

# What's On Tap

**CONSOLIDATED  
WATER**  
Boone County, Missouri

## at Consolidated Public Water Supply District No. 1 of Boone County

### LIHWAP *Low-Income Household Water Assistance Program*

In accordance with the Missouri Department of Social Services, Consolidated Water has begun receiving utility assistance pledges from Central Missouri Action Center (CMCA) for their program LIHWAP, which offers utility assistance to eligible customers. LIHWAP provides a one-time payment for water and/or wastewater services from November 2021 through September 2022 for up to \$750.00.



To be eligible for utility assistance through LIHWAP, the customer needs to:

1. Be responsible for paying the water or sewer bill at their home
2. A Missouri resident
3. A U.S. citizen or have been legally admitted for permanent residence
4. Have \$3,000.00 or less in retirement, bank or investment accounts
5. Meet the income guidelines for your household size (see chart)

Customers can apply online at [mydss.mo.gov/utility-assistance](https://mydss.mo.gov/utility-assistance)  
or call 855-373-4636 for a mailed Application.

For more information on LIHWAP, please visit the  
web address listed above.

Source: [mydss.mo.gov](https://mydss.mo.gov)

Household Size	Monthly Income	Yearly Income
1	\$2,211.00	\$26,531.00
2	\$2,891.00	\$34,694.00
3	\$3,571.00	\$42,858.00
4	\$4,252.00	\$51,021.00
5	\$4,932.00	\$59,184.00
6	\$5,612.00	\$67,348.00



### RATE INCREASE

Consolidated Water will increase water rates for all customers effective with the July 1, 2022 monthly billing. The new water rate will be \$7.00 per 1,000 gallons, up \$0.20 from the current rate of \$6.80 per 1,000 gallons. There will be no increase to monthly base rates.

The average residential customer, (5,000 gallons usage) will pay approximately \$1.00 more per month as a result of this rate increase.

We know District customers recognize the value of clean, safe drinking water and it is our privilege to continue to deliver this precious resource to your homes and businesses. Please contact the District at 573.449.0324 or [staff@consolidatedwater.com](mailto:staff@consolidatedwater.com) should you have any questions or concerns about this rate increase.

### SERVICE LINE PROTECTION

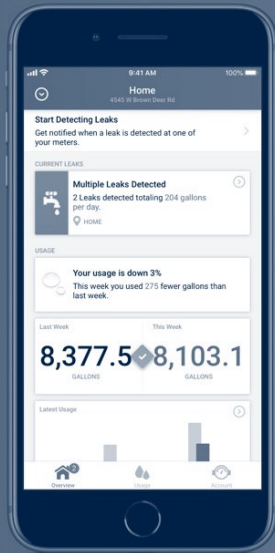
Some property owners may not be aware that when a repair is required on the water service line that brings water from the water meter to the home, it is usually the homeowner's expense. Depending on the type of repair required and the length of the water service line, this repair may require the services of a plumber and be quite costly to the homeowner.

In recent years, there has been an effort by some companies to reach out to homeowners with an offer for service line protection for repairs to their water line, similar to insurance you may have on a home or auto. While this coverage may be beneficial for some property owners, the District is not affiliated with these protection plans and recommends you consult your insurance professional or a trusted plumber as you consider these coverage options.



Our bill payment phone number recently changed!  
Call 844.916.1451 any time, day or night to pay your bill.  
All you need is your account number to get started.

All your water usage  
info in one place.



## EYE ON WATER



Contact the District billing office to see if a  
new meter has been installed  
at your location.

## GETTING YOUR CONSTRUCTION SITE READY FOR NEW WATER SERVICE

Spring has sprung in Missouri which means warmer weather, longer days and construction projects are beginning to pick up again. If your project requires a new meter installation, the following tips will help streamline the process and prevent any unnecessary delays.

**CONS. WATER  
DIST. #1  
LOCATE  
THIS AREA  
(573) 449-0324**

1. Before coming to the office to pay for the new meter set, please reach out to staff by phone (573.449.0324) or email (staff@consolidatedwater.com) to determine the exact documentation required and cost of installation. New Meter sets can be paid for by cash, check or money order.
2. Make sure building materials are removed from site of desired meter location.
3. Place the white flag that is provided by the Water District in the requested meter location.
4. Contact the District for approval of installation site and for confirmation site is ready for the meter to be set.
5. Desired installation site must be brought to finished grade to allow the meter to be installed at appropriate depth.

Once the items above have been completed the District will request utility locates from Missouri One Call, flag the site and schedule installation. Please contact District Maintenance Staff if any service lines will be installed prior to the installation of meter.

Communication with District Staff throughout the process will help ensure a timely installation at your construction site.

## Upcoming Closings

May 30—Memorial Day  
July 4—Independence Day  
September 5—Labor Day  
October 10—Columbus Day  
November 11—Veteran's Day  
November 24&25—Thanksgiving  
December 23&26—Christmas

## Board of Directors

Jerome Glascock, President  
*Subdistrict IV*

John Collier, Vice President  
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John Spry, Director  
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James Kyd, Director  
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Bob Leonard, General Manager  
Janet Sears, Clerk

### Statement Note:

Statement emails are automatically generated even if the customer is set up for AutoPay.  
To check on your AutoPay status, please visit our website and click on Customer Portal.

## CAPITAL IMPROVEMENT PROJECT UPDATES

Keeping infrastructure up to date and reliable is a part of our commitment to providing quality service to our customers. Capital Improvement Projects help ensure that we maintain enough capacity to meet water needs. Below are a few of the Capital Improvement Projects the District has planned for 2022.

Project	Estimated Cost
<b>Highway UU 12" Waterline Replacement:</b> 9,700' of 12" PVC from Blue Jay Way to and east along Van Horn Tavern Road <b>Estimated Completion Summer 2022</b>	\$920,000.00
<b>Harmon Well to Liberty Well Waterline Upgrade:</b> 14,000' of 12" PVC from Pearman Road to Highway DD south to Liberty Lane <b>Bidding Spring of 2022 with Estimated Completion Winter 2022</b>	\$1,250,000.00
<b>Route E 12" Waterline Upgrade:</b> Upgrading approximately 5,600' of existing waterline with 12" waterline Route E from the Fire Station to Wilcox Road <b>Estimated Completion Spring 2023</b>	\$720,000.00

Office Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m. Phone: 573.449.0324 888.426.9426