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**QUARTERLY
NEWSLETTER**
OCTOBER 2021



OUR LOBBY & DRIVE THRU ARE OPEN FOR BUSINESS

It has definitely been an interesting and unique year. As many other businesses have done, Cash SUD took extra precautions early in the pandemic to protect both our staff and customers; one of those precautions was closing our lobby for a period of time and handling all business by phone, email and drive thru. Just about the time we were ready to open the lobby with new windows, winter storm Uri arrived in February.

Like many of our customers, our office sustained serious water damage due to a pipe that froze and busted in the wall. The office staff continued to serve our customers from a small, temporary office space set up in the Cash SUD board room.

After repairs were completed in late April, the office was able to re-open both the lobby and drive-thru. We would like to thank all of our customers who were willing to be flexible and work with us during this time as well as the staff who helped make the best out of difficult circumstances. Thank you!



WHERE IS GROWTH HAPPENING? ...HERE!!!

Texas is experiencing a population BOOM according to the first round of results from the 2020 census! By 2020, Texas made up 8.9% of the total U.S. population, but 32.4% of the total growth that year.

How does that affect us? Cash SUD serves customers in Hunt, Hopkins, Rains & Rockwall counties. Since the 2010 Census, Hunt County experienced 16% population growth, and Rockwall grew in population by 37.6%. Rockwall & Hunt counties are now ranked 40 & 41 by population out of 259 Texas counties. Rains county growth rate stands at 11% while Hopkins came in at 4.6% growth rate.

What does that mean for Cash SUD? There has been a 20.4% increase in active meter connections in the Cash SUD service area since 2010. That is a LOT of additional infrastructure and water demand, and the number of customers we serve is continuing to grow by leaps & bounds! We at Cash SUD are continuing to work to meet the needs of our growing customer base.

CONTINUED GROWTH & IMPROVED INFRASTRUCTURE

Many of our communities are experiencing record growth rates. Cash SUD is working hard to make sure our infrastructure is ready and able to provide water to all our current, new, and future customers!

Crews are currently working on Phase 2 of the Fate Transmission Line, along Hwy 276, that will increase water capacity to customers on the western side of our service area. Phase 2 is about 47% complete as of September 30.



Pictured above: Installation of 18 inch Tee and 18 inch valve.

Pictured to the left: 32 inch road bore across Hwy 276

Pictured below: 45 degree angle of 18 inch pipe being installed.



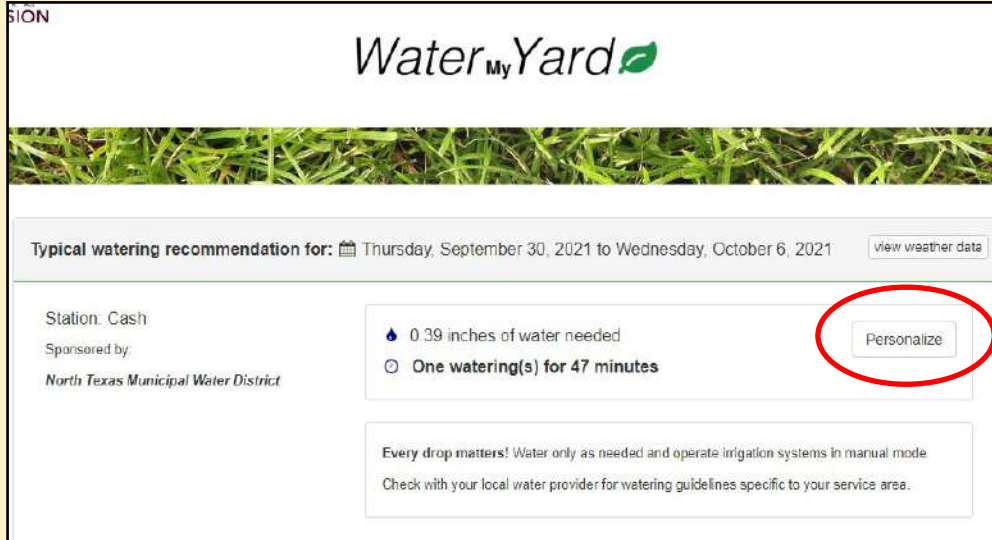
As you have probably seen, our crews have been VERY busy. Our distribution crew has already installed just over 70,000 feet of pipeline in our service area so far this year, and we still have three months remaining in the year.

Our service area is either preparing or currently installing pipe for seven (7) subdivisions in our service area, which includes parts of Hunt, Hopkins, Rains, & Rockwall Counties. These pipelines will provide water service to over a hundred future homesites in those subdivisions.



ITS BEEN DRY, SO HOW MUCH DO I WATER & WHEN???

Cash SUD has partnered with Texas A&M AgriLife Extension to provide a service to help you figure that out. You can visit watermyyard.org, click on large **Get Started** button, & enter your full address in the space provided on the page that opens and click **Verify Your Address** button. The next page that opens will tell you how much water your yard needs, how many waterings are necessary and how long you should run your irrigation system as shown below for our address:



You can also click on the **Personalize** button (circled above) to add details about your irrigation system (even if its just a hose & sprinkler), which will enable this app to provide weekly and monthly instructions on how much and how long to water your yard on a regular basis as well as when a change may be necessary.

IF YOU GO TO YOUR BANK WEBSITE TO PAY CASH SUD EACH MONTH...

You need to make sure your Cash SUD Account Number has been updated to your new account number as listed on your monthly bill. We receive over 400 physical checks from Payment Processing Centers each month. The old 8-digit Cash SUD Account Numbers are no longer valid. You must change the account number or your check will be returned, and your account may be subject to any additional late or disconnection fees assessed.

This **DOES NOT** include those who gave us a voided check to sign up for our Bank Draft payments.



Cash SUD New Employee Spotlight



Amanda Burns is the new Financial Director at Cash SUD. Amanda has been with us for three months, but she has worked in the financial/accounting industry for eight years. Amanda is responsible for management of the internal financial/investment portion of the district's business. Amanda has been a member of the Hunt County community for 36 years.

We asked Amanda a few questions including what made her decide to serve/work for Cash SUD as well as what she has learned from her short time with us so far. She shared that this was a career opportunity that she simply could not pass up. She also told us, "I have learned a lot about the water system and the processes involved with maintaining the safety of the public water source."

In her personal time, Amanda enjoys cheering on her children at their sporting events as well as being active in her church.

We are excited to welcome Amanda to our team! She is a wonderful addition to help us better serve our customers.

Dora Regalado is our newest Customer Service Representative.

She joined our team in March right after Winter Storm Uri.

Dora has been a fabulous addition to our staff! She has over 17 years of customer service experience with a local utility service, and she is bilingual. Dora has helped enhance our service to our growing customer base, and her ability to improve communication with our Spanish speaking customers has become invaluable.

We asked Dora what made her decide to serve/work for Cash SUD; she told us that she was excited about the opportunity. She added, "I am a Cash SUD customer; therefore, I am familiar with the district's billing and service policies. I am a people person, and I enjoy the ability to help others."

Dora was born and raised in nearby Greenville and has lived in Hunt County for over 37 years. Dora is a busy mom to four children; they keep her very busy with all of their sports & hobbies. In her spare time, Dora enjoys music as well as playing soccer, and she also loves to go dancing.

We are excited to have Dora on our Customer Service Team. Welcome to the team, Dora!

