

THE WIRE

WINTER NEWSLETTER • 2021

Sparkle *in the* PARK

PRESENTED BY

CWEP
Carthage Water & Electric Plant



MARK YOUR CALENDARS!

You've likely seen our crews working in Central Park this month, and the time has finally come to share some exciting news with you! This holiday season, Carthage Water & Electric Plant, along with the Carthage Parks & Recreation Department, will be lighting up Central Park for the first annual "Sparkle in the Park" event! Join us on the night of

Monday, November 29th at 6PM

as we turn on the lights and kick off this new holiday tradition.

The display can be viewed nightly from **November 29th through January 1st, 2022** and we invite everyone to stroll through the park, take pictures, and enjoy the beauty of the season. We strongly believe Carthage is one of the most beautiful communities in the country and we are excited for the holiday magic this light display will provide to our family, friends and neighbors this year and for years to come!

WHAT'S HAPPENING

Tower 2 Tower Run 2022

Easy Ways To Pay

Fiber Optic Internet UPDATE

Public Power Week 2021

CWEP Receives National Award

Due Dates / Holiday Hours

Winter Energy Efficiency Tips

2020 Water Quality Report

EASY WAYS TO PAY!

We all like options and that's why CWEP offers a variety of payment options so you can choose what works best for you!



Download our Mobile App TODAY!
Access your account information, pay your bill, & report outages.



Pay from your checking/savings account! This plan may be entered into at anytime.



Try our 24/7 Kiosk!
Located in our drive thru, stop by anytime to make a payment via card, cash or check.



Pay Online!
Login to your account anytime at www.cwep.com



Mail it in! Save a trip & use the convenient return envelope enclosed with your bill



Stop by our Drive Thru anytime Monday - Friday, 8 a.m. - 5 p.m. Located at 627 W. Centennial Ave., Carthage MO.

HELPFUL KIOSK TIPS...

- "English" or "Spanish" options available!
- Checks are run electronically & dispensed back.
- Kiosk does NOT dispense cash back. If any change is left over from your payment, it will be credited to your account for future use.



FIBER INSTALLATION PROCESS

OUR MISSION

eCarthage delivers state-of-the-art fiber optic internet to homes and businesses throughout our Carthage community. In the next few years, we'll have fiber service available to all customers inside the CWEP electric footprint.

FIBER PROGRESS



Crews have currently passed 2,500 homes & have 6,000 homes left to go.

FIBER BENEFITS CARTHAGE

As with any utility, having the most capable and reliable infrastructure provides value to the community and its residents. Availability of reliable, high-capacity fiber communications in Carthage attracts new businesses and allows our existing businesses to get work done. Availability of quality internet service is also an important consideration for home buyers and can impact price and marketability of homes. This fiber project is an investment in our community and in our future.

QUESTIONS ABOUT FIBER?

» WWW.ECARTHAGE.COM/FIBERFAQ «



1 ENGINEERING/DESIGN

We evaluate our system. We follow a feeder line and measure the area to determine the materials needed to install fiber to that specific area.



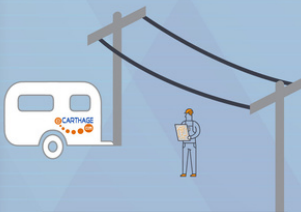
2 MATERIAL PROCUREMENT /CONSTRUCTION OF PATH

Next, we order the materials needed and construct the pathway. If the area is overhead, the surrounding trees are trimmed to make room on the pole to install the fiber trunkline. If the area is underground, the construction pathway is made for fiber to be laid.



3 PLACEMENT OF FIBER

When materials arrive, the fiber is pulled into the construction pathway that was previously made by contractors.



4 SPLICE N' DROP

A smaller fiber distribution cable is run from the trunkline to a multiservice terminal, which allows multiple homes to be served from one location.



5 TESTING/VALIDATION

The fiber is then tested from the multiservice terminal to the fiber cabinet to make sure it's ready for customer installs.



6 CUSTOMER INSTALL

When fiber is completely installed, tested, and ready for customer install, crews will distribute door hangers to notify you that fiber is available in your area & schedule an install date!

NUMBERS TO KNOW

POLICE DEPARTMENT
417-237-7200

PUBLIC WORKS
417-237-7010

REPUBLIC TRASH SERVICE
417-358-6999

CALL BEFORE YOU DIG
1-800-344-7483

FIRE DEPARTMENT
417-237-7100

CARTHAGE CITY HALL
417-237-7000

CARTHAGE RECYCLING
417-358-6999

MISSOURI GAS ENERGY
1-800-582-1234

PUBLIC POWER WEEK 2021

Public Power Week is a week set aside each year in October for more than 2,000 utilities across the U.S. to celebrate and bring awareness to the community owned, not-for-profit electric utility service that they provide for their communities.

CWEP is a municipally owned public power utility and has been proudly serving the Carthage community with reliable service since 1898.

PUBLIC POWER PUTS THE PEOPLE OF CARTHAGE FIRST

and gives us the chance to emphasize the advantages of locally owned power to our families and friends.

Our employees have great pride in this great community they serve because they live here too and the ones we serve are our friends and family. Thank you for allowing us to be your Public Power Utility.



UPCOMING DUE DATES

DECEMBER 2021						
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 2022						
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					

FEBRUARY 2022						
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						

CWEP RECEIVES NATIONAL AWARD

RP3 stands for Reliable Public Power Provider, a designation from the American Public Power Association (APPA), awarded to public power utilities that provide the most reliable and safe electric service to their communities. APPA has honored CWEP with its highest award, the Diamond Level RP3 provider, since 2008, and CWEP continues to hold that recognition today.

The RP3 designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, work-force development and system improvement. Out of the more than 2,000 public power utilities nation-wide, only 274 currently hold the RP3 designation.

Chuck Bryant, CWEP General Manager, stated "I am very proud that CWEP received the nation's highest rating out of over 2,000 publicly-owned utilities nationwide. Carthage is an incredible

community and from our Board of Directors through every employee, **our goal is to continually provide safe, reliable, and low-cost services to our friends and neighbors. Receiving this award is a true testament to the work that the men and women of CWEP put into this community every day.**"



CWEP Staff accepting RP3 award at the APPA National Conference



CWEP HOLIDAY OFFICE HOURS

Carthage Water & Electric Plant

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
DEC 20 OPEN	DEC 21 OPEN	DEC 22 OPEN	DEC 23 OPEN	<i>Christmas Eve</i> DEC 24 CLOSED
DEC 27 CLOSED	DEC 28 OPEN	DEC 29 OPEN	DEC 30 OPEN	<i>New Years Eve</i> DEC 31 CLOSED

>>> Remember, you can always access your account & pay your bill on our app or online! <<<



Carthage Water & Electric Plant

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

REDUCE YOUR WINTER ENERGY COSTS TODAY!

WEATHERIZE YOUR DOORS & WINDOWS



Air leaks through the seals of doors, around window frames, electrical outlets & light switches. Make sure any cracks or gaps around your doors and windows are properly sealed to keep cold air out. You can use caulking to seal the window frames & weather stripping around your doors. Consider using a sliding under door draft guard, as well.

TURN OFF YOUR LIGHTS



During the colder months, we tend to keep lights on for longer periods of time. It can become a habit to turn more lights on than needed & forget to turn them off. Be mindful of where you're using lights & be active in turning anything OFF that you don't need. Replacing your bulbs in your most frequently used rooms to LED bulbs can help you save energy as well!

USE THE SUN TO HEAT YOUR HOME FOR FREE



Sunlight can be used as a free, natural heat source. On sunny days, open your curtains or blinds on your windows that face the sun & bring free heat into your home. As the sun sets, close your blinds or curtains to keep the heat inside.

STAY COMFORTABLE WITHOUT RAISING YOUR BILL



CLEAN UP & TUNE UP YOUR HOME

Have you or your landlord changed the filters recently or done a pre-season tune up? Changing or cleaning your filters regularly will help increase the efficiency & life of your furnace while helping to clean up your energy bills. Doing a Home Energy Audit of your home will also help you make energy efficient upgrades throughout your home & save energy!



ADJUST YOUR THERMOSTAT

Your heating costs account for about 50% of your total bill. Set the thermostat to the recommended temp of 68°F & turn it down a few degrees when you leave home or to go to sleep. By doing this, you can save up to 15-20% on your heating costs!



LOWER YOUR WATER HEATING COSTS

Water heating can account for 14-25% of energy used in your home. Turn down the temperature of your water heater to the recommended setting of 120°F.

2020 WATER QUALITY REPORT



CWEP water is treated & tested 24/7, to ensure that only the **BEST WATER** is delivered to our Carthage community! View our 2020 Water Quality Report to learn more about **YOUR LOCAL WATER SOURCE!** >>>

