

THE WIRE

SPRING • 2024

Get To Know Your Usage & STAY ON TRACK!

NEW FEATURES

Track Your Usage BY THE HOUR!



SCAN HERE



WHAT'S HAPPENING

Get To Know Your Usage

Water System Of The Year

Upcoming CWEP Events

What's Yours? What's Ours?
Water Service Lines

LCR Service Line Inventory

New Faces To Our Team

Spring Tree Planting Guide

5 Ways To Save

Net Metering How To

Fiber Internet is LIVE!
Sign Up Today!

POWERFUL ENERGY INSIGHTS IN THE PALM OF YOUR HAND!

Have you signed into your My Account? With My Account on our mobile app or desktop, you have the power to manage your account from anywhere! View and pay your bills, review your energy usage down the the hour, report outages - all from your mobile device. While we can't control our unpredictable weather, this helpful tool can show you how it impacts your bill. **Check it out today!**

WHY TRACK MY USAGE?

- **COST SAVINGS:** Monitoring your usage helps identify areas of inefficiency, allowing you to make changes that can help reduce utility bills.
- **MAINTENANCE AWARENESS:** Tracking your usage can reveal abnormalities that may indicate leaks or malfunctioning equipment, helping you catch and address issues early to prevent damage and save money on repairs.
- **RESOURCE CONSERVATION:** By monitoring your usage, you can adopt more sustainable daily habits to conserve energy and water resources for future generations.

STAY CONNECTED

- Facebook: @CWEP.CARTHAGEMO
- Instagram: @CWEP_CARHAGEMO
- X: @CWEP.CARTHAGEMO

CWEP TEXT ALERTS

Text "CWEP" to 1(888)504-4560
Instantly start receiving outage info, account/billing updates, & even text in outages!

WATER SYSTEM OF THE YEAR



Pictured: CWEP Water Treatment/Distribution/Collections Team

CWEP was recently honored as the Missouri Rural Water Association (MRWA) 2024 Water System of the Year. The MRWA, an association dedicated to supporting rural water and wastewater systems across the state, presented the award to CWEP during its Annual Conference in March. "This recognition is a true testament to the hard work and dedication of our team who tirelessly strives to ensure the delivery of safe and reliable water services to our community. We are proud to serve Carthage and remain committed to upholding the highest standards of excellence in everything we do," said Jason Choate, CWEP Director of Water Services.

UPCOMING CWEP EVENTS - MARK YOUR CALENDARS!

JOIN US!

TOWER 2 TOWER
5K & FUN RUN

SATURDAY, MAY 11TH!

JOIN US FOR THE ANNUAL CARTHAGE

Community EARTH DAY

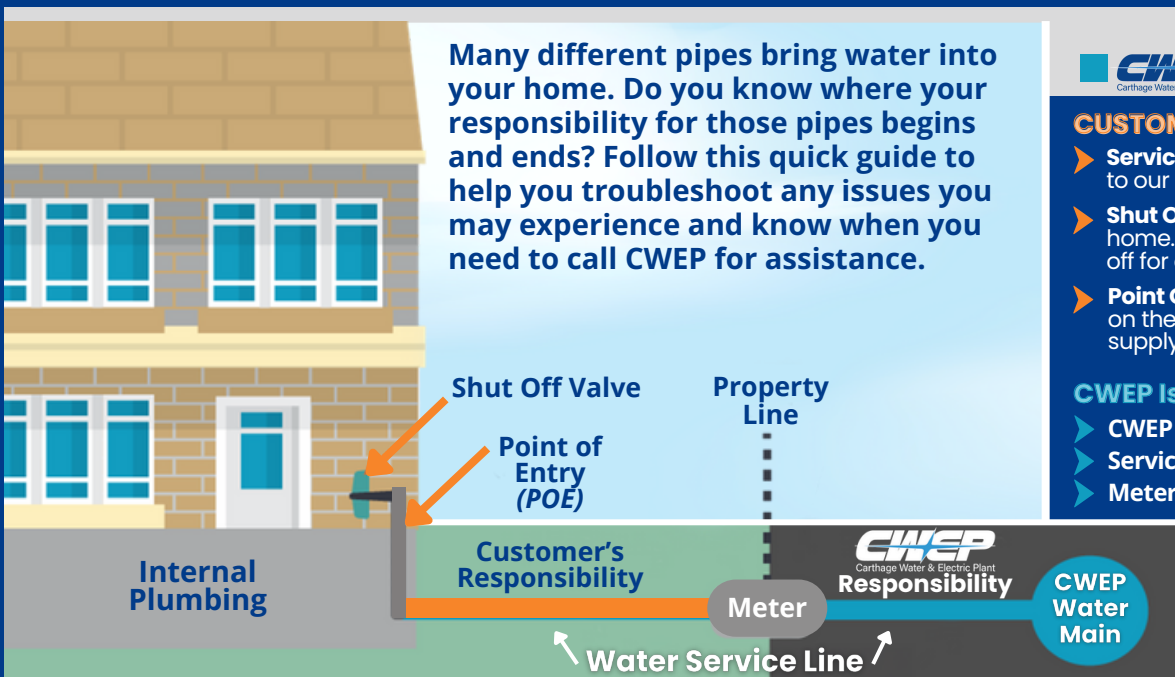
SCAN ME!

Saturday, April 20th | Central Park
10am - 2pm

Tree Sapling Giveaways | Food Trucks | Cardboard Collection
Tree Planting | Scavenger Hunt | Planting Activity | Gardening Tips & Tricks

WHAT'S YOURS? WHAT'S OURS? WATER SERVICE LINES

Many different pipes bring water into your home. Do you know where your responsibility for those pipes begins and ends? Follow this quick guide to help you troubleshoot any issues you may experience and know when you need to call CWEP for assistance.



RESPONSIBILITIES



CUSTOMER Is Responsible For:

- **Service Line:** This is the pipe from your house to our meter.
- **Shut Off Valve:** This controls water flow in the home. Find out where it is and how to turn it off for emergencies and home repairs.
- **Point Of Entry (POE):** This is located directly on the entry point for your home's water supply.

CWEP Is Responsible For:

- CWEP Water Main
- Service Line (from the main to the meter)
- Meter

Need your water turned off for a repair? Have questions? Give us a call, 417-237-7300. We're always happy to help!

LEAD & COPPER RULE - SERVICE LINE INVENTORY

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCR), a series of regulations aimed at protecting public health by reducing the potential for exposure to lead through drinking water. These revisions added new protective measures specifically focused on mitigating exposure to lead from the nation's public water systems and plumbing in private homes and businesses.

To find lead wherever it may be in every water system in the country, the EPA's revised LCR contains a new requirement that all public water systems nationwide develop an "initial inventory" of their community's water service lines and connections, **including all the water lines and connections on private properties.**

The revised LCR reporting will take effect in October 2024. CWEP is requesting your help to identify the types of service line materials used at your residence. The service line is the pipe that connects your home or building to the water main in the street. Service lines may be made of lead, copper, galvanized metal, or plastic.

Once you've identified the type of line used at your home, simply scan the QR code below to fill out the digital form on our website or fill out the upcoming paper survey that will be sent out in your May bill. **Questions? Give us a call today, (417)-237-7300.**

Scan the QR Code & fill out our digital survey, TODAY!

For more information, please visit,

www.epa.gov/dwreginfo/lead-and-copper-rule



WHAT TYPE OF SERVICE LINE IS IN YOUR HOME?



LEAD

Dull, silver-gray. Easily scratched. Not magnetic



COPPER

Color of a Penny. Rigid.



GALVANIZED STEEL

Dull, silver-gray. Not easily scratched. Magnetic.

NEW MEMBERS TO OUR TEAM



RYAN WOOLDRIDGE
Field Service Rep.



AMBER LASITER
Customer Service Rep.



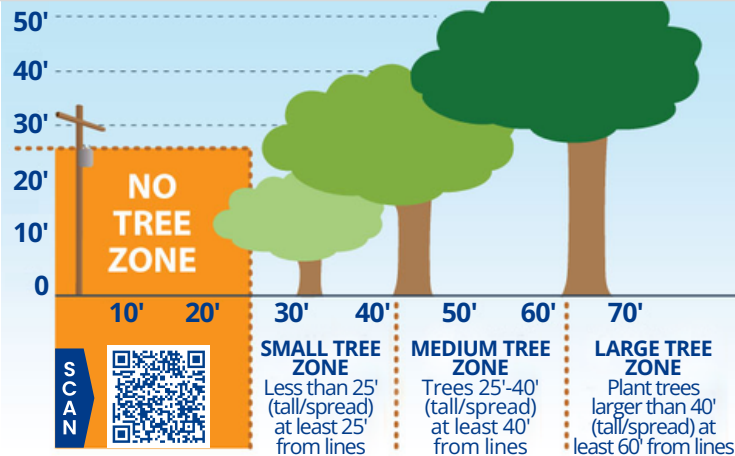
BRIANA BURNS
Customer Service Rep.



MASON UTTER
Water Distr. Operator

SPRING TREE PLANTING GUIDE

It's Spring and we're ready to plant flowers, bushes and trees! Trees beautify our community, provide habitat for wildlife, offer shade, and help keep our environment clean. But trees that grow too close to or into CWEP's power lines can result in power outages, fires, and safety risks. That's why it's always important to keep in mind the mature height of each tree you plant and where you're planting them to ensure they won't interfere with power lines or electrical equipment in the future. **Check out our tree planting guide before you dive into your next Spring planting adventure!**



5 WAYS TO SAVE

Spring into action as the weather warms up & save energy in your home with these simple tips!

For More Tips Visit WWW.CWEP.COM

SCHEDULE HVAC MAINTENANCE



INVEST IN INSULATION



UTILIZE CEILING FANS TO COOL YOUR HOME



INSTALL A SMART THERMOSTAT



SEAL ALL CRACKS & LEAKS IN YOUR HOME



NET METERING

"I'm thinking about Net Metering... what's next?"



Energy you PRODUCE



Energy you CONSUME



NET ENERGY

Customers should **ALWAYS** consult CWEP **BEFORE** a renewable energy system is installed that will be used for net metering on the property. Scan the code below to learn more and to fill out our **Net Metering Application** if you're planning to install a renewable energy system in the future. Give us a call **(417) - 237-7300** or e-mail us at customerservice@cwep.com with any questions!

LEARN MORE





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