



PHOTO CREDIT: JASON OTTO

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Monthly Update:

Throughout July, the field crew continued to locate and install outstanding DCVA (Double Check Valve Assembly/Backflow device) that have been previously paid for by members opting into the program. Another goal is to solidify when the backflow company will be able to carry out the test for the devices installed within our water system. For more information about the Cross Connection Control (CCC/DCVA/Backflow device) program, click [here](#). We are slowly but surely getting through the list.

Surveyors from Wilson Engineering have gone around our water system and took photos, measurements, and collected any information necessary to continue planning towards replacing the galvanized steel we have within our system. We will continue to provide small updates through the website and newsletters. We will be sending formal, hard-copy mail to all members when it becomes time to start 'breaking ground'.

As we enter into August, we will continue to install any outstanding DCVA's if there are any remaining. We also have official dates for the annual DCVA/Backflow device testing! From August 3rd through August 31st, we will have a contacted company come and test to ensure all DCVAs are working properly to continue pleasing the Department of Health's requirement. Should the company find any faults in a device, CWA will be the one to take care of replacing or repairing the device and cover the cost.

The next billing read will be at the end of August and invoices will be mailed within the first week of September.

We are looking forward to a fun and warm August.

-CWA Staff



Smelling Chlorine?

During the summer months, our community uses water much more quickly, which means the treated water moves through the system at a faster pace. Because of that high turnover, the chlorine we add for disinfection doesn't have as much time to naturally dissipate before it reaches your tap. You may notice a stronger smell, but the dosage remains the same as always and is completely safe to drink. It's a bit like applying perfume: right after you spray it, you catch that sharp alcohol note, but once it settles, only the intended scent remains. In the same way, when water is used rapidly, the "first note" of chlorine is more noticeable even though nothing has changed in the amount added.



We're Going Digital

CWA is transitioning to a more efficient, digital-first communication system. Moving forward, we'll send important alerts and updates directly to the email addresses we have on file, and we'll continue posting real-time information on our website. Paper letters and door hangers will be reserved for specific emergencies or special circumstances.

We know not all members are technologically savvy, and we want to acknowledge that upfront. Even so, digital communication is the fastest, most reliable, and most cost-effective way to reach the majority of our membership. This shift saves the Association, and therefore our members, thousands of dollars each year.

Those savings go directly into essential Capital Improvement Projects, including upcoming pipe replacement work that strengthens the reliability of our water system.

Email alerts will come from **noreply@utilitybillingsystem.us**. Please add this address to your contacts to prevent messages from landing in your junk folder. And remember to check the CWA website regularly – we'll post updates there that may be helpful or interesting even when they don't require an email notification.

Make sure we have the best contact info for your property! Thank you for supporting this move toward faster, more efficient communication that helps us better serve the entire community.

CWA Reminders



Become a Board Member

**AUGUST BOARD MEETING
WILL BE HELD ON
THURSDAY, AUGUST 20th AT
6PM**

The Board typically meets at 9:30 a.m. on the third Tuesday of each month at the CWA office. Curious how decisions get made or whether board service might be a good fit? Sit in on a meeting — it's the best way to see the work firsthand.

Serving on CWA's nonprofit board is a meaningful way to support your community. Trustees help guide long-term planning, ensure financial responsibility, uphold our mission of safe, reliable water, and keep member voices at the center of major decisions. It's a collaborative environment where diverse perspectives truly matter.

Have questions or want to learn more? Contact the CWA office at (360) 387-9136 or info@camanowater.com. We're always glad to help community members get involved.

Snail Mail Got You Down?

Traditional mail moves more slowly than most of us expect, and that can create challenges when it comes to timely payments. To help avoid late fees, we encourage members to allow at least seven days for their checks to travel through the postal system and reach our office.

Each billing cycle, CWA sends invoices to our printing facility within the first day or two of the billing month. Once those statements are printed and mailed from Kentucky, the timing is entirely in the hands of the postal service. Delivery speed can vary, and that unpredictability is something we want our members to be aware of.

To help reduce the uncertainty that comes with traditional mail, we also offer an online member portal. Through the portal, you can view your billing statements, check your consumption history, email CWA directly, and more. While the system isn't perfect, it's an important step toward giving members faster, more reliable access to their account information.

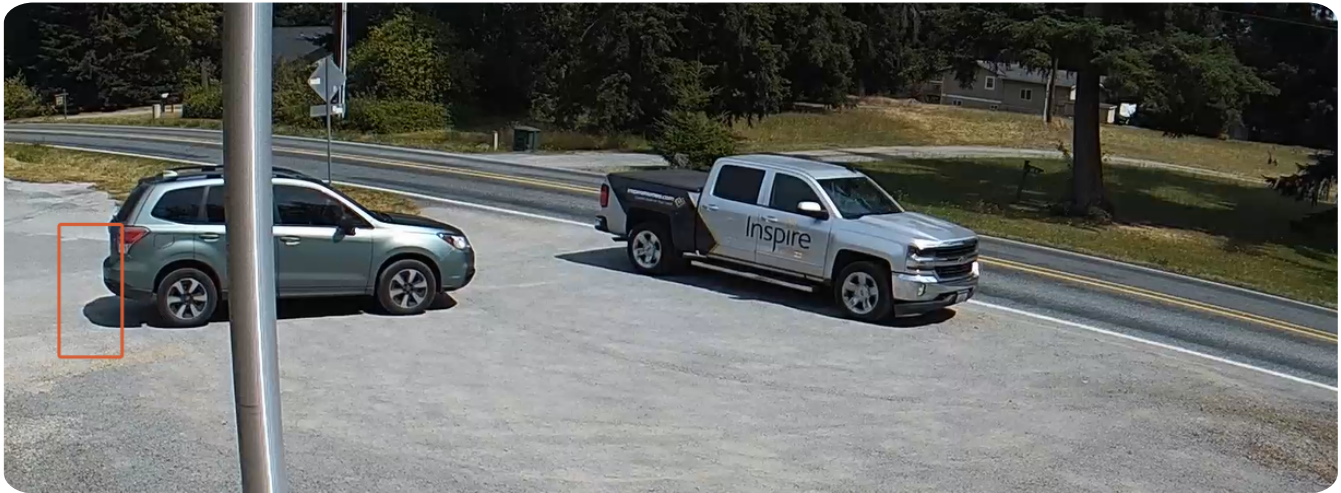
By planning ahead with mailed payments or using the online tools available, members can stay on top of their accounts with fewer surprises and greater peace of mind.



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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 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!



Parking Lot Access

We have had an increasing amount of people, members and non-members, using our parking lot as a spot to sit and park. While we are pleased to be a hub for checking phones, recalculating your GPS, or whatever the case may be, we do ask that everyone please keep in mind that we are a business and need to keep the parking lot accessible.

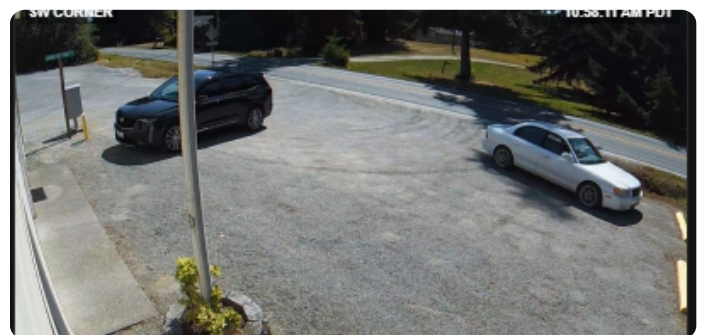
Many people have been pulling across the main entrance, causing issues for entering or leaving the parking lot for others. Especially during normal business hours, (Monday-Friday from 8am to 3pm), we ask that everyone park in a designated parking spot that are marked with yellow parking stops. If you are using our parking lot for anything other than coming inside the office, please park on the far end further away from the office entrance.

If you are dropping off a payment, our drop box located outside the office doors is able to receive your payment similar to a USPS mailbox; no need to exit your vehicle.

Blocking our parking lot is a liability issue. We please ask that everyone be mindful of this moving forward.

*Picture above is of a truck blocking the entire entrance, causing another car to be unable to leave the parking lot.

*Picture below shows blocking access to properly parked car in white to be able to pull out of lot as well as west side of parking lot and CWA trucks to be able to enter or exit the gated area of the office building. Subsequently, same car also blocked the USPS mail person to be able to deliver mail.



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