



**CANTON  
MUNICIPAL  
UTILITIES**

# **Accomplishments for the 2021-2024 Period**

# 2021-2024 Accomplishments

## Customer Service / Billing Department

We **changed the date of cutoff** for the month.

We **capped the Water Letter amount** to \$100.

We are now collecting money for bills **in the same month we bill.**

We have added a **new base station in Lake Caroline** to read meters faster, and we have **converted everything to cloud.**

We are now **using a collection agency** to recoup money that is owed to CMU.

# 2021-2024 Accomplishments

## Customer Service / Billing Department

We have **incorporated the Customer Portal** for customers to see and pay their bills online.

We have made it a **priority for landlords to keep a deposit** on all properties.

We have **increased the amount for reconnect** to \$50.

We have changed the way we process Fuelman tickets which has **cut down on fuel cost**.

We **increased Water and Sewer rates** on Commercial and Industrial inside the City Limits.

# 2021-2024 Accomplishments

## Customer Service / Billing Department

We **upgraded the credit card payment machines** and **lowered the credit card processing fees.**

**Arranged for kiosks to be installed** after CSA updates their programming.

We **upgraded meter reading handhelds** to cell devices for \$0.99.

We **created/enhanced the online application** for service.

We **created an online job application** process.

# 2021-2024 Accomplishments

## Customer Service / Billing Department

We have **fully staffed the Billing Department.**

We **upgraded security cameras** from DVR to the cloud version.

We **sold land to Love's for \$1 million.**



# 2021-2024 Accomplishments

## Engineering

We **completed a 400,000-gallon elevated tank** that improved system hydraulics and allowed for future growth. The project also allowed CMU to comply with a years-old PSC order.

We **completed a 1,000 GPM well**. The project required two site negotiations.

We **developed CMU's first water hydraulic model** that will allow system deficiencies to be identified and allow future developments to be quickly evaluated.

# 2021-2024 Accomplishments

## Engineering

We developed a water and sewer capital improvement plan/assessment management plan that **identified over \$75 million in necessary improvements.**

The foresight of the capital improvements plan and hydraulic model allowed the AWS development improvements to be quickly identified. This will **allow for over \$20 million of water and sewer improvements that will support the City of Canton** and other areas in our service area.

# 2021-2024 Accomplishments

## Engineering

We have **conducted a water and sewer rate study** that identified a 10-year deficiency in the existing rates and also identified other deficiencies. Once implemented, the new rates **will increase revenues by over \$4 million annually** and allow improvements to be made faster.

We have **submitted a grant in conjunction with the county for over \$17 million** which is under review by the EPA.

A **\$750,000 grant was awarded to CMU** in the latest state legislative session.



## Engineering

Work is ongoing to **update standard procedures** for development. The hope is to improve communication and make the process more efficient.

We **performed an evaluation of the BBWWTF** that allowed CMU to propose an adequate rate structure to MCWA for the first time in many years.

We **successfully complied with MSDH and MDEQ regulations**, including lead service line requirements and other NPDES permit violations.

# 2021-2024 Accomplishments

## Engineering

We have **upgraded Water Treat Plant #1 valves and SCADA System** (Fiber Connection).

We have **upgraded the way we process warehouse items**.  
We have gone from paper to digital.

We completed the **Gas Cast Iron Project**.

We **relinquished MCWWA Stations** to MCWWA.

We are **no longer doing sewer blow outs**.

## Engineering

We are changing out all **street lights to LED lights.**

We are in the process of gathering information for the **gas/  
electric rates.**

