



In this newsletter
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Monthly Update

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Welcoming
Fernando

CWA Reminders

Here's what has happened in the last month and what's to come!

We're breathing a collective sigh of relief — January is officially behind us!

While CWA faced a few internal shake-ups, we've come out stronger and more focused, ready to take on whatever 2026 throws our way.

Last month, we trained our Field Tech to handle daily meter reads and collect compliance samples — a big step toward building a more capable and responsive field team. We also continued collaborating with our engineer on the upcoming pipe replacement project, scheduled for summer/fall 2026. Meanwhile, our office staff has been diving deeper into Ampstun, learning how to better track notes, follow up with members, and build long-term cohesion across the board.

February may be a "non-billing month," but it's been anything but quiet. Non-billing months typically give us breathing room to dig into reports and fine-tune operations — and this month, we've been doing just that!

With our two new field workers, Sage and Fernando, we're uncovering a lot that needs attention — and fast. Their fresh eyes and proactive approach are already making a difference. (You can read more about their work in this edition of the newsletter!)

And don't forget: our Annual Flush is coming up in early March. Stay tuned and stay hydrated!

-CWA Staff



Want More from CWA?

We are constantly looking for better ways we can communicate with our membership. We tried a payment reminder email/text that went to the entire membership and that created chaos. To ensure those who want updates get them and those who don't, well, don't, we are starting to create a list of those who DO want to receive optional reminders about payments, newsletter release dates, updates on where we are during the flush, and more. Email the office for more info!

info@camanowater.com

PHOTO CREDIT: JASON OTTO



Spring Has Sprung

We have had some unprecedented, warm weather in February. This gave perfect opportunity for Sage, our Field Tech, to do a little groundskeeping at our main office.

You can see her mowing the lawn on one particularly warm February day. By keeping lawncare in-house, CWA will be **saving upwards of \$32,000 annually**. Sage has also been replacing endpoints and registers, another thing we were outsourcing, which will add to CWA saving money! We are making big waves to make sure we are spending wisely.

**WE'RE LOOKING FOR
BOARD MEMBERS!**



Become a Board Member

The Board currently meets at 9:30 a.m. on the third Tuesday of each month at the CWA office. If you're curious about how the Board operates or want to see the decision-making process in action, consider sitting in on a meeting — it's one of the best ways to understand the role and see whether it's a good fit for you.

Serving on a nonprofit board like CWA's is both meaningful and impactful. Trustees help guide the long-term direction of the organization, ensure financial responsibility, support staff leadership, and uphold the mission of providing safe, reliable water to the community.

Nonprofit boards also play a key role in transparency, accountability, and making sure member voices are represented in major decisions. It's a collaborative environment where diverse perspectives strengthen the organization as a whole.

If you'd like more information or have questions about board service, feel free to contact the CWA office at (360) 387-9136 or info@camanowater.com. We're always happy to help community members explore ways to get involved!

CWA Reminders



Annual Flush Coming Soon

Prepare for the annual water system flush coming to your neighborhood **March 9-13th**. This flushing of the entire water system is an important part of the Camano Water Association maintenance program which sustains the water supply to your home.

The flush will take place from 8 am to 3 pm March 9-11th. On your day, try to minimize your water use until the flush is done. Avoid doing laundry during the flush, because it's possible for the loosened sediment to stain fabrics. Also consider alerting your neighbors!

In this annual flush, about 150,000 gallons of water will be flushed through the water distribution system. This forceful flow removes built-up minerals and other sediment in the pipes.

Want updates during the flush? Call or email the office to get on the Updates List!

Past Due Accounts

CWA will be starting to send past due and water shut off notices starting in February.

We understand times are tough financially for many. However, we have quite a few members with past due bills who have continued to not attempt to make even minimal payments or communicate with us in any capacity.

We have had a few members who have gotten on a payment plan and have almost completely paid off their outstanding balance within 6 months! **Members who are currently on a payment plan and actively paying--nothing will change for you.** We appreciate you working with us!

Please see our policy regarding Past Due Accounts:

Policy #3230, Section II

"If a past-due account is not settled or if payment arrangements are not made within 10 days of the due date of the second billing cycle, the Late Payment Fee will be added to the account and a Past Due Notice for the entire balance will be mailed. This Past Due Notice will include the Late Payment Fee and show the Disconnect Date (approximately two billing cycles past the due date). ... According to the Application for Membership, the Bylaws, and the Articles of Incorporation, CWA may place a lien on property if payments are delinquent, or revoke the membership if payments are delinquent for more than one year."



PHOTO CREDIT: JASON OTTO

A Few Notes To Remember

- Email is the best way to communicate with us! Phone calls are great too but for quick responses, email is the way to go.
- If you ever are wondering if we received your payment, you can verify on your **Customer Portal**.
- Our website, www.camanowater.com has lots of updates and information. It is recommended to check it often!
- Remember we are made up of mostly your neighbors, so please be kind!



Welcoming Fernando: Our New Water Operator Making Big Improvements

Our Water Association is pleased to introduce Fernando, our new water operator, who brings more than 20 years of experience in the water industry. In just a short time, he has already made a meaningful impact on our system and our community.

Upon joining us, Fernando conducted a thorough review of our infrastructure and equipment. What he discovered was clear; many areas needed attention. Rather than being discouraged, he immediately got to work. With a strong water background and a hands-on approach, he has been identifying issues, prioritizing repairs, and addressing long-standing maintenance needs with impressive speed and professionalism.

Members who have met Fernando have shared nothing but positive feedback. They've commented on how friendly, approachable, and genuinely kind he is — qualities that make a real difference when working closely with the community. His willingness to answer questions, explain what he's working on, and listen to concerns has already helped build trust and connection.

Fernando has also taken on an important role in mentoring Sage by guiding her through the many responsibilities that keep a water association running smoothly. With more than two decades of industry experience, Fernando has been generous in sharing his knowledge — from daily operational tasks to the deeper “why” behind each process. His patient, hands-on teaching style has helped Sage build confidence and skill quickly.

Whether they're out in the field inspecting equipment or reviewing procedures back at the shop, Fernando makes every moment a learning opportunity. His encouragement and willingness to explain each step have created a supportive environment where Sage can grow into her role and contribute meaningfully to the team. Their collaboration is already strengthening the association's operations and setting the stage for long-term success.

*Photo of a leak in one of our reservoirs. This is now scheduled to be sealed

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