

Bolivar Peninsula Special Utility District  
**Update on Water System for February 17, 2009**

**BOIL WATER NOTIFICATION**

Residents of the entire Peninsula are under a boil water notification until further notice. Once the boil water is lifted, residents will be notified on the website, by postings in town, and through the media. **We are currently flushing the system and collecting water samples and hope to lift the boil water notice by next week.** Customers may experience short periods of low pressure as we flush the water system. Please continue to boil water until notified that it is no longer necessary.

**ADDRESSES AT HOMES**

*Please place your address at your home site to assist District personnel in locating your lot.* As personnel read meters, it is very difficult to identify where some homes were located. Your assistance with addressing your home site is greatly appreciated!

**MAIN OFFICE LOCATION**

Physical Address:	524 FM 1406, Winnie, TX 77665	Office Hours: Monday - Friday
Mailing Address:	PO Box 1398, Crystal Beach, TX 77650	7:30 am – 4:00 pm
Telephone:	(409) 296-3475	Fax: (409) 296-2165

**BOOTH AT THE BIG STORE IN CRYSTAL BEACH**

A booth at the Big Store in Crystal Beach is now open! The booth will be open from 8 a.m. until 3:30 p.m. Monday-Friday.

**BILLING**

All customers that have water service restored to their homes and/or businesses will be billed for service on the 30<sup>th</sup> of that month. Some bills may be estimated and it will be indicated on the customer's bill.

**Customers that are using water and have not yet applied for service should be advised that meters are being pulled at sites that have not yet signed up for service. If service is available in your subdivision and you would like service reinstatement, you are required to submit a new application form prior to using water. Once the meter is pulled it may take several days to have it re-installed. Please call the office at (409) 296-3475 if you have any questions. (Please see "Applying for Water Service" below.)**

**POLICY FOR RV'S AND FEMA TRAILERS**

Please note that only one RV or FEMA Trailer can be served by a residential meter. A reduced tap fee is available for customers that will require a new tap to serve a FEMA trailer. Customers should be aware that allowing more than one RV or FEMA trailer to use a residential service meter will result in termination of service. Please call the District office at (409) 296-3475 if you have questions regarding these policies.

**POLICY FOR LEAKS DUE TO HURRICANE IKE**

The District's Board of Directors adopted a new policy regarding charge adjustments for leaks caused by Hurricane Ike. Please see "Hurricane Ike Leak Adjustment Policy" at:  
<http://www.bpsud.com/documents/ikeleakprocedure.pdf>

**REPORTING WATER LEAKS**

As we work to restore water service, valves are cracked open in areas and leaks are repaired. Should you see a water leak, please call the District office at (409) 296-3475. The District has a 24 hour answering service that will take a message and dispatch the information to District personnel. Your help in reporting leaks is appreciated!

### **CUSTOMER SERVICE INSPECTIONS**

All customers will be required to have a customer service inspection performed at their service location within sixty (60) days of service restoration. This is a State requirement that requires us to ensure that no lead solder is used in plumbing and that proper backflow prevention devices are in place where needed. For most residential customers, an atmospheric vacuum breaker (AVB) is required on each hose bib to prevent backflow to the water system. AVB's can be purchased at any hardware store and they are available at the District office for \$4.00 each. Please ensure that an AVB is installed on every hose bib at your home before the inspection is scheduled. After service is restored to your home, you will be contacted by District personnel to schedule the inspection. After the inspection is performed, you will be billed \$50. (This fee includes \$25 for the inspection and a \$25 trip fee). Instead of having the District perform the customer service inspection, customers may prefer to use a licensed inspector of their choice and submit the required form to the District. If using someone other than District employees to perform the inspection, a copy of the inspector's valid State license must be submitted with the inspection form to the District or it will not be accepted. Customers can look at the TCEQ's website at [http://www.tceq.state.tx.us/nav/main/business\\_licensing.html](http://www.tceq.state.tx.us/nav/main/business_licensing.html) to find licensed inspectors in the area.

### **SERVICE RESTORATION SCHEDULE**

#### ***SERVICE IS NOW AVAILABLE TO ALL AREAS OF THE PENINSULA!***

We are now working to replace water lines in the areas listed below. Please check back weekly to see if service has been restored. Please be advised that we will not be able to replace water lines unless the street is constructed.

1. Singing Sands Subdivision: No service available on Tarpon Way.
2. Rancho Carribe Subdivision: **SERVICE NOW AVAILABLE TO ALL OF VILLA DRIVE**
3. Bluewater Subdivision: No service available on Bluewater Road. No service available to Brint Drive.
4. Sandcastle Subdivision: No service available on Sandcastle Lane.
5. Lafitte's Landing: No service available on Treasure Lane.
6. Emerald I: No service available on Emerald Drive.
7. Cloon: No service available on Gulf Road.
8. Sandpiper Subdivision: No service available on beach side of Trinidad.
9. Driftwood: Service is not available to all homes on Sandpiper Street. Please call the office if you need service to this street.
10. Pearl Beach: No service available on Gilmore.
11. Cobbs Cove: No service available to some homes on Greg Street.
12. Sandy Shores: No service available on Kent and Kenlyn to lots located after the slough (water is available on these streets from Highway 87 to the slough). No service is available to the last three lots (at beach) on Marilyn, Raymond, and Sue. No service available to Gillespie Street.
13. Tidelands: No service available to Tradewinds.
14. Ramada Beach: No service available to Tropicana. No service available to the last two lots at the beach on Ramada, Nassau, and Bahama.
15. Redfish Area: No service available (beach side) to Cedar, Shady, and Lazy.
16. Copacabana: **SERVICE NOW AVAILABLE TO CARIOCA STREET**
17. Seabreeze: No service available to Smith Point (beachfront street).
18. Dunes at Bolivar: No service is available to 773 Bolivar Dunes Blvd.
19. Service to the beach side of Gilchrist and Caplan is on a case-by-case basis. Please call the office for more information if you would like service restored to your location.