

Quarterly Newsletter

April—June 2024

Creedmoor Maha Water Supply Corporation



You Have Questions—We Have Answers



Creedmoor Maha WSC is a not-for-profit private water company. We like to be as transparent with our members as much as possible. If you do not see your question below, please feel free to reach out to our staff for answers.

Who imposes drought restrictions? Since our water wells are in the Edwards aquifer, we abide by all BSEACD drought restrictions.

Where do you get water from? Our water comes from our Edwards wells, which BSEACD oversees. We also receive water from Austin Water Company in the northern portion of our CCN water area, and from Aqua Water Supply Corp.

What are you doing to try to find more water? We continue to seek options for new water. Recently the Board approved an RFP seeking proposals from vendors for the provision of water pursuant to a water supply agreement.

Why are you selling water to new developers when we don't have enough water? We have plenty of water for our current customers and current contracted developments. We will not contract with new developments until we have increased our water supply.

How could I have used this much water? You might have a leak without realizing it, which could be from a leaky toilet, overnight water sprinklers, a forgotten water hose, or a slowly dripping faucet. Look out for signs like large water puddles, low water pressure, mold, wet spots, and sudden spikes in your water bill.

Continued on page 5

CMWSC Staff

General Manager:.....Matthew Pickle
Operations Manager.....Scott R.
CSR Manager:.....Kristi Temple
Business Manager:.....Cassie Taylor
Assistant to GM:.....Darla Damron

CMWSC Board of Directors

President:.....Vacant
Vice President:.....Yvonne Gil-Vallejo
Secretary/Treasurer:.....Rebecca Richards
Director:.....Bobby Burklund
Director:.....John Gray
Director:.....Anna Ortiz
Director:.....Darrell Walenta
Director:.....Vacant
Director:.....Vacant

Contact Information

CMWSC Main Line: 512.243.2113
Emergency After Hours: 512.243.1265
Utility Locate: 811

Report a Leak

Between 8AM-4PM: 512.243.2113
After 4PM & Weekends: 512.243.1265

Company Holiday Schedule

May 27: Memorial Day
June 19: Juneteenth
July 4-5: Independence Day

Board of Director Meetings

April 17
May 15
June 20* (*Thursday)
Meetings begin at 6:00 PM



COLORING CONTEST



Grades
1st–5th

CMWSC Coloring Contest Rules

- ◇ Students may use crayons, colored pencils, paints, or markers
- ◇ Be creative!
- ◇ Email entries to darla@creedmoorwsc.com or mail/deliver to 13709 Schriber Rd, Buda, TX 78610
- ◇ **Entries are due Friday, May 10, 2024**
- ◇ One entry per student/child
- ◇ Teachers will be notified, Wednesday, May 15, 2024
- ◇ The student's teacher will be notified via email or phone.
- ◇ **One (1) winner in each grade level (1st–5th) will receive a gift card.**

Good Luck!

The winner's art work will be announced in our July Quarterly Newsletter.



(Please print)

Student Name: _____ Grade: _____

Teacher Name: _____

Teacher Email & Phone: _____ / _____



Board of Directors 2024 Annual Meeting & Election

The CMWSC Annual Meeting was held on February 21, 2024. General Manager Matthew Pickle presented the State of the Corporation. Due to unopposed board positions, the election was canceled. We are pleased to introduce and congratulate John Gray and Anna Ortiz, who were re-appointed by the Creedmoor Maha WSC Board of Directors. Their dedication, passion, and commitment to enhancing our water services will contribute to the continued success of our community.



John Gray
Term expires 2027



Anna Ortiz
Term expires 2027

Board Vacancies

CMWSC currently has three (3) vacancies on the Board of Directors. Qualifications outlined in the Water Code (Section 67.0051), prospective candidates must meet the following criteria: be at least 18 years of age and be either a qualified member or shareholder of the company.

The terms for these vacancies vary, with one expiring in 2025, another in 2026, and the third in 2027. We are actively seeking new board members who are active members of the water company and in good standing.

Interested individuals who meet these qualifications are encouraged to contact General Manager Matthew Pickle or his assistant Darla Damron. The Board will deliberate on the selection of suitable candidates to fill these essential roles.

Vacancy
Term expires 2025

Vacancy
Term expires 2026

Vacancy
Term expires 2027

You Have Questions—We Have Answers (continued from page 1)

What do I do if I am experiencing low water pressure? Check your meter and the surrounding area for possible leaks. Next, call our office and report low pressure for your area. There may be a pipe being repaired and instead of turning off the water, they just let the pressure drop.

Why is my water discolored? A repair could have been completed recently allowing air to enter the line, causing the milky look, which is caused by condensed air bubbles. This normally lasts a short period of time and is completely safe to drink. Let your water run for a minute and see if that clears it up.

What chemical does your utility district add to the water? Only chemicals that are approved by the National Safety Foundation (NSF) for treatment of drinking water. See our [Water Quality Report](#) for more details on our website. We post a new report each year.

Why does debris come out of the faucet when running hot water? Most likely your water heater needs to be flushed. CAUTION: Most manufacturers recommend hiring a professional to flush your water heater.

My water tastes, looks, and smells funny. Is it safe to drink? Our disinfectant levels are tested daily to ensure safety. If required, we will let all customers know prior to drinking water. If you do experience something like this, we do encourage you to contact our office.

Why do I have a previous balance when I know I sent in my payment? We may have received your payment after the due date, after the new statement was sent, or we may not have received it at all. Call our office at (512) 243-2113 and we will help you solve the problem.

Is there a way I can pay my water bill without having a service charge? Yes, we have an ACH Auto pay option. You just need to bring in a voided check or mail it to us, noting your account number on your check, and our front office staff will get you set up.

Why did you shut off my water? We may have opted to shut off your water when we see there may be a possible leak that shows an unusual amount of water being used or there may be a leak in your area and our crews are working on the pipes.

Why won't you fix my water leak? Homeowners are accountable for repairing leaks from the water meter to their home. If a leak is between the meter and the street, it's our responsibility and we'll dispatch a team member for repair. Our front office may adjust your bill accordingly.

What do I do if I find a water leak? Turn off the water line to the leaking location. Identify the primary source of the leak. Document any and all damage (date, time, photos for proof description, etc.) Contact a professional to fix the leak and/or damage. Notify our office.

Is there a way to see how much water I am using? Not with the older water meters. However, we now provide new AMI water meters that can be installed for the price of the meter with no installation fee. These AMI meters give members access to our, "Advanced Metering System Portal," where you can track your water usage and receive leak alerts.



IMPORTANT CMWSC UPDATES AND NEWS

We have some exciting updates and news to share!

HUMBLE BEGINNINGS

Since our humble beginnings in 1965 with only 150 installed meters, we've come a long way. Over the years, we've tirelessly worked to expand our infrastructure to better serve our growing community. As of February 2024, significant upgrades have been completed, marking a pivotal moment in our journey.

ACHIEVEMENTS

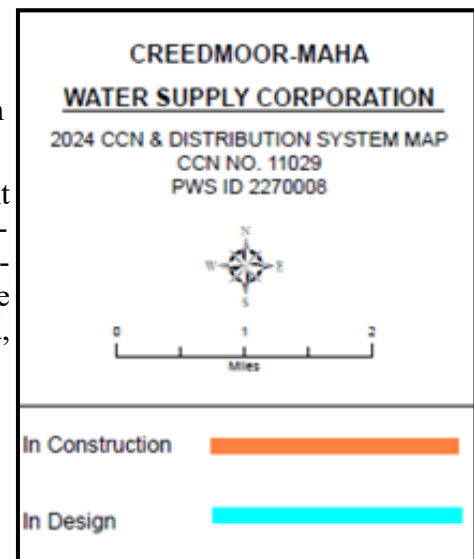
One of the key achievements of these upgrades is the installation of three miles of 18" line along the SH 45 Toll road, which is now fully operational. This enhancement has significantly improved water flow to the Alexander elevated tank, ensuring efficient water storage, especially crucial during the scorching Texas summer months when water demand peaks. This means uninterrupted access to safe and reliable water for our customers, providing peace of mind and convenience to households and businesses alike.

PRESENT and FUTURE SYSTEM

The map on page 7 shows pipes "In Construction," and pipes, "In Design."

CMWSC received a \$9,335,000.00 Texas Water Development Board (TWDB) loan that is being used to replace leak-prone waterlines that are nearing the end of their service life, which includes pipes along Old Lockhart Road, Sassman Road, Crane Road, Bock Road, Skyline Road, Calder Road, Caldvis Road, and Avis Road.

In addition, CMWSC is aggressively pursuing Federal grant money to assist with the following replacements. Grant money is a gift - not a loan.



1. Twin Creeks Area Waterline Replacements - The Creedmoor Maha WSC took over the Twin Creeks water system adjacent to its service area—home to approximately 100 customers. The system was constructed decades ago with undersized water lines that are prone to regular breaks and leaks. This project would coordinate the replacement of the undersized lines to bring this area into compliance with TCEQ and also provide fire protection which would otherwise be unavailable to these residents. This project is currently being considered for Community Development Block Grant (CDBG) funding.
2. FEMA Generators - We are working with FEMA for grant funding to upgrade our backup power generators.

NEW AMI METERS

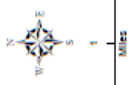
We now provide **NEW** AMI water meters that can be installed for the price of the meter with no installation fee. These AMI meters give members access to our, "Advanced Metering System Portal," where you can track your water usage and receive vital water leak alerts. Contact our staff for more information.

OUR COMMITMENT

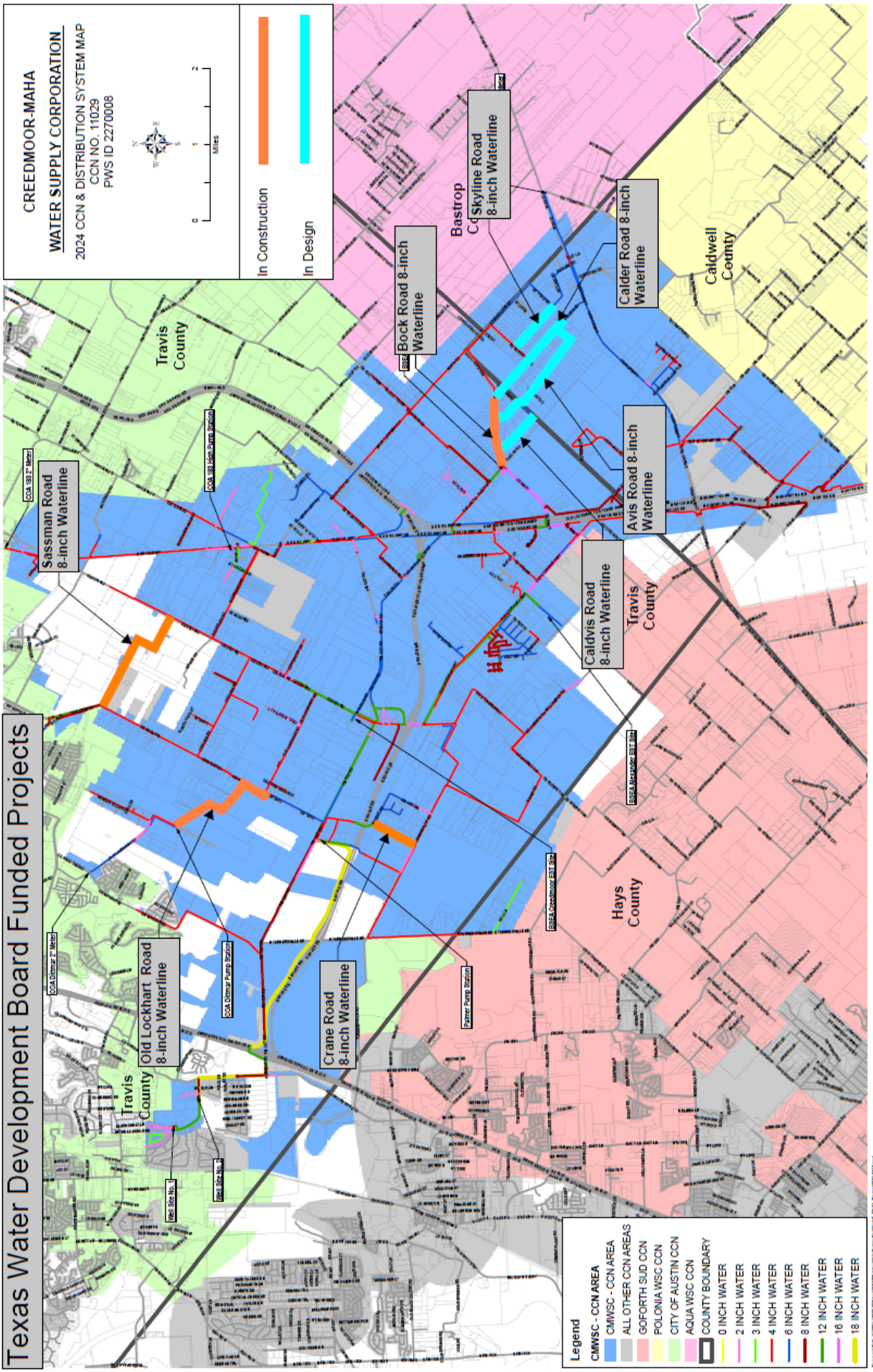
These upgrades mark a significant achievement for CMWSC, and we're thrilled to see the positive impact it will have on our operations moving forward! This milestone underscores our unwavering commitment to providing top-notch service to our customers and community. We're not only ensuring the continued safety and reliability of our water supply but also laying the groundwork for a brighter and more resilient future for all our customers.

Texas Water Development Board Funded Projects

CREEDMOOR-MAHA
WATER SUPPLY CORPORATION
 2024 CCN & DISTRIBUTION SYSTEM MAP
 CCN NO. 11029
 PWS ID 2270008



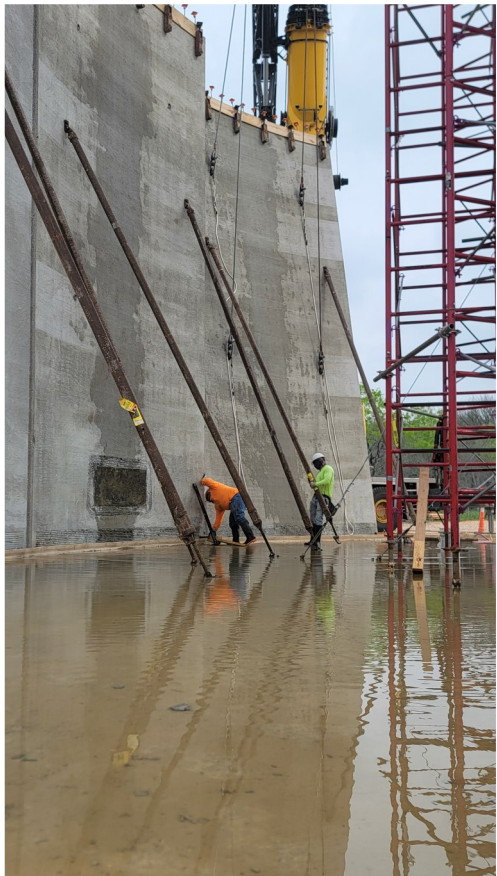
In Construction
 In Design

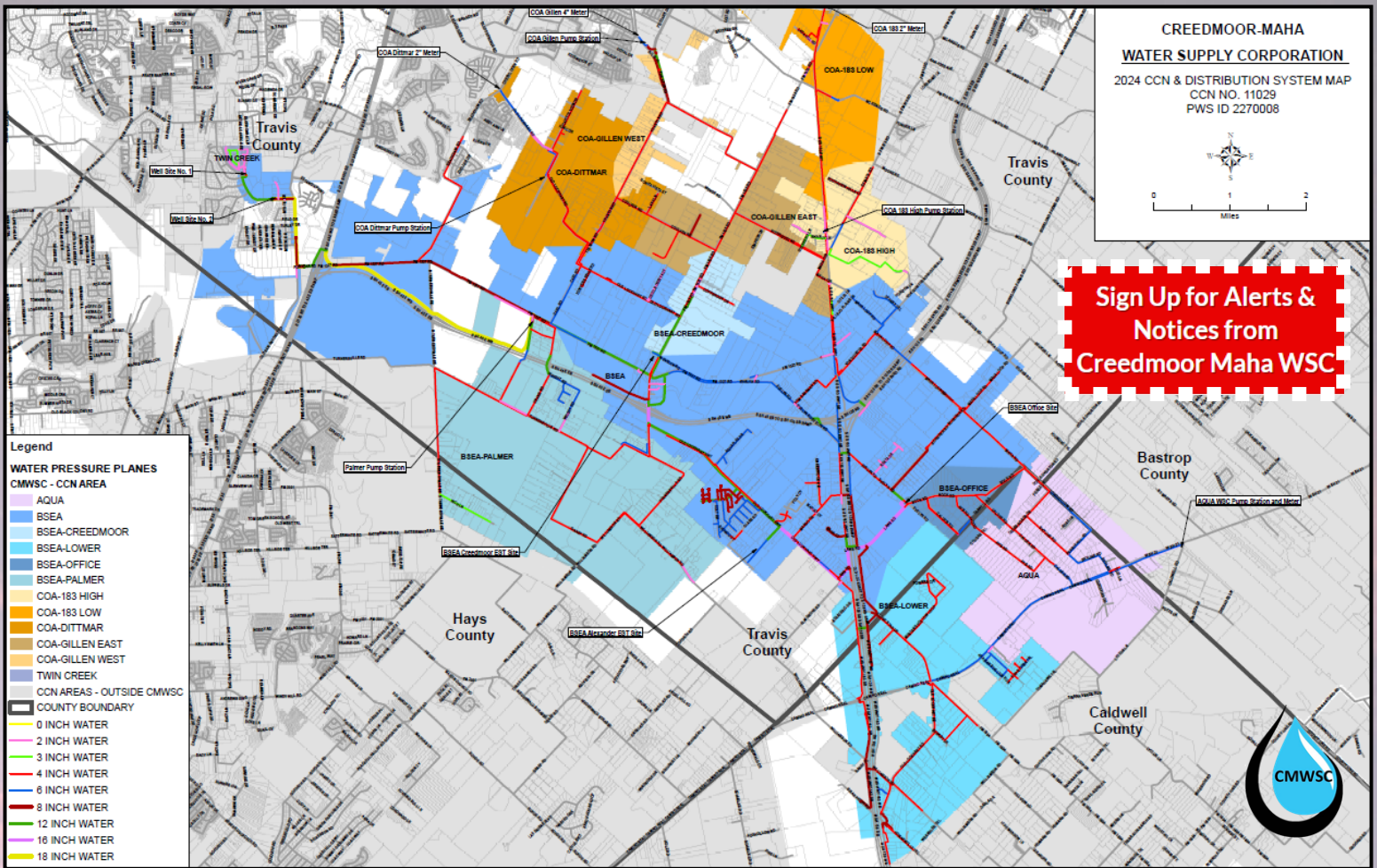


- Legend**
- CMWSC - CCN AREA
 - CMWSC - CCN AREA
 - ALL OTHER CCN AREAS
 - GO FORTH SUD CCN
 - POLONIA WSC CCN
 - CITY OF AUSTIN CCN
 - AQUA WSC CCN
 - COUNTY BOUNDARY
 - 0 INCH WATER
 - 2 INCH WATER
 - 3 INCH WATER
 - 4 INCH WATER
 - 6 INCH WATER
 - 8 INCH WATER
 - 12 INCH WATER
 - 16 INCH WATER
 - 18 INCH WATER

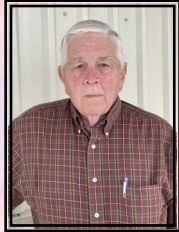
Map Date: 10/20/2023 10:55:23 AM

New One Million Gallon CMWSC Storage Tank





Board of Directors



Top left to right: Darrell Walenta, Bobby Burklund, Secretary/Treasurer Rebecca Richards, Vice-President Yvonne Gil-Vallejo, John Gray, and Anna Ortiz

Report
 a qualified
 water leak and get
\$50.00
 off your next
 Water bill.

