



## ***TWIN CREEK WATER SUPPLY CORPORATION FALL NEWSLETTER 2019***

Volume I, Issue 35 Fall 2019

### **MESSAGE FROM THE PRESIDENT**

Dear Twin Creek WSC Members

As 2019 President of the Twin Creek Water Supply Corporation (TCWSC), this Fall Newsletter offers me an opportunity to share some thoughts about our water supply company sometimes called Twin Creek (TC) for short. In 2016 you elected me as a regular board member to serve the remaining 2 election years for a vacant board position. As a new board member, I knew very little about day-to-day work completed by TC staff, but I learned very quickly to appreciate and to value their time, effort and dedication to TCWSC. Our staff works hard to assure that TC members always have water, and often in bad weather and under very trying circumstances. Participating as a new TC board member, I also soon realized the substantial time given TC by our 7 board members who meet on the 2<sup>nd</sup> Tuesday of every month. Our board President, Vice-President and Secretary-Treasurer give even more time because they meet not only for monthly board meetings, but they also meet a 2<sup>nd</sup> time monthly as a TC Executive Committee. I definitely see the importance of members participating on our board, and strongly encourage you as a member to consider running for 1 of the 2 available board slots in April 2020. Each position will serve a full 3 years, and application forms will be available at the TC office in early 2020.

Second, I want to share a note on the budgetary impact of the nearly daily rains we had in March through early June. These rains caused members to use far less water than in prior years, and the reduced water-use caused a commensurate drop in TC income. Your board and General Manager worked diligently in October-November 2018 to estimate likely TCWSC income and expenses for 2019. The full board decided in December 2018 that about \$572,000 income was likely in 2019 so we planned 2019 expenses to be about \$549,715. Our expenses included general administrative costs to operate our office and pay our 4 staff, to meet operational costs for field work done by staff and contractors, to make repayments on TC notes payable, and for possible expenses for multiple capital improvements to our distribution system. We also readjusted the amount we maintain in reserve to serve as a backstop for emergency expenses. Despite all our planning we could not foresee the excessive rain we got this spring, and neither could we anticipate the almost no rain and high temperatures beginning in July. The beauty of nature is that while members used substantially less water than usual this spring, the summer heat and lack of rain vastly improved our 2019 water sales and these sales brought our 2019 budget back to near balance between income and expenses.

Next, I want to share some thoughts about our TCWSC operations, infrastructure and staff. The TCWSC infrastructure consists of nearly 67 miles of underground pipeline which distributes water pumped from 4 well sites and supported by 2 pressure boosting sites, and these sites are

critical for distributing water to our 700+ water meter connections. Our underground pipelines are nearly all PVC pipe, and depending on the location in our system these can vary from 2 to 8 inches in diameter. A very small portion of our total distribution pipe is 1 inch in diameter, and these are a replacement priority because 2-inch line is currently the minimum allowed by the Texas Commission on Environmental Quality (better known as TCEQ). Your TCWSC General Manager and your board of directors are keenly aware of this need and other improvement needs in our infrastructure. Each year, as part of our process for a next year budget your General Manager and board of directors consider all capital expenditure needs and place the most important in the TC budget. Our overriding priority is to keep our budget within our expected earnings capabilities, and despite that as a backdrop we always find more spending needs than our next year budget can support. Also key among budget considerations is staff compensation; we must treat our staff with fair wages and benefits. Dedicated employees are critical to TC success, and must be fairly compensated, especially in today's world where job opportunities exceed potential employees for hire. We can hire someone and pay them a non-competitive wage, then train them to be valuable for maintaining our water distribution system, and then lose them to a job paying a higher wage or offering better benefits. We have to balance a fair wage and benefits with our ability to pay, and we always try to improve an employee's pay as they achieve greater value to TC by gaining experience and specialized training.

TCWSC operates its entire water production and distribution infrastructure supported by only 4 full-time staff, including a General Manager (Mary Caudle), Office Manager (Regina Manthei), and 2 Plant Operators (Eric Smith and Dwayne Varvel). Mary Caudle began working for TC in January 2015 as a temporary assistant to Marie Kellum, former TC Office Manager. When Marie retired in February 2015, Mary was made a permanent employee and interim TC Office Manager. Mary brought excellent managerial experience from her previous employment in the construction industry, and this experience and her time as TC Office Manager made her a great candidate for TCWSC General Manager (GM). Mike Redmon resigned TC in February 2016, and soon after Mary was promoted to GM by the board. Mary has since proven her exceptional value in this role serving not only in her primary role as GM, but also by training Regina as Office Manager, and training multiple new hires as Plant Operators so they knew locations for 700+ meters, how to record readings from these meters, how to recognize and repair leaks in water distribution pipes, how to maintain facilities and equipment at well and pressure sites, and how to collect multiple types of data needed for timely maintenance and reports to TCEQ. As new GM, Mary named Regina as the new TCWSC Office Manager in 2016, a key position because it interacts routinely with TC members, provides a routine presence and knowledge base in the TCWSC office building, supports TC with many typical office-type functions, maintains key records for the GM and board of directors, creates TCWSC reports and communications, and supports record and information needs for the GM, field staff and the board.

As General Manager, Mary reports directly each month to the full TCWSC board of directors, reporting on the status of all parts of all TCWSC operations, budget and finance; staff actions and performance, corporate planning, public relations, and preparing required reports to TCEQ using our production and monitoring records. A key element of Mary's many responsibilities includes hiring, training, and day-to-day management of all TCWSC field operators. Since becoming General Manager, Mary has worked diligently to assure that TCWSC has competent, well-trained and committed field staff. Eric Smith and Dwayne Varvel are our Plant Operators and field staff, and both are dedicated to improving their value to TCWSC. Eric joined TCWSC in October of 2018, and Dwayne was hired in March 2019. In addition to the many tasks described above for field operators, Eric and Dwayne also have trained, tested and earned their D-class license in 2019. Mary, in addition to staying current and providing critical leadership for TCWSC, took special training and then tested for and earned her certification for Customer Service Inspections; she is now scheduled this fall to begin training and testing for her C-license. In my view, our TCWSC staff has made enormous progress in 2018-19 and they and your board of directors look forward to assuring TCWSC's continued progress and success.

Frank Gilstrap, President TCWSC

## **Attention Members and Renters of Twin Creek WSC**

The Texas Commission of Environmental Quality (TCEQ) is now requiring all Public Water Supply (PWS) purveyors to establish and manage an effective Cross-Connection Control Program. This program or plan must be designed to identify and evaluate hazardous or possibly hazardous conditions that are unique to each of the PWS's connections.

Title 30 of the Texas Administrative Code (30TAC), Chapter 290, prohibits PWS's from connecting to an actual or potential contamination hazard without first protecting the potable-water supply. The TCEQ rules require PWS's to: Adopt a plumbing ordinance, regulations, or service agreements, require Customer Service Inspections (CSI), require backflow protection using appropriate backflow prevention assemblies, and require those assemblies to be tested to ensure that they are working correctly. These assemblies must also be tested annually.

TCEQ rules place the responsibility for recognizing and evaluating hazards within the PWS's distribution system on the PWS. When a hazard is identified, Twin Creek WSC must ensure that our consumers are protected from contamination by that hazard. The PWS may terminate water service to any connection where an unprotected health hazard is found and only restore service when the health hazard no longer exists or after it has been properly isolated using a backflow prevention assembly.

Any hazard must be isolated from the drinking-water supply regardless of when the hazard was first created or the site built. Because the effects of a backflow event can be so significant, there are no grandfather clauses that apply to cross-connection control and back-flow prevention in the TCEQ's regulations on backflow and siphonage. The TCEQ's mandated rules are for the benefit of the Twin Creek WSC's Members, renters, and their guests to prevent possible illnesses and even deaths from occurring.

The Policy below has been adopted by the TCWSC Board of Directors. The listed items are the most prevalent hazards we encounter but does not exclude other possible hazards that might exist.

If you believe one or more of the listed items may exist on your property and are unsure how to rectify the situation, please feel free to contact our office. The Staff will explain what needs to be done and can schedule an on-site inspection if needed. Remember, the health and safety of you, family, guests, and neighbors may be exposed to a hazardous condition.

## **Supplemental Service Agreement (Conditions of Water Service)**

### **Cross-Connection Control Policy**

Twin Creek WSC shall determine if a Back-flow Prevention Assembly or Assemblies are required. If required, Twin Creek WSC shall determine the type of Back-flow Prevention Assembly or Assemblies and the installation locations of the assembly or assemblies based on the degree of hazard (health or non-health) along with any other relevant considerations. The determination shall include whether interior controls only will be required, premises isolation control only will be required, or if both type of controls will be required.

If the required Back-Flow Prevention Assembly or Assemblies are testable devices, they must be installed by a licensed plumber and inspected by a certified Back-flow Prevention Assembly Tester (BPAT). The tester must send the original (not copy) test results to Twin Creek WSC in a timely fashion on the most current TCEQ form. The tester must also send the current testing equipment calibration report and a copy of his/her tester certification license. **All testable Back-Flow Prevention Assemblies must be tested annually, and the test results sent to Twin Creek WSC timely along with the same additional information shown above.**

### **Definitions**

- 1.) RPBA-Reduced Pressure Back-flow Assembly
- 2.) PVB-Pressure Vacuum Breaker
- 3.) AG-Air Gap
- 4.) DCVA-Double Check Valve Assembly
- 5.) AVB-Atmospheric Vacuum Breaker
- 6.) HBVB-Hose Bibb Vacuum Breaker

**I.) Lake Pump Irrigation Line Connected to TCWSC Line****Health**

Require RPBA

- 1.) Must have a RPBA back-flow preventer because it is possible that the lake pump could have greater pressure than TCWSC lines when we have a pressure droppage or when a back-siphonage occurs.
- 2.) The RPBA must be installed at the house on the water line or lines supplied by TCWSC that feed the irrigation system.

**II.) Private Well Lines Cross Connected to TCWSC Water Lines****Health**

No connection to any water line supplied by TCWSC is allowed. No jumper or by-pass is allowed.

**III.) TCWSC Water Lines Located on Docks/Piers/Dockside Facilities****Health**

Require RPBA

- 1.) Must have a RPBA back-flow preventer installed on water line at a location above highest flood plain elevation.

**IV.) Watering Troughs Supplied with TCWSC Water****Health**

Require AG or PVB

- 1.) Must have a PVB back-flow preventer installed or an air gap located above the top rim that is 2x the diameter of the service pipe or a minimum of 1" whichever is greater.
- 2.) The air gap method can be utilized with either a fixed manual feed or part of an automated float device system.
- 3.) Refer to our display or to the website for information concerning how to incorporate an approved air gap on an automatic float device system.

**V.) Restaurants, Convenience Stores, and Other Locations with vending machines that have carbonation units and connected water line.****Non-Health**

- 1.) Require RPBA or PVB

**VI.) Swimming Pools-Private****Non-Health**

- 1.) Require PVB or AG

**VII.) Irrigation System****w/Chemical Additives****Health**

- 1.) Require RPBA

**w/o Chemical Additives and NO Septic System on Same Site****Non-Health**

- 1.) Require DCVA, AVB or PVB

**w/o Chemical Additives and installed on site that has a Septic System****Health**

- 1.) Require RPBA on all lines connected to TCWSC water if installed after 2009.

**VIII.) Kitchen Equipment-Commercial****Non-Health**

- 1.) Require AVB

**VIII.) Veterinary Clinic****Health**

- 1.) Require RPBA or AG

**X.) Animal Feed Lot****Health**

- 1.) Require RPBA OR AG

**XI.) Slaughter Houses****Health**

- 1.) Require RPBA or AG

**XII.) All water lines serviced by TCWSC that are directly connected without an approved air gap to any Chemical including, but not limited to, Herbicides, Pesticides, Fertilizers, Cleaners, or other such Additives.****Health**

- 1.) Require RPBA

**XIII.) Hose bibbs with attached water hoses utilizing hand-held dispensers of Herbicides, Pesticides, Fertilizers, Cleaners, or other such Additives.**

- 1.) Require AVB or HBVB

## **Irrigation Systems Deemed to Be Potential Health Hazards**

The Texas Commission on Environmental Quality (TCEQ) has designated an irrigation system as a potential "health" hazard when installed on a site that has a septic system, whether it is an aerobic or conventional type, if connected to a Public Water Supply (PWS). Because of the "health" designation, all irrigation systems installed after 2009 on sites that have a septic system, must have a Reduced Pressure Back-flow Assembly (RPBA) if the irrigation system is connected to a Public Water Supply (PWS). The same requirement applies to any repairs, upgrades, modifications, etc. that are made to any existing irrigation system regardless of when it was originally installed per Chapter 344.52 (A).

The above requirements are also mandated under Landscape-Irrigation Program Rules outlined in Chapter 344. In Chapter 344.50(A) (Back-flow Prevention Methods) it states: "Any irrigation system that is connected to a public or private potable water supply must be connected through a commission-approved back-flow prevention method". Chapter 344.51(D) states: "If an irrigation system is designed or installed on a property that is served by an on-site sewage facility, as defined in Chapter 285 of this title (relating to on-site sewage facilities), then: under Chapter 344.51(D)(2) it states: "Any connections using a private or public potable water source must be connected to the water source through a reduced pressure principle back-flow prevention assembly as defined in Chapter 344.50 of this title (relating to back-flow prevention methods)".

Under Chapter 344.52(C) it states: "The irrigator shall ensure the back-flow prevention device is tested prior to being placed in service and the test results provided to the local water purveyor and the irrigation system's owner or owner's representative within 10 business days of testing of the back-flow prevention device." Please be advised that Twin Creek WSC has never received any test results for back-flow prevention devices from Licensed Irrigation or Plumbing Contractors, non-licensed contractors, or individuals who may have installed their own systems.



So, what does all the above mean? It means that you, as a Member of Twin Creek WSC, have the responsibility to ensure your irrigation system has a RPBA device installed if your system was installed after 2009 or if it has been repaired/modified regardless of the date of original installation. It also means the RPBA must be tested by a certified Back-flow Prevention Assembly Tester (BPAT) and all TCEQ required/approved documentation sent to Twin Creek WSC. It also means you will have to have the RPBA tested annually with the same documentation as above.

This item is now an integral part of the Customer Service Inspection (CSI) which is required on all new accounts, new construction/additions, or plumbing system alterations. Because TCEQ mandates that all Public Water Supply (PWS) purveyors (such as Twin Creek WSC) must enforce this provision as violations are found, it is imperative that corrections are done timely to prevent mandated disconnection of your water service.

If you used a licensed irrigation contractor, you may want to call them concerning their negligence by not giving Twin Creek WSC the BPAT testing documentation when your system was installed if it was after 2009 or when they performed repairs regardless of when your system was installed. You should have leverage over the licensed irrigator because their license can be revoked for this negligence.

Twin Creek WSC management understands that they will be perceived as the "bad guys" since TCEQ mandates that all PWS be the enforcer. We ask for your cooperation and understanding in rectifying this potential health hazard condition and hope all of the Twin Creek WSC Members will work with us so that disconnection of water service will not be necessary.

TCWSC Manangement



## **IMPORTANT DATES**

**Meters Read on 20<sup>th</sup> thru 24<sup>th</sup>**

**Mail and Email Bills on 25<sup>th</sup>**

**Bills are Due Upon Receipt**

**Past-Due after the 15<sup>th</sup> of following month**

**Late Charge (\$15.00) added on 16<sup>th</sup> of following month**

**Disconnection of Service on 26<sup>th</sup> of following month**

**Board of Directors Meeting 2<sup>nd</sup> Tuesday of each Month**

**Annual Stockholders Meeting on a Saturday in April**

# **OFFICE CLOSED**

## **2019 Holiday Schedule**

**New Year's Day-Tuesday, January 1**

**Good Friday-Friday, April 19**

**Memorial Day-Monday, May 27**

**Independence Day-Thursday, July 4**

**Thanksgiving-Thursday & Friday, November 28, 29**

**Christmas-Tuesday & Wednesday, December 24, 25**



**TWIN CREEK WATER SUPPLY CORPORATION**

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**Volume I, Issue 35 Fall Newsletter 2019**

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## **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**