

**MUD 18 Newsletter**  
**November 2010**  
[www.mcmud18.com](http://www.mcmud18.com)

**Thank You:**

We thank all residents for your cooperation and understanding during the recent planned water outage during the early morning hours on Oct 20. The outage was necessary as part of the upgrades being made to our water plant (see next section for more information). Residents were advised of the outage by a “door hanger” on their front door and by an E-Blast from our website. If you did not receive the E-Blast, we encourage you to go to our website to give us your email address so that you receive all future special notices in a timely way. As a precaution we asked residents to turn their automatic sprinkler systems off during the repair period – we thank you for your cooperation. We are happy to report that the work was completed ahead of schedule and no water quality problems due to this work have been reported.

**Water Plant Upgrade:**

MUD 18 is in the process of upgrading the water plant pump station with more efficient booster pumps and motors, along with a new crane system for maintenance. The 2000 gallons per minute booster pumps are designed to operate more efficiently, with less electricity required for the 125 horse power motors. As part of the project, the old original overhead crane system was also replaced, along with the original electrical wiring, controls, lighting, and conduit. The upgraded plant will have an immediate impact by reducing costs for operations and maintenance over the life of the new equipment. The project will be completed by mid-November.



**Meet Your New Electronic Water Meter**



**Background:** In 2008, MUD 18 began a multi-year plan to upgrade the old residential water meters to improved electronic meters. Upgrades have been phased in giving priority to older meters and new connections. These upgrades have been completed. The electronic meters are the Neptune E-CODER R900i. (See picture).

**How to Read Your Water Meter:** Some residents have asked for instructions to read their meter. The meter has a digital electronic read out. To read your meter, remove the housing cover. Raise the cover over the meter. You may need to “wake” the meter up by shining an incandescent flashlight onto its surface (an LED or fluorescent light will not work). Once the meter wakes up, a series of numbers will flash and then readings will appear on the screen. Although you are billed in increments of 1,000 gallons, the meter reading is expressed in gallons to the hundredths of a gallon. For example, if your meter

reading is 0021403.52, twenty one thousand, four hundred and three gallons have gone through the meter. Since billing is calculated in the thousands, the meter reading on your water bill would be 21 thousand gallons. While looking at your meter, you will see that numbers alternate every 6 seconds. The second number is a rate display, a feature of this meter that indicates the rate of flow that is currently going through your meter.

**Have you ever wondered if you have a water leak?** A sudden increase in your water bill could be the result of a water leak. Water leaks are often silent and unnoticeable until you get a high water bill. To check for a leak, first turn off all faucets in and around the house. Make sure the dishwasher and washing machine are not on. Following the instructions above, if needed shine a flashlight on the meter face triggering the screen to “wake up.” You will see your current reading and you will see the rate display. If there is water flowing through the meter, an arrow will flash on the rate display indicating that there is a flow. When the rate flashes, it will indicate the rate of flow in gallons per minute. A “solid” faucet on the screen indicates a continuous leak occurrence over the last 24 hrs. Check the 9<sup>th</sup> digit in your volume read-out to see if it is incrementing. If so, check your interior and exterior faucets, the valves in your toilets, and look around the exterior of your home for signs of surface water. A “flashing” faucet indicates an

intermittent leak occurrence over the past 24 hrs. A small leak may alternate between 0 and a small positive number in the display. Check your interior and exterior faucets and the valves in your toilets to see if leakage is occurring. If there is no water running through the meter, then the meter should say "RATE" and show the numbers 0.00, indicating no leak.

If you determine you have a leak, you'll want to find out where it is. The most common culprit is a toilet. A hanging flap or a flap that is not seated correctly can cause water to constantly seep from the tank to the bowl. Other common leaks are faucets that drip or slowly run and damaged sprinkler heads in your irrigation system. It is in your best financial interest to find all leaks and have them repaired.

If you have additional questions about your meter, please contact Hays Utility North at 936-588-1166.

### Reduce Lawn Irrigation During Winter:

Now that the cool weather has arrived, your lawn and landscaping will do better with less water. If you haven't already done so, you should adjust your automatic sprinkler systems for less watering in the winter months. Don't forget you can logon to our

website to track the progress of the eight pilot homes in Bentwater that are using water conservation measures and technology to help us all learn more about what we can do to conserve our water supply. The Water Wise Project with pilot homes is a joint effort among the BCA, MUD18 and the POA. You will receive future updates on what is being learned by the pilot homes so you can make informed choices in your own water conservation strategies.



### Trash Service for Holidays:

With the upcoming holidays, you may have questions about the trash pick-up schedule. Due to the 2010 calendar, there will be no impact to our trash collection schedule due to holidays. As a reminder: *If a holiday falls on the scheduled day, there will be no collections on the holiday. The next collection will be on the next regularly scheduled day. The following holidays are recognized by Waste Management: New Years Day, Memorial Day, Independence Day, Labor Day and Christmas Day.* This schedule information is always available on our website for your convenience.



Your MUD Board is currently working with Waste Management to implement improvements to our recycling service early next year. We will advise you of the details in an upcoming E-Blast and Newsletter.

### Need to report a Problem?

**Don't assume the problem has already been identified or reported.** If you observe a water leak, sewer odor, discolored water, open manholes, alarms are sounding, or other problems, please help us by calling:

**Hays Utility Service @ 936-588-1166.**

Hays has someone in Bentwater every day, seven days a week. They can and will respond 24 hours a day. Their general office hours are from 8:00AM to 4:30PM Monday through Friday.

### Meetings Open to the Public:

Our regularly scheduled monthly meetings are the 3rd Tuesdays in the Country Club Board Room. Meetings are open to the public. The agenda is posted on our web site and the message board in the breezeway entrance to the Country Club Grill near the Golf Pro-shop.

Sincerely,

Your MUD Board:

Lou Tichacek	President	597-7010
Linda Pierce	Vice President	597-5463
Roy Champagne	Treasurer	597-8786
Joe Constantino	Secretary	597-8029
Chris Uzelmeier	Assistant Secretary	449-5198