

New Website

Camano Water Association's website has gotten a facelift!

A huge thank to to a fellow CWA community member who helped get our web presence up to industry standards. We will now be better able to keep our members informed of what CWA is doing, future goals, and make it easier for customers to navigate the site.

Ways to Pay your Bill

Here are the ways you can pay your water bill:

- ☒ Send a check in the mail
- ☒ Drop off a check at the office
- ☒ Drop off cash at the office during office hours
- ☒ Pay online with a card
- ☒ Sign up for our hassle free autopay

New Customer Portal



WIt is no secret that much of what we have for our members is outdated in terms of technology. Many of you are snowbirds, have second homes, travel, or are busy individuals and need a simpler way to communicate, pay your bills, and manage your account.

WE HEAR YOU!!!

In doing so, the staff has taken the time to investigate about other billing utility software programs that not only make it easier for staff but also our members. We have found Ampstun to help us maintain customer relations and track work orders on our side but let members have their own portal to check their account status, update their contact info, opt for paperless billing (yes! You will soon be able to have your bill emailed!), track your personal consumption, combine multiple parcel accounts under one account for easier tracking, and pay online, sign up for ACH or autopay via banking or credit card information and so much more!

This portal should help give our members more control and knowledge over their account as well as make everything easier.

The best part is this new software comes with a savings for our members! Our previous online payment option charged 3.5% on all transactions. This added fee often would be upwards of \$6 or more for the customer and did not benefit CWA in any way. The new system will have a flat fee of \$2.95 for any online payments under \$200.00. Invoices above that will pay a 2.75% fee which is still a significant savings for our members' wallet.

As always, our members can pay with a check and skip any additional fees.

The new system isn't set to launch until late in the Fall. We will continue to keep you updated on when the launch happens.

This transition could come with some growing pains, so please be patient with us as we continue to learn the new software system. Mistakes may happen but we promise that we will always right any wrongdoing.





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2024 Consumer Confidence Report and Water Efficiency Report

CWA's 2024 Consumer Confidence Report is now available! It is no surprise to us but again, we are well within or significantly lower than the allowable levels of various compounds that we test for.

The four-page report summarizes where your water comes from and how it's treated to ensure your water is clean, fresh, and safe.

CWA tests your water quality regularly for chemicals like copper and manganese, organic compounds, and coliform bacteria.

Click [here](#) to read your copy today!

The 2024 Water Usage Efficiency Report is available in the office or online. CWA Distribution produced 49,903,578 gallons in 2024 with our leakage variant at 4.2% which is well within expectation.

To read more, click [here](#)!

We also tested for PFAS and came back 'non-detect'!



Summer Watering

Important Water Dates

Mark your calendar with the following important dates about your water service:

May 20: CWA board meeting
May 26: Memorial Day, office closed
May 31: May bill payment due
June 17: CWA board meeting
July 4: Independence Day, office closed
July 7: July bills mailed
July 15: CWA board meeting
July 31: July bill payment due
August 19: CWA board meeting
September 1: Labor Day, office closed
September 5: September bills mailed
September 16: CWA board meeting
September 30: September bill payment due
October 21: CWA board meeting
November 1: Annual Meeting

As it heats up, here are some tips to help keep your lawn and garden looking great without hurting your wallet!

- Use a broom, not a hose when cleaning driveways and walkways.
- Avoid watering during the heat of the day or when extra windy. This is when evaporation is less likely to occur.
- Install a trickle or drip irrigation system for a slow, steady supply of water to the plant roots. This can save up to 60% over other watering techniques.
- Place a layer of mulch around plants and trees to avoid excess evaporation.
- Use native plants when landscaping; they typically require less care and water!

