

January 2013

DISTRICT NEWS

PUMP SYSTEM FAILURE

On Sunday, December 16, 2012, at 4:20 a.m. we had a catastrophic pump failure, which resulted in loss of water service to our residents. One of the pumps came loose and shot a pipe upwards, creating an opening that allowed the water in the water tower to pour out the opening with enough pressure to create a 6' x 6' void under the foundation of the pump building. With nowhere to go, the water submerged all four pump motors, flooded the electrical panels, the motor control panels, and the SCADA system (automated monitoring system for the pumps). This caused the electricity to shut off for the entire tower yard, including the tower, the office building, and the pump house.

The backup generator, our plan "B", could not kick on and restart the pump motors because the motors were under water and the generator was hooked up to the motor control panels that were also under water. Therefore, all four of our pumps were out of commission simultaneously.

Once we assessed the damage and determined that we were not going to be able to salvage the electrical equipment and motor control panels to restart any of our pumps, we went to our plan "C", which was an alternate water source to provide water; the City of Lewisville. In effect, they extended their service area to include our residents until we can get our equipment and pumps repaired and restarted. As required by law, due to the change in water providers we had to issue a "Boil Water Notice" to all affected customers.

We appreciate your patience as we investigate the cause of the failure and complete the necessary repairs to ensure this type of failure doesn't happen again. When that takes place, we will switch back to Upper Trinity water and we will again be required by law to issue another "Boil Water Notice", which we will rescind after the required testing.

TRAFFIC SAFETY

Please remember that the posted speed limit for most streets in the Castle Hills community is 25 mph, with the exception of Windhaven Parkway.

Also, unless divided by painted lane markings or roadway buttons, most roadways in Castle Hills have only one lane in each direction, regardless of the width of the roadway. Please do not pass other vehicles in these lanes, even if they appear wide enough. Following the posted traffic signs and laws will not only help your wallet, but will also help keep our community safe.

WHO DO I CONTACT?

Have you ever wondered how to have a street light repaired, a street sign fixed, how to report a water leak, or any other "city service" type question? The District has several avenues to assist our residents in answering these questions and responding to areas of concern. Please let us know if we can be of assistance.

- During normal business hours you can call (972) 899-4000 to speak to one of our staff members.
- For after-hours service or to dispatch our on-call staff to address emergency issues our 24-hour number is (972) 709-2359.
- Our website, www.dentoncountyfwsd.com, has a link that allows residents to send us an email regarding an area of concern.

Rescind Boil Water Notice

On December 17, 2012 the Texas Commission on Environmental Quality (TCEQ) required our public water system Denton County Fresh Water Supply District 1-A, PWS ID 610264, to issue a Boil Water Notice (“BWN”) to inform our customers that due to the presence of contaminants or an interruption in service, water from our system must be boiled prior to consumption.

Our system has taken the necessary corrective actions to restore adequate pressure, disinfectant levels, and/or bacteriological quality and has provided TCEQ with testing results that indicate that the water no longer requires boiling as of Monday, January 7, 2013.

If you have questions, contact:

- **Jerry Benetato, Utility Billing Coordinator, 972-899-9730**
- **Michael Pearson, Director of Public Works, 972-899-9752**
- **Liz Standerfer, General Manager, 972-899-9746**

If a customer wishes to reach TCEQ, they may call 512-239-4691.