



Volume 2, Issue 1
Winter 2012

DISTRICT LINES

A Handy Sanitary Newsletter

Happy New Year!

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On behalf of the District's Board of Supervisors and staff, I would like to take this opportunity to acknowledge that the very foundation of the District is its customers, and to express our sincere appreciation for all of you.

I am happy to report that your Board and staff are working together to operate the District as efficiently as possible, which we strive to do in a manner that any of you would be proud of.

Please remember that our Board meetings are open to the public. The District welcomes your attendance at the monthly meetings and encourages your input during the public comment period. For those of you who may be unable to attend meetings, please stay informed by glancing through our quarterly newsletters.

We look forward to proudly serving our customers throughout the new year and hope that each of you are having a safe and happy start to 2012!

Dan Caudle

Chairman

Special points of interest:

- Residential sewer connections start this month in the Badin Lake area
- Water usage information on back page to help you save money

Update to Automated Meter Reading System

With the billing software update complete and the system operating smoothly, the District staff is now ready to focus on the update to the Automated Meter Reading system. Recently, the District installed the latest version of the reading software from Itron, the company who provides both our automated meter reading software and hardware. The next step will be replacing the mobile collection device, (which docks inside the meter reading truck) with a smaller, more

efficient handheld collection device called the MCLite, (Mobile Collector Lite). This piece of equipment will provide more accurate readings because of its capability to be carried in the field, as well as offering the stationary feature, like the device currently in use. This should reduce the number of re-reads every month, as well as the man-hours required to complete them. The cost of the MCLite is just under \$15,000.00 and was included in the District's 2011-2012 budget.

Following Board approval at their January meeting, the hardware can be purchased and possibly in use as early as the mid-February reading cycle. The District's regular meter reader, Justin Sullivan, is eagerly anticipating the equipment upgrade and says, "I look forward to using the MCLite and feel confident that it will make meter reading easier and therefore maximizing productivity in our monthly reading process."

Improved Financial Status is Music to Our Ears!

Some of you may recall from our June 2011 Newsletter (and the notification from the Local Government Commission that we included with it), that the District's past financial condition has been undesirable, to say the least. The Board of Supervisors and staff have been working hard to manage the District's money appropriately. In addition,

a slight increase to water rates proved necessary to help the District, both to continue to operate and maintain our systems, as well as to recover from the financial hardship.

Therefore, we were excited when the District recently received positive feedback from the Department of

State Treasurer-Local Government Commission regarding our financial situation. Since the District's financial condition has a direct impact on all of our customers, we thought you may also enjoy reading the letter, so we have included it below.



JANET COWELL
TREASURER

NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
STATE AND LOCAL GOVERNMENT FINANCE DIVISION
AND THE LOCAL GOVERNMENT COMMISSION

T. VANCE HOLLOMAN
DEPUTY TREASURER

November 3, 2011

The Honorable Dan Caudle, Chairperson
Handy Sanitary District
Post Office Box 987
Denton, North Carolina 27239

Dear Chairperson Caudle:

The State and Local Government Finance Division in its role as staff to the Local Government Commission has analyzed the audited financial statements of Handy Sanitary District for the fiscal year ended June 30, 2011. During our review we noted that District has improved financially. The operation's ratio of liquid assets to current liabilities is 2.35, up from 0.32 a year ago. The District has positive cash flows from operations that cover not only the outflows for operations but debt service payments as well, again improving greatly from the prior year. We commend the District's management, staff and citizens for this improvement.

If we can be of any assistance to you please contact me at 919-807-2380.

Sincerely,

Sharon G. Edmundson, CPA
Director, Fiscal Management Section



Badin Lake Sewer Project

Residential connections to the sewer system will start this month with approximately 120 property owners in the Shamrock and Shoreline (Circle) Drive subdivisions, as well as a portion of Shoreline Rd in the Dixie Shores subdivision. We anticipate the other Badin Lake area subdivisions to connect in additional phases through mid 2013. As each phase progresses, letters will be mailed out to property owners of the included subdivision(s) and/or road(s). These letters will provide the 90 day notification previously assured to property owners and will include step by step instructions to follow, concerning the process of discontinuing use of their septic systems and connecting to the Dis-

trict's sewer system. This mailing will also include information regarding the electrical and plumbing permitting, as well as the interim sewer rate schedule adopted by the Board of Supervisors at their January 12, 2012 meeting. In addition, the mail-out will include a list of area plumbers and electricians, and information about the proper use of the grinder pump/tank.

The District is currently working to address many customer complaints left behind by the contractors, including driveway and road repairs as well as yard clean-up. (These issues are being handled by District staff, but the costs incurred will be passed along to the responsible contractor.) In addition, the District is beginning to address other contractor-related problems that have recently arisen, such as improper installations of some of the residential grinder pumps and valves, incom-

plete connections of some of the residential service lines to the main lines, and incorrect valve installations. Another recent dilemma the District is facing is the odor control issue at the lift stations. For those of you experiencing this stench, we apologize for this inconvenience. A chemical additive is being pumped into the wet wells at key locations among the eleven lift stations. We are currently in the process of determining the appropriate concentration of chemicals to mask the odor to a tolerable level, while also remaining a cost-effective solution. Unfortunately, while the appropriate level of chemicals is being experimented with over the next couple of months, the odor may come and go, or be stronger some days than others. We ask for your patience and understanding as we resolve this issue.

Website Revisions Now Complete

If you haven't visited the District's website lately, you might want to spend a few minutes checking it out! Over the past couple of months, our staff has been working with Robbie English of South Davidson Technologies to completely redesign the entire site. We are pleased with the improvements and hope you will find the new website to be accessible and informative.



The new home page includes a calendar to help you keep up with important District-related events, like Board meetings, holiday hours for the office, when the bills are mailed out, their due date, and when service is subject

to disconnection. The home page also contains quick links to view Minutes from Board meetings, or to pay your bill online (see article below).

In addition, the updated site now provides information about the entire operation of the District, from the governing functions to the day-to-day processes of the administrative, water, and wastewater departments. Other pages on the modified website provide contact information for the Board members and staff, as well as a history of the District.



Another user-friendly feature of the site is the availability of various policies, ordinances, and forms, which can be viewed or printed out at your convenience.

www.handywater.com



Online Bill Pay Available Soon

Recently the District asked for your opinion regarding online bill pay. We are happy to report that our customers responded with a lot of feedback. As with any other District matter, we appreciate all of your input.

For those customers who expressed interest in the District offering online bill pay, we think you will be pleased to know that the Board voted unanimously at their December 8th meeting to make this modern payment method available. The per transaction fee that will be charged to customers was set at \$4.00. After having determined an estimated number of interested customers, we feel that the \$4.00 fee established is an accurate amount through which the District can recoup the costs that will



be incurred for the software and installation of the online bill pay service.

Currently, the office staff is working with Computer Software Innovations to

integrate the online service with the District's billing system.

Following completion of the set-up and brief training for the office staff, the online bill pay option should be available at the District's website, (www.handywater.com), no later than April 1, 2012. By clicking on the Pay Bill Online link on the home page, a customer will be led through a secure online process to pay their bill, by use of their credit or debit card. In addition to paying their bill online, customers will be able to view their account's usage and payment history. We hope that many of our customers will benefit from the availability of the online service and find it to be an easy and convenient payment option.

Water Leaks Cost Money!

Size of Leak (inches)	Gallons Each Day (at 60 PSI)	Gallons Each Month (at 60 PSI)
1/16	360	11,160
1/8	3,096	95,976
3/16	8,424	261,144
1/4	14,952	463,512

Leaking Faucet @ 100 Drips/Minute = 350 Gallons/Month

Leaking Toilet @ 1/2 Gallon/Minute = 21,600 Gallons/Month

Watering Garden or Lawn 2 hrs @ 5 Gallons/Minute = 18,000 Gallons/Month

Watering Garden or Lawn 2 hrs @ 10 Gallons/Minute = 36,000 Gallons/Month

Unattended Water Hose 9 hrs @10 Gallons/Minute = 5,400 Gallons

Make Every Drop Count!

1 Bath	42 Gallons
30 Baths	1,260 Gallons
1 Shower	17 Gallons
30 Showers	510 Gallons
1 Load	45 Gallons
20 Loads	900 Gallons
1 Flush	7 Gallons
10 Flushes/Day	2,100 Gallons/Month

Source: North Carolina Rural Water Association