

# UPDATE

Winter 2009

## UPCOMING OFFICE CLOSINGS

### Consolidated Public Water Supply District No. 1 Business Office Hours

8:00 a.m. - 4:30 p.m., Monday - Friday

#### ▼ The District office will be closed on the following days:

- Veterans Day, Wednesday, November 11
- Staff Training, Wednesday, November 18 at noon
- Thanksgiving, Thursday, November 26 & Friday, November 27
- Christmas, Thursday, December 24 at noon & Friday, December 25
- New Year's Day, Friday, January 1

## Rt. E project benefits 1,900

### New well and large distribution main installed

Consolidated Water District No. 1 completed the Rt. E project at the close of September with much success, which included a ground water supply well and five miles of 12-inch water lines along Rt. E.

This capital improvement project provides residents north and west of the City of Columbia with an additional water source to supply area homes and businesses with additional pressure and a reliable source of water. The new additions will also serve as a backup resource should a supply well go out in the

northwest portion of the district. Approximately 1,900 customers will reap the benefit of this expansion. The Rt. E project was designed to be completed in two phases. Phase 1 was finished last year with a savings of \$361,000. When the Rt. E project was originally planned, Phase 2 was not slated for completion until 2011. However, due to favorable construction prices, not only was the job completed nearly two years in advance, but the district also saved its consumers nearly \$290,000. Overall, Consolidated was able to save \$650,000 for other capital

improvements. In addition to direct benefits to Consolidated customers, the Rt. E project will further benefit the District, adds David Lee, director of development. Once the new well is on line, the District will be able to renovate a well and above-ground storage tank on Gillespie Bridge Rd. The storage tank will be taken out of service this winter and spring, and the tank will be repaired and painted. Additionally, improvements will be made to the controls while the well is out of service. Chad Henry, Planning and

Development Project Coordinator, adds that a water line project called Ashland Eastern Loop is in the works to benefit customers in the southern portion of the Water District. At this time Henry is working on obtaining water line easements and working with the District engineers for the project. The project consists of several miles of 12-inch water line that will parallel Robbie Forbis Rd., and State Highway Rt. Y then continue south along Highway 63 to connect to an existing water line at Peterson Ln. ▼

## Economic downturn impacts district Rates to change January 1

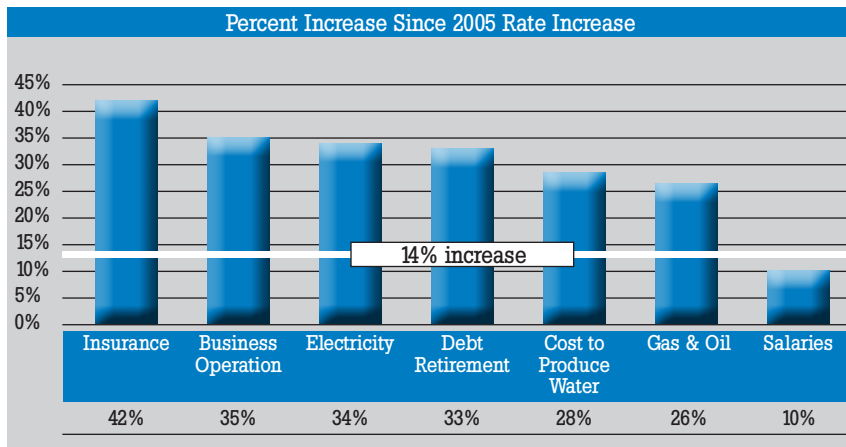
As projected in the 2005 Winter Update, Consolidated District No. 1 will increase water rates as planned on January 1, 2010. The average residential customer can look for their monthly statement to rise approximately \$5 (14 percent increase), a cost comparable to that of a meal at a fast food restaurant.

This small increase will greatly assist Consolidated in the coverage of their monthly expenses and allow the District to continue to give our clients the best service possible.

Over the last five years, the public water industry, not unlike other public utilities, has experienced significant increases in operating expenses. As the economy has changed, the District also has had to adapt. Although we have made changes in how the District operates, trying to cut expenses as much as possible, the District still has been affected by the economic downturn.

To compound the problem, water usage has decreased over the last three years, showing a downward trend in water consumption. In 2005, Consolidated had 7,758 customers with annual usage of 558,756,000 gallons. In 2008, there were 8,262 customers and annual usage was only 550,147,000 gallons. The increase in customers, but decrease in water sales has contributed to the need to increase rates to cover fixed costs. As depicted in the graph, you can see how all areas of business have been affected.

The District hopes that as valued customers, you will understand the reason behind the need to raise the rates. ▼



## Cost of water is low Where is your money going?

The average household bill is approximately \$35.50 monthly. You may think to yourself, "Where is my money going? Why are my rates going up? It can't be that expensive to 'make water!'" Relatively speaking, you'd be correct.

The expense of water isn't very significant when costs are broken down by segment; however, the incidental charges of production force an increase in rates to the consumer.

In 2009, 41 percent of Consolidated's fees went to cover the cost of maintenance, gas, and oil. A total of 32 percent went to cover the repayment of bonds. A mere 9 percent of funding goes toward being a public utility and administrative expenses. Surprisingly, only 18 percent of the actual cost is applied to water. Consolidated pumps and disinfects water from 14 wells to our customers, and at a very low cost. If you ever have questions or concerns, please call the District's office. We'll be happy to assist you with any information you may need. ▼

# Meeting customers is key New employee draws on banking experience



**Customers come first.**  
Chelsea McGill, a new unit clerk, says one-on-one contact with customers is what she likes best about her job.

When an opening became available for a position in the District's business office, Business Manager Janet Sears knew she was looking for a person with a versatile skills set. Enter, Chelsea McGill.

Chelsea comes to the District with the skills and smarts to take on a new challenge. Fortunately her years of banking experience and working with bank customers make for a smooth transition into serving the customers of Consolidated. This one-on-one customer contact is what Chelsea likes best.

As one of the clerks in a busy office she is involved in many customer related functions. She takes phone calls and collects and posts payments. She also takes new applications for service and completes the work orders that direct staff in the field to connect or disconnect service.

Chelsea adds, "Right now I'm everyone's shadow as I work to learn new things." One of the staff from the meter reading department even explained the many aspects of a water meter so she would be better equipped to answer customer questions or concerns. Her desire to help customers will continue to fuel her quest to learn as much as possible in her new job at the District.

"The staff here is always willing to teach me anything I need to know and I'm just one of those people who likes to advance not just in job position, but in knowledge."

The native of California, Missouri says "the staff here is always willing to teach me anything I need to know and I'm just one of those people who likes to advance not just in job position, but in knowledge."

Soon, Chelsea plans to complete the 20 hours remaining to finish her degree in Business Finance at Columbia College. At the moment, she explains, the goal is for her husband, Alex, to finish his degree in Agricultural Systems & Management and Economics at the University of Missouri-Columbia. Alex is the manager of the MU Poultry Farm and the McGill's reside on the farm near

Columbia with their dog, Gidget, and a poultry population that ranges from 800 to several thousand in number. Although the McGill's live in what could be deemed unconventional circumstances for Columbia, Chelsea believes her agricultural roots and small town experience serve her well in her new position with Consolidated No. 1.

"I feel like it's a small town feeling here," she says. "You know, people come to work in their Wranglers and boots. Everybody is really nice and laidback. It's a good fit." ▼

## WINTER REMINDER

Be prepared for winter's cold, ice and snow by making sure the lid is secured on the meter well. For meter lids that do not fit properly, call the office to request service. Cold air that gets into the meter wells may cause meters to freeze resulting in a disruption of your service.

## 5 STEPS TO USE WATER WISELY

- 1 Monitor your water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks.
- 2 When washing dishes by hand, don't let the water run while rinsing.
- 3 Some refrigerators, air conditioners and icemakers are cooled with wasted flows of water. Consider upgrading with air-cooled appliances for significant water savings.
- 4 Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- 5 If your shower fills a one-gallon bucket in less than 20 seconds, replace the showerhead with a water-efficient model.

**UPDATE** is published by the Consolidated Public Water Supply District No. 1 as a public service to its customers. The district does not discriminate on the basis of sex, race, creed, color, national origin or handicap.

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