



“THERE’S NO WAY I USED THAT MUCH WATER”

One of the most common calls we receive from customers is related to high usage and high bills. While customers often question the accuracy of their water meter readings, **almost all high usage scenarios involve a water leak, excessive landscape irrigation, a running toilet, a malfunctioning appliance, a running faucet, or in some cases, water theft.** Water meters are designed to accurately record water usage in even the most adverse conditions and can last up to 20 years, though CLWSC often replaces them every 10 years. All our meters are read wirelessly or by radio, resulting in error-free results. CLWSC’s water meter tests meet American Water Works Association accuracy specifications, and most meters that do fail are replaced for underreporting water usage.



The number one reason for high bills during the summer is excessive landscape irrigation caused by incorrectly programmed sprinkler systems. **We advise customers to carefully manage their landscaping irrigation and follow our year-round watering schedule.** Consult a local landscaper or gardening center about installing sustainable grass and vegetation options that require less water.

Another reason for high bills lately has been customer side leaks. These are not easily identifiable and underground leaks can often go unseen.

While our meters measure the amount of water that customers consume, unfortunately, we are unable to tell how or why customers use their water. Check <https://www.clwsc.com/services/know-your-service> for more details on how to read your meter, and if you have any questions about water use or about what’s causing high usage, our customer service representatives are available to help.

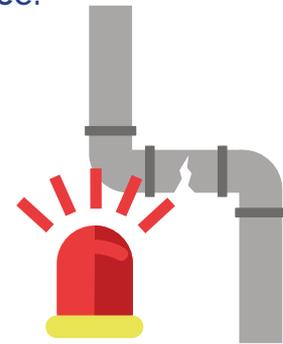


A MAJOR WATER MAIN BREAK YOU PROBABLY DIDN'T HEAR ABOUT

While water main leaks can cause water pressure loss and water outages, many major leak repairs go unnoticed. These breaks aren't a secret, but when they do happen, CLWSC works hard to minimize their impact on customers. A recent example happened on October 4, 2019, when a 16-inch diameter water transmission line under Hwy 281 ruptured at around 4pm. While the Distribution Team worked all night on the repair, two members of the Operations Team worked to keep mains along the alternate water route full and water flowing. In all, everyone involved worked more than 24 consecutive hours to ensure no customers lost water service.

Special thanks to the Starbucks located at Highway 46 and Highway 281. CLWSC appreciates the generosity shown in offering hot drinks to keep everyone going through such a long night!

To report a leak, please visit <https://www.clwsc.com/reportleak>.



LANDSCAPING AROUND METERS

While most of our water utility equipment and meters operate without maintenance, utility technicians often need to access this equipment in the case of an emergency. To ensure safe and easy access, please make sure to keep all landscaping features and growth at least five feet away from meter and value boxes.

Have questions?

 Learn more at www.clwsc.com

 or call us at **830-312-4600**

ZEBRA MUSSEL UPDATE



CLWSC experienced a zebra mussel incursion in July 2019, which severely impacted one of our primary surface water treatment plants.

Production fell by 50% during the incursion, causing a cascade effect from the north side of Canyon Lake down through Spring Branch and Bulverde. Since then, CLWSC has removed and cleaned two of the three primary pumps, redesigned and started to rebuild the underwater intake manifolds, and scheduled new special material screens for January 2020 installation. CLWSC is working with the TCEQ to ensure all upgrades meet state and federal requirements. All enhancements should be implemented by summer 2020.