

THE WIRE

SPRING • 2026



POWERING HOPE IN CARTHAGE

SUPPORTING NEIGHBORS. STRENGTHENING OUR COMMUNITY.

At Carthage Water & Electric Plant, we understand that life can bring unexpected challenges and hardships. That's why we're working to launch a new customer assistance program, CWEP C.A.R.E.S. (Customer Assistance for Reliable Essential Services), designed to help customers experiencing temporary financial hardship stay connected to essential utility services.

We are currently accepting donations and building a dedicated fund to support neighbors in need. You can choose to round up your monthly bill or make a one-time or recurring contribution to support this program. Additional details, including how to enroll when applications officially open, are available at www.cwep.com. Every contribution will go directly toward helping local families stay connected to the essential services they rely on every day.

To help kickstart this effort, 100% of the proceeds from the 2026 Tower 2 Tower Run will be contributed to the CWEP C.A.R.E.S. fund, providing a strong foundation for the program and expanding our ability to serve those who need it most. Together, we can make a difference, because when one neighbor needs help, our entire community has the power to uplift them.

WHAT'S HAPPENING

Powering Hope in Carthage!

Ask CWEP: "Where Is All My Electricity Really Going?"

Keeping Trees Beautiful & Power Reliable

Warning Signs Of A Water Leak

Save Your Pipes! Don't Flush Wipes!

CWEP Fiber Internet
Fast. Local. 100% Fiber.

CWEP Leadership At Work

Pay Your Way

24/7 Bulk Water Station

Tower 2 Tower Run, For A Good Cause

ASK CWEP: "WHERE IS ALL MY ELECTRICITY REALLY GOING?"

You might be surprised by what's contributing to your home's energy use each day. Understanding how your home uses energy can help you take control of your bill.

Here's a general breakdown of how a home's energy is typically distributed:

- ✓ **Heating & Cooling (40-50%)** - Your HVAC system is the biggest energy user in most homes, especially during extreme temperatures
- ✓ **Water Heating (15-20%)** - Hot showers, laundry, and dishwashing all add up quickly
- ✓ **Appliances (10-15%)** - Refrigerators, washers, dryers, and dishwashers run daily and steadily use power
- ✓ **Lighting (5-10%)** - Switching to LED bulbs can significantly reduce this portion
- ✓ **Electronics (5-10%)** - TVs, gaming systems, computers, and even devices on standby ("phantom load")

**Weather, thermostat settings, running multiple appliances, and older equipment can all impact your usage.*

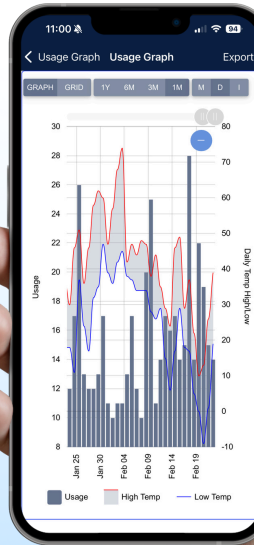
Want to take it a step further? Check out your CWEP My Account portal online or in our mobile app to view your home's energy usage by the day or even the hour. This makes it easy to spot patterns, identify spikes, and better understand what's driving your bill each month.

Understanding your usage = more control over your energy bill!

Check out our **FREE Home Energy Calculator** to break down your home's energy usage further and find where you can save! WWW.CWEP.COM



DOWNLOAD OUR APP!



Do you have utility questions? "Ask CWEP!"

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!

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.



SCAN HERE
to submit your questions!



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

KEEPING TREES BEAUTIFUL & POWER RELIABLE

Trees add beauty to our community, but when they grow too close to power lines, they can create safety risks and cause outages. That's why CWEP works with certified arborists from JASCO Tree Trimming to keep our lines clear while maintaining healthy trees.

CWEP Responsibility- Trees and vegetation around primary power lines to ensure safe, reliable service.

Customer Responsibility - Trees and vegetation around service lines running to their home.

Our contractors make every effort to contact customers before trimming begins. If you're not available, they'll leave a door tag with next steps for you. **Questions? Contact CWEP at 417-237-7300**

Safety First! If you plan to hire a contractor to trim trees near power lines: **Call CWEP at 417-237-7300 BEFORE work begins.** This helps prevent damage, outages, and keeps everyone safe.

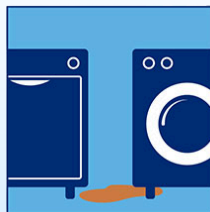


WARNING SIGNS OF A WATER LEAK

Water leaks happen more often than you think and they often go unnoticed until your bill spikes. At CWEP, we're committed to protecting your home and helping you manage your water more effectively. Regularly check the areas in your home where leaks can originate, looking for drips, stains, or unusual water usage.



Check the water level in your toilet tank. Be sure that the level is 1" below the top of the tank.



Check behind or below your washing machine or dishwasher for stains indicating a leak.



Check for and replace worn gaskets and washers on indoor and outdoor faucets.



Check sprinkler systems and check your yard for wet spots regularly.

For More Tips Visit
WWW.CWEP.COM

SAVE YOUR PIPES! DON'T FLUSH WIPES!

Flushing wipes clogs pipes! Unlike toilet paper, flushable wipes **DO NOT** break down in the sewer system and are a leading cause of clogged sewer lines. These blockages can cause raw sewage to back up into homes, businesses, streets, and waterways. Please always dispose of wipes in your **TRASH** and **NOT THE TOILET!**



- ✓ **DO FLUSH**
 - Toilet Paper
 - Water
 - Human Waste

- ✗ **DON'T FLUSH**
 - Baby Wipes
 - Q-Tips
 - Facial Wipes
 - Toilet Roll Tube
 - Medications
 - Band-aids
 - Diapers
 - Feminine Hygiene Products
 - Paper Towels

WIN MORE WAIT LESS!

HIGH-SPEED FIBER INTERNET
that keeps up with every move!

FREE FIBER INSTALLS!

For a limited time & only valid for **NEW** standard fiber install requests.



**REQUEST SERVICE
TODAY!**

SCAN



**Fast. Local. Hassle-Free
INTERNET EXPERIENCE!**

WWW.CWEP.COM

plans starting at just
\$50 MO.

CWEP LEADERSHIP AT WORK



CHUCK BRYANT
CWEP General Manager

At CWEP, strong leadership goes beyond our community, it helps shape the future of public power nationwide. Since 2020, General Manager Chuck Bryant has served on the Executive Committee American Public Power

Association (APPA) Board of Directors. His term concludes in June 2026, marking six years of national leadership. During that time, he helped guide APPA through the COVID-19 pandemic and playing a key role in the search for the organization's new CEO. His leadership supported public power utilities in delivering reliable, affordable service during a time of uncertainty.

Through APPA, Chuck has collaborated with utility leaders nationwide, bringing valuable insight back to CWEP and helping us stay prepared for the evolving needs of our customers.

We're proud to have a leader who represents CWEP with integrity and vision.



JASON CHOATE
CWEP Director of Water Services

CWEP is proud to announce that Jason Choate, Director of Water Services, has been appointed by Governor Mike Kehoe to the Missouri Safe Drinking Water Commission,

which helps guide policies that protect public health and ensure safe, reliable drinking water across Missouri.

At CWEP, Jason oversees the operation and long-term planning of Carthage's water system, delivering high-quality water to our customers every day. His appointment reflects both his expertise and CWEP's commitment to excellence.

Jason is honored to serve and looks forward to supporting safe drinking water efforts statewide.

Join us in congratulating Jason on this achievement.

PAY YOUR WAY

Managing your CWEP bill is simple with flexible payment options designed to fit your schedule!



✓ **Online/Mobile App**
CWEP My Account (cwep.com)

✓ **Auto Pay**
Automatic Monthly Payments

✓ **Phone**
(417) 237-7300 (M-F, 8-5)

✓ **In Person**
CWEP Lobby or Drive-Thru

✓ **24/7 Kiosks** - CWEP Complex & King Cash Saver

✓ **Drop Box** - Available 24/7

View All Payment CWEP Options → WWW.CWEP.COM

24/7 BULK WATER STATION

CWEP's Bulk Water Station is open at 300 S. River St., 24/7 to meet your needs. With the quick swipe of a credit card, getting bulk water is quick, simple, and convenient, whenever you need it!

PRICES

\$1...200 gal

\$5...1,000 gal

\$10...2,000 gal

\$20...4,000 gal



CWEP DATES TO REMEMBER

MAY 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						

JUNE 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				

JULY 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

Yellow = Due Dates

Red = Office Closures

Light Blue = Tower 2 Tower Run

For Payment Options Visit,
WWW.CWEP.COM

Questions? Give us a call, 417-237-7300. We're always happy to help!



Carthage Water & Electric Plant

627 W. Centennial Ave.
P.O. Box 611
Carthage, MO 64836

MGKT MAIL
PAID
PERMIT NO. 295
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!



REGISTER NOW!



All proceeds donated to NEW CWEP Customer Assistance Program