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# Chisholm Chat

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## Tropical Storm Hermine Causes Water Shortage

Tropical Storm Hermine blew through Central Texas on September 8th and wreaked havoc for the District and many customers. The District's well site is completely out of service because it was flooded with over 4 feet of water. There was significant damage to the storage tank and pump motors were immersed in water and burnt out. Emergency repairs to this site are underway and expected take up to 60 days. Bids for repairs to the storage tank will be accepted on October 11th and the repairs will take approximately 30-45 days for completion. Pump motors are being repaired and expected

to be completed by the end of October. Fortunately these repairs will be covered by insurance and are expected to cost about \$50,000. Flood waters from the storm also caused water lines in the District to wash out. Emergency repairs started at 3:30 a.m. and one was not completed until the following day. The District wishes to express our gratitude to customers affected by water outages caused from the storm and to all customers enduring mandatory watering restrictions. We are continuing efforts to restore the well site as promptly as possible. Until the repairs

are completed, customers are permitted to water outdoors once per week. Addresses ending in even numbers are permitted to water on Mondays. Addresses ending in odd numbers are permitted to water on Fridays. Once per week irrigation of landscaped areas may occur only between the hours of 12:00 midnight and 8 a.m. and 6:00 p.m. to midnight on designated day. Customers who experienced a leak caused by the storm should call the office as soon as the bill is received for a special one-time adjustment approved by the Board of Directors.

## Online Features Available Now

Chisholm Trail Special Utility District now has additional online features that will allow customers to:

- Pay your water bill online
- View your water bill online
- Receive your water bill by e-mail

To start viewing your bills online register at our website: [www.ctsud.org](http://www.ctsud.org)

Select the page "Payment &

E-Mail Options". You will need a copy of a recent bill to help you when signing up. Please call the office with questions at (254) 793-3103.

Please Note: E-Mail Bills



and Online viewing are not connected and will require separate enrollments. You will continue to receive a paper bill in the mail when you sign up for E-Bills.

### HELP US TO CONSERVE WATER

IF YOU SEE A LEAK IN A WATER LINE PLEASE REPORT IT PROMPTLY BY CALLING (254) 793-3103. CALLS ARE ANSWERED 24 HOURS A DAY!

### Cloudy or Milky Color Water

The small bubbles in the water that make it look cloudy or milky are from air in the water lines. This sometimes happens when a line is broken and repaired or when a water line is first connected to the system. Excess air is trapped in the water lines saturating the water with air bubbles giving the water a milky appearance. Water quality is unaffected; in fact aeration is sometimes used in water treatment facilities to make the water taste better. Letting the water sit for a few seconds in a glass will allow the water to clear.

### Methods of Emergency Disinfection

**Boiling:** Vigorous boiling for one minute will kill any disease causing microorganisms present in water. The flat taste of boiled water can be improved by pouring it back and forth from one container to another (called aeration). By allowing it to stand for a few hours, or by adding a small pinch of salt for each quart of water boiled.

**Tincture of Iodine:** Common household iodine from the medicine chest or first aid kit may be used to disinfect water. Add five drops of 2 percent United States Pharmacopoeia (U.S.P.) Tincture of Iodine to each quart of clear water. For cloudy water add ten drops and let the solution stand for at least 30 minutes.

## Conserving Water in the Fall and Winter

According to the Texas State Water Plan, our state's existing water sources will meet only 75 percent of the projected water demand by the year 2050. That's why it's critical to use our water resources more efficiently to prevent shortages. During the extreme drought of 2009 residents had to comply with mandatory water restrictions. Although the drought is over, water conservation is still as important as ever. Use these fall and winter water conservation tips to continue conserving water:

- Be aware that the water needs of plants (including grass) drop dramatically in the fall. Over-watering in the fall can lead to plant disease. Your landscape irrigation should drop to nearly zero in the winter

because only potted plants and other winter annuals need occasional watering.

- Avoid watering in the evening if possible. Fungal problems are more likely if plants are wet all night during fall months.

- Use organic mulch around winter plants, especially around trees.

- This is a good time of year to stop using soaker hoses and put them away for the winter.

- Lawns need very little irrigation in the winter. At most, apply ½ inch of water every three weeks to St. Augustine grass if there is no rain.

- If the shower can fill a one-gallon bucket in less than 20 seconds, replace it with a water efficient showerhead.

- Replace old toilets with

more efficient low flow toilets and save as much as five gallons per flush. Be careful to flush only when necessary.

- Don't let water run continuously while brushing teeth or shaving.

- Take showers instead of baths.

- Re-use water when you can. A bucket in the shower can catch water for plants and clean-up jobs.

- Install water efficient faucets throughout the house. There are numerous water-saving devices on the market. Look for aerators, flow regulators, and displacement devices to make your home conservation-friendly.

- Fix leaks. A faucet that drips can waste up to 3,280 gallons of water per year.



## Billing Error?

If you have opened your bill and you see an outrageous amount due that you know cannot be right we ask that you follow these short simple steps before contacting the office:

- Turn off any water being used in the home. Go out to the meter and document where the red needle is sitting on the meter. Wait 10-15 minutes and then re-verify where the needle is sitting. If the needle has moved there is a leak.
- If your needle did not move take the reading off the dials. Be sure to include all 7 digits!
- Continue taking the readings at approximately the same time every day for 5 days.
- Once you have seen your usage over a 5 day period and you are sure there are no leaks please contact our office at 254-793-3103.

By following these simple steps it will eliminate any wasted water due to leaks and ensure prompt service from our office. Chisholm Trail S.U.D. will always be happy to re-read your meter; however, if the re-read comes back indicating a correct previous reading, there will be a service trip fee of \$25.00 added to your bill.