be directed to our answering service who will take your report and contact the on-call service man.

So now that you've made a report, what happens at the District?

1. A District employee may contact you for more information and/or make a site visit to evaluate the situation. Based on this contact they will determine if this is a leak that must be fixed immediately or one that can be added to the maintenance schedule for the week.
2. A leak that must be repaired immediately requires the District to contact Missouri One Call (Missouri 811) to request emergency locates for all utilities in the area of the leak. The locate request should be completed within two hours. If a utility fails to respond, a no response ticket is called in, and two more hours are given to respond. During this time, water may be shut off due to loss of water pressure.
3. District crews will begin to identify and repair the leak after all locates are completed. While waiting for completion of locates, crews make sure trucks are stocked with parts they anticipate may be needed for the repair. District crews will work as quickly and safely as possible to repair the leak and restore water service.
4. A leak event where there is a loss of water pressure or loss of water service requires the District to issue a boil advisory. The District notifies customers about boil advisories via phone call, email or door tag. In addition, the information may be posted on the District's website or Facebook page. If you have been affected by a leak, a good rule of thumb is to assume you may be under a boil advisory, even if you haven't yet been notified by the District.
5. Water service will be restored once all repairs are completed. Water lines are flushed thoroughly following a repair and a water sample is collected for testing at a local lab. The lab is open Monday-Friday with most tests requiring 24 hours for completion. While boil advisories are precautionary only, they are not lifted until the lab confirms the sample is free of any contaminants. This confirmation is additional insurance your water is safe to drink.

Interruption of water service due to a leak is never convenient, but understanding the repair process may help you know what to expect. Thank you for your patience as we work through these necessary steps as efficiently as possible.



Deposit Refunds

The District has begun the process of refunding meter deposits for customers who have shown a satisfactory payment history. These refunds will show up as a credit on the eligible customer's bill. This process will take some time to complete, so please be patient with us through the transition. If you have any questions, please do not hesitate to contact our office.



In an effort to GPS all assets in our system, you may see our team walking in your area! Logging these points on our mapping system will not only help provide us data we will use in house, but it will also help us provide better and faster customer service in the case of a leak or other water emergency.

CONTEST CORNER

If you can identify the item below **and** it's purpose, you could be entered to win a \$50.00 credit on your June 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 May 31st and the winner will be randomly selected on June 1st.

WHAT IS IT?



UPCOMING CLOSINGS

May 29—Memorial Day
 July 4— Independence Day
 September 4— Labor Day
 October 9—Columbus Day
 November 10—Veterans Day (observed)
 November 23&24—Thanksgiving
 December 22(at noon) - Christmas Eve
 December 25—Christmas Day

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HIGH USAGE AUTOMATED CALLS



The District has recently automated calls reporting water usage outside of normal parameters for your water service. These are courtesy calls to help make you aware of any potential leaks, but it is not without limitations. The system works on a percentage increase with a notification threshold set at 5,000 gallons. New customers or customers using water following a period of limited or no usage may receive a call because there is little or no comparison history. This is a great tool to help customers manage their water service, but please don't be alarmed if you receive a call and have no apparent leak.

GET. THE. LEAD. OUT.

Thanks to you, we are ahead of the game on EPA Lead and Copper Rule Revisions! If you have not had a chance yet, please take the time to fill out a survey, located on our website (www.consolidatedwater.com/lead-and-copper-rule) or stop by our office for a physical copy.



For help with setting up AutoPay, please visit our website and click on the Customer Portal button on the righthand side of the page. At the bottom of the page under Relevant Documents, there are two documents to help walk you through the process of getting AutoPay set up.

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 planned for 2023.

Project	Estimated Cost
Hwy VV and Dripping Springs Rd Upgrade: 3,000' of 12" PVC along Highway VV from Peabody Road to Dripping Springs then 3,000' of 8" PVC along Dripping Springs Road to Old No. 7 <i>Bidding Spring of 2023 with Estimated Completion Fall of 2023</i>	\$560,000.00
Route J Upgrade Graham Rd to Woodlandville: 22,000' of 12" PVC from the intersection of Graham Rd and Boothe Lane then north along the west side of Route J to Woodlandville Water Tower <i>Contract awarded for June 2023 start up with estimated completion Fall of 2023</i>	\$1,650,000.00
Pierpont Area Upgrade Phase 1: Upgrade of approximately 14,000' of existing 2" waterline with 6" waterline along Tomlin Hill Road, Bluebird Lane and Fox Lane <i>Bidding Fall of 2023 with Estimate Completion Summer 2024</i>	\$720,000.00