

NEWSLETTER

March 2021

Clear Water Service Corporation

This year marks the 45th Annual Meeting of Clear Water Service Corporation (CWSC).

After much consideration and due to the ongoing public health concern of the coronavirus outbreak (COVID-19), along with supporting the health and well-being of our employees, members, and our community, the Board of Directors has elected to schedule this Annual Meeting remotely via a conference call this year. The members of CWSC will be able to attend the Annual Meeting by joining a live conference call scheduled March 22nd at 7:30 PM (CST). This will give you an opportunity to participate in the annual business.

If you were a member of CWSC at the close of business on February 15, 2021 you are entitled to participate in this Annual Meeting. We would love to have you join the conference call. If you are unable to attend, we ask you to return your proxy to the office by mail, email, or fax. **Be sure to only sign and date the proxy (at the bottom).** As always, your participation is important to the future success of CWSC so we encourage you to join us on the conference call.

The phone number for the conference will be 1-800-719-6100, with an access code of 7638540. Just be sure to call in a few minutes before the start of the 7:30 pm (CST) meeting. Another option would be to login into:

<https://hello.freeconference.com/conf/call/7638540>

Past meetings have been less than 30 minutes long. If you should have any questions or concerns that you would like addressed at the meeting, submit them via the website, email, or phone the office before 4:00 pm March 18th. There will NOT be an opportunity that night to ask or comment.

Obviously, this is not how we had hoped to conduct the annual meeting again this year, but feel it is appropriate given the circumstances surrounding COVID-19. We appreciate your continued support and look forward to seeing you in person next year.

At the meeting, our officers will present their financial and operating reports. Each active member has one vote in the business of the corporation.

The enclosed **Notice of Annual 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 is Stan Uphoff. Not seeking re-election is Jerry Williams who has served on the Board as February of 1992, most recently serving as President. His knowledge and experience have been a valuable source of information to this corporation and truly will be missed.

Stan and his wife Tracey reside west of Lakeland College. He currently farms with his son Sam, brother, Bill, and nephew, Jake. He has served as a director since August, 2011. Tracey is a retired school teacher from Mattoon School District.

Kyndy Schaefer has graciously agreed to run for the board vacancy left by Jerry Williams' retirement. She and her husband, McLain, daughter, Dayley, and son, Maverick live in rural Mattoon. Most of her career has been spent in banking and finance roles, most recently at The Fields Church in Mattoon. She is also a virtual assistant, among other part time jobs. In her spare time, Kyndy enjoys spending time with family, traveling, reading, working out and shopping. Kyndy is excited about this new opportunity and looks forward to joining the board.

Since we no longer physically read the water meters, would you take a moment to look around your meter? In the spring, our office will be doing yard work. Please let us know if your meter needs some attention. Air gaps can lead to freezing them in the winter. In the fall we try to replace those lids missing nuts, or that have been hit by mowers.

As a customer of CWSC, it is very important that you keep your phone number current as well as with all utilities. If an emergency should occur, cell phone numbers are not easily accessible to the office. E-mail addresses would even be helpful. Our NEW email address is office@cwscil.com.

CWSC office hours are Monday through Friday, 7:30 a.m. thru 4:30 p.m. We can be reached at (217) 258-6711. This phone number will also reach after hour *emergency* personnel, but emergencies only, please. Our fax number is (217)258-6723.

During office hours, Donna and Kristen are there to help answer or direct your questions to the correct party. Dean is the General Manager, Chris operates the WTP, and Shawn helps maintain the daily operations of your water distribution system. Our newest employee was hired in November of 2019. Kory Culp has been in the water industry for several years. They all contribute to operation of the WTP and the distribution system.

You can pay your bill thru our Direct Payments (ACH Debits). After signing the required paperwork, your bill should be received by the 28th of each month. Be sure to look the bill over as soon as it is received. Any changes will need to be corrected upon receipt. This amount will then automatically be deducted from your designated account on the 12th of each month. About twelve hundred fifteen of the 2500 members are taking advantage of this program.

We recently have added payments options of debit and credit cards. This payment option is available in the office or from our web site. All that is needed is the name on your CWSC account, account number, service address and the payment amount, along with your debit or credit card information. We do not retain this information for future payments. There is a customer convenience fee for each transaction of 3.5% of the total amount, with a minimum charge of \$1.75 per payment up to \$50. The monthly average number of credit payments are around \$4,700 per month.

For those that prefer to mail their payment or go on-line thru their bank, please allow five to six days for that paper check to reach our office. Unfortunately, the post office sometimes adds extra time to the mail reaching its destination.

Bills are due in the office on the 12th. If the bill remains unpaid at the close of business on the 22nd of the month (in other words, if payment is not received in the office), disconnections and a \$50 fee will be made on 23rd of each month. So, if you prefer to mail, **please mail early!**

There is always the option of bringing the payment by the office. For after hours, we have available a secure, lighted drop box by the front gate.

CWSC launched a new website early in 2018. Please check it out. When you subscribe to our site, you will receive up to the minute information in your email inbox or via text! It is located at:

<https://clearwaterservicecorp.myruralwater.com/>
Our web site also has the current forms available for downloading, including the ACH debit form previously mentioned.

If you are planning a new project, don't forget to call JULIE at 8-1-1 or 1-800-892-0123. State law requires you to notify them at least two business days (excluding weekends and holidays) before starting any digging project regardless of the project size or depth. Even if you are digging in the same area as a previous project, pre-mark your area and notify JULIE. Protect your loved ones, your home, and your wallet by utilizing this free service.

In 1991, CWSC purchased two parcels of property commonly known as a gravel pit near Lakeview Ranch (formerly Prahl's trailer park). The intension was to use this approx. 67 acres as a future water source since most of the property is water. When the time came to consider using this water, we encountered a major issue. Over the years, the EPA has implemented more stringent regulations on the treatment for surface water. To comply with these regulations, CWSC would have to make major changes to our treatment plant. This price tag outweighed the benefits.

Therefore, CWSC board made the decision to put this property on the market. After consulting with qualified land experts, we have recently sold the gravel pit. The proceeds of this sale will be invested for future developments of your corporation.

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