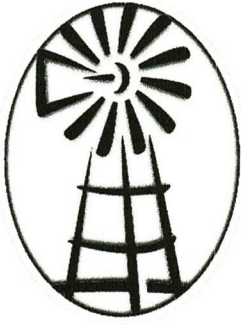


Twin Creek WSC
2021 Fall Newsletter
Volume 1, Issue 39





TWIN CREEK WATER SUPPLY CORPORATION

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October 21, 2021

Dear Fellow Members/Shareholders

It seems to me that this year has just “flown” by as I remember just writing my last letter for the Twin Creek Water Supply Corporations (TCWSC) Spring Newsletter. I guess that is one of the symptoms of growing old. When you’re an adolescent it seemed Christmas only came once every 2-3 years, but now it seems to me Christmas comes around 2-3 times in one year!

It has been a very busy year for your water company. It seems to me that the challenges of delivering clean and safe potable water to your residence increase on a routine basis.

Before I was a Board Member with TCWSC, I thought, “how hard can it be to get water from a well and deliver it to my meter?”. Well, (no PUN intended), over the past decade I have personally experienced just how challenging that task has become. A lot of things have contributed to this growing challenge. They include things like; the history of our water company, the demographics of our service area, the lack of knowledge of our Members’ on the challenges of their water supply company, and last, but not least, the increasing over-site and regulations of Texas agencies.

In this newsletter you will find articles that we sincerely hope give you some “insight” on the challenges we face every day. These articles are intended to enlighten and not to frighten. The TCWSC Board and Staff believe that the more information you have about the challenges of meeting the TCWSC Mission Statement of the assurance to deliver safe water to your residence, the more you will get engaged in that effort. We are sincerely hoping that will prove to be true.

Again, let me state, our goal is to engage you, not frighten you. As a Member, you may ask, “what can I do?” to help. I believe there are several ways in which you can do just that. Let me enumerate:

- Understand that the TCWSC doesn’t operate as a Municipal Water Supply. It operates under the Texas Water Code as a Rural Water Supply Corporation (WSC) which is owned by the Members. All revenues of the WSC come from the sale of water or services provided to its Members. Of course, this means that the Board is charged with Stewardship to protect all of the assets of the WSC, cash or otherwise.
- Understand in order to apply to the WSC to become a Member, the applying “party” must be the current “owner of record” of the property requesting service. The Membership remains in place until the service is terminated by the Member by either a notice to “disconnect” the service or change in “ownership” of record.
- Understand that TCWSC is required by state regulation to assure that the system delivers safe potable water to the Member meter but also to the “furthest” point where TCWSC water is available on the Members’ property. In reality, this means the Members’ residence or any area where the Member would like to access TCWSC water. This could mean a guest house, patio, barn, watering trough, swimming pool, boat house, etc.
- Understand that the delivery of safe potable water in a “rural” setting can be different than in a Municipal setting. In a rural setting we have to deal with septic systems, private water well systems, irrigation systems connected to the WSC, and any “cross connection” between the WSC regulated water source and any “non-regulated” water source, such as a private well, and any “surface” water source, such as a lake, pond or stream.

- Understand that you as a Member have an obligation to the WSC and other Members to not do anything that would jeopardize the safety of their drinking water. This means keeping the water on your side of the meter as safe as possible.

In closing, I apologize for the length of this letter, but I cannot think of any more important matter than safe drinking water. Please read the articles of this Newsletter and let Board and Staff know if we can help you with protecting your drinking water source.

Thank you for reading my letter.

John Edmondson
President, TCWSC

WARNING TO MEMBERS ON CAMP CREEK LAKE



Water running down to Pier (Health Hazard)



Irrigation with Septic on Site (Health Hazard)



Water to Pier (Health Hazard)



Water on Dock (Health Hazard)

You may be exposed to a potential hazardous condition if you have a water line supplied with Twin Creek Water running to your pier/boathouse or if you are irrigating with lake water and the line is cross-connected to Twin Creek Water without a RPBA (Back-Flow Prevention Assembly) installed on the branch or branches supplying them. These possible health and safety issues are being magnified by the chemical treatment being done for control of Hydrilla and Algae. The chemicals and application methods are both legal and approved for this use. We are also aware that some individuals are treating around their pier/boathouse, but we have no idea as to what chemicals are being used. However, the chemicals are not for human consumption. If we have a water line break or issues at our plants, a negative pressure could develop and syphon contaminated lake water back into your home and even into the distribution lines servicing your neighbors affecting multiple locations.

These conditions may exist on numerous lots on the lake and some Members may be ignoring and not correcting these violations. Even though Twin Creek WSC is mandated by Texas Commission on Environmental Quality (TCEQ) to ensure safe potable water to all Members, our hands are somewhat tied. We can only perform a Customer Service Inspection (CSI) if its for a new account, new construction/additions, plumbing upgrades, or if we suspect that a hazardous condition may exist. If a CSI is triggered by any of the above reasons, TCEQ mandates the immediate disconnection of water service if the violation is a "Health" designation and water not turned back on until the violation has been corrected. The CSI would also include inspection of irrigation systems not connected to lake water, interior and exterior plumbing/fixtures, lead issues, and other items which could also cause water service to be disconnected

We want to encourage you to be proactive concerning these possible hazardous conditions. It is your health at risk as well as your neighbors', so please contact a licensed plumbing and/or irrigation contractor to make any required corrections so that your health is not affected or your water service interrupted. We do not want to disconnect your water service, but may have no choice.

TCWSC Management



PLEASE BE AWARE

In an effort to prevent a hardship on buyers purchasing property serviced by Twin Creek WSC, we sent cautionary letters to the realtors and title companies who handle most of the sales of real estate in our area and thought our Members should also be informed on the matter since you may sell your property with or without a realtor involvement.

When you, as a seller, give us a date to disconnect your water service, the water meter will be locked on that date and not turned back on until the buyer has provided all required documents, paid associated fees, and passed a Customer Service Inspection (CSI).

The CSI requirement for all new accounts can be problematic because of the numerous violations designated as "health" by Texas Commission on Environmental Quality (TCEQ) which prevents activation of water service until the violation is corrected. These types of violations are especially prevalent on Camp Creek Lake lots.

We respectfully ask that you caution your buyer that they should not plan on occupying the property until a passing CSI has been performed because correcting a "health" violation can take an extended amount of time to correct and cause additional expenses for them.

Hopefully, this communication with your buyer will help ensure positive outcomes with the purchase of their property.

TCWSC Management

TIMELY PAYMENT OF YOUR WATER BILL

It has been brought to our attention that there is an issue regarding the timely delivery of our Member's water bills due to delays with the United States Postal Service. TCWSC management recognizes and understands the impact that this issue has created and will continue since the USPS has now issued statements that the delays will continue. TCWSC ensures that the policies and procedures set forth in the Tariff are followed. Each active Membership account balance must be paid accordingly. We are hopeful that our Members will recognize that our staff has a very precise billing schedule that they are required to follow. Other billing and payment options are available to all Members. TCWSC Board has confidence in our staff to produce and mail billings on time but are unable to control what happens to the bills after they've been delivered to the USPS Office. We would like to remind our Members that not receiving a bill in the mail does not exempt them from any late and/or disconnect fees being added to their account if the balance is not paid by the due date. We offer a wide variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

PAYMENT/BILLING OPTIONS

Emailed Bill

Provide the office with your email and receive an emailed invoice as soon as the bills have been processed. You can opt out of a printed/mailed bill, or you can have both.

Online Bill Payment

We now accept online payments through Payclix. To make payments with your Visa, MasterCard, Discover, or eCheck simply click on the green "Pay Your Bill Now" button. Have your Account Number handy and follow the prompts.

Payment by Phone

To make a payment by phone dial 1-866-PAYCLIX (1-866-729-2549). Then press 4 after the prompt.

ACH Automated Bank Draft

There are no set-up fees or charges associated with this method of payment. You can download (on our web site) or pick a form up from the office and either mail or drop it off at our office along with a voided check. With Automatic Bank Drafting, the total amount of your monthly bill would be automatically deducted from your bank account then credited to your TCWSC water utility account.

Drop Box at Office

You may pay your bill in person at our office address by dropping it in the night drop to the right of the door. We accept cash, cashier's check, check, or money orders.

Payment Through Financial Institution Online Bill Pay

Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to seven business days to post to the customer's account. Please consult with your bank for more information.

Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least seven to ten business days before the due date specified on your bill.

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

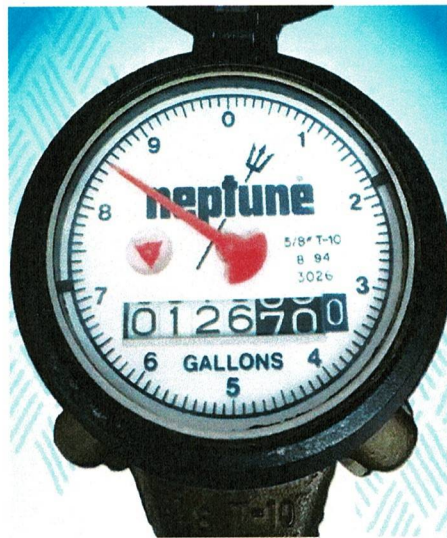
Late Charge (\$15.00) added on 16th of following month

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

PLEASE CHECK BEFORE CALLING



At one time or another, we have all received a high water bill and thought "I did not use this much water". Before you call our office for a meter re-read verification of the usage, we would encourage you to take the following steps. Turn off all interior/exterior faucets to see if any are dripping. Check to see if any toilets are running. Be sure to turn off all appliances that utilize water such as dishwashers, ice machines, washing machines, etc. If you have an irrigation system that uses Twin Creek water, please be sure it is turned off and that no water is still leaking by the cut-offs. If you have a hot tub/pool, be sure no water is being used. Once you have determined that all water usage has been halted, go to our water meter, open the lid, and look at the dials that register your usage. If the large dial is not turning, check the small one. If it is spinning fast, you probably have a large leak somewhere. If the small dial is turning slow, you may have a small leak or something is not turned completely off. If the dials are not turning after you have watched for a few minutes, please feel free to contact our office and we will schedule your meter reading to be re-read for accuracy.

We appreciate your patronage,
TCWSC Management



OFFICE CLOSURE DATES

2021 Holiday Schedule

Thanksgiving-Thursday & Friday, November 25, 26
Christmas-Friday & Monday, December 24, 27

Office Hours Monday-Friday 8am-12pm and 1pm-5pm

After Hours Emergencies or Immediate Assistance Outside of Normal Hours

Call (979) 828-5385 To Retrieve the Contact Number To Report The Emergency

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.