

Highlights:

- Rate Increase
- Billing System
- Phone Notification
- Rate Study Meeting



### SYSTEM UPDATE / UPCOMING RATE INCREASE

We have been approved for a \$250,000 loan through the Drinking Water State Revolving Fund (DWSRF). This interest-free loan has a 10-year term and **will require an assessment of \$12.00 per month per connection** for the life of the loan.

At this time, we have not received confirmation from DWSRF on when the funds will become available, so we do not yet know when the monthly assessment will begin. Once released, the funds will be used for initial planning and development in preparation for the infrastructure updates our system requires.



### BILLING SYSTEM UPDATE

Thank you to everyone for your patience with the new billing system. If you are not already aware, we are not able to provide ACH withdrawals as we had thought. There is still an electronic payment process, replacing PayClix, for a fee.

If you would like to view your bills online, please go online and register your account. You can find the link on our website at [www.CarrollsWater.org](http://www.CarrollsWater.org).



### PHONE NOTIFICATION

As part of our new billing program, we have an automated system to notify customers of planned and emergency events. Please keep your phone number up to date with us to ensure you receive these important calls. You can email any changes to [carrollswaterphone@gmail.com](mailto:carrollswaterphone@gmail.com) or call at 360-747-7869.



### RATE STUDY MEETING

The board continues to meet with the Rural Community Assistance Corporation (RCAC) to complete a Rate Study for the Association. As we have more information, we will share with everyone.

## REMINDERS

**See Something, Say Something** - If you see water in an area that it should not be and suspect a leak, please call us right away. You can reach Linda at 360-901-5265 or Ryan at 360-901-7778.

**Do Not Park on Meters** - We need 24-hour access to meters for maintenance and repairs. This is especially important the first week of the month when meters are being read. **Reference:** *Administrative and Operating Rules - Section 13(c)*.

**No Cash Payments** - Please do not put cash in the payment box at the store.

### BOARD MEMBERS





Cameron Svenson, *President*  
Ryan Walters, *Vice President*  
Linda Swoyer, *Treasurer*

Tyson Ruff, *Member*  
Bill Moran, *Member*  
Scott Sparman, *Member*

### STAFF

Kristin Young ~ *Billing Manager (PT)*  
Ryan Scheurich ~ *Maintenance (FT)*

## STAY IN TOUCH

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