

THE WIRE

SPRING • 2025



BUILDING A STRONGER CARTHAGE FUTURE-READY UPGRADES FOR SUBSTATION 2

CWEP recently reached a major milestone in our ongoing infrastructure improvements with the installation of a new transformer at Substation 2. This upgrade, which has been in progress since last September, is a crucial investment in the growing energy needs of our Carthage community.

As the city's public power provider, CWEP is committed to strengthening our electric system to ensure reliability and long-term sustainability. This new transformer will enhance system capacity, improve service dependability, and support future development in the community.

Infrastructure investments like this play a vital role in keeping Carthage powered efficiently and safely. CWEP remains dedicated to providing high-quality, reliable energy to homes and businesses while preparing for the city's continued growth. This substation upgrade is just one of many steps toward a brighter and more resilient future for Carthage!



WHAT'S HAPPENING

Building A Stronger Carthage

CWEP Purchased Power Benefits

Mark Your Calendars!

Prevent The Clog,
Trash The F.O.G.

CWEP Quick F.A.Q.

Spring Into Energy Savings

New Members To Our Team

Know What's Below
& Call Before You Dig!

CWEP Payment Kiosks

Update Your Info

FAST Fiber Speeds
For Everyone's Needs!

CWEP PURCHASED POWER BENEFITS CARTHAGE

CWEP is dedicated to providing affordable, reliable power to our community. To achieve this, CWEP strategically purchases electricity from multiple sources, including the Southwest Power Administration (SPA) and the Southwest Power Pool (SPP).

Our Power Supply Strategy

⚡ **Southwest Power Administration (SPA):** CWEP purchases cost-based hydroelectric power from SPA, generated from federal dams. This renewable energy source helps keep electric rates stable and supports long-term affordability.

⚡ **Southwest Power Pool (SPP) Integrated Marketplace:** As a SPP market participant, CWEP buys and sells electricity within a competitive regional market. This allows us to optimize our energy costs and secure the most cost-effective power mix for customers.

⚡ **SPP Transmission Customer:** CWEP also uses SPP's regional transmission network to efficiently deliver power to our system, ensuring reliable service while minimizing costs.

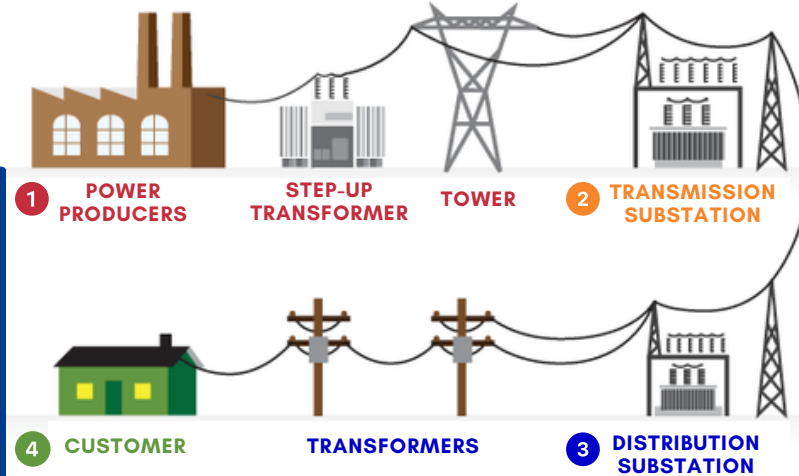
Benefits to Our Customers

💰 **Lower Rates** – SPA's low-cost hydroelectricity and SPP market access help keep energy prices competitive.

💵 **Financial Stability** – By diversifying our power sources, CWEP reduces exposure to price spikes and market volatility.

🔌 **Reliable Service** – SPP's transmission network enhances grid stability and ensures power reaches Carthage efficiently. Through smart energy choices, CWEP keeps power affordable and reliable for our community!

Generation-Transmission-Distribution, It's A Process!



- 1 GENERATION** – Electricity is generated at various power plants by utilities and independent power producers.
- 2 TRANSMISSION** – Electric transmission is the vital link between power production and power usage. Transmission lines, like SPA, carry electricity at high voltages over long distances from power plants to communities like Carthage.
- 3 DISTRIBUTION** – Electricity from transmission lines is reduced to lower voltages at CWEP substations and then distribution lines carry power to neighborhoods and businesses.
- 4 CUSTOMER** – Transformers further reduce voltage before electricity enters customers homes and businesses through service lines.

MARK YOUR CALENDARS!

JOIN US!

TOWER 2 TOWER

5K & FUN RUN

SATURDAY, MAY 10TH!

SIGN UP

QR code

PREVENT THE CLOG, TRASH THE F.O.G.

DID YOU KNOW...? F.O.G. (Fats, Oils, & Grease) clogs our sewer pipes, causing costly backups and overflows. When poured down drains, F.O.G. hardens, blocking water flow and damaging our infrastructure. Remember, only flush human waste and toilet paper—everything else belongs in the trash! **Protect our sewers: Cool it, can it, and trash it! Keep drains clear and our community safe!**

HOW TO DISPOSE OF F.O.G.?

Residential FOG occurs as a result of cooking and preparing food in our kitchens. FOG can build up over time and cause blockages. Pour cooled FOG into a container. Store in your fridge or freezer until full or ready for disposal. Put full cups into the garbage.

SCRAPE IT

Wipe FOG & food scraps from plates & pans. Use strainers for your sink to catch food.

COOL IT

Allow FOG to cool and solidify.

CAN IT

Pour FOG into a sealed container.

TRASH IT

Dispose of FOG properly in your trash can.

DO NOT FLUSH

Even if they say "flushable" - THEY'RE NOT!



Diapers



Wipes



Medicine



Paper Towels



Feminine Hygiene Products

How to properly dispose of wipes?

"Flushable Wipes" **DO NOT** disintegrate! They clog the pipes & cause damage to our wastewater treatment system. **All wipes and paper towels must be placed in the garbage for disposal. Only toilet paper should be flushed in the toilet.**

QUICK CWEP F.A.Q.

UTILITY STRUCTURES MODELS



Municipal Utility

- Publicly Owned
- Not For Profit
- Accountable To Their Community



Rural Cooperatives

- Privately Owned
- Not For Profit
- Accountable To Their Members



Investor Owned (IOU)

- Privately Owned, For Profit
- Accountable To Their Shareholders

How does Carthage benefit from owning its own utility?

One of the best attributes of a municipally-owned utility is the benefits of local control. **Decisions pertaining to CWEP's rates, budget, and operations are made at a local level**, rather than by regulators in Jefferson City or shareholders in New York City. CWEP Board meetings are open to the public and each dollar spent is listed and approved by the Board during its monthly meetings.

Additionally, each year, **CWEP transfers 3.5% of gross revenue, roughly \$1.4 million currently, to the City of Carthage**. These funds are used by the City for staffing and other city needs and are a critical source of revenue for the City.

Questions? Reach out, 417-237-7300 or customerrelations@cwep.com

SPRING INTO ENERGY SAVINGS

Spring is here & Summer is just around the corner! Test your knowledge to learn how YOU can save energy around your home or business.

1) Sealing air leaks around _____ saves energy & keeps your home comfortable.

- A) Doors
- B) Windows
- C) Both A & B

2) How can setting a programmable thermostat to a higher temperature when you're not home help you save energy?

- A) It reduces energy costs by about 10%
- B) It keeps the AC running constantly
- C) It makes no difference in energy use
- D) It increases energy costs

3) Why should you check and clean your air conditioner's evaporator coil annually?

- A) To ensure the system runs efficiently
- B) To make the AC work harder
- C) To reduce the need for air filters
- D) It doesn't affect performance

For more tips check out our FREE Home Energy Calculator!



KEY: #1: C, #2: A, #3: A



NEW MEMBERS TO OUR TEAM



LATHAM STROUD
Systems Administrator



KOURTNEY ANDREWS
Customer Service Rep.



MADDIE WINDER
Customer Service Rep.



TABITHA LEWIS
Customer Service Rep.

KNOW WHAT'S BELOW & CALL BEFORE YOU DIG!

Spring is the perfect time for outdoor projects, but before you dig, always call 811 to have underground utility lines marked!

Whether you're planting a garden, installing a fence, or working on a landscaping project, buried gas, water, and electric lines could be just below the surface. Hitting one can cause service outages, costly repairs, or even serious injuries. Calling before you dig is **FREE**, easy, and required by law. **Stay safe this Spring—Know What's Below, Call Before You Dig!**



UTILITY MARKING COLOR CODE

- Area of Excavation
- Temporary Markings
- Electric
- Gas, Oil, Steam, Propane
- Communication
- Water
- Reclaimed Water, Irrigation
- Sewer

CWEP PAYMENT KIOSKS



Make paying your bill CONVENIENT, try one of our 24/7 kiosks TODAY!

- Transactions available in English or Spanish
- Payments can be made via check, cash or card, 24/7
- A receipt will be dispensed after the transaction has been completed
- 2 Convenient Kiosk Locations**
 - CWEP - 627 W. Centennial Ave.
 - King Cash Saver - 1223 W Central Ave.

UPDATE YOUR INFO

Keeping your contact information up to date helps CWEP provide you with top-quality service, 24/7!

UPDATE YOUR INFO TODAY!

- Household Changes?
- New Phone Number?
- New Email Address?

**LOGIN ONLINE OR GIVE US A CALL
417-237-7300**

WWW.CWEP.COM





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

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PAID
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CARTHAGE, MO
64836

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