

Partnering with Ozarks Clean Water Company

Common Questions & Answers

Is OCWC a government agency? No. We are a 501(c)(3) non-profit utility company. While we work closely with government bodies like the EPA and Missouri DNR to ensure compliance, we are an independent entity. This allows us to operate with the efficiency of a private business while maintaining the public-service mission of a municipality.

Who owns the company? We are member-owned. When a community or system transfers to OCWC, the homeowners served by that system become members of the company. We do not have distant shareholders expecting dividends; our loyalty is strict to the local communities we serve.

Why should an HOA or developer transfer their system to OCWC? Water and wastewater management is becoming increasingly complex, expensive, and litigious. By transferring the system to OCWC, an HOA or developer removes significant liability from their books. We assume the responsibility for environmental compliance, day-to-day operations, emergency repairs, and reporting. This frees the HOA board to focus on community management rather than utility operations.

How are rates determined? Because we are non-profit, our rates are "cost based." We do not charge to generate profit; we charge what is necessary to operate, maintain, and responsibly upgrade the systems. We utilize professional rate studies to ensure that our pricing is fair, consistent, and adequate to prevent future infrastructure failures.

Who handles maintenance and emergencies? OCWC handles it all. Once a system is transferred, the "midnight phone calls" regarding pump failures or alarms go to us, not the HOA President. We employ licensed operators and maintenance staff to ensure systems run smoothly and emergencies are addressed promptly.

What control do we have once the system is transferred? Our members are our governance. We are led by a Board of Directors comprised of community leaders. Additionally, because we are local to the Ozarks, you are not dealing with a faceless call center. You have direct access to our local office and leadership team.

Does OCWC offer modern conveniences for residents? Yes. While we are non-profit, we utilize modern utility tools. Residents have access to a secure online portal ("Payment Portal") where they can view usage, pay bills, and set up automatic bank drafts.