

2021 Drinking Water Quality Report

Central Weld County Water District

For Calendar Year 2020 PWSID: CO 0162122

General Information

We are pleased to present to you this year's water quality report. Our constant goal is to provide you with a safe and dependable supply of drinking water. Please contact STAN LINKER at 970-352-1284 with any questions about the Drinking Consumer Confidence Rule (CCR) or for public participation opportunities that may affect the water quality.

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the **Environmental Protection** Agency's Safe Drinking Water Hotline (1-800-426-4791) or by visiting http://water.epa.gov/drink/co ntaminants.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV-AIDS or other immune system disorders, some

elderly, and infants can be particularly at risk of infections. These people should seek advice about drinking water from their health care providers. For more information about contaminants and potential health effects, or to receive a copy of the U.S. Environmental Protection Agency (EPA) and the U.S. Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and microbiological contaminants call the EPA Safe Drinking Water Hotline at (1-800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

•Microbial contaminants: viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

REVISED EDITION

- •Inorganic contaminants: salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- •Pesticides and herbicides: may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.
- •Radioactive contaminants: can be naturally occurring or be the result of oil and gas production and mining activities.
- •Organic chemical contaminants: including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and also may come from gas stations, urban storm water runoff, and septic systems.

Please contact us to learn more about what you can do to help protect your drinking water sources, any questions about the Drinking Water Consumer Confidence Report, to learn more about our system, or to attend scheduled public meetings. We want you, our valued customers, to be informed about the services we provide and the quality water we deliver to you every day.

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Esta es información importante. Si no la pueden leer, necesitan que alguien se la traduzca.

Source Water Assessment
and Protection (SWAP)
The Colorado Department of
Public Health and
Environment has provided
us with a Source Water
Assessment Report for our
water supply. For general
information or to obtain a
copy of the report please
visit

http://wqcdcompliance.com/ccr.

The report is located under "Source Water Assessment Reports", and then "Assessment Report by County". Select WELD County and find 162122; CENTRAL WELD CNTY WD.

The Source Water Assessment Report provides a screening-level evaluation of potential contamination that could occur. It does not mean that the contamination has or will occur. We can use this information to evaluate the need to improve our current water treatment capabilities and prepare for future contamination threats. This can help us ensure that quality finished water is delivered to your homes. In addition, the source water assessment results provide a starting point for developing a source water protection plan. Potential sources of contamination in our source water area are listed on the following pages.

Our Water Sources

| Source | Source Type | Water Type | Potential Source(s) of Contamination | | |
|------------------------|-------------|-----------------|---------------------------------------|--|--|
| Purchased | Consecutive | Surface Water - | EPA Hazardous Waste Generators, | | |
| Water from | Connection | Intake | EPA Chemical Inventory/Storage | | |
| Carter Lake | | | Sites, EPA Toxic Release Inventory | | |
| CO 0135476 SW | | | Sites, Permitted Wastewater Discharge | | |
| CO 0133470 3W | | | Sites, Aboveground, Underground and | | |
| | | | Leaking Storage Tank Sites, Solid | | |
| | | | Waste Sites, Existing/Abandoned | | |
| | | | Mine Sites, Other Facilities, | | |
| | | | Commercial/Industrial/Transportation, | | |
| | | | Low Intensity Residential, Urban | | |
| Dry Crook | | Surface Water - | Recreational Grasses, Row Crops, | | |
| Dry Creek Reservoir | | | Fallow, Small Grains, Pasture / Hay, | | |
| | | Reservoir | Deciduous Forest, Evergreen Forest, | | |
| | | | Mixed Forest, Septic Systems, Oil / | | |
| | | | Gas Wells, Road Miles | | |

Lead in Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Carter Lake Filter Plant is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Additional information is available from the EPA Safe Drinking Water Hotline at 1-800-426-4791 or at http://www.epa.gov/safewater/lead.

| Lead and Copper Sampled in Distribution System | | | | | | | | | | | |
|--|-------------|------------|--------|---------|------------|--------|------------|--------------------|--|--|--|
| Contaminant | Time | 90th | Sample | Unit of | 90th | Sample | 90th | Typical | | | |
| Name | Period | Percentile | Size | Measure | Percentile | Sites | Percentile | Sources | | | |
| | | | | | AL | above | AL | | | | |
| | | | | | | AL | Exceedance | | | | |
| LEAD | 5/1/2020 to | 2.00 | 60 | ppm | 15 | 0 | No | Corrosion | | | |
| | 5/31/2020 | | | | | | | of | | | |
| | | | | | | | | household | | | |
| | | | | | | | | plumbing | | | |
| | | | | | | | | systems; | | | |
| | | | | | | | | erosion of natural | | | |
| | | | | | | | | deposits | | | |
| LEAD | 11/1/2020 | 2.44 | 60 | Ppm | 15 | 0 | No | deposits | | | |
| LEI ID | to | 2 | 00 | 1 pm | 13 | | 110 | | | | |
| | 11/30/2020 | | | | | | | | | | |
| COPPER | 5/1/2020 to | 0.21 | 60 | ppm | 1.3 | 0 | No | Corrosion | | | |
| COLLEK | 5/31/2020 | 0.21 | 00 | ppin | 1.3 | | 110 | of | | | |
| | 3/31/2020 | | | | | | | household | | | |
| | | | | | | | | plumbing | | | |
| | | | | | | | | systems; | | | |
| | | | | | | | | erosion of | | | |
| | | | | | | | | natural | | | |
| COPPED | 11/1/2020 | 0.20 | 60 | | 1.2 | 0 | NT. | deposits | | | |
| COPPER | 11/1/2020 | 0.20 | 60 | ppm | 1.3 | 0 | No | | | | |
| | to | | | | | | | | | | |
| | 11/30/2020 | | | | | | | | | | |
| | | | | | | | | | | | |

Contaminants

CENTRAL WELD CNTY WD routinely monitors for contaminants in your drinking water according to Federal and State laws. The following table(s) show all detections found in the period of January 1 to December 31, 2020 unless otherwise noted. The State of Colorado requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. Therefore, some of our data, though representative, may be more than one year old. Violations and Formal Enforcement Actions, if any, are reported in the next section of this report. Note: Only detected contaminants sampled within the last 5 years appear in this report. If no tables appear in this section then no contaminants were detected in the last round of monitoring.

Disinfectants Samples in the Distribution System – TT Requirement: At least 95% of samples per period must be at least 0.2ppm OR if sample size is less than 40 no more than 1 sample is below 0.2ppm. Typical Source is water additive used to control microbes.

| Detected Contaminants: Disinfectant Name | Time Period | Results | # of samples above level | Sample Size | TT Violation | MRDL |
|--|----------------|---|-----------------------------------|----------------|-----------------|----------|
| Chlorine | 2020 | Lowest period percentage of samples meeting TT requirements: 100% | 0 | 7 | NO | 4.0 mg/L |

| Secondary Contaminants** | | | | | | | | | | | |
|--------------------------|---|------|--------------|---|-----|-----|--|--|--|--|--|
| **Secondary star | **Secondary standards are <u>non-enforceable</u> guidelines for contaminants that may cause cosmetic effects (such as skin, or tooth discoloration) or aesthetic effects (such as taste, odor, or color) in drinking water. | | | | | | | | | | |
| Contaminant Name | Contaminant Year Average Range Sample Unit of Secondary Standard | | | | | | | | | | |
| Sodium | 2020 | 8.33 | 8.33 to 8.33 | 1 | ppm | N/A | | | | | |

Unregulated Contaminants******More information about the contaminants that were included in UCMR3 monitoring can be found at:

http://www.drinktap.org/water-info/whats-in-my-water/unregulated-contaminant-monitoring-rule.aspx. Learn more about the EPA UCMR at:

http://www.epa.gov/dwucmr/learn-about-unregulated-contaminant-monitoring-rule or contact the Safe Drinking Water Hotline

at (800) 426-4791 or http://water.epa.gov/drink/contact.cfm.

EPA has implemented the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act. EPA uses the results of UCMR monitoring to learn about the occurrence of unregulated contaminants in drinking water and to decide whether or not these contaminants will be regulated in the future. We performed monitoring and reported the analytical results of the monitoring to EPA in accordance with its Third Unregulated Contaminant Monitoring Rule (UCMR3). Once EPA reviews the submitted results, the results are made available in the EPA's National Contaminant Occurrence Database (NCOD) (http://www.epa.gov/dwucmr/national-contaminant-occurrence-database-ncod) Consumers can review UCMR results by accessing the NCOD. Contaminants that were detected during our UCMR3 sampling and the corresponding analytical results are provided below.

VOC's and SOC's

The 21 Volatile Organic Compounds (VOC's) tested for in 2020 were all below detection limits. The 32 Synthetic Organic Compounds (SOC's) tested for in 2020 were all below detection limits.

| Disinfection Byproducts Sampled in the Distribution System | | | | | | | | | |
|--|------|---------|------------------------|----------------|--------------------|-----|------|------------------|---|
| Name | Year | Average | Range Low – High | Sample Size | Unit of Measure | MCL | MCLG | MCL Violation | Typical Sources |
| Total Haloacetic Acids (HAA5) | 2020 | 38.4 | 28.3 to 45.9 | 8 | ppb | 60 | N/A | No | Byproduct of drinking water disinfection |
| Total Trihalomethanes (TTHM) | 2020 | 39.9 | 27.3 to 65.5 | 8 | ppb | 80 | N/A | No | Byproduct of drinking water disinfection |
| Chlorite | 2020 | 0.26 | 0.19 to 0.29 | 12 | ppb | 1.0 | 0.8 | No | Byproduct of drinking water disinfection |

Violations, Significant Deficiencies, & Formal Enforcement Actions

A Tier 3 violation was reported as a result of the CDPHE Sanitary Survey in accordance with Regulation 11, Section 11.39(2)(a), supplier must develop and implement a written Backflow Prevention and Cross-Connection Control Program. The District does have a written policy adopted in 2016 but the violation was due to the omission of the phrase "we track devices" in our backflow prevention policy. The Board reviewed the District's Backflow Prevention Policy at the April 15, 2021 and noted that the District is being required to add the additional language to the policy..." The District tracks all backflow devices and methods independently of records the customer is required to keep. Copies of records of rest reports, repairs and retests shall be submitted to a third-party backflow tracking company designated by the District. If no third-party company is designated, copies of records of test reports, repairs and retests shall be submitted to the District by mail, facsimile or e-mail by the testing company or testing technician." The 2016 policy was amended and the Backflow Prevention Policy with the additional language was approved April 15, 2021 which has been approved by CDPHE. There was not a health effect or risk due to the violation. The Districts backflow prevention program has, and will continue to exceed the expectations of CDPHE. The state was pleased and rather surprised by our exceptional response rate (98%) for inspections and enforcement of the backflow program

A Tier 2 violation was reported as a result of the CDPHE Sanitary Survey in accordance with Regulation 11, Section 11.28(4)(c)(iv), supplier failed to implement the written plan for finished water storage tank inspections. After the sanitary survey and prior to issuance of the letter from CDPHE, the supplier provided photographic evidence of gasket installation at the tank access hatches for SDWIS IDs 007 and 018. The department has deemed this violation resolved and no additional information is required. There was not a health effect or risk due to the violation. A separate notice was mailed to all customers in May 2021.

Terms and Abbreviations

- Maximum Contaminant Level (MCL) The highest level of a contaminant allowed in drinking water.
- Treatment Technique (TT) A required process intended to reduce the level of a contaminant in drinking water.
- Action Level (AL) The concentration of a contaminant which, if exceeded, triggers treatment and other regulatory requirements.
- Maximum Residual Disinfectant Level (MRDL) The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- Maximum Contaminant Level Goal (MCLG) The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- Maximum Residual Disinfectant Level Goal (MRDLG)
 The level of a drinking water disinfectant, below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Violation (No Abbreviation) Failure to meet a Colorado Primary Drinking Water Regulation.
- Formal Enforcement Action (No Abbreviation) Escalated action taken by the State (due to the risk to public health, or number or severity of violations) to bring a non-compliant water system back into compliance.
- Variance and Exemptions (V/E) Department permission not to meet a MCL or treatment technique under certain conditions.
- Gross Alpha (No Abbreviation) Gross alpha particle activity compliance value. It includes radium-226, but excludes radon 222, and uranium.
- **Picocuries per liter (pCi/L)** Measure of the radioactivity in water.
- Nephelometric Turbidity Unit (NTU) Measure of the clarity or cloudiness of water. Turbidity in excess of 5 NTU is just noticeable to the typical person.
- Compliance Value (No Abbreviation) Single or calculated value used to determine if regulatory contaminant level (e.g. MCL) is met. Examples of calculated values are the 90th Percentile, Running Annual Average (RAA) and Locational Running Annual Average (LRAA).
- Average (x-bar) Typical value.
- Range (R) Lowest value to the highest value.
- Sample Size (n) Number or count of values (i.e. number of water samples collected).
- Parts per million = Milligrams per liter (ppm = mg/L)

 One part per million corresponds to one minute in two years or a single penny in \$10,000.
- Parts per billion = Micrograms per liter (ppb = ug/L) One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
- Not Applicable (N/A) Does not apply or not available.

<u>Detected Contaminants at</u> <u>Carter Lake Filter Plant:</u>

The Carter Lake Filter Plant routinely monitors for contaminants in your drinking water according to Federal and State laws. The following tables show all detections found in the period of January 1 to December 31, 2020 unless otherwise noted. The State of Colorado requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. Therefore, some of our data, though representative, may be more than one year old. Violations and Formal Enforcement Actions, if any, are re-ported in the next section of this report. **Note:** Only detected contaminants sampled within the last 5 years appear in this report. If no tables appear in this section then no contaminants were detected in the last round of monitoring.



(photo courtesy of larimer.org)

| | Ino | organi | ic Com | pounds | Sample | d at | the E | ntry Po | oint t | o the l | Dis | tribution S | vstem | |
|---------------|-------|--------|--------|--------------------|--------------------|------------|------------------------|-------------------|--------|---------|---------------------------------------|---------------|----------------|---------------|
| Compound | | | | | | | | nple | | | | | , | |
| Name | MC | L N | MCGL | Unit | Avera | age | | ate | Viol | ation | L | ikely Sour | ce of Conta | mination |
| BARIUM | 2 | | 2 | MCL | 0.01 | _ | 20 | 20 | N | lo | Discharge of drilling wastes; | | | es; |
| | | | | | | | | | | | | | n metal refir | |
| | | | | | | | | | | | | | tural deposit | |
| MERCURY | 2 | | 2 | PPB | 0.07 | to | 20 | 20 | N | lo | | | ural deposits; | |
| | | | | | 0.0 | 7 | | | I | | from refineries and factories; runoff | | | |
| | | | | | | | | | | | | | runoff from | |
| NITRATE | 10 | | 10 | PPM | 0.06 | | 20 | 20 | N | lo | | | ertilizer use; | |
| | | | | | 0.0 | 6 | | | | | | | iks, sewage; | erosion of |
| FLUORIDE | 4 | | 4 | MCL | 0.35 | 3 | 20 | 20 | N | lo | | tural deposit | tural deposi | c: water |
| LUOKIDE | 4 | | 4 | MCL | 0.33 | , , | ۷0 | 20 | 1 | NO | | | n promotes s | |
| | | | | | | | | | | | | | ge from ferti | |
| | | | | | | | | | | | | uminum fac | | and and |
| | | | Sum | mary of | Turbid | lity S | ampl | ed at tl | he Tr | eatme | | | 101100 | |
| Contamina | nt | Sam | | | evel | · <i>J</i> | 1 | | | | | TT | | |
| Name | | Da | | De | tected | | , | TT Red | quire | ment | | Violation | Typical | Sources |
| Turbidity | | Dece | mber | per Highest single | | | | Maximum 1 NTU for | | | | No | Soil Run | |
| • | | 2020 | | | asurement 0.13 | | any single measurement | | t | | | | | |
| | | | | NTU | | | | | | | | | | |
| Turbidity | | Dece | mber | Lowest monthly | | | In any month, at least | | | | | No | Soil Run | off |
| | | 2020 | | percentage | | | | of san | | | e | | | |
| | | | | sample mee | | | | than 0. | .1 NT | U | | | | |
| | | | | | equirement for our | | | | | | | | | |
| | | | | technolo | | | | | | | | | | |
| | 1 - | | | | _ | | | | | | | ation Syste | | |
| Contaminant | : Y | ear | Aver | _ | ange | | nple | Unit | | MCI | _ | MCGL | MCL | Typical |
| Name | | | 1 | _ | ow- | Si | ze | Meas | ure | | | | Violation | Sources |
| C 41.1 | | 010 | 1 1 | | ligh | - | 1 | C. | /T | 1.7 | | 0 | N | г . |
| Gross Alpha 2 | | 019 | 1. | 8 1 | .8 to 1.8 | 1 | | pCi/L | | 15 | | 0 | No | Erosion of |
| | | | | | 1.0 | | | | | | | | | natural |
| | | | | | | | | | | | | | | deposits |
| Combined | 2 | 019 | 1. | 1 1 | .1 to |] | 1 | pCi/ | /L | 5 | | 0 | No | Erosion |
| Radium | | | | | 1.1 | | | | | | | | | of |
| | | | | | | | | | | | | | | natural |
| | | | | | | | | | | | | | | deposits |

| | Significant Deficiencies at Carter Lake Filter Plant A situation, practice, or condition that may potentially result in drinking water quality that poses an unacceptable risk to public health and welfare and/or may potentially introduce contamination into the drinking water. | | | | | | | | | |
|--------------------|--|--|--------------------------------|--|--|--|--|--|--|--|
| Date Identified | | | | | | | | | | |
| 11/18/2020 | T160 - CHEMICAL SAFETY; Gas chlorine or other treatment chemical facility safety features appeared inadequate | A floor drain that was installed when the building was constructed was identified as a potential safety hazard if a chlorine cylinder were to leak. A removable drain plus has been installed to correct the deficiency. | Completed by March 31, 2021 | | | | | | | |
| 11/18/2020 | F310 - STORAGE CONDITION; The condition of the storage structure may allow potential sources of contamination to enter the tank | The hatch lid keyways were identified as not creating a watertight seal. Watertight hatch key plugs have since been installed to correct the deficiency. | Completed by March 31, 2021 | | | | | | | |
| 11/18/2020 | F310 - STORAGE CONDITION; The condition of the storage structure may allow potential sources of contamination to enter the tank | West 5 MG Tank Hatch Gasket. The rubber gasket material can degrade over time. The gasket has since been replaced with a new gasket to correct the deficiency. | Completed by March 31, 2021 | | | | | | | |

Be In the Know:

LANDSCAPING:

Please remember that a clearance of 5 ft. is required around meters at all times. All meters should be free from landscaping and overgrown vegetation.

CROSS CONNECTION CONTROL – BACKFLOW:

The Colorado Department of Public Health & Environment (CDPHE) requires every municipal water supplier to develop, implement, and maintain a comprehensive Cross Connection Control Program designed to safeguard the public water supply. CWCWD, as

required by regulations, has adopted such a program. For the District to remain compliant, cooperation from all residential and commercial property owners is essential and a critical part of this program. Should you ever receive anv requests for information from CWCWD or subcontractor our Agua Backflow, who manages this program for the District, please respond accordingly. Backflow specializes in cross connection control program management and is familiar with the regulations and requirements testing, repairs,

maintenance of backflow devices. If you have or require backflow protection because you have a pool, irrigation system, fire sprinkler system, heating system/boilers, alternate water source, or similar, compliance is mandatory with these regulations. One of the requirements of the program is to conduct a survey of Central Weld County Water District customers. Some surveys will be in person, some will be by mail and some will be a combination of both



2235 2nd Avenue Greeley, CO 80631 970-352-1284

www.cwcwd.com

ANNEXATIONS:

An annexation to a City or Town may forfeit any right for continued water service. New water service may then be required to be purchased at such fees provided by said City or Town. Contact us prior to annexing and together you will Know before you Owe.

The website www.cwcwd.com is used for updates or to list additional information. The website can be accessed through your mobile device for quick updates or to pay your bill.

In order to ensure that tap water is safe to drink, the Colorado Department of Public Health and Environment prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

METER TAMPERING & ACCESS: PLEASE remember that a clearance of 5 ft. is required around meters, which means keeping obstructions and other impediments away from your Never enclose your meter inside a dog run or locked fence. All meters should be free from overgrown vegetation. All customers in the District may have control of their water by a shut-off valve. Meter and meter pits are not to be tampered with by the Customer. No unauthorized person shall maliciously, willfully or negligently break, damage, destroy, uncover, deface or tamper with any structures, appurtenances or equipment which is a part of the District; \$100 No person shall fine applicable. uncover, make any connection with, or open into, use, alter or disturb any of the District's water lines without first obtaining a written permit from the District. It shall be unlawful for any person to tap the District's water line within the District without first having made a formal application to the District for approval and compliance. The District's agents or other duly authorized employees shall permitted to enter upon all properties for the purpose of inspection, observation, measurement, sampling and testing in accordance with the provisions of these Rules and Regulations.

TERMINATIONS & RESTORATIONS:

Please remember, owners are ultimately responsible for payment of their account and remain responsible even when tenant occupied. The District will not seek collection for final payment from any previous tenant. If an account becomes past due, both tenant and owner will receive a past due notice. Water is subject to shutoff and applicable restoration fees will be applied. All fees in arrears must be paid before water service can be restored. *In* accordance with Colorado law, all unpaid fees and penalties or charges shall constitute a perpetual lien on an against the property served and any such lien may be foreclosed in the same manner as provided by the laws of the State of Colorado for the foreclosure of mechanics' liens. This does not waive any owner's responsibility for **payment.** This will be extremely important once the Executive Order extension has been lifted for late fees and terminations if a tenant has shown no attempt to pay on their

PAYMENT PORTAL CHANGES:

The District has been working to implement an updated payment portal over the past several months and the changes are almost completed. You can still pay your bill online at www.cwcwd.com but be on the lookout for new instructions as soon as we are ready for the update to go live. There will be a small fee assessed depending on which payment method is chosen that will show directly on the payment screen. The new option will allow customers to now pay by Echeck and there will also be more credit card options. A new Billing ID will appear on monthly statements that will only be used if paying online. Please continue to use the Account Number as the reference on checks mailed to the office. As always, you can still make payments at the office or by mail.



NOTIFICATIONS:

CWCWD uses an automated call out and text system to try to notify customers, when possible, for pressure alerts, water outages, emergency, and planned repairs, and past due notifications. Please understand these call outs affect one or 50,000 customers. There are often times when the outage takes longer than expected and can sometimes last longer than 5pm. Please make sure your phone number is up to date.

OUTAGES:

A water outage can be an inconvenience for everyone. If you have animals or livestock, please make sure you have adequate, onsite storage of water for at least a 12-hour period in case of an outage and that containers are filled first thing in the morning, especially during the summer months. CWCWD makes every attempt to keep water flowing but there are always circumstances where this may not be possible for a limited amount of time.

