



Volume 1, Issue 1
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Special points of interest:

- *Newly elected Board members recently sworn in*
- *District may soon offer credit/debit card payments*
- *Parking spaces added at the office for your convenience*

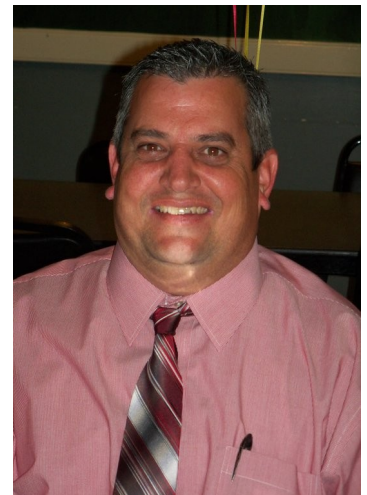
DISTRICT LINES

A Handy Sanitary Newsletter

A Few Thoughts from our General Manager

I would like to take this time to formally introduce myself to the Handy Sanitary District customers. My name is Randy Welch and I started my employment with the District as General Manager on October 18, 2010. From the field and office employees, to the Board of Supervisors, I am pleased and excited to be working with such a great group of people. We all look forward to functioning effectively and efficiently together, to provide the best water and sewer service possible to our customers. If you have any questions or concerns please contact me so that I can clarify and/or address your concerns. You can just stop by the office, located at 17403 S. NC Hwy 109 in Denton, or you can reach me by phone at (336) 859-2553, or feel free to send me an email at: rwelch@handywater.com.

Thanks and have a safe spring !



Leaks, Leaks, Everywhere Leaks

During the winter and early spring, the District has experienced a lot of water leaks. Our field staff has recently repaired an average of 4 leaks per week. These are either leaks on the larger main lines or on the smaller service lines. Along with creating additional work for our field staff, leaks greatly affect our water system. Leaks are not an indication of the failure of our staff, but instead are an indica-

tion of the aging of our water system. On an average, main lines only last 30 years. The majority of the District's water system was installed in 1972, which makes most lines around 39 years old. In addition to aging, the geology of the area plays a major part as well. The land in our area contains a lot of rocks and over the years, as the ground shifts and rocks rub against the pipe, weak

places are worn into the lines. These weak places are susceptible to cause leaks. So, if you notice water spraying, trickling or standing somewhere out of the norm, please let us know. We welcome the information and will investigate into the situation. Please be understanding when our staff is out making leak repairs. They are working as diligently as possible to get your service restored.

Election of 2010

“People are just as happy as they make up their minds to be”

Woodrow Wilson

The 2010 election brought us a new challenge. Immediately following the November 2, 2010 election, two formal protests were filed with the Board of Elections. This was due to the fact that there were people who had voted but were actually ineligible due to the location of their residence. Unknown to many voters, in order to be eligible to cast a ballot for the Handy Sanitary District election, a voter’s residence must be within the District boundary. The State Board of Elections ordered a special re-

election, which was held on April 26th, 2011. On May 16th, the State Board met and certified the election results. The official vote totals were as follows: Karen Nash 260, Arlin Sechrist 255, Norman Hunt 232, Debbi Yarborough 223, and Tim Loflin 211. On Friday May 20, 2011, there was a special called meeting of the District Board to swear in the new members. During this meeting, the new Board elected a Chairman and Secretary. With this election process now be-

hind us, we are ready to move forward for the betterment of the District. As the Board looks ahead, we hope to be able to address the issue that has arisen regarding voter eligibility, by extending the District boundaries to include all residences provided with our service.

Dan Caudle—Chairman

Keith Loflin—Secretary

Karen Nash—Board

Arlin Sechrist—Board

Norman Hunt—Board

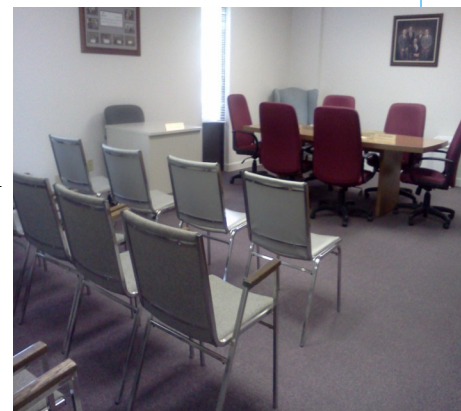
LOOKING GOOD!

The office at Handy Sanitary District has recently taken on a new look. A fresh coat of paint has been put on the walls, which had not been done in many years. In addition, we have rearranged the Board meeting/conference room. We hope you will find the new layout to be more customer-friendly and inviting in appearance,

and we welcome and encourage customer attendance at our Board meetings. Outside, our field staff has been working diligently on the landscaping to make the office more visible from the road. Also, to address our customers’ concerns with limited parking, we have extended the lot, which created seven additional park-

ing spaces. The drive-thru window is still operational, and open during regular business hours for your convenience. We anticipate these improvements will be beneficial to our customers and would love to hear your feedback!

The new layout of the Board room



Badin Lake Sewer Project

A much bigger project currently underway is the installation of a sewer system in the Badin Lake area. In recent months, a bore under a creek on Blaine Rd, (near the Lakeshore development) has caused a major delay in this project’s construction, as the contractors attempted several methods to bore through the unexpected rock they had encountered. We are pleased to announce that this bore is now com-

plete, which means that the line can be installed, followed by the connection of Badin Shores Resort and Uwharrie Point. The other developments will be connected as Terry’s Plumbing finalizes the line installations in each area. After the BSR and UP connection, Richie Construction will start dismantling the wastewater treatment plant and the lagoons. If you live in the Badin Lake area, look for a letter in the mail that will provide you with the details on connecting your home to our

sewer system. Also, if any of the contractors still have clean-up or other work to do on your property, please contact our office so that the District staff can fill out a complaint form. This way, we can keep track of the process and ensure that the clean-up or other needed work is taken care of. As the remaining stages of this construction are being completed and the system becomes operational, we ask the customers in this area to bear with us. We realize

this project has been ongoing for many years, and has been the center of controversy in recent times, but please know that the District Board and staff are making every effort for the final stages of this project to be a smooth transition. With all the buzz this project has created, it is understandable that there may be some confusion out there regarding project details. If you have any questions about this project, please do not hesitate to contact us.

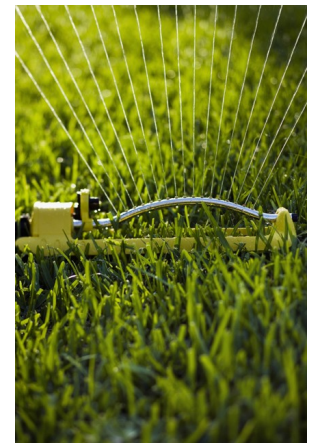
Our Current Financial Status

We would like to take this opportunity to update the public on the present financial condition of the District. Due in part to cost overruns in the Badin Lake Sewer Project, the District's financial status is currently in a hardship, which we will be working diligently to overcome. For more information regarding the District's finances, please see the enclosed letter we received from the Local Government Commission. The District is governed by this division of state government and is required to stay in compliance with their regulations. In order to achieve a more desirable financial situation, rate increases may be necessary

in the upcoming fiscal year. In addition, as our Board of Supervisors makes an effort to appropriately spend and save the District's money, there may be slight operational changes to the water and/or sewer systems. We welcome our customers' input regarding our financial situation as well as all other District matters, and encourage public attendance at our Board meetings.

With the Sewer Project construction drawing to a close, we have been looking at setting a sewer rate. This rate will be determined by the amount that it will cost to pay back the loan and operate the sys-

tem. Preliminary numbers indicated a possible \$30.00 monthly minimum, plus a \$5.00 per 1,000 gallon fee. However, at that time, this project's budget was around \$13 million, but now totals around \$20 million. Current estimates indicate that the monthly rate for sewer may be a \$41.00 flat fee for 0 usage, plus a \$10.00 per 1,000 gallon fee. What this means is that for the average customer with 3,000 gallons usage, the monthly water/sewer bill would total approximately \$96.50. Note that these are estimated figures. The actual rates will be set closer to the completion of the project.



Hey!

The grass may look greener on the other side, but the water bill is probably higher too

Budget 2011-2012

Handy Sanitary District's fiscal year runs from July 1 through June 30th. The budget for the upcoming year has been developed and was presented to the Board at the June 2nd meeting. Following approval at the June 9th meeting, the new budget will go into effect July 1st. In comparison to your own budget at home, the

District's budget is also facing a tough economy. Therefore, our primary focus this year is on maintaining the assets within the water system. These priorities are important so that we can continue to provide clean, potable water to our customers. Where your car needs new tires, your roof should be replaced, or that leaky

toilet needs to be fixed, the District has pumps that need renovating, water tanks that require maintenance, and repair/replacement of some water lines. With that in mind, we are proposing a tight, but workable budget, that meets the criteria and guidelines of the Local Government Commission.

Updates for Us = Upgrades for You!

We are presently looking at some updates to the billing software system and automated meter reading (AMR) system. These systems function independently, as well as together and were implemented over 5 years ago. As with all ever-advancing technology, our systems have quickly become out-

dated. Updating the AMR will allow the software to continue to read the radio device in your meter box, as well as to provide the system with additional functions. The billing system update will provide our staff with a more user-friendly system, as well as allowing work orders to be proc-

essed and tracked more efficiently. In addition, at an upcoming meeting, our Board will be considering the option of activating a feature in our billing software that allows for accepting credit/debit cards, which would enable us to offer customers this convenient payment method.

Recent Addition to the Customer Service Policy

In March, the Board voted to add the highlighted section below to the District's Customer Service Policy:

H. THE DISTRICT'S RESPONSE TO A CUSTOMER CUTTING ON/OFF UTILITY SERVICE

1. It is unlawful for anyone other than a District agent to cut on or off utility service (water or sewer).
2. A service charge will be billed to anyone violating this policy to recover the District's cost for investigating the complaint.
3. If a meter seal is found to be broken or removed, the District should test the meter to determine if tampering has occurred and then reseal the meter. The customer should be notified of this process.
4. If the meter cut off head is found to be broken, then the customer shall be held responsible for the needed repairs of parts and labor to bring it to working order. Item I, #4 shall apply to tampering within the meter box.

I. THE DISTRICT'S RESPONSE TO METER TAMPERING

1. Tampering with a meter or bypassing a meter is the same as stealing.

The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The District will call for the prosecution of cases of meter tampering, water theft and fraud to the fullest extent of the law.

2. A service charge representing the District's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefited from the tampering. Any damage to these devices will be paid by the customer.
3. Any customer may contest these additional service charges by calling upon the General Manager for a hearing. A hearing will be scheduled before the General Manager.
4. Tampering with water meters is prohibited by North Carolina General Statutes 14-159-1, and North Carolina General Statutes 14-151-1:
 - a) "It shall be unlawful for any unauthorized person to alter, tamper with or bypass a meter which has been installed for the purpose of measuring the use of water or knowingly to use water passing through any such tampering meter or use water bypassing a meter provided by a water supplier for the purpose of measuring and registering the quantity of water consumed.
 - b) Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the water consumed or which would cause the water to be diverted from the recording apparatus of the meter shall be the prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed, or the person or persons so using or receiving the benefits of such un-metered, unregistered or diverted water."

Handy Sanitary District

PO Box 987
17403 S. NC Hwy 109
Denton, NC 27239
336-859-2553

Office Hours
8:00 am — 5:00 pm
Monday — Friday

We're online!

www.handywater.com

Don't click too far away!

Our website is soon to have a fresh new look and become more user-friendly.

WATER LOSS AND WHAT WE ARE DOING ABOUT IT

One of the challenges that the District Board and staff are currently facing is the District's high water loss percentage. This number is determined by a comparison of our water purchased versus water that the District sells.

"Throughout my career, I have worked extensively on water loss," we are happy to hear new general manager Randy Welch say. "This issue may

take some time to resolve, as the District's water loss is a major problem that has been ongoing for several years. I will provide updates as we progress with this great undertaking." To give you an idea, just during this fiscal year, the District's monthly water loss percentage has ranged from 18% to 50%. This means that on average, we are losing 36% of the water that we purchase from the Town of Denton. Our field staff is currently working

with representatives from the North Carolina Rural Water Association, going meter to meter throughout the water system, using listening and correlater devices in an attempt to locate unsurfaced leaks as well as to determine the severity of leaks based on radio frequencies. After this process is completed, we will determine the next step to take in tackling this problem.