

Bolivar Peninsula Special Utility District
Update on Water System for November 11, 2008

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.

BOARD MEETING

The next meeting of the District's Board of Directors will be on Thursday, November 13, 2008 at 4:00 p.m. The meeting will be held at the High Island School Cafetorium. The public is invited to attend.

BOARD ELECTION RESULTS

The District's Board of Directors Election was held on Tuesday, November 4, 2008. Four positions were filled and the results were as follows:

<u>Name</u>	<u>Votes Received</u>
Harold Guidry (winner).....	401
Lynette Johnson-Hardcastle (winner).....	391
Vicki Cartwright (winner).....	297
Roger Welch (winner).....	272
Maria Skewis.....	243
Jack Haigh.....	239

BILLING

Many customers have called regarding bills received in the mail and regarding billing statements that were e-mailed to them through the e-bill service. If you received a bill this month, one of these situations applies:

1. If your service address is in High Island, billing resumed November 1, 2008.
2. If we did not receive your payment for the September billing, we mailed you a bill. No late fees were assessed although the bills were originally due September 15, 2008. A late fee will be assessed on the balance due if not received in our office by November 15, 2008.
3. E-Bills were e-mailed to all customers that had signed up for this service; however, the balance due was zero unless one of the situations above applied. This service is outsourced and we cannot stop the e-bill notification unless service is permanently disconnected. If you receive an e-mail notification, please log onto your account to verify there is no balance due. You can also unsubscribe to the service by logging onto your account.

DISTRICT HOLIDAY CLOSINGS

The District office will be closed November 27-28, 2008 for Thanksgiving, December 25-26, 2008 for Christmas, and January 1, 2009 for New Year's Day.

STATUS OF WATER LINE CROSSING AT ROLLOVER PASS

The temporary 20" water line crossing at Rollover Pass has been installed and is currently in operation.

CUSTOMER SERVICE INSPECTIONS

All customers will be required to have a customer service inspection performed at their service location with 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. Inspections will be performed every Thursday and Friday of the week. After the inspection is performed, you will be billed \$50. (This fee includes \$25 for the inspection and a \$25 trip fee).

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. Signs with the District telephone number are located near the check point at Rollover Pass and near the District office in Crystal Beach. 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!

FILL STATION

The District will allow customers that have not yet had water service reinstated at their homes to fill containers (up to 300 gallons) at the District office in Crystal Beach. Presently, the fill station is only available on Fridays from 7:30 a.m. until 3:00 p.m. The office is located at 1840 Highway 87 at Kahla Drive. Proof of residency is required and can include a driver's license or a copy of a utility bill indicating your service address. (You are required to bring proof of residency with you as District personnel will not have access to District records at that location.) We hope to open additional fill stations and extend hours of operation in the next few weeks.

METER LOCATIONS

WE NEED YOUR HELP! If you know where your water meter was located, please mark the location with a flag or sign. Flags are available in a bucket near the front door at the District office in Winnie and in a bucket near the front door at the District's damaged office in Crystal Beach. Marking your meter location will greatly assist us in ensuring water service is turned off to your home prior to restoration of the water system in your area. We will not be able to turn water service on to a street before all meters are located and turned off.

OFFICE LOCATION

Physical Address: 524 FM 1406, Winnie, TX 77665
Mailing Address: PO Box 1398, Crystal Beach, TX 77650
Telephone: (409) 296-3475 Fax: (409) 296-2165
OFFICE HOURS: Monday-Friday 7:30 a.m. – 4:00 p.m.

Customers that plan on rebuilding do not need to disconnect water service. Customers that do not disconnect service will not be charged for reinstallation when service is requested in the future. However, customers that do request service disconnection at this time will be required to pay all applicable fees when future service is requested. **Customers will not receive a bill until water service is restored to their home.**

APPLYING FOR WATER SERVICE

If the schedule (below) indicates we are accepting applications from your area and you would like service restored as soon as available, please complete a new service application and submit it to the District office (see location and hours below). We will mail you a letter that includes a new service application and utility easement form once they are being accepted from your area. The application and easement form must be completely filled out (including the legal description of property) and must be notarized. Notaries are available at the office in Winnie (524 FM 1406: next to the Winnie Feed and Supply Store). The application can be submitted to our office by mail or dropped off in person. The application is also available on the Forms page of the District website.

EVERY FRIDAY STARTING NOVEMBER 7, 2008, A CUSTOMER SERVICE REPRESENTATIVE WILL BE AVAILABLE TO ACCEPT SERVICE APPLICATIONS AT THE DRIVE-THRU AT THE CRYSTAL BEACH OFFICE AT 1840 HIGHWAY 87. SHE CAN ALSO PROVIDE NOTARY SERVICE FOR YOUR APPLICATION. PLEASE ENSURE THE APPLICATION AND EASEMENT FORM ARE COMPLETELY FILLED OUT, INCLUDING THE LEGAL DESCRIPTION OF YOUR PROPERTY. LEGAL DESCRIPTIONS CAN BE OBTAINED ON THE GALVESTON CENTRAL APPRAISAL DISTRICT WEBSITE AT WWW.GALVESTONCAD.ORG.

SERVICE RESTORATION SCHEDULE

Please check the website each Tuesday as more locations will be added weekly. Service will be turned on once an application for service is received. We will only accept service applications at this time from the areas noted in the schedule below:

Estimated Service Restoration Date	Location	Currently Accepting Applications
AVAILABLE NOW	High Island	YES
AVAILABLE NOW	Highway 87 (customers on main transmission line between Singing Sands and Crystal Beach Road)	YES
AVAILABLE NOW	Port Bolivar – Bay side only	YES
AVAILABLE NOW	Johnson Road	YES
AVAILABLE NOW	Kona Kai, Siever's Cove, Melody Lane (bay side only)	YES
AVAILABLE NOW	Gulf Port Village	YES
AVAILABLE NOW	Honeysuckle (bay side only)	YES
AVAILABLE NOW	Waterways	YES
AVAILABLE NOW	Jacks Road and Tinkle (bay side only)	YES
AVAILABLE NOW	Blue Water (bay side only)	YES
AVAILABLE NOW	North Monkhouse – (Crystal Beach, bay side)	YES
AVAILABLE NOW	N. Crystal Beach Rd, Diamond Rd, Crystal Canals–(Crystal Beach Bay Side)	YES
AVAILABLE NOW	Bay Vue, West Canal, East Canal, and Lakewood	YES
November 12, 2008	South Monkhouse (Crystal Beach, beach side)	YES
November 14, 2008	North Tuna Drive	YES
November 17, 2008	Ferry Area (7 th St. to Ferry, Fisherman's Cove, Frenchtown, & Lighthouse)	YES
November 17, 2008	North Stingaree	YES
November 19, 2008	Jetty Area (Beach side)	YES
November 20, 2008	Biscayne 1 & 2	YES
November 24, 2008	Johnson-Crawford, Magnolia, Salt Cedar, Sea Drift (beach side)	YES
November 26, 2008	Rancho Carribe	YES
To Be Determined	Boyt Road Area – beach side	NO
To Be Determined	Driftwood Subdivision	NO
To Be Determined	Cobbs Cove Subdivision	NO
To Be Determined	East and West Verdia	NO
To Be Determined	Sandcastle Subdivision & Lafitte's Landing Subdivision	NO
To Be Determined	Blue Water Addition – beach side	NO

**Service schedule is estimated and subject to change due to weather and other unforeseen issues.*