

THE WIRE

WINTER • 2025

Sparkle *in the* PARK



SPARKLE IN THE PARK RETURNS FOR THE 2025 HOLIDAY SEASON!

There's something magical about the glow of Central Park during the holidays, and that magic is returning once again!

CWEP crews have been busy bringing Sparkle in the Park back to life for its 5th annual season. Each year, CWEP transforms Central Park into a winter wonderland filled with thousands of twinkling lights, festive displays, and plenty of holiday cheer.

This event has quickly become a favored Carthage tradition, one that brings families together to stroll, take photos, and celebrate the season surrounded by the beauty of Central Park.

Come experience the magic as thousands of lights and festive displays illuminate Central Park, each one thoughtfully placed by CWEP employees as our holiday gift to the community.

Gather with us on **Monday, November 24th at 6PM!** as we flip the switch together and officially welcome the holiday season to Carthage!

The park will shine nightly from November 24th through January 1st, from 5:00 p.m. to 12:00 a.m. We hope you'll bundle up, bring your loved ones out, and share in the joy, community spirit, and sparkle of the season—brought to you with pride by your neighbors at CWEP!



WHAT'S HAPPENING

Sparkle In The Park Returns

Hydropower: Providing Clean Energy for Carthage

It's Time To Light Up Carthage!

Your Power, Your Way

ASK CWEP! You've got questions, we've got answers!

New Faces To Our Team

CWEP Dates To Remember

Winter Is Coming - Is Your Home Ready?

2026 CWEP Customer Academy

Upgrades To Power The Future Of Carthage

FREE Fiber Installs

HYDROPOWER: PROVIDING CLEAN ENERGY FOR CARTHAGE

DID YOU KNOW... A portion of the electricity that serves Carthage comes from hydropower, energy generated by moving water?

Carthage Water & Electric Plant (CWEP) receives a 7-megawatt allocation of hydropower from the Southwestern Power Administration (SWPA), a federal Power Marketing Agency that operates 22 hydropower projects across six states: Missouri, Arkansas, Louisiana, Texas, Oklahoma, and Kansas. These projects harness the natural flow of rivers to produce renewable, reliable electricity.

Under normal water conditions, CWEP uses this hydropower during peak times of the day when electricity costs are highest. This helps offset market energy costs and keeps rates affordable for our customers.

During periods of heavy rainfall, especially in the spring, CWEP can receive supplemental hydropower, which is provided at a very low cost. This "bonus" energy helps reduce the overall cost of power for the community even further.



Hydropower is just one part of the diverse mix of energy resources that power Carthage. Even though it's a smaller share of our portfolio, it makes a big impact, delivering clean, renewable energy that helps CWEP keep rates affordable and reliability strong for our customers.

IT'S TIME TO LIGHT UP CARTHAGE!

Get ready to shine, Carthage! CWEP is excited to host our highly anticipated, "Light Up Carthage" holiday lighting contest — a festive tradition that first lit up Carthage in 1938!

This is your chance to help brighten our community with some holiday spirit by decorating your home and spreading cheer all season long!

HOW TO ENTER:

- Participation is open to **ALL residential customers of CWEP** (except CWEP employees).
- To join the fun, simply **fill out an entry form** on our website (www.cwep.com) or drop by the CWEP Complex.
- **Submit your entry by December 9th.** Judging will take place on the evening of December 11th, with winners announced on December 12th.



REGISTER HERE



Get creative and let's make Carthage shine BRIGHT this holiday season!

YOUR POWER, YOUR WAY

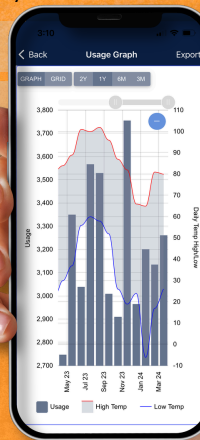
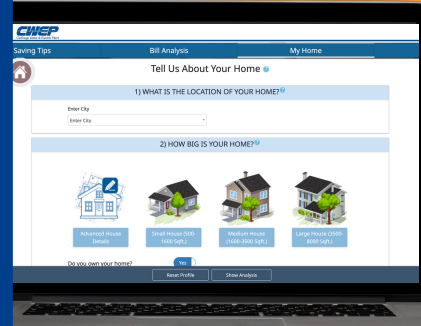
Did you know you can manage your account, view usage, and pay bills all from your phone? The CWEP Mobile App makes it easy to monitor your usage and report your outage, anytime, anywhere!

Report Outages

Make Payments

View Your Usage

Our **FREE Home Energy Calculator** is available on our website for customers, making it fast and easy to discover ways to save energy and stay comfortable this winter!



ASK CWEP! YOU'VE GOT QUESTIONS, WE'VE GOT ANSWERS!

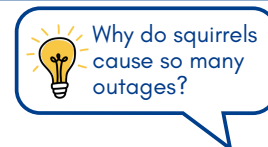
We're launching a new "Ask CWEP!" feature and we need your help!

Ever wondered how we restore power so quickly after storms, what causes rate changes, or what makes public power unique? Now's your chance to ask! Your questions could be featured in upcoming newsletters, bill inserts, or social media posts as we share answers straight from the CWEP team.

How it works:

- Scan the QR code below to submit your question. It's quick, anonymous, and open to all CWEP customers!
- We'll review submissions and select a few to highlight in future publications and online features.

No topic is off limits, from internet speeds, to water quality, or power restoration. **We're here to help you better understand how CWEP powers our community!**



Have a question? Ask away!
You might see it featured next time!

SCAN HERE
to submit your questions!



NEW FACES TO OUR TEAM



TROY JOHNSTON
Water Distribution Operator



JAMIE JADWIN
Utility Accountant

CWEP DATES TO REMEMBER

NOVEMBER 2025

SUN	MON	TUES	WED	THUR	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER 2025

SUN	MON	TUES	WED	THUR	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

JANUARY 2026

SUN	MON	TUES	WED	THUR	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

■ Due Dates ■ Office Closures

■ Sparkle In The Park Lighting Ceremony

For Payment Options Visit,
WWW.CWEP.COM

WINTER IS COMING – IS YOUR HOME READY?

Keep your house heated to a minimum of 64 degrees.

Check that fireplaces, wood stoves, and electric heaters are working properly.

Keep your fireplace flue closed when you're not using it.

Open hot and cold faucets enough to let them drip slowly during freezing temperatures.

Close outside vents of your home and seal up crawl spaces to prevent heat loss.

Check the location of your main water shut off in your home.

Shut off exterior faucets.

Remove any attached hoses and store them away for the winter.

Going out of town? Ask a neighbor to regularly check on the house while you're gone.

Have a pipe burst or need your water shut off? Call CWEP at 417-237-7300. Our crews are available 24/7 to assist with emergency water shut-offs.

Keep in mind CWEP does NOT allow property owners or contractors to operate utility-owned shut-off valves.

JOIN OUR 2026 CWEP CUSTOMER ACADEMY

When you flip a switch, the lights come on. When you turn the faucet, the water flows. But have you ever wondered what goes into making that happen?

This Spring, CWEP invites you to take a behind-the-scenes look at your community-owned utility through our Customer Academy. This FREE, interactive program is designed to educate and engage customers about how CWEP operates and serves Carthage.



Participants will tour our facilities, meet CWEP experts from each department, and learn how we deliver reliable electric, water, wastewater, and communication services to your homes and businesses. Dinner will be provided each evening. We hope to see you there!

"I had no idea how much goes into running our utilities. This class has really given me a whole new appreciation for CWEP!"

— Cheryl Jones, 2024 CWEP Academy Graduate



SCAN TO RECEIVE MORE INFORMATION



UPGRADES TO POWER THE FUTURE OF CARTHAGE

CWEP crews and our certified contractor, Utility Line Construction Services (ULCS), began work this Fall on the Hazel Avenue Feeder Project, a major investment in our CWEP electric infrastructure.

This new feeder circuit, running from Substation 2 on Fairview Avenue down Hazel Avenue and extending to Airport Drive, will significantly increase system reliability, expand electric capacity, and support long-term community growth. Construction is on track for completion this Winter.



Once complete, this project will help power Carthage's future economic development park, reduce demand on the southwest portion of the electric system, and provide additional flexibility for continued economic development and residential expansion.

CWEP appreciates the community's patience as crews continue work along Fairview and Hazel Avenue. Updates will continue to be shared on our social media channels as the project moves toward completion.





Carthage Water & Electric Plant

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Carthage, MO 64836

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CARTHAGE, MO
64836

CONNECT WITH US TODAY!

- @cwep.carthagemo
- @cwep_carthagemo
- @cwep.carthagemo

For the most recent CWEP news & updates be sure to **FOLLOW US** on social media!



Stay Connected & Cozy With FREE FIBER INSTALLS Until The End Of The Year!

Only valid for NEW standard fiber install requests received in November or December 2025.

REQUEST SERVICE TODAY!

SCAN



Fast. Local. Hassle-Free INTERNET EXPERIENCE!
WWW.CWEP.COM

plans starting at just **\$50** Mo.