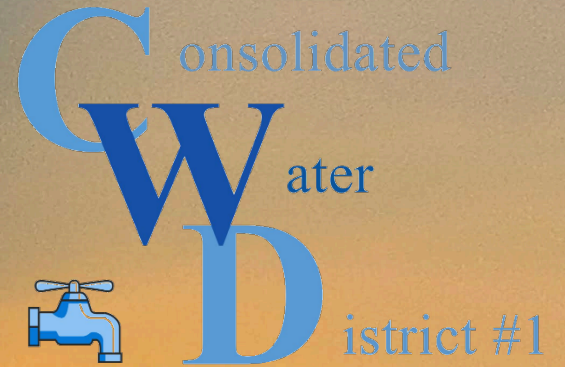


# Annual Report 2023



Dedicated to providing a reliable and quality domestic water supply.

## Challenges Met Reliable Service Continues

On behalf of the Board of Directors, and our hard-working staff, I am pleased to present this Annual Report for the year 2023. Since the inception of the water district in 1962, much has changed, but one thing has never changed, our dedication to providing a reliable and quality domestic water supply.

2023 brought many challenges, from changing water regulations, inflated costs of goods and services, to implementing new customer service enhancements, these challenges were met head-on by the dedicated staff and Board of Directors of Consolidated Water District #1.

As an organization that provides the most vital resource in the communities we serve, we will continue to face greater challenges in the future. Those challenges will be met with a responsible and disciplined approach to ensure that we continue to provide the best possible service to our customers while maintaining the fiscal responsibility we all take seriously.

I am honored to serve our customers and community alongside our great staff and Board of Directors. As stewards of the community's water supply, we all take our responsibility seriously, and that will continue in 2024.

*Mike Fulkerson*

Mike Fulkerson  
General Manager

## BOARD OF DIRECTORS

|               |               |
|---------------|---------------|
| CHAIRMAN      | ROGER BRANDT  |
| VICE CHAIRMAN | JEFF SCHERER  |
| SECRETARY     | LARRY HARMS   |
| TREASURER     | ELAINE BUNDY  |
| DIRECTOR      | JIM TROWER    |
| DIRECTOR      | LYLE WILEY    |
| DIRECTOR      | PATRICK SMITH |

The Board of Directors meets at the Water District Administrative Office on the First Tuesday after the first Monday of each month.

## HOW TO REACH US

MAIL/STOP BY: P.O. Box 419  
15520 CRESTWOOD DR.  
BASEHOR, KS 66007

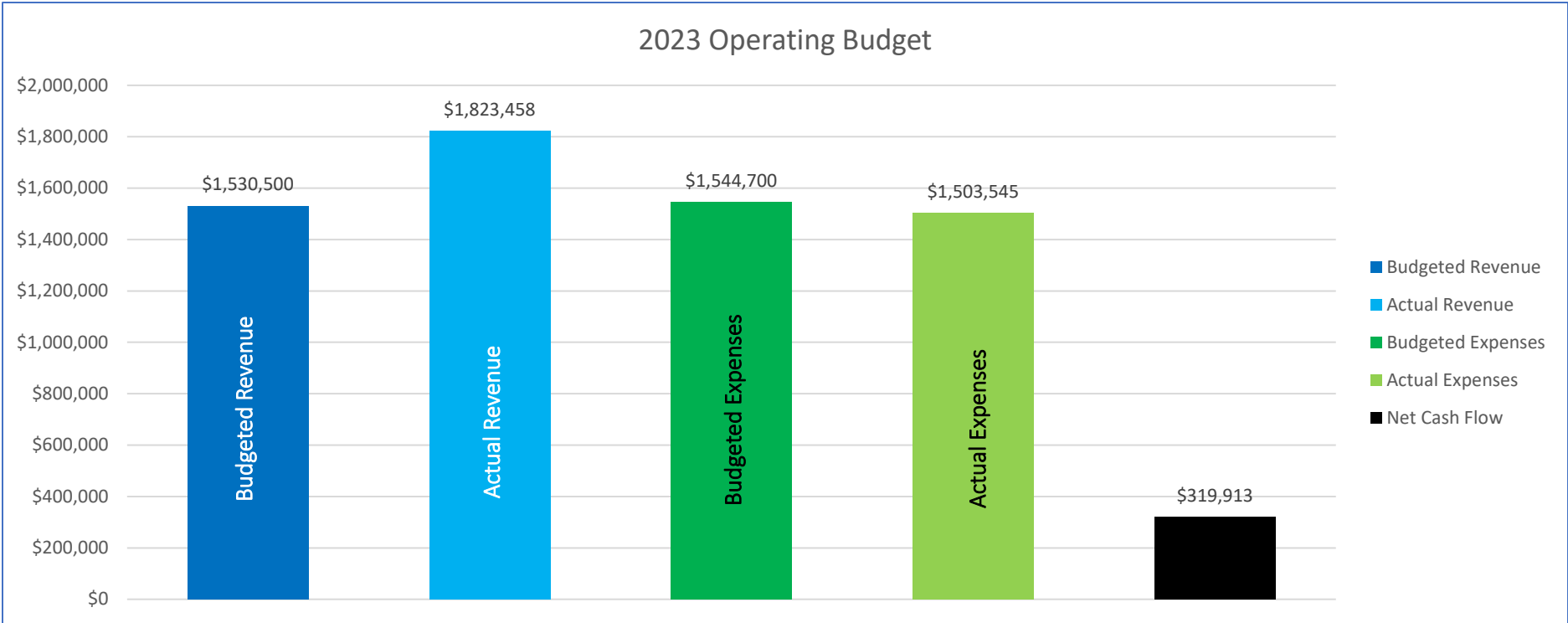
GIVE US A CALL: 913-724-7000

ON THE WEB: [WWW.CRWD1.COM](http://WWW.CRWD1.COM)

EMAIL: [ADMIN@CRWD1.COM](mailto:ADMIN@CRWD1.COM)

HOURS: 9 – 12 AND 1 - 4 M – F

# Financial Information



## Rate Increase – First in 12 years

CWD1 approved the first water rate increase for district patrons in over 12 years. The increase was due to the rising costs of distribution supplies and the cost of water purchased.

### Rate Adjustment

Minimum Rate  
\$21 to \$26

Consumption Rate  
\$5.45 to \$5.75

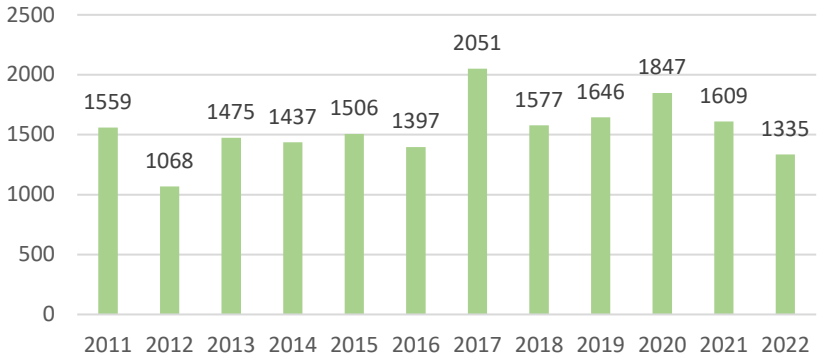
### Average Monthly Bill

Before- \$47.95

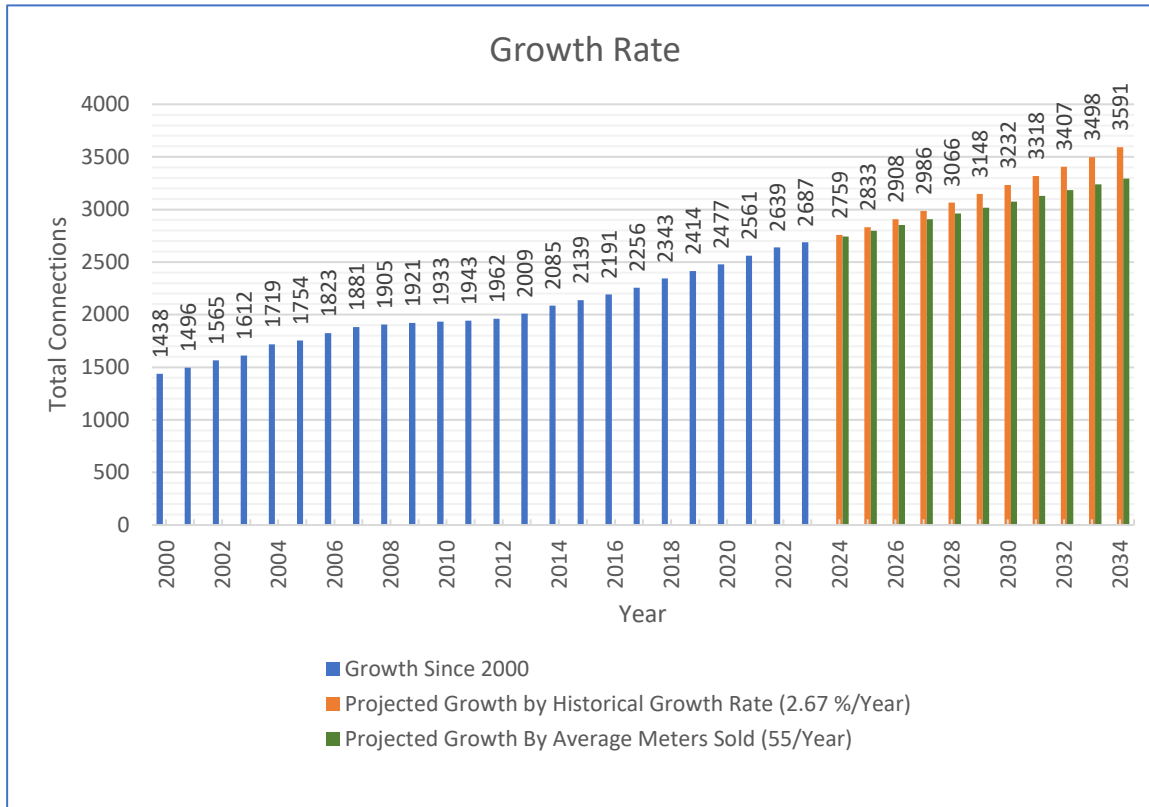
Now – \$54.18

## Financial Position Remains Strong

### Days in Cash



# Water District Growth



## Growth slowed, but continues.

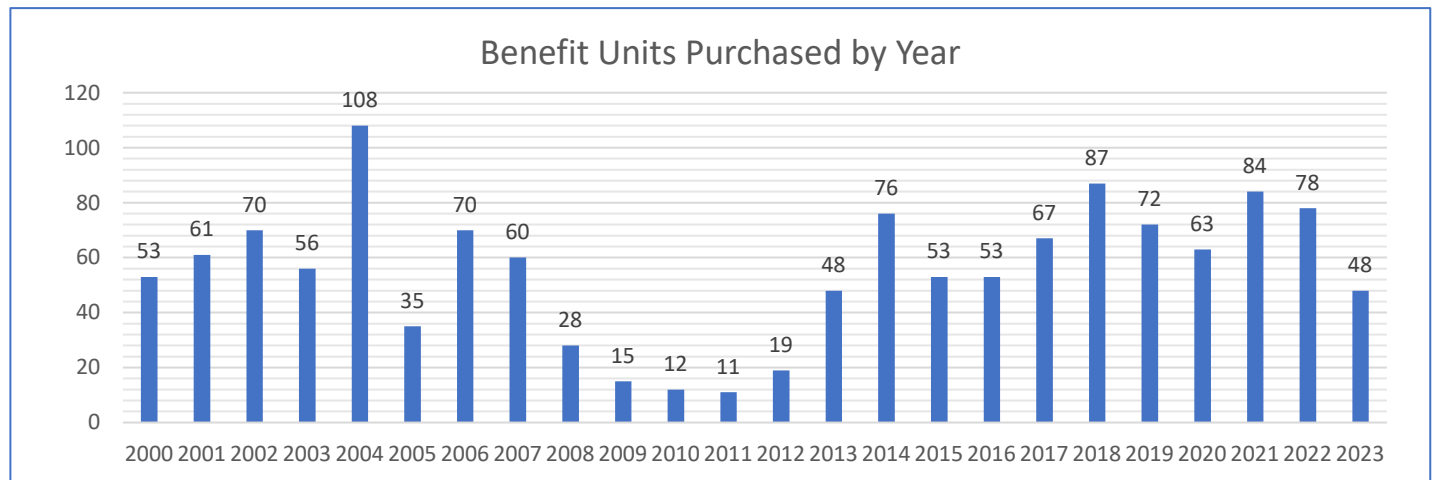
CWD1, by virtue of its position in the rapidly growing area in east central Leavenworth County, the water district is positioned to see additional growth in our service area. With continued growth in the Basehor area, and future growth planned in the southern Lansing area, the upward trend in Benefit Unit Sales is forecasted to continue.

Projected growth for CWD1 over the next 10 years shows the district could add 600 to 900 new connections to our distribution system. The projected growth equates to an 18% to 25% increase over the same 10-year span.

## Benefit Unit Sales Dip

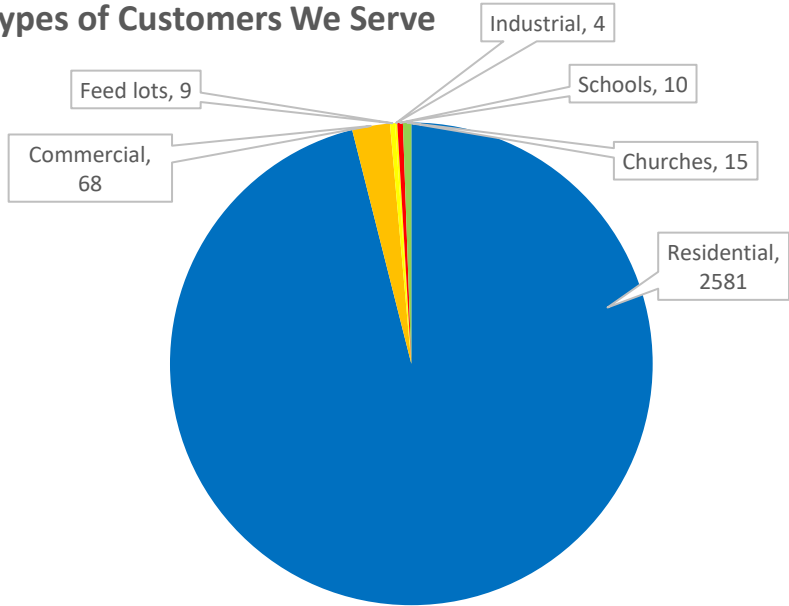
The purchase of Benefit Units (Water Meters) is tied closely to the new housing market.

2023 saw new housing starts dip due to higher interest rates and record high inflation.

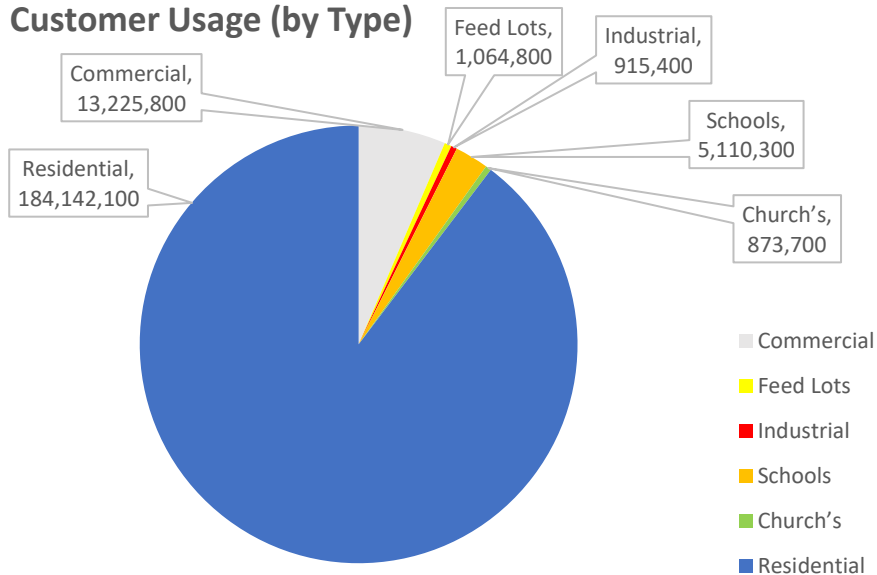


# Customer Base

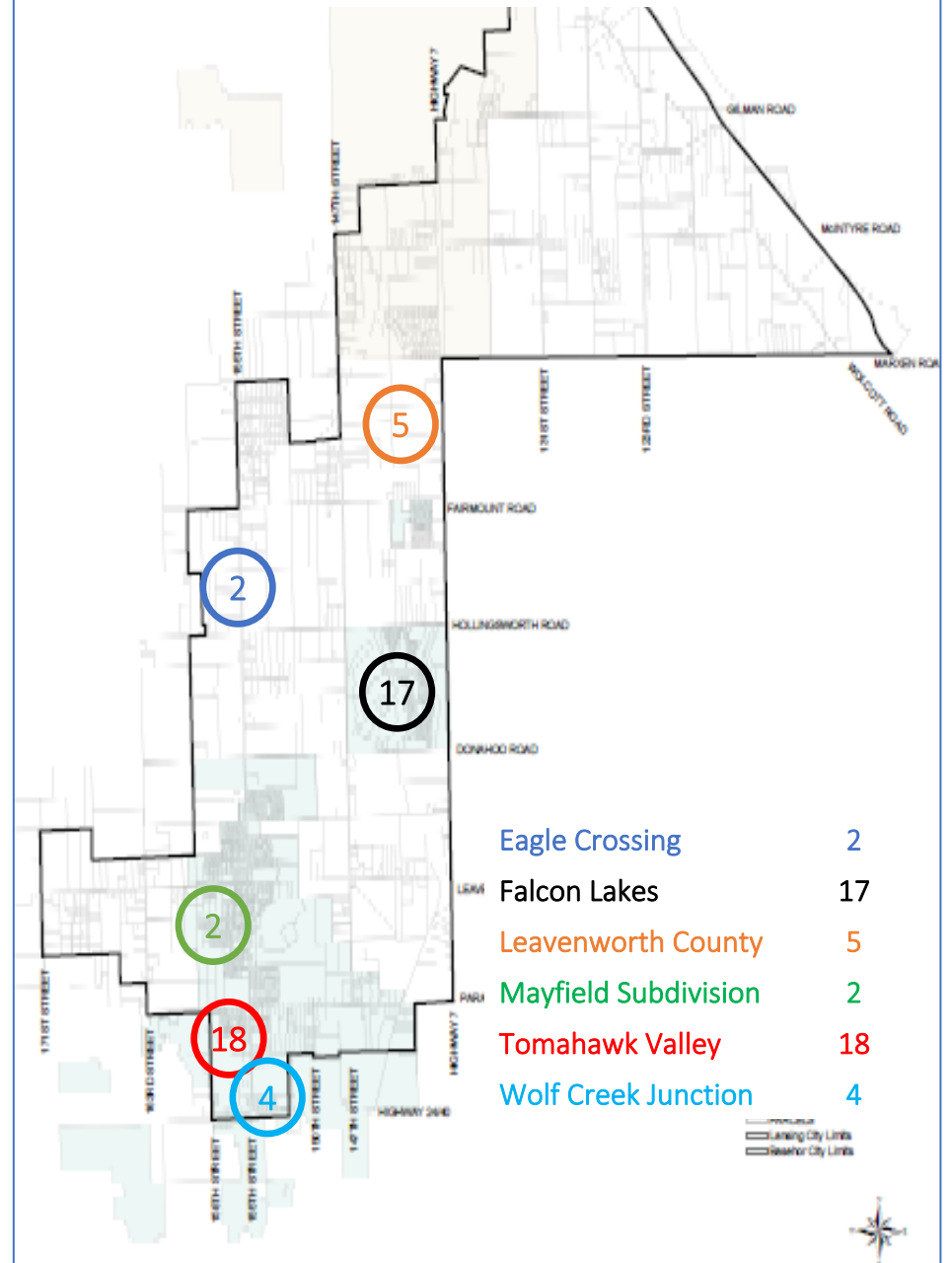
## Types of Customers We Serve



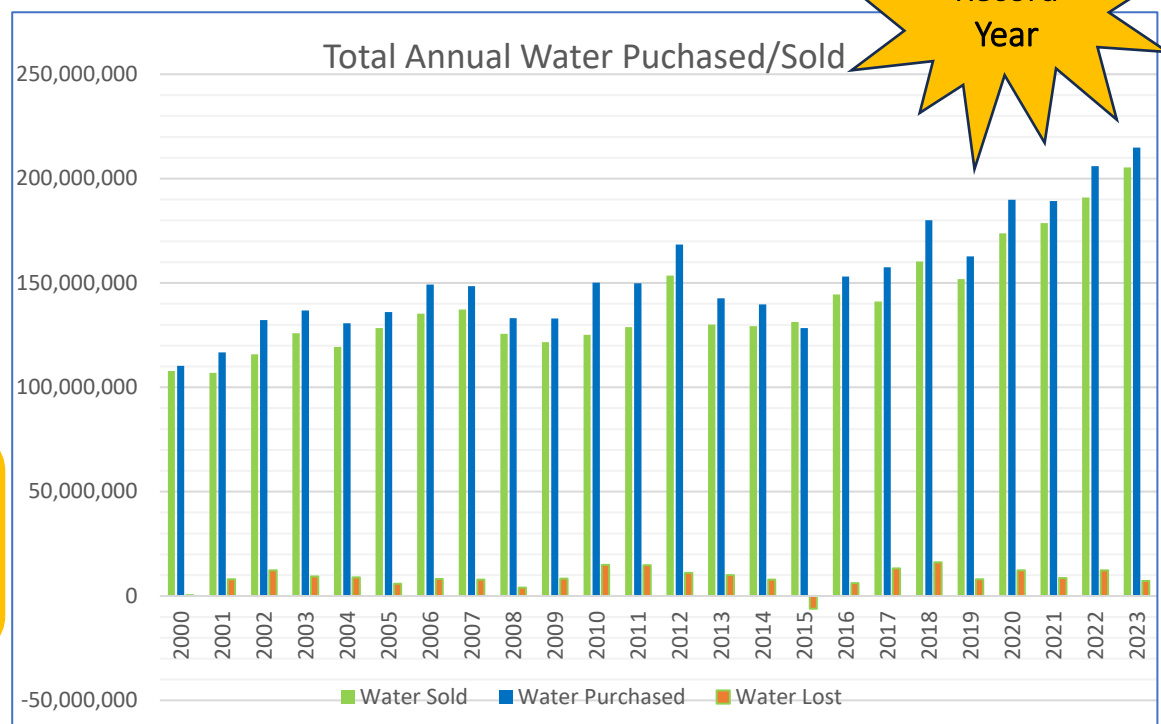
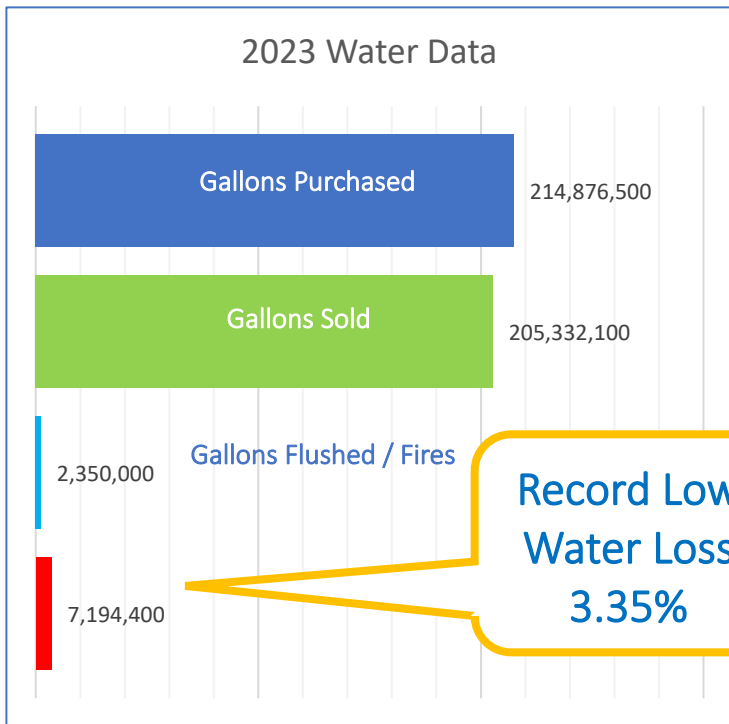
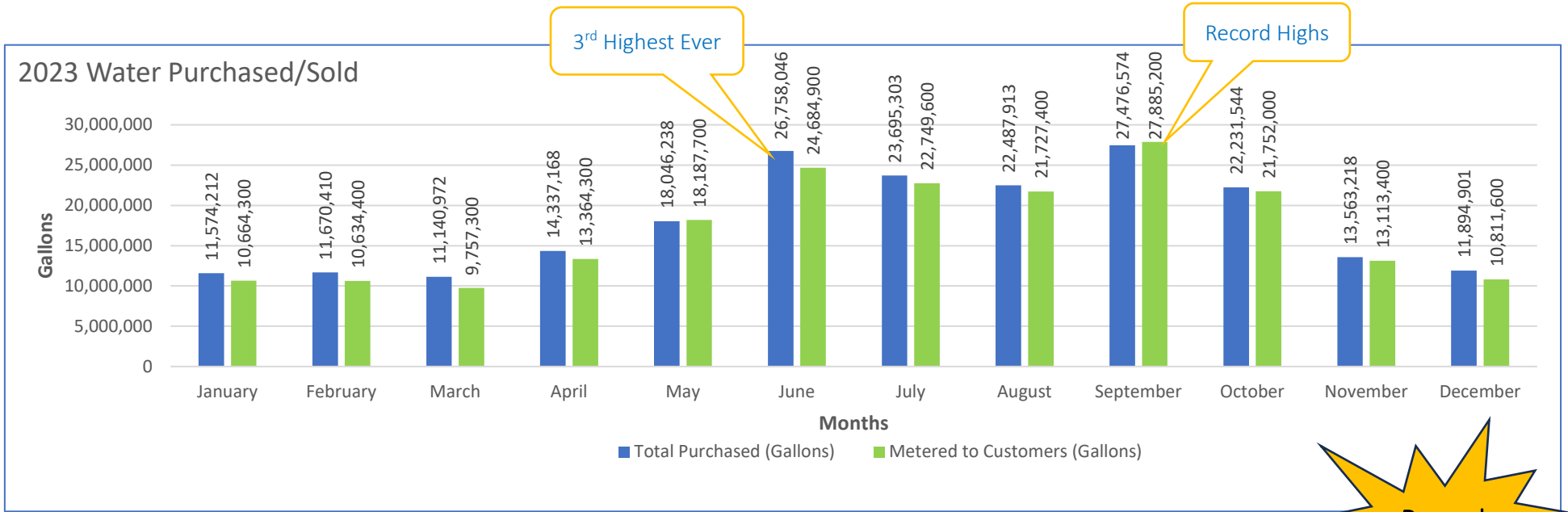
## Customer Usage (by Type)



# New Connection Locations



# Water Sales/Purchase Information



# Administrative Services

## Administrative Statistics

Below are a variety of the tasks completed by our office staff in 2023.

|                         |        |
|-------------------------|--------|
| Bills Processed-        | 32,244 |
| New Accounts Set Up-    | 48     |
| Late Notices Prepared-  | 3,036  |
| Water Shut-Off Notices- | 944    |
| Benefit Unit Transfers- | 122    |
| Rental Agreements-      | 42     |
| Leaks Detected-         | 264    |

And many other reports and tasks...



2,868 Calls Received in 2023

11.03 Calls Per Day

66 After Hours Calls

## Leak Notifications

With the use of our Automated Meter Reading Infrastructure (AMI), we are constantly monitoring for leaks in our customer's homes and businesses.

If our system detects abnormal usage, i.e., continuous flow for 24 hours, it will send our office an alert.

When an alert is received, our office staff will notify the customer that they potentially have a leak in their system.

In 2023, 264 leak notifications were received, which saved our customers thousands of dollars and most importantly, saved our most valuable resource from being wasted.

## Paperless Billing

2023 brought the implementation of the paperless billing option for our customers.

More than half of our customers signed up with the newest customer service option upon the initial announcement.

Our office staff spent significant time entering email addresses and learning the new procedures for sending the electronic billing notices.



## How our Customers Receive Their Water Bill

Total Customers – 2687

Printed Bill – 1231

Paperless Bill – 1456

Automatic Withdraw



Fee Free

By Mail



In-Person



On-Line

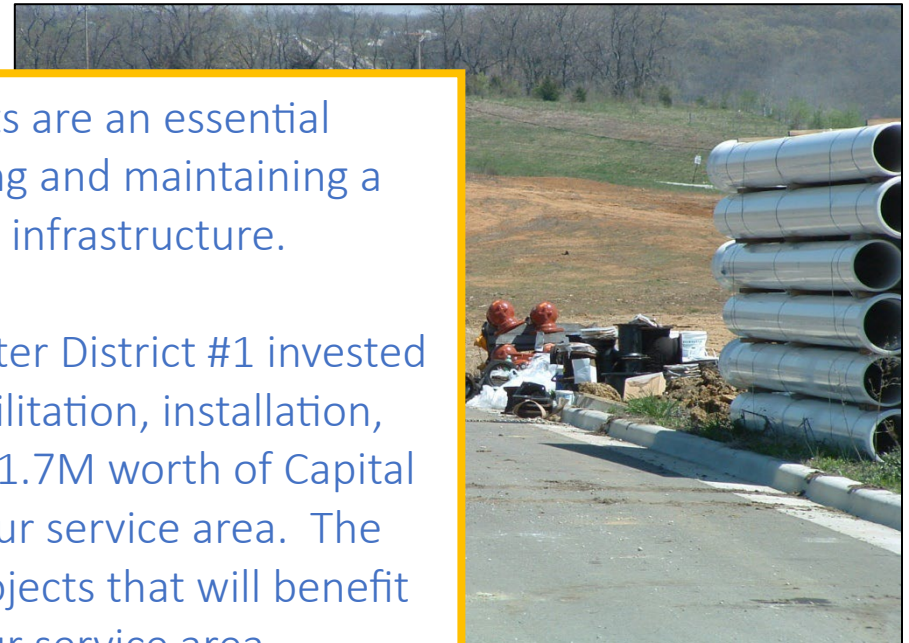
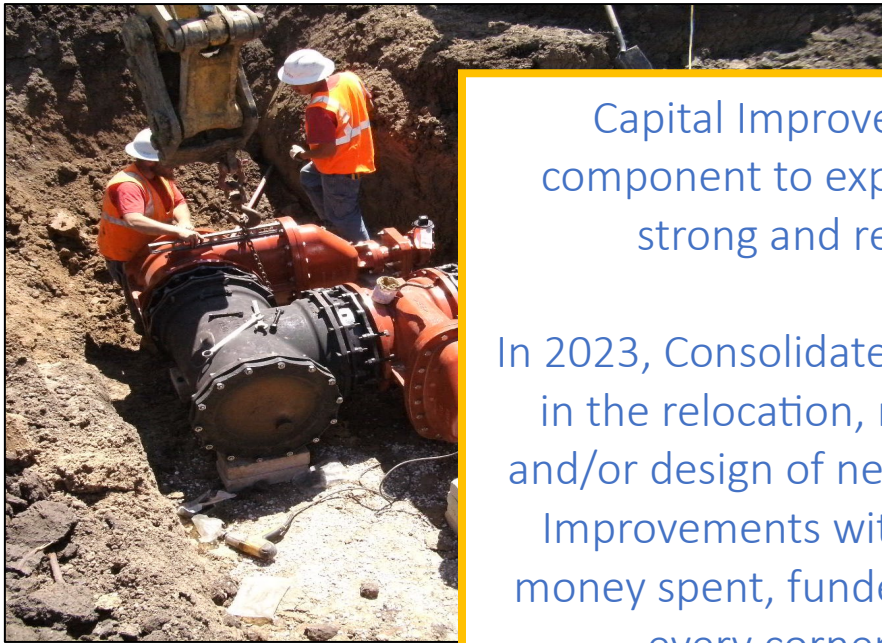


3<sup>rd</sup> Party Fee Applied

By-Phone



# Capital Improvements



Capital Improvements are an essential component to expanding and maintaining a strong and reliable infrastructure.

In 2023, Consolidated Water District #1 invested in the relocation, rehabilitation, installation, and/or design of nearly \$1.7M worth of Capital Improvements within our service area. The money spent, funded projects that will benefit every corner of our service area.

## 2023 Capital Improvements

- |   |              |
|---|--------------|
| 1. 155 <sup>th</sup> St. Relocation Project | \$529,537.90 |
| 2. Old Basehor Project                      | \$632,774.02 |
| 3. Amber Meadows                            | \$206,675.29 |
| 4. Rural Development Projects               | \$283,000.00 |

*\*Some of the projects listed above were either all or in part funded by developers or other entities.*





# Operations Services



## Operations Maintenance Activities

2023

| Work Summary |                        |                         |       |       |
|--------------|------------------------|-------------------------|-------|-------|
|              | Asset Class            | Event Type              | Qty   | %     |
| 1            | Locates                | Water Main Locates      | 2,586 | 39.2% |
| 2            | Water Valve            | Valve Exercise          | 1,412 | 21.4% |
| 3            | Water Hydrant          | Inspection              | 485   | 7.4%  |
| 4            | Water Structure        | Inspection              | 470   | 7.1%  |
| 5            | Water Structure        | Lawn Care               | 163   | 2.5%  |
| 6            | Water Hydrant          | Weed Eat                | 149   | 2.3%  |
| 7            | Water Hydrant          | CL2 Residual Monitoring | 149   | 2.3%  |
| 8            | Water Hydrant          | Flow Test               | 136   | 2.1%  |
| 9            | Water Hydrant          | Painted                 | 103   | 1.6%  |
| 10           | Water Meter            | Door Hanger             | 99    | 1.5%  |
| 11           | Water Meter            | Check Stale Meter       | 76    | 1.2%  |
| 12           | Water Blowoff Assembly | CL2 Residual Monitoring | 76    | 1.2%  |
| 13           | Yard Restoration       | Yard Restorations       | 68    | 1.0%  |
| 14           | Water Hydrant          | Weed Spray              | 67    | 1.0%  |
| 15           | Water Meter            | Check for Leak          | 60    | 0.9%  |
| 16           | Trenchless Excavation  | Pothole Projects        | 52    | 0.8%  |
| 17           | Water Meter            | Other                   | 51    | 0.8%  |
| 18           | Water Meter            | Replace MXU             | 40    | 0.6%  |
| 19           | Water Meter            | Check Meter (No Usage)  | 38    | 0.6%  |
| 20           | Water Meter            | Lower Meter Lid         | 32    | 0.5%  |
| 21           | Water Structure        | Other                   | 28    | 0.4%  |

|                                 |                        |   |              |      |
|---------------------------------|------------------------|---|--------------|------|
| 22                              | Water Structure        | CL 17 Maintenance                                 | 28           | 0.4% |
| 23                              | Water Valve            | Valve Box Lower                                   | 27           | 0.4% |
| 24                              | Water Meter            | Service Shut-off                                  | 27           | 0.4% |
| 25                              | Water Meter            | Replace MXU Cap                                   | 24           | 0.4% |
| 26                              | Water Meter            | Bacteriological Water Sample Collection – Outside | 20           | 0.3% |
| 27                              | Water Meter            | Service Turn On                                   | 19           | 0.3% |
| 28                              | Water Meter            | Check Pressure                                    | 16           | 0.2% |
| 29                              | Water Meter            | Bacteriological Water Sample Collection – Inside  | 15           | 0.2% |
| 30                              |                        |   |              | 0.0% |
| 31                              | Water Meter            | Replace Bass Plate                                | 13           | 0.2% |
| 32                              | Water Meter            | Replace Chamber                                   | 10           | 0.2% |
| 33                              | Leaks/Breaks           | Infrastructure Leaks/Breaks                       | 10           | 0.2% |
| 34                              | Water Meter            | Replace ECR                                       | 9            | 0.1% |
| 35                              | Water Meter            | Replace Meter Lid                                 | 6            | 0.1% |
| 36                              | Water Hydrant          | Other   | 4            | 0.1% |
| 37                              | Water Valve            | VMT Exercise                                      | 4            | 0.1% |
| 38                              | Water Valve            | Other   | 3            | 0.0% |
| 39                              | Water Valve            | Valve Box Raise                                   | 3            | 0.0% |
| 40                              | Water Meter            | Replace Meter Lid/Ring                            | 3            | 0.0% |
| 41                              | Water Meter            | Raise Meter Lid                                   | 3            | 0.0% |
| 42                              | Water Meter            | Stage 2 Water Sample Collection                   | 2            | 0.0% |
| 43                              | Water Structure        | Installation                                      | 2            | 0.0% |
| 44                              | Water Blowoff Assembly | Other   | 2            | 0.0% |
| 45                              | Water Meter            | Replace MXU/ECR                                   | 1            | 0.0% |
| 46                              | Water Valve            | Replace Valve Ring                                | 1            | 0.0% |
| 47                              | Water Valve            | Inspection  | 1            | 0.0% |
| 48                              | Water Valve            | VMT Straighten                                    | 1            | 0.0% |
| <b>Total Events:</b>            |                        |   | <b>6,594</b> |      |
| <b>Avg. Events Per Work Day</b> |                        |   | <b>23.6</b>  |      |

## Apprenticeship Nearing Completion!!!

Garrett's 2-year apprenticeship is down to the last 30 days!

Garrett will have soon completed over 4,000 hours of job training, and 283 hours of classroom work during the last two years.

Garrett will soon be earning a national certification as a Water System Operations Specialist.

**Congratulations  
Garrett!!!**



## Preventative Maintenance is Key

Our hard-working Operations Staff complete preventative maintenance on all components of our distribution system each year.

Every fire hydrant, valve, flush assembly, water meter, and various other appurtenances are visited and have routine maintenance completed on them to maintain them in optimum condition.

Those same crews are also responsible for restoring our customers properties to their original condition after we dig in their yards for repairs or water main construction.

## Lead and Copper Changes

2023 brought the largest revision to the Lead and Copper Rule since 1991.

Public Water Supply Systems across the country are required to identify sources of lead in the drinking water systems. Our water system is no exception.

CWD1 sent a survey to all our customers requesting information about the pipes, they own, in the ground from the water meter to the house, and the plumbing in their home. Thus far CWD1 has received responses from 17% of our customers.

Operations Staff will be going meter to meter in 2024 to identify the pipes entering and leaving the meter pits. This information will be provided to KDHE on the required inventory spreadsheet in October of 2024.

# Random Facts

1,441 Valves  
502 – Fire Hydrants  
74 – Flush Assemblies

All are maintained by our  
Operations Staff each year.

Founded in 1962,  
CWD1 turns 62 years  
old in 2024

CWD1 is the 5<sup>th</sup> largest  
Rural Water District in the  
State of Kansas  
(by number of customers)

CWD1 only has six  
employees.  
3 Administrative  
and  
3 Operations

CWD1 has water mains  
that range in size from 2-  
inches to 20-inches.

Board of Directors  
meetings are held the first  
Tuesday after the first  
Monday each month.

CWD1 stores 1.75 Million  
gallons of water in two  
elevated water storage  
tanks.

Water Meters are read  
each month by our office  
staff via a push of a button  
with our AMI meter  
reading software.

Our office hours are  
9-12 and 1-4 each  
business day.