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**QUARTERLY
NEWSLETTER
JANUARY 2022**



WINTER PREPARATIONS BEING MADE AT CASH SUD



Cash SUD has been working diligently making preparations for winter for quite some time. To the left, you will see a picture of the large generator we have rented and have on site at our Cash SUD Treatment Plant & Raw Water Station.

We are seeking grant funding through Hunt County to purchase on-site generators for all of our pump stations. Installed generators will serve as back-up power sources for any weather related power outages. We are doing our best to insure that Cash SUD is able to provide water despite any problems with the electric grid or power companies.

ARE YOU READY FOR WINTER?

As we enter the coldest part of our Texas winter, it is always good practice to make sure your home and essentials are prepared for what could come this time of year.

Preparing Your Home:

- Wrap & properly insulate all exterior pipes and faucets.
- Enclose any open spaces under home where pipes could be exposed to extreme cold.
- Properly winterize any irrigation systems.
- Provide warm shelter, feed & water for any outdoor pets.

Plants:

If you have freshly planted shrubs or trees since the winter storm last year, be sure to water them right before any possible hard freeze this year.

Other Preparations:

- Keep warm blankets, water and other emergency kit items in your car.
- Properly feed & water livestock ahead of any expected freeze.
- Replace batteries in flashlights and stock up on extra batteries.
- Prepare any emergency supplies you might need for your home and family.

PREPARED FOR THE FUTURE

Several factors have caused us to have a unique year including the February winter storm, a very rainy spring & early summer, an incredible housing boom in our area, and continuous COVID related issues.

The housing boom has greatly affected our service area. Construction continues as the ever increasing number of developments are completed and join our customer base. The Board of Directors would like to thank our customers who granted easements for these projects. Installing waterlines on private property saves all our customers money in the long run.

The District is working on a few new construction projects this year including Fate Transmission Line Phase 2 and the Fate Pump Station Improvements. Over the next year, we will be starting on a Treatment Plant Expansion as well as additional watermain projects.

The Board of Directors is determined to meet the growing needs of our customers, continue to improve services, and maintain the existing investment in our infrastructure. In order to fund the repairs & maintenance and the additional infrastructure, the Board of Directors, in 2009, approved and adopted a policy to set aside revenue from water sales each month; this policy will lower the amount of money that will have to be borrowed in the future. During 2021, however, the District saw an increase of \$59,301.00 in the purchase price of water, a 23% increase in goods & services, and an increase in staffing that must be funded through a rate increase to maintain the existing “set aside revenue” policy.

Therefore, in order to fund current repairs & maintenance, provide the capital improvement program necessary to meet the needs of our customers, and keep the District financially stable, the Board of Directors has approved an increase in the base rate of \$2.85 per month.

Our previous base rate (no water usage included) for a basic residential meter was \$30.39. The new base rate will now be \$33.24. This means that no matter what your usage, your monthly water bill will only increase by \$2.85 per month.

For Example: Comparing the Cost for 4500 gallons of water:

Old Rate = \$48.39

New Rate = \$51.24

You will notice the difference between the cost at the old and the new rate is only \$2.85.

This new rate structure will begin February 1, 2022, and will be present on March 2022 bills.

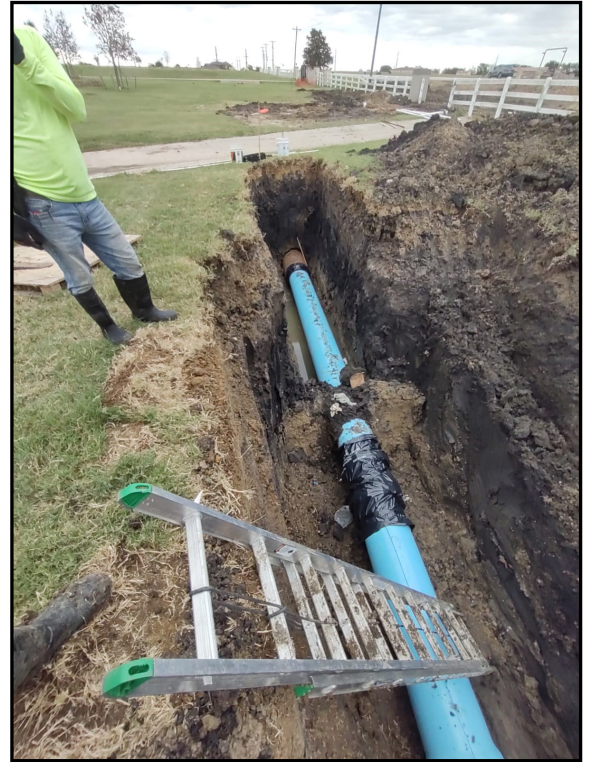
(A letter regarding this change was either included in bills mailed in December or sent by email to those who have selected our new Paperless Billing option.)

2021 BROUGHT GROWTH & IMPROVEMENTS



Cash SUD was very busy in 2021 working to improve and update the infrastructure in the district for our current and future customers. In the last quarter, our crews placed an additional 15,000 ft. of water line for a total of 85,000 ft. of water line installed in 2021.

Phase 2 of the Fate Transmission Line project along Hwy 276 is now 95% complete; crews are finishing up required sampling and clean-up. This new line will increase water capacity to the western side of our service area.



***Pictured to the left:** Performing a 32" road bore for installation of water line*

***Pictured above:** Installation of 18" line and MS sleeve.*

ONLY 1 RESIDENCE OR BUSINESS PER METER

Cash SUD is noticing more and more customers moving second (or more) residences or businesses onto their property. According to state regulations, one meter is required for EACH residential, commercial or individual service connection. If you move a new residence/business onto your property, you will need to come see us about getting a new meter for that additional residence/business. If you attach the second residence to your current meter, you are in violation of state regulation and Cash SUD policies and are subject to disconnection from our water line. Cash Special Utility District's Service Policy Sect. E.19 reads:

"No more than one (1) residential, commercial or industrial service connection is allowed per meter. The District may consider allowing an apartment building or mobile home/RV park to apply as a "Master Metered Account" and have a single meter. Any unauthorized submetering or diversion of service shall be considered a Multiple Connection and subject to disconnection of service. If the District has sufficient reason to believe a Multiple Connection exists, the District shall discontinue service under the Disconnection with Notice provisions of this Service Policy."

Cash SUD Employee Spotlight



Brian McHenry is the Cash SUD Crew Supervisor. He grew up in our community and has worked for Cash SUD for almost 20 years. His knowledge and experience helps lead our professional team and train new crew members. Brian's love of the outdoors and a desire to work close to home is what brought him to work for Cash SUD years ago.

We asked Brian what will be important issues for the future of rural water districts like Cash SUD? Brian responded, "Water conservation and water availability is a concern for everyone's future, and we all have to do our part to conserve. I have learned so much since I started working here." Brian, and our staff, continue to learn as the water industry continues to expand and utilize new technological advances every year.

When he's not working, Brian enjoys being outside hunting and fishing. Brian also likes to take time to travel with his family when the opportunity arises.

PAPERLESS BILLING NOW AVAILABLE!

Paperless Billing is an added feature that will give our customers the option to receive a monthly email notification when the bill is available to view and/or pay online. The email will contain a link to our website where you can view your bill. Access to your online account is simple! You just need two (2) items: 1.) Your Cash SUD account number. 2.) Last 4 digits of the primary phone number listed on your Cash SUD account info.

To sign up to receive your bill via email instead of paper mail by the post office, you can visit the Forms & Reports page on our website, www.cashwater.org or pick up an application from the Cash SUD office.

Please Note: Choosing Paperless Billing does not mean you will have to pay online. You will simply receive an email each month when your bill is available to view, and the paper bill will no longer be mailed to you.

CHANGES TO CREDIT CARD TRANSACTIONS IN 2022

As of Feb. 1, 2022, all credit card transactions will include a 25 cent transaction fee. This change was made by our merchant service host site; due to rising business costs, they could no longer afford to absorb these costs, but they are working to keep them as minimal as possible.

Previously, all credit card payments included a 2.65% processing fee; there will now be an additional \$.25 transaction fee. This is still less than our previous credit card merchant service provider charged (4% + \$1).

