

NEWSLETTER

Dog Ridge Water Supply Company



February 2019

We are starting this year out with a newsletter to help assist in keeping our members informed on our latest accomplishments, events, issues and new construction that will impact our area. There is a lot of new growth happening in and around our service area and along with that new growth it will bring an increase to our revenue for future capital improvements.

Let us first start off with, as you may all know by now, we are now into our third full year as an Employee based facility. This means that we now have a new General Manager, Ms. Lafonda Wilsey, who is doing an impeccable job helping build Dog Ridge Water back to a respectable facility. Along with her we have our field techs, Mr. Matthew Perrine who just recently received his "C" water operator license, Mr. Matt Wright and Mr. Bob Stewart, also hold a Class "C" water operator license. We then have our office staff Ms. Hilda Sappenfield and Ms. Michelle Cortez who are also on board to make Dog Ridge Water succeed to its fullest capabilities managing the front office. These ladies are there to help resolve each Member's concerns or answer any questions you may have regarding billing questions, water issues or if you see water running near our water lines or yours, whatever the case may be, please give us a call. They also send out our, as most folks refer to our famous "Boil Water Notices". You may think that we send out a lot of these and sometimes we do. The reason for these is because there is a process, as per TCEQ rules that has to be followed, when we have a line break or certain maintenance repairs. If a break arises and our water pressure drops below a certain point in that line then this will trigger that all too familiar "Boil Water Notice" along with other issues that cause us to issue this BWN. This does not mean we always have to send one out, it will depend on the type of break. It is in place to prevent anyone from getting bad water due to our repair and allowing us to do enough flushing to remove any remnants of disinfectants used to repair the line. Once the water samples are taken to an outside lab for testing and we get our results back, if they are good then we rescind our BWN. This is a common practice for a facility following the rules set out by TCEQ. Operating this facility as per the State of Texas Rules, is what we are working at accomplishing.

We would like to clarify the process in which your water is delivered. Dog Ridge WSC is strictly what is considered a purchased water system. We buy water from Central Texas WSC, a wholesaler, and we then sell it to you. Dog Ridge WSC only monitors the water quality that is received from Central Texas WSC, we do not have any treatment capability. Therefore, if you have bad water quality, we ask that you report it to our business office IMMEDIATELY so that we may contact the treatment facility to make them aware that there is an issue. We strive to assure that our customers are receiving the best service possible, with your help and support we can make it better.

We have accomplished quite a lot in these two years, following is a list of a few of these we'd like to share:

- ❖ We resolved our Violations record with TCEQ. These were violations that were from prior years and prior management.
- ❖ We updated the lighting in the Business office parking lot, splashed some new paint in the front office as well as new flooring, put up new signage.
- ❖ Repainted some of the above ground water Storage tanks as well as had them inspected.
- ❖ We now have an exclusive "Emergency" phone number to call to report any breaks, leaks or suspicious activity. Please note the new number "(254)721-2519".
- ❖ We have a full staff of licensed water operators who are busy scouring our lines and bringing to our attention the problem areas along with feedback from our many concerned members.
- ❖ Our office staff is working on updating all of our members file and requesting updated or in some cases completely new forms for our records. So, please we ask your cooperation and understanding, while we work on updating our files.
- ❖ We are in the process of upgrading the water main on George Wilson Rd and the corner of FM 93.
- ❖ There is future growth coming to the IH-14 corridor.
- ❖ Future developments are proposed throughout our service area.

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We also have Board of Directors, Mr. Wayne Rutherford, President, Mrs. Anjela Martinez, Vice President, Mr. Douglas McKenney, Secretary/ Treasurer, Mr. Brian Williams and Mr. Steve Shepherd, who are more involved with the success and direction we are wanting our facility to go in. Our mission is to make those much needed, capital improvements to our water system. We have been looking for grants to assist us in making some of those improvements happen as well as having to apply for loans to help with the new line on George Wilson Road.

With all the above news we ask that you each do your part in helping us full fill our goals. Again, if you happen to hear water running but can't see it, give us a call we will investigate. If you notice while taking a shower or opening the water faucet low water pressure, if you happen to see that really green patch of grass in a mostly dry landscape along the water line easement give us a call. If we all work together, we can all make a difference in Dog Ridge Water, after all you are each an owner in this water facility.

The last item we would like to bring attention to is that as we move forward in today's busy world, technology will be playing a huge role in our communications with our members. We have a couple of options where our members can be kept abreast in the progress that Dog Ridge Water is making.

Those options are:

1. Our website, www.dogridgewsc.com, that you can visit to keep up with news.
2. We have a text alert system in place where you can call the office to be added or you may visit the website and add yourself.
3. Email alerts are also another option, these are also set up through our website.
4. Or for those who need help in accomplishing these options you may fill out the bottom section of this page and turn it into the office and our office staff will update the information for you.

Yours Truly,
All of us at DOG RIDGE WATER making your water safer!

Dog Ridge Water Supply Corporation

Notification information sheet

Member's name
(property owner)

Renter's name
(non property owner)

Mailing address

City

State

ZIP

Phone number

Add Phone# to Alert System- Box

Email address

Add Email address to Alert System- Box

Member Account #

(account # on your water bill)