



PHOTO CREDIT: JASON OTTO

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

Camano Water Association has started the new year with fresh optimism and excitement of what 2026 has in store!

We have hired a field tech, Sage, who has a background working in public health and a Bachelors in Environmental Science from Western Washington University. She has been learning our system quickly and is delighted to join the CWA team.

We also have a new Operator joining CWA in February. Fernando has 20+ years in water operations and will help improve our system to provide even better water. His attention to detail, knowledge, and communication skills will greatly benefit CWA and our members.

We are thrilled to add these two to our staff as now we can tackle nearly all projects in-house, saving the business and membership money in the long run!

As we head into February, we are continuing to work alongside our engineer about replacing the outdated pipes within our system as well as continue to finish replacing the remaining 300 failing endpoints. We also finally received some of the Cross Connection Control equipment to install for the newer members of our system. We plan to finish these smaller projects as soon as we can to fully focus on pipe replacement this summer/fall.

-CWA Staff

### In this newsletter you can expect:

General Updates

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CWA Reminders

# WE'RE LOOKING FOR BOARD MEMBERS!



## Become a Board Member

The Camano Water Association (CWA) Board of Trustees is seeking individuals who can add honest and unique voices and perspectives to the business of directing the water company.

The board is responsible for setting company strategy and policy, overseeing the budget, supervising staff, and reviewing capital improvements to the water treatment and distribution system.



The board currently meets at 9:30 am on the third Tuesday of each month at the CWA office. Consider sitting in on a board meeting to learn more.

For more information, contact the CWA office at (360) 387-9136 or [info@camanowater.com](mailto:info@camanowater.com).



## Meter Box Reminders

While doing your spring garden cleanup and planting, remember to check the accessibility of your water meter box. Clear any brush, weeds, or debris obstructing the meter box.

**Make sure the meter box has two feet of clearance on all sides and six feet of clearance above.**

Having the proper meter box clearance ensures that water crews always have immediate access for reading the meter, detecting leaks, performing maintenance and repairs, and shutting off the water in emergency situations.



## Local Artists Wanted

Camano Water Association has been making changes internally, but it is time the office got a facelift too!

We would love local artists to bring their media for us to display for a month or two at a time. We would love paintings, photography, and sculptures from any local artists wanting to get their name out there.

Email the office for more information!  
[info@camanowater.com](mailto:info@camanowater.com)

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# CWA Reminders



## Annual Flush Coming Soon

Prepare for the annual water system flush coming to your neighborhood **March 9-11th**. 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.*

## 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 your continued cooperation!

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.



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## 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](http://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!



## “Avoid Late Fee” Fiasco

As many know, we have a new billing software system that allows us to communicate with our members better than ever. Ampstun, the new software, not only provides our members with a customer portal for members to look at their balance, but also check their consumption, look at their billing history, opt for paperless billing, make online payments, and more!

Ampstun also provides CWA the opportunity to email or text members with important updates.

As an experiment, and with membership in mind, we emailed and texted the entire membership the following message:

“This is a friendly reminder that your January billing is due by 1/31/2026 to avoid any late fees. If you have already made a payment, please disregard this message - CWA Staff”

While this was sent with good intentions, it was quickly discovered that this message created more panic and chaos than be a helpful reminder.

**Within five minutes of sending the reminder, the CWA office was bombarded with 37 calls from the membership!**

We have learned that we will not be sending reminders in the future. If a member misses the due date, they will get a late fee of \$30.00.

*Thank you for reading!*

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