



# District News

December 2016

## District Board of Directors

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Director

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Director

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## Upcoming Events December

7th—Pearl Harbor Remembrance  
20th — Regular Board Meeting

## Christmas Observance Office Hours

23rd—Office Closed  
26th—Office Closed

## Winter Weather Woes



November's newsletter discussed the importance of preparing your home and lawn for fall. It provided several money-saving water conservation tips and recommended measures to detect and prevent leaks. With winter rapidly approaching, temperatures are likely to drop — even in Texas.

Lower temperatures, accompanied by rain, increase the chance of freezing pipes and contributes to the weather woes individuals sometimes face during winter.

## Reminder: New Rate Order in Effect

On October 1, 2016, a new Rate Order, adopted by the Board of Directors, went into effect. The Rate Order is posted on the Rates & Charges page of the District website.

In October, a mailer outlining the new rates and introducing winter averaging was sent to all Trophy Club Municipal Utility District billing customers.

### Winter Averaging

Effective, April 1, 2017, the District will begin winter averaging for the purpose of calculating sewer charges on utility bills. The sewer charges will be based on average water consumption for

### Indoor Pipes

To avoid indoor frozen pipes, check weather warnings for your area and set kitchen, bathroom, and bathtub faucets to a slow drip when instructed. Place bowls or buckets underneath to catch the water, and reuse it for plants or pets.

Open kitchen and bathroom cabinet doors. This allows warm air to circulate and warm the pipes. If you have pets or small children who could be injured by the contents inside the cabinets, move these items to a safe temporary place out of their reach.

### Hot Water Heater

Cold pipes can also produce leaks. Insulating hot water pipes will decrease the amount of time it takes for the water to heat, minimize the potential for leaks, and save water. If the home has a programmable thermostat, program it so that it maintains the

three months (December, January and February billing). The average consumption will be analyzed annually and new rates will take effect on the first of April each year. New customers will be assigned a default value user charge that is equal to the average winter water use for all residential customers. The winter average used for new residential customers is 7,000 gallons. **The rates are based on current data and will be reviewed/adjusted before the April 1st implementation.**

For questions about your utility bill or the new rates, contact Utility Billing at (682) 831-4682.

## Winter Weather Woes, continued

same temperature during both day and night. A higher heating bill is still cheaper than a plumbing repair.

### Irrigation Systems

Homeowners with irrigation systems should turn them off during this time. If you need to water, use a garden hose for the lawn and a watering can for plants. Make sure to not allow water runoff into the streets. Sprinklers left on during the winter can create icy patches on streets and sidewalks that could cause accidents. Make sure to disconnect the garden hose from outdoor pipes, and allow it to drip during harsh weather conditions.

### Outdoor Pipes

If possible, insulate outdoor water pipes with pipe sleeves or similar wrapping materials that provide an extra layer of protection during severe weather. In extreme cases, if you have nothing else, even



newspaper can provide some form of protection as long as freezing temperatures are only expected to last for short periods of time.

### Frozen Pipes

If the pipes freeze, do not turn off the water. This slow trickle of water will eventually help the ice to melt. It is wise to consult a licensed plumber before attempts are made to thaw frozen pipes. The freeze could have broken the pipe or caused a leak and any tampering could cause further damage.

Never use a device with an open flame such as a blowtorch, kerosene heater, propane heater, or charcoal stove to thaw pipes. Keep portable space heaters away from flammable materials at all times.

### Travel

In addition to freezing pipes, winter weather is most famous for producing woes for travelers — especially during the holidays. Although the airports are busy, most holiday travel is done by car.

The United States Department of Transportation (DOT) reports that “91 percent of long-distance travel during the holidays is by personal vehicle.”

If traveling during the holidays and a winter weather warning is in effect, look out for icy patches on roadways and bridges, and drive with caution.

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## TCMUD Adopts CodeRED Emergency Notification System

In the event of water or sewer emergencies, Trophy Club Municipal Utility District No. 1 (The District) adopted CodeRED to enable us to quickly disseminate messages via phone calls, text messages and/or emails.

CodeRED, a high-speed emergency notification system, is able to geographically map regions so that messages are only relayed to the areas directly affected.

Trophy Club residents and billing customers are encouraged to visit the District website at [www.tcmud.org](http://www.tcmud.org) and enroll to receive emergency water and sewer notifications.

Individuals and businesses with private or unlisted numbers are also encouraged to enroll. This information will not be shared, and will only be used to provide emergency water and sewer notifications.

**District billing customers who do not enroll will not be notified in the event of a water or sewer emergency.**

Once enrolled, should you decide you no longer want to receive notifications **you may opt-out at any time.**

Billing customers who previously enrolled in the Connect CTY emergency notification service will

need to enroll in CodeRED to receive District water and sewer notifications.

For additional information related to the enrollment process and answers to questions about what type of emergency notifications to expect from CodeRED, please see the enrollment flyer included with this month's newsletter.

For enrollment assistance please contact [mwilliams@tcmud.org](mailto:mwilliams@tcmud.org) or call (682) 831-4670.

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