



## TWIN CREEK WATER SUPPLY CORPORATION

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August 2, 2021

Dear Members,

For the last 3 years, Twin Creek WSC (TCWSC) has been trying to help educate the Membership concerning possible **HEALTH AND SAFETY CONDITIONS** that may exist on **YOUR** private water installations through articles posted in our bi-annual Newsletter, website, and direct mail-outs. The response of the Membership to our offer of assistance, regrettably, has been very, very limited.

The Texas Commission on Environmental Quality (TCEQ) mandates that all Public Water Suppliers must follow and enforce the Rules and Regulations that the Agency has in effect under the threat of fines up to \$10,000.00 if not in compliance. One of the Rules concerning **YOUR HEALTH AND SAFETY** is the **CUSTOMER SERVICE INSPECTION (CSI)**. We are mandated to perform a **CSI** on all new accounts, new construction including additions to your property, new plumbing modifications and for **HAZARDOUS CONDITIONS** if we suspect one may exist. If a **VIOLATION** is found when the **CSI** is performed and it is designated by TCEQ to be a "**HEALTH**" issue, we are mandated by state regulation to **IMMEDIATELY DISCONTINUE** your water service by **LOCKING YOUR METER** until you have re-applied for Membership, paid all required fees, have corrected the violations, and have passed another **CSI**. The current **CSI** fee is \$45.00 per each performed but will increase to \$100.00 per each performed on August 25, 2021.

The following list is some of the most prevalent issues we find on our system:

1. Automatic waterers and direct water supply for livestock animals without the required air gap
2. TCWSC water cross-connected to lake water (sprinkler system)

3. TCWSC water cross-connected to private wells
4. Swimming pools/hot tubs without the required back-flow prevention assembly
5. TCWSC water servicing piers/boathouses/dock-side facilities without the required back-flow prevention assembly
6. TCWSC water servicing irrigation “sprinkler” systems without the required back-flow prevention assembly
7. Septic tanks/field lines installed without the required clearance from water supply lines
8. Some dishwashers, hot water heaters, toilets, etc. not plumbed correctly that can cause back-flow

If you know or suspect any of the possible violations listed above may exist, please contact your plumbing contractor or irrigation installer to make required corrections before a CSI is triggered to prevent a discontinuance of water service and additional fees.

We know your **HEALTH AND SAFETY** is very important and hope you will do your part in this endeavor.

Sincerely,  
TCWSC Management