

After Hours Emergency Number: 402-841-2023 Website: lcnrd.nebraska.gov

TTHM Update:

On November 26, 2019 CKRWP was Issued an Administrative Order by the Nebraska Department of Health and Human Services for exceeding the Safe Drinking Water Act standard for Total Trihalomethanes (TTHMs).



TTHMs are a byproduct produced when organic material reacts with chlorine which is used in the treatment process to destroy potential bacterial contaminants. The organic material is present in the raw water coming from Lewis & Clark Lake and is increasing due to silt and sediment accumulation.

Although CKRWP is still in violation, a stringent flushing program, reduced chlorine levels and an increase in carbon feed at the treatment plant has been showing positive results.

In addition to the steps already in place, CKRWP is actively seeking other solutions to reduce TTHM levels. One option is to install a chlorine booster at Booster Station #1. This would allow the chlorine level to be lowered at the plant, then raised at the booster station to meet the minimum chlorine required at the end of the system. The lower chlorine has the potential to reduce reactions with the organics, resulting in lower TTHMs. Another option is installing tank mixers at the West Tanks. These mixers force TTHMs out through aeration and a power vent at the top of the tanks. Engineers are currently designing a system to fit the tanks.

Galen Jueden Memorial Scholarship:

The CKRWP Advisory Committee and Staff are pleased to announce Taylor Schieffer as the recipient of the \$500 Galen Jueden Memorial Scholarship. Taylor is the daughter of Joe & Sherry Schieffer and a 2020 graduate of Crofton High School. Taylor will be studying Pre-Med at Nebraska Wesleyan this fall. Congratulations Taylor and Best of Luck at Nebraska Wesleyan.



A Note from The Manager:

Another year and another set of challenges! Just as recovery efforts from the 2019 flood were starting to take shape, Covid-19 shook the world over.

CKRWP is facing some challenging times also. It is no secret that Lewis and Clark Lake is being inundated with massive amounts of sediment. The floods from the last few years has advanced this sediment downstream at an alarming rate, putting the intake screen in jeopardy in the coming years.

To continue serving quality water long into the future, CKRWP is seeking an alternative water source. Test holes to identify a ground water source began last fall and continued this spring with more sites to be investigated this fall. Water quality samples will be taken throughout the summer as monitoring wells are installed. Although groundwater may or may not be the solution, it is one of several options that must be investigated. Much more information will be coming in the next months as we learn more!

Scott Fiedler ~ Project Manager

Water Rates

CKRWP strives to provide quality water at the lowest cost possible. However, due to the ever-rising cost of production as well as increasing operation and maintenance costs, rates will be increasing this year. New rates will go into effect in October 2020. New rate charts will be sent out with the September billing statements.

Advisory Committee

Paul Thoene - Chair

Joe Janssen

Martin Kleinschmit

Dan Kollars

Francis Steffen

Chuck Sudbeck

Dennis Tilton

Matt Weinandt

Terry Zavadil

CKRWP STAFF

**~Manager~
Scott Fiedler**

**~Plant Technicians~
Gary Eckmann
Cope Clark**

**~Field/Plant Technician~
Vince Lammers**

**~Program Assistant~
Sue Sudbeck**

Cedar Knox Rural Water Project Objective

The objective of the Cedar Knox Rural Water Project is to provide customers with a reliable supply of high-quality drinking water at an affordable rate now and in the future. It is the responsibility of CKRWP to monitor water quality and ensure it complies with state and federal standards. CKRWP feels it is important to educate water users how to protect our valuable drinking water resource by being good water use stewards.

Intermittent & Continuous Flow Messages on Statements

When meters are read, water flow (in 15 minutes intervals) is recorded for the prior 24 hours. Intermittent Flow is indicated when flow is detected during 50-95 of the 15-minute intervals in the prior 24-hour period. Continuous Flow is recorded when flow is detected during all 96 of the 15-minute intervals in the prior 24-hour period.

Days of flow is indicated when the total number of days during the last 35 days have either an intermittent or continuous flow.

Transfer of Ownership:

If you sell a piece of property with a water connection on it, please let us know about the sale. It is the property owner's responsibility to have his or her benefit unit(s) transferred to the new property owner. Until a new user agreement is received, the original owner is responsible for payment of services. All charges levied against a benefit unit must be paid before the benefit unit can be transferred. Contact us in advance with the date of the transfer and we will then read the meter on that date.

Renters and Payments:

CKRWP does take payments directly from renters as a courtesy. However, the owner of the property is ultimately responsible for the water usage and service as indicated in the signed user agreement which is solely with the owner. If a payment is missed, a letter is sent to the renter and a copy is sent to the property owner.

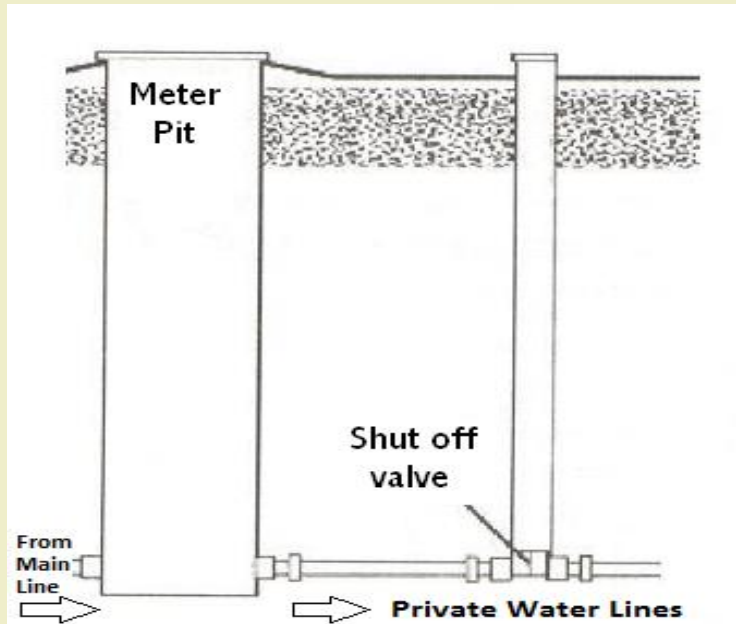
Water Service and Customer Responsibility:

Customer responsibility begins immediately after the CKRWP water service meter pit. The meter pit, water meter, MIU and MIU board are all the property of CKRWP. Any damage to CKRWP's water service equipment other than normal wear and tear and weathering will be the customer's responsibility.

Shutting Water Off and Curb Stops:

The water shut off in the meter pit is not designed for frequent use. CKRWP highly recommends all customers install a curb stop on their private lines just after the meter. A curb stop gives customers easy access to turn the water on and off on a regular basis or in emergency situations. A curb stop is a water control valve located on the private water line beside the water meter pit. Its purpose is to facilitate the isolation of water supply to the customer.

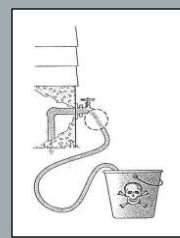
Please call if you need water shut off in the pit. The shut off valve in the pit should **ONLY** be shut off by CKRWP employees.



Due Dates-Strictly Enforced:

Payments for water service and usage are due by the 5th of the month. Payments not received in our office after 4:30pm on the 15th of the month are assessed a 10% late charge, regardless of when they were mailed and postmarked. All accounts that are 40 days past due will be sent a disconnection notice with a \$25 delinquent fee added. All accounts 50 days past due will be assessed a \$125 disconnection/reconnection fee and water service will be disconnected. CKRWP staff will not make follow up calls on disconnection notices and service will not be restored until account is paid in full including the \$125 reconnection fee. To accommodate the needs of all our customers we cannot carry a balance past 50 days.

CKRWP offers ACH bank withdrawal, forms can be found on our web page or are available at the office. You can also pay your bill online at <http://ne.gov/go/lewisandclarknrd>.



A Hose Bib Vacuum Breaker should be Installed on ALL hose bibs.

CKRWP recommends installing a hose bib vacuum breaker to all hydrants and faucets where a hose can be attached. There are approved freeze-proof hose bid vacuum-breakers are available at the office for \$8.00 plus tax.

Cross Connection Survey:

If you receive a Cross Connection survey, please answer the questions & return to CKRWP as soon as possible. Failure to return the survey can result in disconnection of water service, Rules & Regulations condition #22.

SIGN UP FOR PAPERLESS BILLING



Contact the office to sign up to receive your monthly statement by email.

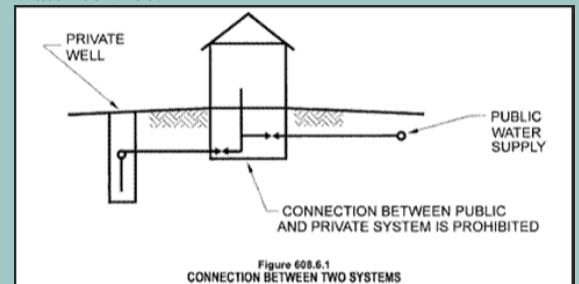
Keep Account Information Up to Date

Please notify the office as soon as there is any change to your account.

Change of billing address, new phone number or change of ownership/renter.

Up to date contact information is necessary to keep you informed during line repairs or when there are questions concerning your account or abnormal usage.

There shall not be any physical connection between any private water system and the water system of Cedar Knox Rural Water Project, unless such connection is protected by a back flow prevention device approved for the risk by the State Health Department. An annual written certification of testing, by a state licensed backflow prevention device tester, of any backflow device having test ports is required by CKRWP. Failure to comply with requirements may result in disconnection of water service.



Resale of Water is a VIOLATION of CKRWP Rules and Regulations Condition #5 and can result in disconnection of water service.

A standard water service connection is for the sole use of one immediate family and does not permit the extension of pipes to transfer water, resell, or sub-meter water to any other person or property. Please call the office if you have questions.

Call Before You Dig—It's the Law!! Diggers Hotline of Nebraska Ph. 1-800-331-5666 or www.ne-diggers.com