



TWIN CREEK WATER SUPPLY CORPORATION FALL NEWSLETTER 2018

Volume I, Issue 33 Fall 2018

MESSAGE FROM THE PRESIDENT

Dear TCWSC Members/Stockholders

In using the title from the movie written by William Faulkner, it was “The Long, Hot Summer”. Hopefully everyone survived it without any serious side effects. As I get older, the heat bothers me more and more so Teresa and I were able to head to the Rockies for several weeks to beat the heat. Personally wouldn’t want to live there but the cool temps in August are very enjoyable.

Besides the climate temperatures being elevated this Summer, we had several New Baden Members who grew concerned with the way our water supply company was being managed. This resulted in calls to state entities as well as a state legislature representative from a Member. The complaint was about alleged mis-management by the TCWSC Management as well as the Board of Directors. The alleged mis-management revolved around the way that the water company enforces the rules and regulations set forth by the Texas Commission Environment Commission (TCEQ) and also the manner that the water company was dealing with the “brown water” complaints we were receiving from some of the Members who were receiving water from the new well recently drilled and brought on line in New Baden.

It was alleged that the water company staff was inept in how to deal with the situation. (Needless to say the temperature was elevated on both sides of the situation.) The complaint did set in motion an immediate and unannounced inspection by TCEQ.

After interviewing the Member who made the complaint (who is anonymous to the water company), the inspector interviewed the water company Field Manager regarding the methods he used for flushing. The General Manager was also interviewed and all of the records pertaining to the well lab results and the complaint documents were examined. Upon completing the inspection, the inspector related to the General Manager that TCWSC would be receiving a letter from TCEQ setting forth the results of the inspection and any requirements and penalties that TCWSC would have to deal with. On June 22, 2018 TCWSC received a letter from TCEQ which stated that the water company was found not to have violated any rules, requirements or policies of TCEQ in the “alleged” complaint of any mis-management in dealing with the situation. Obviously that was good news to the water company staff and the Board of Directors.

In reviewing my notes on the above incident and preparing to write this article, I starting thinking about our water company and the men and women who have served on the Board of Directors since the beginning of the company in 1969. In those 49 years, a lot of folks have donated their time and energy in trying to insure that the Members/Stockholders have the best water available. Since you have to be a Member in order to serve, they all had and have a vested interest in making that happen. The men and women who sit on the Board of Directors (BOD) are Stewards of the assets of the water company. They have all pledged to do their best in making sure that happens. Since TCWSC is a Member owned, not for profit corporation, that means the BOD is tasked with protecting the assets and producing the best water possible for all of us. I can assure each of you that the sitting Members of the current BOD take Stewardship seriously. In writing this article I also thought about a statement attributed to Congresswoman and U.S. Ambassador Clare Boothe Luce. That statement being "no good deed goes unpunished". I personally believe that all of our BOD members understand that we will not be able to make all of our 600 plus Members happy about everything the BOD has to deal with during their term of Stewardship. So I guess that was what Ms. Luce was referring to. Let me say in closing that your water company BOD will always take any task "head-on" and make the best decision for what's best for the TCWSC. I would like to add that the BOD appreciates when Members bring issues to the Board meetings for discussion. This allows everyone to be on the same page with the issue which goes a long way in dealing with rumors. The same goes for attendance to our annual Member/Stockholder meeting in April. Each Member/Stockholder is given 3 minutes to either tell the BOD and Staff what a great job they're doing or air any other feelings. The TCWSC staff and BOD Members are all adults and we can stand the heat if needed.

Thanks for taking time to read the newsletter and please feel free to reach out to any Board Member if needed. Enjoy the coming cooler weather.

Sincerely
John Edmondson
President TCWSC



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 (\$10.00) added on 16th of following month

Disconnection of Service on 26th of following month

Board of Directors Meeting 2nd Tuesday of Month

Annual Stockholders meeting on a Saturday in April

OFFICE CLOSED

2018 Holiday Schedule

New Year's Day-Monday, January 1

Good Friday-Friday, March 30

Memorial Day-Monday, May 28

Independence Day-Wednesday, July 4

Thanksgiving-Thursday & Friday, November 22, 23

Christmas-Monday & Tuesday, December 24, 25

ATTENTION Rural Members

You may have **potentially hazardous conditions** on your drinking water system that you are probably totally unaware of. The two most prevalent risks for contamination are drinking water lines that service livestock watering troughs and drinking water lines interconnected to private water wells. Both of these can be violations under the Texas Commission on Environmental Quality (TCEQ) rules and regulations. Twin Creek WSC is mandated by TCEQ to have Members make corrections and upgrade their system with approved methods to prevent possible contamination. If Twin Creek WSC fails to enforce these rules, we are subject to fines being levied against us by TCEQ.

1.) Drinking water lines servicing livestock water troughs: TCEQ rules allow only two approved methods of installation for drinking water lines to livestock water troughs. The first method for manual watering is to provide an air gap that is a minimum of 1" or 2x the diameter of the supply pipe above the top of the watering trough. The second method is for automatic float devices. TCEQ rules state that automatic float devices must have a "PVB" back-flow preventer installed on the supply line. Only a licensed plumber or a certified back-flow installer can do the installation. Only a certified back-flow tester can test the "PVB" for varification that it is working properly. The tester must have a current calibration on the testing equipment, prepare a written report on the TCEQ approved form, and give the original report to Twin Creek WSC. Each year on or before the anniversary date of the installation, the "PVB" must be again tested and a report submitted to Twin Creek WSC. The concern for contamination is, if the main distribution system loses pressure for any number of reasons, a vacuum may form and draw water back into your home and/or past our meter into the main distribution lines that could potentially affect your neighbors. We know that a "perfect storm" would have to align for this to happen, but since it is possible, TCEQ requires it in order to assure you and/or others that your drinking water is safe to consume.

2.) Drinking water lines interconnected to private water wells: TCEQ calls this scenario a "cross-connection". Because the private well water could be drawn past our meter into the main distribution lines if a vacuum is created by a pressure drop or when the well pump pressure is greater than the system pressure allowing private well water to be pumped into the main, TCEQ requires that an approved back-flow preventer be installed between our meter as well as before the interconnection with private well water and/or your home. TCEQ considers private water wells to be of untested quality and therefore prohibits well water from intermingling with the Twin Creek WSC water that is tested on a regular basis. Again, this requirement is for your and others' assurance of safe drinking water.

Please contact our office for guidance if you have either of the above conditions on your site. We will, free of charge, do a site investigation and make recommendations as to the most economical method to meet the TCEQ rules and which will protect you or others from possible contamination causing potential health issues.

We are here to help you!
Twin Creek WSC Staff

ATTENTION Camp Creek Lake Members

You may have **potentially hazardous conditions** on your drinking water system that you are probably totally unaware of. The two most prevalent risks for contamination are drinking water lines that service piers/boat houses and drinking water lines that are interconnected with lines to lake water pumps used for irrigation. Both of these conditions can be violations under the Texas Commission on Environmental Quality (TCEQ) rules and regulations. Twin Creek WSC is mandated by TCEQ to have Members make corrections and upgrade their system with approved methods to prevent possible contamination. If Twin Creek WSC fails to enforce these rules, we are subject to fines being levied against us by TCEQ.

1.) Drinking water lines to pier/boat houses: TCEQ rules state that all water lines which are subject to being submerged must meet certain requirements. We all know that Camp Creek Lake floods periodically and inundates these water lines. The concern of contamination is, if there is a split or break in the submerged line and the main distribution system loses pressure for any number of reasons, a vacuum may form and draw water back into your home as well as past our meter into the main distribution lines that could potentially affect your neighbors. We know that the likelihood of this happening is small, but since it is possible, TCEQ requires certain protections to assure you and/or others that your drinking water is safe to consume.

2.) Drinking water lines interconnected with lines to lake water pumps for irrigation: TCEQ calls this scenario a “cross-connection”. Most of these lines from the lake water pumps are connected to the yard irrigation system which normally has a standard vacuum breaker separating it from your house. Most of these installations have by-pass valves so that you have the option of using drinking water or lake water to irrigate with. Because this is a “cross-connection”, the standard vacuum breaker must be replaced with a specific approved back-flow prevention system, tested after installation, report given to us on an approved TCEQ form, and tested annually thereafter. The concern for contamination is that the by-pass valves and the standard vacuum breaker are not testable and can fail allowing contaminated water to be drawn back into your home or further if the main distribution system loses pressure. Again, it is a small chance that this happens, but it is for your health and safety as well as others.

Please contact our office for guidance if you have either of the above conditions on your lot. We will, free of charge, do a site investigation and make recommendations as to the most economical method to meet the TCEQ rules and which will protect you or others from possible contamination causing potential health issues.

We are here to help you!
Twin Creek WSC Staff

CAPITAL IMPROVEMENT PLANNING

Capital improvement planning is a critical and vital step in our fiscal year budget planning. Every year we review and identify areas of importance with regard to expected life and age, remaining life and age, vulnerability, condition, service history, compliance and new regulation changes. We also plan for the financing of capital improvements for a specific year and determine if they need to be split-up over a multi-year period.

In the past 4 years, we spent around \$22,000.00 on repairs specifically related to lightning and power surge damages to our plant sites. Even though we were able to recoup a portion of the cost through claims on our insurance, we still had down time, reduced pressure, rerouting of distribution, cost related to labor and an increase of insurance premiums due these claims. In December of 2017 our Board of Directors voted and approved our 2018 Budget with Capital Improvements to include site upgrades for lightning and power surge protection. In May 2018 the project was completed. This year we have experienced several storms. The most recent storm resulted in lightning and power surges that hit around our Well #1 & Well #2. With all of the upgrades in place, we had minimal cost for damage repair on both sites with a projected savings of \$12,000.00 to \$20,000.00.

In conclusion, Capital Improvements are high ticket items. Our long term goal is prolonging asset life through efficient operations and maintenance. Through strategic planning, we are addressing critical areas system wide so that costly down-time is avoided. In closing, I reflect back to the Twin Creek WSC 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.

Mary C. Caudle
General Manager TCWSC



TWIN CREEK WATER SUPPLY CORPORATION

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FIRST CLASS MAIL
U.S. POSTAGE PAID
FRANKLIN, TX 77856
PERMIT NO. 7

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 8am-12pm and 1pm-5pm

EMERGENCY AFTER HOURS

**EMERGENCIES OR IMMEDIATE ASSISTANCE OUTSIDE OF NORMAL HOURS
CALL (979) 828-5385 TO RETRIEVE THE CONTACT NUMBER
TO REPORT THE EMERGENCY**