

December 2025



New Customer Portal!

The customer portal is officially live! There are still some improvements to be made but this will be an excellent tool to help keep membership aware of their payment history, consumption, and another way to make payments! You can even message CWA directly from the portal! Need help registering? Give the office a call and we can walk you through it!

2025 At A Glance

2025 was a year of trial and tribulations. We would love to highlight some of the major things we have done over the year.

We added Stephanie Hamilton and Kaylee Williams to the office staff and have improved customer relations. They proposed switching to the new billing system, Ampstun, which not only makes their job easier, but also creates more tools for membership to be aware of their consumption, billing history, and more. This also gave the ability to email and text customers about emergencies in real time. While there are still some kinks to iron out, this is proving to be a great tool for CWA.

They have also done their homework combing through where CWA could be saving money. There were some contracts that were discovered that we were paying astronomical prices. They found a cheaper company to print and mail member invoices and also created a new website to help communication with membership without costing more in printing.

While adding to the staff this year, we also lost some other familiar faces to CWA. Our Operations Manager, Dan Peterson, left CWA after 15 years of dedicated work. The very next day we had a break in a portion of our system as well as a boil water notice. Thankfully we had NW Natural Water and Wastewater, formerly known as King Water, who stepped up to the call and is our temporary Satellite Management Agency (SMA). Office staff, the current board and King water has really come together working as a team and communicating effectively during what could have been a difficult time.



Joke of the Month:

Why did the fish blush?
Because it saw the ocean's bottom!



www.camanowater.com



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82 W Monticello Dr,



Broken 1" line off Monticello. Orange is Ziply Fiber boring into our black PVC pipe.

Board of Trustees

President: Peter Turner
Vice President: Vacant
Secretary: Richard Mockler
Treasurer: Ross Michel
Trustee: Vacant
Trustee: Vacant
Trustee: Vacant

2025 Continued...

We also say goodbye to our Board President, Dave Weir, and our Vice-President, Larry Dearborn. Both gave important contributions and helped get CWA to where we are. This does leave a few open seats for those interested in public health and shaping the future of water and the future of Camano Water Association. If you are interested in joining the board, please give the office a call or come to a board meeting!

In 2025, we dealt with 6 breaks within the system; only 2 being big enough to affect multiple properties. Another highlight to the year was replacing most of the outdated endpoints within our system. There are still about 200 that need to be replaced before all are switched to the new style of endpoints and registers.

As we venture closer to 2026, that means unfortunately rates will be increasing slightly. These increases will aid in financially supporting the multitude of Capital Improvement Projects (CIP).

Ways to Pay your Bill

Here are the ways you can pay your water bill:

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

We are starting with replacing the majority of our pipes within our system. We have some galvanized pipe that need to be replaced per a mandate by the Department of Health. We also have a fair amount of AC pipe that is within our system that is aging out and needs replacing too. On top of pipe replacement, we are still finishing up the remaining outdated endpoints as well as installing Cross Connection/Backflow Devices in our system. There are about 14 of those that are slotted to be installed in the next month or so.

You can bet that 2026 will be a busy year for CWA!



NOTICE OF RATE INCREASE

The 2026 Base Fee will be \$100 per billing cycle. These will take effect in the March water bill. Water will increase by \$0.10 per 100 gallons and Base Fee increases by \$2 every 2 months.

Base Fee - \$100 / 2 months
Water - \$1.60 / 100 gallons

Base Fee = Keep business running, CIP Funds, consider this as a broken down assessment/CIP funds that equates to \$600 for the year

More information on how to understand your bill here

<https://www.reference.com/world-view/understanding-water-bill-breakdown-charges-fees>