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Monthly Update:

September turned out to be a fairly calm month at CWA, with most of our work focused on routine operations and a few important discoveries. During their regular rounds, our field crew identified some much-needed upgrades and cleaning for two of the reservoirs near the treatment plant. One of those reservoirs has already been cleaned and updated, and the second is scheduled for attention in late October through early November. These kinds of improvements aren't flashy, but they're essential for keeping our system reliable and running the way it should.

On the billing side, September brought a couple of member leaks to our attention. Thanks to careful monitoring from the office staff, we were able to

reach out quickly and help those members with Leak Adjustments so their bills reflected a reduced dollar amount. It's always nice when early detection can save someone a headache and money.

Looking ahead, October included a small bit of relief for members: CWA offered "Late Fee Forgiveness" for anyone who got their payment in by October 9. It's a simple gesture, but we know it can make a difference.

All in all, a steady month with meaningful behind-the-scenes work that keeps the system strong.

-CWA Staff



Cross Connection Control: Protecting Our Water System Together

CWA continues to make steady progress on one of the most important programs in our system: Cross Connection Control. These backflow prevention devices play a critical role in keeping our drinking water safe, and we're proud to share that we now have just under 700 installed throughout the community. That means more than half of all CWA accounts are already protected by a backflow device, a milestone that reflects both the dedication of our team and the commitment of our members.

A backflow device is designed to prevent water from flowing backward into the public system. Without one, pressure changes—often caused by leaks, breaks, or heavy water use—can pull water from private plumbing back into the shared supply. This can include contaminants from irrigation systems, hose connections, boilers, or other household equipment. When a backflow device is in place, it acts as a safeguard, ensuring that water from individual properties cannot compromise the quality of water for everyone else. It's a small piece of equipment with a big impact, quietly protecting the entire community every day.

As we continue installing outstanding devices, we encourage all members who do not yet have one to consider moving forward. Installing a backflow device is one of the most effective ways to help protect the system we all rely on. It strengthens our shared infrastructure, supports regulatory compliance, and ensures that every home contributes to the overall safety of the water we deliver.

The cost to install a backflow device is \$1,200.00, and we understand that this may feel like a significant expense for some households. To make participation accessible for everyone, CWA offers flexible payment plans for members who would like to have a device installed but prefer not to pay the full amount upfront. Our goal is to ensure that every member who wants to protect their property—and the community—has a clear, manageable path to do so.

Once a device is installed, CWA takes on the financial responsibility for everything that comes after. We cover the cost of annual testing as well as any repairs or replacements that may be needed in the future. Members pay only for the initial installation, and CWA handles the rest. It's an investment that benefits both the individual property and the entire community, and we're committed to supporting our members every step of the way.

With more than half of our accounts already protected, we're well on our way toward full system coverage. Every new installation strengthens our water system, reduces risk, and helps ensure safe, reliable service for everyone. If you're ready to schedule an installation or would like more information about payment options, our team is here to help.

CWA Reminders



Become a Board Member

Board Meetings Day and time have Changed!

The Board meets at **9:00 a.m. on the third Thursday** 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.

Annual Meeting Update

In November 2025 during our Annual Meeting, our CPA, Mike Dame, mentioned that moving our annual meetings to be in the first quarter of the new year would actually be more conducive for him to help give membership a better look and explanation of the year as a whole rather than wait until the end of the year.

In the past, the November meeting would reflect the previous whole year. For example, November 2025 would give a look for all of 2024. With the change suggested, this would mean that we could give the 2026 year in early 2027. This change made the most sense.

We will send more information to membership regarding the annual meeting as we get closer to the meeting date. As of now we are planning on having in **early March 2027**.



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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!



The Fill Station and Water Theft

Recently, CWA has been made aware of a growing number of vendors, work trucks, and other non-members drawing water from the fill station near the fire station on Elger Bay Road. That station exists primarily for Camano Fire to use during training and when responding to emergencies that require water.

Members who live near the station have alerted us to the increase in outside trucks filling up. Most of these vendors have never paid for the water they use, nor do they have a contract with CWA. Under our policies, unauthorized use of system water can be considered water theft, which carries a \$5,000 fee.

In response, CWA has reached out to several of these vendors and created temporary contracts for their water use. While this does provide a small but steady amount of revenue—about \$20 for roughly 1,000 gallons daily average—it also raises questions.

Additional consumption works against our conservation-focused approach, and the financial benefit is modest.

“Fair, equitable, and defensible” is the standard your Board and staff strive to uphold. Charging vendors for the water they use may be fair and equitable, but is it defensible? Is allowing vendor access the right move for CWA and its members, or should the fill station be reserved solely for fire-department use?

We want to hear your thoughts. Please take a moment to complete this short survey and share your perspective on whether outside vendors should be allowed to use the fill station.

VOTE HERE

<https://form.jotform.com/262875773824068>

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