

TWIN CREEK WATER SUPPLY CORPORATION

Fall Newsletter 2020

Volume I, Issue 37 Fall 2020



MESSAGE FROM THE PRESIDENT

Dear Membership,

As a member of the Board of Directors for Twin Creek Water Supply Corporation (TCWSC or TC) since November of 2015, it has been my distinct pleasure and privilege to work with the TC Board in support of our staff and on behalf of TC Stockholder Members. Twin Creek has made lots of changes and great progress in the 51 years since its incorporation in 1969. However, never has TCWSC encountered and endured anything with the impact of the Coronavirus (COVID-19). TC has made many changes in response to COVID-19 so I have chosen to use my Newsletter space to share a brief report on some of these changes. I am especially proud of our General Manager Mary Caudle and her staff as they all have made huge personal and job-related adjustments so that Twin Creek could continue providing superior quality water to all Members in good standing. On March 25, 2020, our TC General Manager began implementing COVID-19 related changes to help when County Judge Charles Ellison of Robertson County issued a Declaration of Local Disaster for Public Health Emergency. Section 3 of his Declaration asked all County residents to shelter in place to help slow down the spread of COVID-19. However, his Declaration (Section 4) excepted Essential Businesses including businesses providing water and performing work necessary to the operations and maintenance of “essential infrastructure.” In support of Judge Ellison’s social distancing order, the Twin Creek WSC Office was closed to all Stockholder Members and visitors until further notice. Members needing TC assistance were invited to make payments through the drop-box at the Twin Creek WSC Main Office (8395 Cobb Branch Rd.), or by US Postal Service, or Payclix online (payclix.com), or Payclix by telephone (1-866-729-2549), or Automatic Bank Drafting (see the Twin Creek website at <twincreekwsc.org> for steps to enroll in Auto Draft). Twin Creek WSC's staff has been and remains readily available to assist Members during normal business hours (M-F from 8:00 AM-12:00 PM and 1:00 PM- 5:00 PM) or for emergencies after business hours by calling 979-828-5385. Additionally, the Twin Creek Board of Directors has met as usual in February and March, and in May through September; however, the Board did not meet in April choosing instead to be informed by email and then conducting April’s required votes during the Board’s May meeting. Out of respect for COVID-19 social distancing, the Board announced and conducted a reduced agenda for the 2020 Annual Stockholder Member Meeting at 1:30 pm on August 11, 2020 just prior to the Board’s regular August meeting at 2:00p on August 11. During the 2020 TC Stockholder

Member Meeting, the TC Board followed the agenda as advertised, approving the published minutes from our 2019 Stockholder Member Meeting and passing a resolution declaring Mr. John Pedigo and Mr. Byron Baty elected as of March 10, 2020, to Position #1 and Position #2, respectively. Another COVID-19 related phenomenon was a substantial increase in the number of Camp Creek Members who chose to “shelter in place” at Camp Creek homes during March through August. This greater number of people “residing” at Camp Creek during these 6 months in 2020 helped increase Twin Creek’s water sales during these months. Comparing our water sales in 2020 to water sales in 2019, in March 2020 we sold 266,900 more gallons of water than in March 2019, in April we sold 660,800 more gallons, in May 704,800 more gallons, in June 1,828,000 more gallons, in July 678,700 more gallons, and in August 551,200 more gallons for a grand total of 4,690,400 gallons more water sold in 2020 during March through August of 2020. Clearly, differences in weather during these 6 months of these 2 years also affected sales differences during these months. The primary real gain to Twin Creek WSC from these sales was that they helped improve TCWSC’s income for 2020 and thus improved Twin Creek Water Supply Corporation’s ability to meet its 2020 budget projections. From late March through early September, our Twin Creek General Manager worked diligently to keep her staff gainfully occupied dealing with TC needs and safe from COVID-19 by daily monitoring temperatures of all staff and Board members who entered the TC office, and assuring that TC staff followed good COVID-19 practice by routinely wearing proper masks and social distancing. In August 2020, Twin Creek’s General Manager located and purchased a used 2019 F-150 truck as a replacement vehicle, a purchase that had been previously approved by the Board. Finally, in keeping with TCEQ permitting allowances due to COVID-19, the TC Board of Directors approved putting Customer Service Inspections (CSI’s) on hold for new TC Stockholder Members until all Twin Creek operations return to normal. Except as noted for April 2020, the Twin Creek Board has met monthly to handle Twin Creek business and to assure that TCWSC was continuing to address TC needs. Thus, Twin Creek Water Supply Corporation has operated essentially as it did before COVID-19 changes, and as it will after the COVID-19 emergency is ended. This brief summary only highlights some of Twin Creek’s changes and adjustments to accommodate COVID-19. All of us at Twin Creek are very ready to return to more nearly normal operations at the earliest possible date, but until then, we plan to continue providing our Stockholder Members with a dependable supply of superior quality water while respecting changes needed to avoid spreading COVID-19.

Frank Gilstrap, 2020 President of the Twin Creek WSC Board of Directors

A Friendly Reminder

For all new construction and/or modifications to your plumbing distribution, Twin Creek WSC must perform a Customer Service Inspection (CSI) as mandated by TCEQ. This inspection is to help assure that your safety and health, as well as your neighbors, is not compromised by improper installation of certain water related items. If you are currently planning a new project or have already begun construction, please contact our office for assistance. Most contractors, subcontractors, and individuals performing their own construction are totally unaware of the many requirements mandated by TCEQ that must be followed. By involving Twin Creek WSC before work is started, costly corrections might be prevented.

Please be advised that, as we find evidence of new construction and we have not been contacted, you will receive a letter that informs you that a CSI will be required in order to keep your Membership in good standing. This inspection is done as a “free service” to all our Membership so please let us help keep everyone safe from possible contamination of our water.

TCWSC Management

Aging Controls Replaced in Plant and Booster Sites

The TCWSC Board of Directors approved the replacement of the aging “Turner” Controls in all plant and booster sites on our system. The estimated costs was \$50,000 which included new computerized controls and the associated electrical upgrades required. The decision to upgrade the control systems was based on the ever-increasing costs of maintenance and repairs of the old “Turner” Controls as well as an anticipated reduction in the number and length of time of water service outages.

The new digital diagnostics send an alarm notice to the staff whenever an issue is detected and displays the problem inside the plant and booster facilities. In most cases, this means that the staff is already responding before the Membership notices a problem in their water service. It also means that the “Trouble-Shooting” time to determine what is causing an issue is also reduced because the diagnostics displays the problem.

The Board believes this Capital Improvement is a “win-win” for TCWSC as it will reduce operational costs as well as deliver enhanced service to the Membership by reducing outage time.

TCWSC Board of Directors

A Question Often Asked

Some of the Twin Creek WSC Directors and staff have either been asked or have overheard conversation asking the following question: “Why would the water company raise our rates or fees when it has all that money in C-D’s and Savings Accounts?”

The answer is simple. It is fundamentally a sound fiscal philosophy to maintain a liquid cash reserve in case of catastrophic events. Most financial gurus recommend that the funds in a liquid reserve should be equal to a minimum of either 6,9, or 12 months’ worth of expenses. Twin Creek WSC costs for the first 7 months of 2020 have averaged \$43,721.72 per month. If you assume the lower end of the recommendation of 6 months of cost in reserve, that number is \$262,330.32. As of the end of July 2020, we had \$249,904.78 in C-D’s and Savings Accounts which is \$12,425.54 short of meeting the goal.

The Twin Creek WSC management team is very aware that, if a tornado severely damaged one of our well sites, the Members affected would want their disrupted water service to be reinstated as soon as possible and not want to wait for a long-term loan to be arranged before restoration could begin.

Jim Callaway

TCWSC Secretary-Treasurer

»» IMPORTANT DATES ««

Meters Read on 20th thru 24th

Mail and Email Bills on 25th

Bills are Due Upon Receipt

Past-Due after the 15th of following month

Late Charge (\$15.00) added on 16th of following month

Disconnection of Service on/or about 26th of following month

(unless it's a weekend or holiday, then next business day)

Board of Directors Meeting 2nd Tuesday of each Month

Annual Stockholders Meeting on a Saturday in April

2020 Holiday Schedule

New Year's Day-Wednesday, January 1

Good Friday-Friday, April 10

Memorial Day-Monday, May 25

Independence Day-Friday, July 3

Labor Day-Monday, September 7

Thanksgiving-Thursday & Friday, November 26, 27

Christmas-Thursday & Friday, December 24, 25





TWIN CREEK WATER SUPPLY CORPORATION

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Return Service Requested

MISSION STATEMENT

To consistently supply high-quality water to the residents and businesses of Southeastern Robertson County by responsibly and safely developing, producing, and delivering this natural resource in an efficient and professional manner while concentrating on conservation, quality, and dependability of service.

Office Hours: Monday-Friday

8:00 AM-12:00 PM & 1:00 PM-5:00 PM



EMERGENCY AFTER HOURS

For **EMERGENCIES** or immediate assistance outside of normal business hours, call (979) 828-5385 to retrieve the **EMERGENCY** contact number.