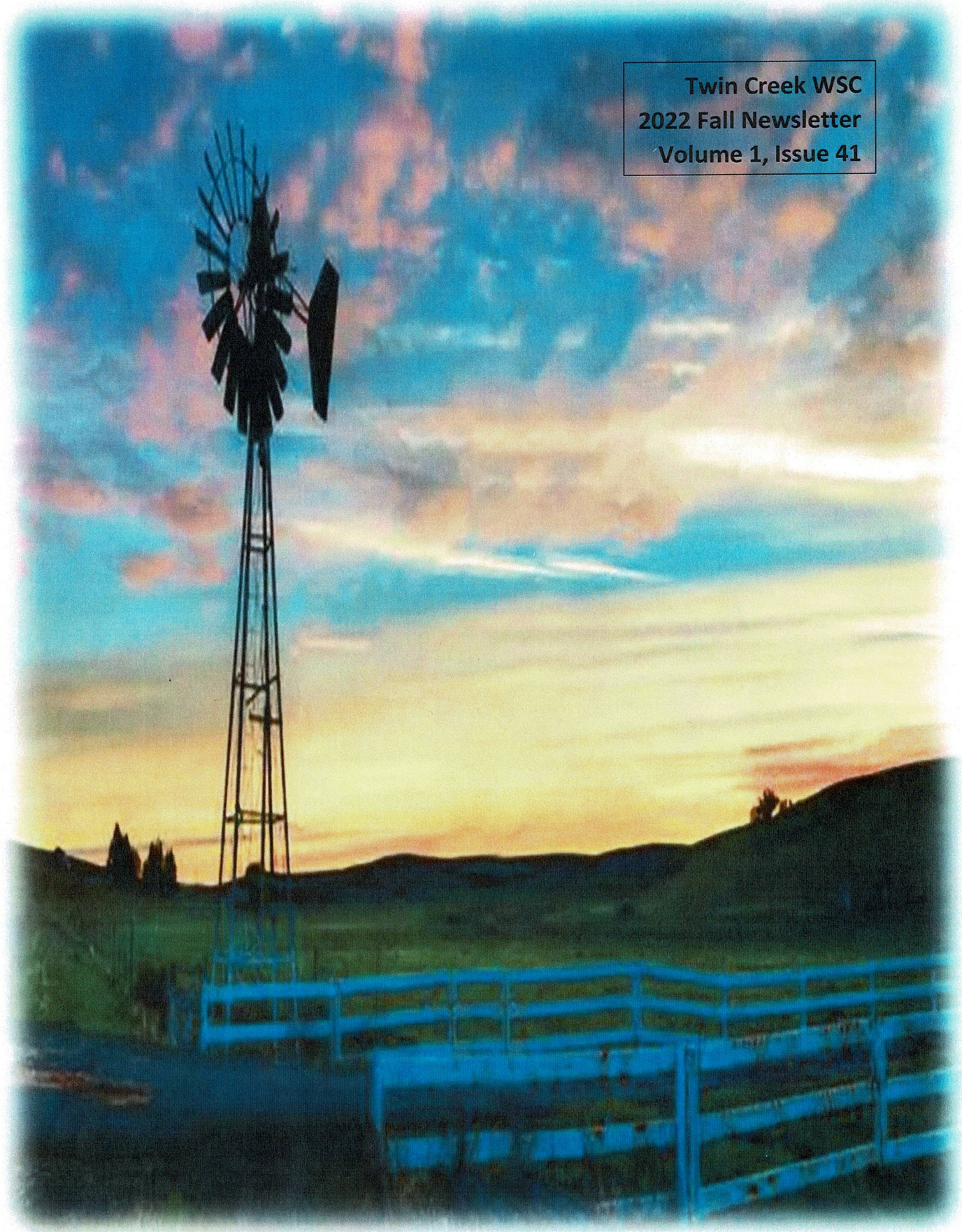


**Twin Creek WSC  
2022 Fall Newsletter  
Volume 1, Issue 41**







# TWIN CREEK WATER SUPPLY CORPORATION

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Dear Twin Creek WSC Members/Stockholders

To say that it has been a very dry Summer in the Twin Creek WSC (TCWSC) service area would be an “understatement”. The good news is that it did increase revenue for us but the bad news is that the number of leaks in our infrastructure has been very high. As high-lighted in another article in this newsletter, this is caused by ground movement and the age of some the pipe in the ground. Fortunately we have a crew that has worked overtime, in some very high heat, in order to repair the leaks and maintain pressure on our system so that our Members had a source of safe drinking water. My hat is off to them and a “job well done!”.

We have had some growth to our system over the past 12 months and with the development of housing subdivisions now coming into our “service area”, our system will continue to grow at a faster rate than we have experienced in the past. In memory of my grade school teachers, this growth will require the Board of Directors to “put on our thinking caps” in order to protect the existing assets of the Membership and prepare for the physical growth of our system. In accordance with that and, as you may have noticed in our Agenda for the November 8th Board Meeting, we discussed various ways to raise revenue in order to meet the requirements of the system in the coming years. Decisions of this nature never come easy and require a lot of discussion.

Please rest assured that The Board takes it’s responsibility of acting in the best interest of all of the TCWSC Membership/Stockholders very seriously.

Thank you for being a TCWSC member and also reading this newsletter.

John Edmondson  
President, TCWSC



## DID YOU KNOW

### That Changes in Weather Affects Waterlines

You TCWSC staff has been extremely busy with numerous water line breaks this year. As we cycle through extreme dry conditions and back through wet periods, the soils expand and contract. During dry conditions, the clays in our soil contracts and pulls away from the water lines allowing the pipe to move because of the surges in the water pressure. During wet conditions, the clays expand causing pressure and stress on the water pipes. Both wet and dry conditions cause water leaks to develop. Although this problem can affect your private service lines, it is not too prevalent because most of these lines are only installed 6" to 12" below ground which is usually above the clay strata. The TCWSC water lines are required to be a minimum of 30" below ground to the top of the pipe which is usually into the clay strata.

Since we cannot control the weather, these leaks will continue to occur. Please be patient during water outages. You can rest assured that everything is being done to minimize the time required for the repair.







## 2022 IS A BANNER YEAR

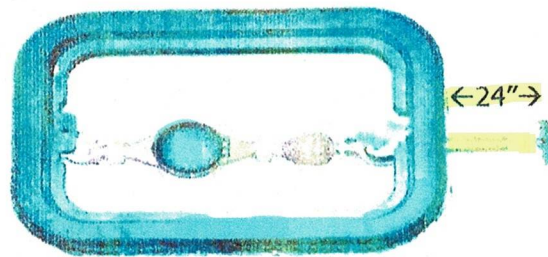
The TCWSC Staff has been running a marathon just to stay up with the normal flow of operations in addition to the planned Capital Improvements to our infrastructure. Earlier this year, we secured funding for many projects that we have been planning on for our system's infrastructure. We have completed a vulnerable 6" water main re-location that was under a flooded area of Cobb Branch/Camp Creek Lake that was not cased and could have been a hazardous health issue and/or an extended outage of water service to some Members. We have installed a new generator on Plant #3 that is almost completed and will be ready for service soon. We have 3 generators on order that will be installed on Well #2, Ainsworth Booster, and Corry Booster which will give us 100% back-up at all Plants/Wells when we incur electrical power outages. This will insure continuous water service with adequate pressure to all of our distribution system. We have also engineered improvement badly needed on the Ainsworth and Corry Booster Stations that will include additional water storage and pressure tanks capacities along with electrical/control upgrades. These upgrades will meet the requirements mandated by TCEQ regulations. The design package for both is currently under review by TCEQ and we hope to have approval soon so that contracts can be awarded and construction started.

We believe that these projects will increase reliability of service to the benefit of all our Members.

# Shut-Off Valve Now Required On Members' Side At A Specific Location When A CSI IS Triggered

The TCWSC Board of Directors has implemented this new policy because of the damage caused by some Members utilizing the curb stop or cut-off valve inside the meter box which are not designed for heavy usage. That use is strictly prohibited and the Member is responsible for damage incurred.

The policy requires that a Members cut-off valve must be installed as close to the meter box as physically possible, but no closer than 24" from the meter box.



The requirement is activated when a Customer Service Investigation (CSI) is triggered. These triggers include:

- All New Accounts
- Any New Construction (Including Additions)
- Any Plumbing Alterations
- Reconnection On a Disconnection For Non-Payment
- Any Cross-Connection Violations
- Suspected Hazardous Conditions



# 2022 Holiday Schedule



Thanksgiving

Thursday & Friday, November 24 & 25

Christmas

Friday & Monday, December 23 & 26

## **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





## 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

Leave a voice message at: (979)-828-5385 or call:

Office Manager: Tomi Houston (254)-717-5883

General Manager: Mary Caudle (903)-208-1201

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