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NEWSLETTER

July 01, 2021

Water Plant Update:

When the project bid out, the COVID crisis was peaking in 2020. The bids came in well over our available funding, and in order to reduce construction costs, a redesign was warranted. Even with the redesign, construction costs are still over available funding. At this time, we are seeking USDA funds, and the long-term goal is to seek loan forgiveness/grants through USDA to be able to obtain the additional funding without a rate increase. Construction of the new plant is critical given the degradation of the existing plant.

Annual Water Quality report:

In preparation for the new water plant, the existing plant's disinfection process was switched from free chlorine to chlorine dioxide (CLO₂). The process has caused a significant decline in TTHM levels from 80-100 to 25-35. The result is that West Wise SUD meets or exceeds all water quality parameters for safe drinking water. Our 2020 Annual Water Quality report (Consumer Confidence Report (CCR)) can be found at <http://westwisesud.com/water-quality-report>. If you are experiencing taste and odor issues, please contact our office. West Wise SUD has numerous flush outs in the distribution system, and we are able to open the flush outs and pull fresher water into an area, but we must know there is an issue and a general location.

System Improvement:

The new water treatment plant has put all distribution system improvements on hold. However, West Wise SUD is actively exploring the construction of an additional 200,000-gallon water tower to be located in the South side of the distribution system. This water tower will help supply water during high demand to decrease water velocity and stabilize water pressure.

Meter Change out Program:

The system is now 99.99% radio read meters. Benefits of the new automated meter reading program will assist in reading meters more accurately and in a prompter manner. The new meters are fitted with a radio device that will be read using drive-by reading technology. There is a need to be careful when accessing inside the meter box. In some cases, the wire from the meter to the transducer is exposed and customers must be careful and not damage the wire. In the event the unit/wires are damaged, the replacement costs can be up to \$260.00, and the customer could be held responsible for damages and charges.

Water Leaks:

Please contact our office if you notice water running or standing. Water leaks can lead to low water pressure, taste and odor problems, and water discoloration. Water leaks can impact water availability, demand, increase expenses and lead to a possible contamination event.

Customer Valve:

Customers are required to have a shut off valve on the backside of the meter (customer valve). If the West Wise SUD/curb stop becomes damaged, the customer could be held responsible for costs of replacement and repairs.

Platting:

If you are a property owner considering subdividing your property, think about platting. Approved plats are required in order to service the subdivided property.

Alerts and Customer Information:

Customers can sign up for alerts through our website at www.westwisesud.com. Alert examples include but are not limited to, scheduled waterline maintenance, office closures, board meeting agendas, etc. Subscribe now to have News & Notices, and Alerts delivered via email or text! Just another way we are working to better serve our community. West Wise SUD recommends customers keep their contact information up to date in case of emergencies.

Billing and Payments:

Water bills are mailed out on the 1st of each month and are due by 5:00 p.m. on the 15th, to avoid the late fee. If you do not receive your bill(s) within the first week of the month, please contact our office to request the amount due on your account(s). Billing statements have a Total due upon receipt and a Past due amount; NOTE – *Total due upon receipt* is the exact balance due on or before the time and date due, *Past due amount* includes the late fee if paid AFTER the time and due date. Late notices are sent out on the 16th allowing approximately 10 additional days for payment, with an exact time and date of disconnection. If you are unable to pay the balance due, West Wise has a deferred payment agreement and also a late fee waiver for customers over 60. Please contact the office for information and qualifications about either of those options. Office hours are from 8:30 to 1:00 and 2:00 to 5:00 Monday through Friday. Payment options include cash, checks, and credit/debit cards. Note: credit/debit cards are only accepted during office hours. There is also drop box at the office for payments. West Wise is working towards the availability of bank drafts to our customers by the end of the year. Customers will be notified when this additional payment option becomes available.

Multiple Connections:

West Wise SUD policy allows two residences on one meter as long as the property is owned by the same person. If an account is validated as a multiple connection, a multiple rate code will be applied. See the West Wise SUD website for current rate and fees.

Irrigation Systems:

The process of identifying and notifying customers with irrigation systems has begun. The back flow device on the irrigation systems must be tested, pass testing, and thereafter be tested annually, with passing test sheets delivered directly to West Wise SUD. If the system is not in use, it must be physically disconnected from the potable waterlines, and verified by West Wise SUD.

Español información:

En el sitio web de West Wise SUD, verá un cuadro en la parte inferior derecha de la pantalla. Haga clic en el cuadro y se abrirá un menú de idioma. Seleccione la preferencia de idioma para la traducción.

Director Position:

Currently, there is one open director position on the West Wise SUD Board. If you are interested in a consideration of appointment as director, please contact our office for additional information.

West Wise SUD Meetings:

The Board of Directors meet at 7:00 p.m. on the third Monday of each month. Meetings are held at the District office, 3412 FM 2952 Bridgeport, Texas, unless otherwise noted on current month Agenda. If you would like to place an item on the Agenda for the consideration of the Board of Directors, please contact the office with your request, no later than 12:00 p.m., by the Monday prior to the Board meeting.

West Wise Special Utility District “WWSUD” “West Wise SUD” – Texas Commission on Environmental Quality “TCEQ” – Chlorine Dioxide “CLO2” Total Trihalomethanes “TTHM” – Haloacetic Acid “HAA5”

Plant progress updates, as well as other practical and relevant information can be found on our website at <https://westwisesud.com/>. Should you have any questions, you may contact James Ward at 940-683-5507.