

CEDAR~KNOX RURAL WATER PROJECT NEWSLETTER

April
2019

After Hours
Emergency Number

402-841-2023

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THM Update:

On August 24, 2018 the Administrative Order originally issued to CKRWP in 2017 by the Nebraska Department of Health and Human Services for exceeding the Safe Drinking Water Act standard for Total Trihalomethanes (TTHMs) was lifted.



CKRWP has been in compliance with the TTHM Maximum Contaminant Level (MCL) Locational Running Annual Average (LRAA) for the last four consecutive quarters which is a requirement for the AO to be lifted. This is good news, and it is the result of CKRWP taking measures at the water treatment plant to reduce and monitor TTHM levels. It does not, however, totally eliminate the problem. 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.

Should the Project exceed the TTHM LRAA again, a new Administrative Order will be issued. Therefore CKRWP personnel will continue to monitor the situation and employ the corrective actions implemented during the last year and a half, making adjustments when needed and working with the engineering firm to identify additional methods to continue compliance with the MCL.

Galen Jueden Memorial Scholarship:

The CKRWP Advisory Committee and LCNRD Board of directors did not accept applications for the 2019 Galen Jueden Memorial Scholarship. The \$1000 scholarship along with a \$200 contribution from Ted McIntyre, PE was awarded to Galen's sons Kolby and Derek who are attending their senior year at Wayne State College.



Treatment Plant Update:

The flood on March 13th, certainly made the treatment process challenging. Due to the turbid water from the lake, chemical levels were increased to ensure safe drinking water was leaving the treatment facility. The staff at the plant put forth an outstanding effort and were able to keep the water within state requirements at all times. After several weeks, the lake water is slowly improving and the treatment process continues to get easier.

A Note from The Manager:

It was a busy year last year that brought a lot of changes. First, Gary Eckmann is retiring after 20 years with CKRWP. We cannot thank him enough for his years of dedicated service and look forward to working with him on a part-time basis. Cope Clark has taken over the duties of the Designated Operator in Charge and will supervise the daily operations at the treatment plant. Also, I would like to welcome Vince Lammers to the team, who joined us in December as a Field/Plant Technician.

I would like to take a moment and thank all our customers for their patience and understanding during and since the March flooding. High chlorine levels can produce an odor or flavor that we are not accustomed to. The higher chlorine levels were necessary for the health and safety of everyone during the treatment process after the flooding. It was a difficult time, but it is certainly impressive to see individuals and communities working together to get through tough situations.

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.

Locating Leaks:

Leaks are a fact of life and CKRWP staff is always looking for them. We rely heavily on our customers for help in finding leaks. If you notice a sudden drop in water pressure it could mean there is a leak on your side of the meter, but it could also mean CKRWP has a water line break somewhere in your area. If you have neighbors also experiencing low water pressure, please contact the office so we can check the area for a line break in the water system.

Please contact the office if you notice a large amount of water where there is normally not water, this could also be the result of a water line break.

Your help locating line breaks is greatly appreciated by CKRWP staff.

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 because the signed user agreement is solely with the owner. If a payment is missed, we send a letter to the renter and a copy is also sent to the owner.

Lead & Copper:

In 2019 CKRWP is required by law to sample drinking water to comply with the Lead and Copper Rule established by the USEPA. We are currently looking for 20 customers whose house is older than 1988 and have lead and/or copper plumbing to volunteer to have their drinking water tested. Customers who volunteer will be supplied with a sampling kit and instructions on how and where to take the samples. Samples will need to be returned to the CKRWP office in Hartington, so they can be sent to the laboratory for analysis. Sampling starts in June and must be completed by September. If you would like to participate or need additional information, please call our office.

Meter Pits are CKRWP Property

Don't bury pits under your landscaping or rocks!

Please do not cement around the pit, remove dirt from around the pit, plant trees and bushes around the meter pit or on top of the water lines or cover the meter pits with rock, wood mulch, landscape stones, walkway stones, cement ornaments or anything which prevents us from finding the pit. With over 950 meter pits on the CKRWP system it is difficult to locate them if they are covered up and it slows things down in times of water repairs. We would hate to have to ruin trees or make a mess of nice landscaping, and we cannot pay for such damages. Any alterations made need to be preapproved by CKRWP, if not preapproved any expenses to repair unapproved alterations will be at the customers expense.

Pressure Regulating Valves:

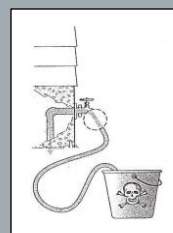
Rural Water meter pits contain a pressure regulating valve (PRV). PRVs do occasionally fail over time. When this happens, the water pressure can be very low or there will be no water at all. In rare cases, the pressure will be much higher and doesn't drop back to normal after a faucet has run for a short time. These changes usually occur very slowly over time. If you notice the water pressure seems too low or too high, please contact the office so a work order can be made to check if the PRV is working properly or if it needs to be replaced.

PRVs are CKRWP property and are replaced by CKRWP staff. Properly working PRVs at times can be adjusted to suit the customer's water pressure needs, PRVs can ONLY be adjusted by CKRWP staff.

Due Dates-Strictly Enforced:

Payments for water service and usage are due by the 5th of the month. Payments not received in our office by 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 can't 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 available at the office for \$8.00 plus tax.

Shutting Water Off

DO NOT shut the water off in the pit. The water shut off in the meter pit should ONLY be shut off by CKRWP employees. If you need your water shut off, please contact the office.

Out with the OLD and in with the NEW

New accounting software coming soon... which will mean no more blue postcards. Paperless billing will be available in the future. CKRWP staff may be contacting you to update information for this transition.

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.

Prevent Backflow:

Can you imagine drinking water that came from a swimming pool, hot tub or stock tank?



It can happen when a pool, hot tub or tank is filled with a hose and the hose end is below water level. All it takes is a drop in water pressure (such as a waterline break). Chemical hand held sprayers attached to a hose is another way to contaminate drinking water. Any time a water outlet, whether it is a garden hose or a permanent plumbing installation, is under water - even slightly - backflow or back siphonage can occur. It is very important to prevent cross connections with backflow prevention assemblies.

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.

Resale of Water is 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