



PO Box 566
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<https://westwisesud.com>

NEWSLETTER

August 01, 2019

Water Plant Update:

WWSUD has received 95% completed plans from our engineer and we are in the process of review. After we review and comment on the plans, they will go to TCEQ for approval. The process at TCEQ is expected to take 60 to 90 days. While the plans are being reviewed by TCEQ, our engineer will be working on bid documents. We are most likely looking at breaking ground after the first of the year.

Chlorine Dioxide (CLO2):

We will also be seeking approval from TCEQ for use of CLO2. CLO2 will be used at the existing plant, which will move to the new plant once on-line. CLO2 has been recommended due to the fact that it is a heavy oxidizer/disinfectant that will not produce TTHMs and HAA5s in comparison to chlorine. Once approved, WWSUD will send customer notification before the product is implemented.

CCR:

Want to know what's in the drinking water? Please see the WWSUD 2018 Consumer Confidence Report listed on our website.

Meter Change out Program:

During the next couple of months, you might notice WWSUD trucks at meter boxes. We have purchased radio read meters for the entire system. In order to save funds on the purchase of the system, we will be installing the meters ourselves. Once on location, the average change out time is about fifteen minutes, unless the area around the meter box has not been maintained. West Wise will only notify the customer if water is currently in use and must be temporarily shut off during the change out.

Water Leaks:

Please contact our office if you notice water running or standing. Water leaks can impact water availability/demand, increase expenses, and led to a possible contamination event.

Alerts:

See the WWSUD website to sign up for alerts. If a waterline is scheduled to be shut down due to maintenance and there is enough advance notice, we can post that information on the website under alerts.

Customer Valve:

Customers are required to have a gate valve (shut off valve) on the backside of the meter. The valve will be shut off by WWSUD personnel when changing out the meter. Without the valve, water will drain out of the house and into the meter box. There is also a possibility that the water heater can drain back into the meter box, emptying the water heater. Additionally, in the event of an emergency and the customer needs to turn their water off at the meter, they can do that at their gate valve. Using the curb stop, which is the WWSUD valve, or causing damage could result in replacement and repair charges to the customer.

Español información:

Si vas a la página web WWSUD, usted verá una caja en la mano derecha inferior de la pantalla. Haga clic en el cuadro y se abrirá un menú de idioma. El cuadro Seleccione el idioma que desee que se traducirá la información.

Double Connections:

Customers with more than one residence on a single meter will be receiving notice of a rate change. Travel trailers qualify as a single residence.



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NEWSLETTER - Continued

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Billing and Payments:

Water bills are mailed out on the first of the month and are due by 5:00 p.m. on the 15th to avoid the late fee. Late notices are sent out on the 16th allowing approximately 10 additional days for payment. The actual date of disconnection is stated on all late notices including a begin time. WWSUD does have a deferred payment agreement and 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 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:00 p.m. WWSUD accepts cash, checks, and credit/debit cards. Note: credit/debit cards are only accepted during office hours. There is a \$3.00 convenience fee for this service. There is also a drop box at the office for payments after hours, or during lunch. Please note, any payment received in the drop box beyond 5:00 p.m. on the 15th will be considered late.

Construction Projects:

WWSUD continues to evaluate current waterlines needing replacement or upsizing. With new water modeling software, we have discovered flow deficiencies in the south part of the distribution system. On the Lake Road, waterline failure is the issue. Once the south flow study is completed, the WWSUD's long term planning committee will make recommendations for a plan of action. For the time being, all construction is concentrated on ground breaking for the new water treatment plant.

Irrigation Systems:

WWSUD employees will be investigating for irrigation (sprinkler) systems in the distribution system. New state regulations have ruled irrigation systems as a health hazard and the backflow devices will require annual testing. If the double check valve cannot pass a test, it will be required to be replaced with a RPZ type of device or equivalent, also requiring annual testing.

Water Contamination

Can I, as a customer, contaminate the water supply? The answer is yes. During a flushing or maintenance event, the pressure on the waterlines can drop. This decrease in pressure can cause a backflow event. An example would be a water hose filling a bucket with let's say soap. If a backflow occurs, the water and soap will be drawn back into the waterlines. Once pressure increases, the soapy water will enter into the plumbing of the house. The water could also backflow into the water main and end up in your neighbor's house. Water hoses in animal water troughs are a much higher health risk. Backflow preventers, such as vacuum breakers, will stop a backflow when used properly. Water leaks on the customers side is another example. Please help WWSUD protect our water supply.

Director Position:

Currently, there are two open director positions on the WWSUD Board. If you are interested in a consideration of appointment as director, please contact our office for additional information.

WWSUD Meeting:

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.