



# 2025 NEWSLETTER

## This year marks the 49th Annual Meeting of Clear Water Service Corporation

**Date:** March 24, 2025

**Time:** 7:00pm

**Place:** Clear Water Service Corporation, South building

### \*MICROSOFT TEAMS

**Meeting ID:** 276 726 460 750

**Passcode:** mm6AF6Xc

**\*Phone #:** 1-347-690-4401

**Conference ID:** 726 058 335#

If you were a member of CWSC at the close of business on February 15, 2025 you are entitled to participate in this Annual Meeting. If you are unable to attend, we ask you to return your proxy to the office. **Be sure to leave the appointee's signature line blank.** As always, your participation is important to the future success of CWSC, so we encourage you to join us.

At the meeting, staff and officers will present the financial and operating reports. Each active member has one vote in the business of the Corporation. Informational packets will be available at the meeting and on our website. To promote attendance, CWSC will be drawing for door prizes, which will include credits on your water bill. Member **must** be present in person to win.



A cross-connection survey is enclosed with this newsletter. Every two years it is required by the EPA to be filled out by our customers and returned to us. [Please fill out and return the survey to our office at your earliest convenience. THANK YOU!](#)

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**If you have not informed our office of your service line material, please do so as soon as possible.** Your service line is the pipe which connects your house to our water meter. Please call or email the office with the information or with any questions.

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The enclosed **Notice of Annual Membership Meeting** shows CWSC has two (2) director positions open. The Board consists of seven (7) directors, each serving three (3) year terms. They do not receive compensation for their efforts or travel. Seeking re-election this year are Pamela Wright and Todd Padrick.

# Clear Water Service Corporation CUSTOMER PORTAL

The Customer Portal provides access to your account information and activity. Through the portal, you can:

- Pay your bills
- Sign up for autopay
- Sign up for paperless billing
- View and print current and previous bills
- View billing, payment and usage history



## IMPORTANT REMINDER:

It is very important that you keep your contact information on your account current in the event we need to reach you. Please review your bill to verify that the name of the account is correct. If any name listed on the bill is no longer at the service address, please call to have this information corrected. Also, cell phone numbers are not easily accessible to the office unless they have been provided to us. E-mail addresses would also be helpful. Please call or email the office with this information

All payments need to be received (not post-marked) by the 12<sup>th</sup> to avoid a 10% penalty. CWSC is not responsible for delays due to the postal service.

## PAYMENT OPTIONS:

- **ACH Debit:** Autopay (No fee applies if using bank routing #/account #) Sign up on the portal or complete and return the form on our website
- **Credit/debit card transactions** (fee applies)
- **In person or drop box**
- **Mail or on-line through your bank:** Please note, the bank will send a paper check. Please allow 7-10 days for payment to reach our office.
- **Pay by phone (217) 292-7737** (fee applies)

Bills are mailed on or about the 25th of each month and payments are due by the 12th. If the bill remains unpaid at the close of business on the 22nd of the month, a \$50 fee will be added to the account. Disconnections will then be made on or after the 23rd of each month.

Our water meters can detect constant usage. If your meter shows usage every hour for at least 24 hours before the meter is read, your account will show up on the "potential leak report" before bills are printed. As a courtesy, we will stamp your bill if this happens to let you know that you may have an issue.

Since we no longer physically read the water meters, please let us know if your meter needs some attention. Air gaps can lead to freezing in the winter. In the fall we try to replace lids, missing nuts, etc.

## CONTACT US

**Clear Water Service Corporation**  
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[clearwaterservicecorp.myruralwater.com](http://clearwaterservicecorp.myruralwater.com)

**Office Hours:** Monday-Friday  
7:00am to 3:30pm

For after hours emergencies,  
call 217/258-6711