

To The City Of Edgewood

Water Quality Questions:

1. What part of town is experiencing brown water? South of Hwy 80, north of Hwy 80, east of FM 859, west of FM 859, etc? Knowing the location could help with finding/fixing the problem.
2. Does the city have a regular flushing schedule? Especially for dead end mains (mains that are not looped).
3. How many feet/miles of water main are cast iron? Asbestos? PVC?
4. The lake conditions (drought and heat) can contribute to the quality of water. Bad taste, bad smell, and color can come from algae blooms, manganese which will "eat up" the chlorine and or oxidize, etc. Has the plan of treatment been modified to get ahead of these issues? What will the plan of treatment be next summer before we get into a season of drought and rising temperatures to prevent these water conditions (bad taste, smell, color)?
5. The city water comes from Lake Tawakoni. To my knowledge the city does not have wells. Is raw water from Lake Tawakoni pumped to the City Lake then to the treatment plant? Is raw water pumped directly from Lake Tawakoni to the treatment plant? Is water pumped from the City Lake to the treatment plant that does not come from Lake Tawakoni?
6. Is there a leak? Possibly, but it seems a leak significant enough to cause brown water would cause a major reduction in pressure, even water outages for some customers.
7. What is the condition of the filter system? Is it running efficiently, how often does it have to be backwashed, is it losing media, is dirt and "trash" getting through to distribution?
8. Has the brown water been caused by the low pressure the city experienced a month or so ago? Anything is possible and at this point every possibility needs to be troubleshooted.
9. Is the chlorine oxidizing the iron in the old cast iron water mains? Could this be the cause of brown water?
10. How often is the lab equipment cleaned and calibrated?
11. Is the city a member of TRWA? If so, who is the Circuit Rider? Have you reached out to them? A great place to start would be by reaching out to Paul King.

12. Are there grants available to help with upgrading/replacing water mains? Maybe through the Water Development Board in conjunction with the Lead and Copper Inventory.
13. Are there grants available to help upgrade the treatment plant?
14. When was the last time an in depth rate study was done? According to the rates posted online, the current rates have been in effect since October 2024. Rates and fees should be analyzed every year. The cost to pump, treat, and distribute water has increased exponentially over the last two years.

Believe it or not, it is very expensive to pump, treat, and distribute good water. None of us want higher utility bills in this economy, but there is no way the city is coming close to breaking even by only charging \$30.18 for 2,300 gallons of water. Now factor in the cost of capital improvement projects. I am not suggesting the city make a profit on water, but they have to break even to keep up.

15. Are deposits adequate? Are they returned before the account is closed?
16. Are meters that get locked, pulled after 10 days?
17. Are meters in the current land owners' name?
18. Are owners of rental property ultimately responsible for the bill? This keeps renters from moving out and leaving bad debt.
19. Stop including gallons in the base rate. No gallons should be free. It is very costly to pump, treat, and distribute every gallon of water.
20. How far behind is the city on doing water main upgrades? If at least one main isn't upgraded a year, then we are behind.
21. What do the city's Customer Service Inspection policies and procedures look like? Does the city have their own inspector or is it sourced out?
22. What does the city's RPZ policy and procedures look like?
23. How many cross connections/double hook ups are there on the city water system? Not only are these illegal, they cost the city money.
24. Is the base rate adequate?
25. How many connections are on the city water system?

26. Are upsized meters being charged correctly?

Yes, manganese oxidized by chlorine will turn water brown.

Yes, iron oxidized by chlorine will turn water brown.

So that brings up these questions:

27. If the oxidation is happening prior to distribution why isn't the filter system at the treatment plant removing the particles?

28. If the oxidation is happening in distribution (after the treatment plant), why aren't the old cast iron water mains being replaced?

29. Suppose the manganese oxidation is happening in the ground storage tanks (after the filter system and before distribution). When was the last time the ground storage tank(s) were drained, internally inspected, cleaned, and painted? (I know one tank is new.)

I have a few years of water industry experience and knowledge and I am willing to network with the city to try to help with some solutions. I am a full believer in local water companies networking to help each other learn what works and what doesn't. We only get better through education and working together!

Respectfully,

Stacey Hawkins
City of Edgewood Resident