

East Cedar Creek FWSD Quarterly News Letter

ECCFWSD 2011-2012 Balanced Budget at a Glance

Income Budget: \$4,873,500.00 and comes mainly from the anticipated annual revenue received from customer water and sewer payments and fees.

Operating Expense Budget: \$3,036,500.00 includes the estimated costs for chemicals, electricity and materials for drinking water and wastewater treatment and to make repairs to our water and sewer infrastructure and salaries.

Annual Bond Debt Payment for fiscal year: \$1,397,300.00.

Operating Reserve & Capital Expenses of \$439,700 is set aside for the purchase of business assets that have depreciated and/or in need of replacement and other purchases that have a life expectancy enough to be considered as assets such as operational equipment, office equipment, land and vehicles.

Throughout the budget year, the actual income and expenses are reviewed monthly and compared to the approved budget for accountability.

Reduce the Risk of Unwanted Fees and Charges

Two key reoccurring issues that can impose fees and charges to our rate payer and are preventable.

1. Failure to call for a line locates 72-hours prior to digging or excavation.

Repairs and damages occurring during construction projects must be repaired. Please call our office at least three days prior to commencing a construction project to schedule ECCFWSD line locates and prevent unwanted charges billed to your account for these repairs caused by excavating where water and sewer lines exist.

2. Flushing of unwanted, non-biodegradable waste such as plastic products into sanitary sewer plumbing.

The following narrative comes directly from the District's Water & Wastewater Service Agreement each customer executes prior to obtaining service: "Damage will include stoppage caused by user flushing items into the sewer that cannot be conveyed by the system. **Examples of these items are plastic bags, wash rags, towels, cat litter, personal hygiene products, excess grease and other type of solid waste that normally would be disposed of through garbage collection.** Should user damage district equipment or fail to provide adequate protection, all cost of repair will be at the expense of the user."

A key area of re-occurring field maintenance is the household sewer grinder units. We ask our customers who have such a unit, not to flush down into the sewer items as mentioned above. Once this debris is flushed, it collects in the grinder pump holding tank and as the holding tank level rises to initiate a pump cycle to pump the sewer water level down these objects are sucked into the sewage pump impeller which can lock up the pump and prevent the pump from pumping down your holding tank unit.

This causes sewer water levels to rise in the tank creating sewer backups due to the failed pump and sewer may enter into the home if the problem is not resolved soon enough. This has caused numerous emergency on-call dispatches for our staff. Such an emergency call to the district is warranted to remediate and prevent household disasters as well as to alleviate environmental and health issues. However many of these incidents are caused by the customer and subject to at least a \$25.00 service charge.

Please assist us in preventing such occurrences, post polite, decorative memos or plaques near sewer discharge points such as toilets to bring attention to friends, guests and customers not to dispose of such items down the toilet and provide a sanitary disposal unit next to these areas such as the toilet for disposing of such items so they can be disposed of properly by sealing the trash bag and depositing the sealed bag into your trash container or hopper for pick up by the contracting sanitation company that collects your discarded trash for transportation to the nearest landfill.

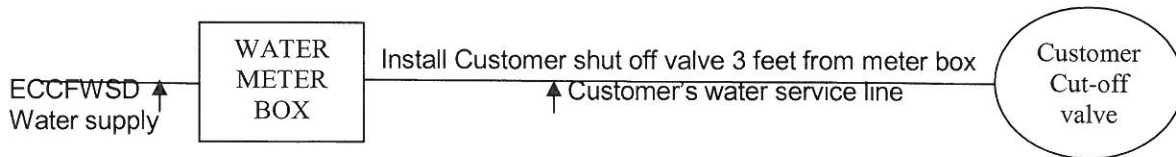
For commercial clients who provide food service please continue an active grease disposal program. Monitor and maintain grease traps in a manner to prevent possible fees for discharging excessive grease and please have your contractor provide to you a manifest for each time they come to empty and dispose of excess grease and provide ECCFWSD with a copy so we can keep compliance records up to date. If you have a backflow prevention device, please review your backflow assembly inspection records. Testing of this device annually by an Approved Backflow Prevention Assembly Tester (BPAT) is required. If you need assistance locating a Certified BPAT, contact our office. Thermal-Expansion may occur past your device. Contact our office for information regarding thermal-expansion.

See back of page for additional Customer Information

ECCFWSD Water Service Policy for opening a new customer account or transferring water service.

CUSTOMER'S ARE REQUIRED TO HAVE THEIR OWN CUT OFF VALVE LOCATED OUTSIDE OF THE METER BOX ON THE CUSTOMER'S WATER LINE.

1. The policy of East Cedar Creek Fresh Water Supply District requires all customers to have their own water cut-off valve. If there is not a customer's **cut-off valve** at your residence on **your side** of the lines, you will need to have one installed. This policy has been in place for over 15 years. The customer cut-off valve should be in a location that is easily accessible and convenient. The cut-off valve is for your protection against major water damage if a leak occurs on the customer's side of the water meter installation. This cut-off valve is also a reassurance tool available for the customer to turn their water service off on their side of the meter during extended periods of time the customer is away from the resident instead of requesting the district to turn the water off at the meter and pay district callout service fees. The District recommends that you install a cut off approximately 3 feet from the meter box on your water line.

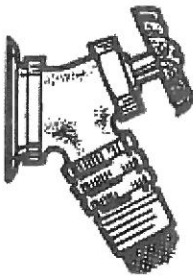


2. The angle stop (cut-off) located in the water meter box is the property of East Cedar Creek Fresh Water Supply District and the **only** person(s) allowed to turn water off and on in the meter box is a District employee. No exceptions.

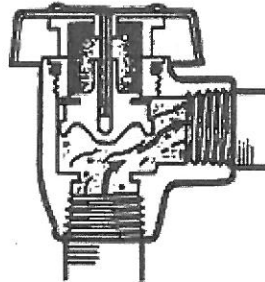
THE STATE REQUIRES ATMOSPHERIC VACUUM BREAKERS ON ALL OUTSIDE FAUCETS.

1. State regulations require **Atmospheric Vacuum Breakers** on all outside faucets and irrigation taps. These devices can be purchased at our Administration Office or any hardware store.

Hose Bibb Vacuum Breaker



Sprinkler System Vacuum Breaker



NOTE: If the district makes multiple service calls to establish water service, there will be a \$25.00 service charge for each additional