

Monthly Newsletter

January 2021



"POC Water"

P.O. Box 375/ 39 Denman Dr
Port O' Connor, Texas 77982
Phone: (361) 983-2652

POC VACUUM SEWER SYSTEMS

A LITTLE HISTORY

Port O'Connor's sewer was handled through septic tanks for many years. During the 70's, POC's summer population exceeded the capacity of the existing septic systems. The saturated soil could not handle the increased sewage from the tanks. As a result, water wells were rendered unsafe and required the halt of any new construction, came to a halt until the district could find a solution.

Engineering firms presented two different solutions: a gravity system & a vacuum system. Given POC's flat terrain and high-water table, the gravity system proved problematic and significantly more expensive.

POC chose the vacuum system for its ability to better function in POC's conditions while presenting fewer long-term maintenance concerns and a significant decrease in costs with a vacuum system.

HOW DOES OUR VACUUM SYSTEM WORK?

POCID has 2 vacuum stations & over 1700 sewer connections. Vacuum pumps, located in a vacuum station, pull sewage from pits near residences into a sealed collection tank. Then, sewage is pumped out to a force main where it travels to a treatment plant. (So basically, when a toilet is flushed or a shower drained, wastewater leaves your property in a traditional gravity line to collect in an airtight fiberglass pit at the property line.) When the fluids level in the pit reaches a predetermined point, a valve opens briefly, a differential pressure pulls the pit's contents into the vacuum main. Waste water is then sucked through the mainline (arranged in a sawtooth design to prevent blockage when flow is low) until it reaches the collection tank in the vacuum station. It is ultimately released to a treatment plant.

WHAT ARE THE PROBLEMS?

The efficient and effective operation of our system involves a partnership between the customers and the District. When the collection system is inundated with rain water from broken vents, pipes and/or improper drains then the entire system suffers. It is essential that we abate the issues that cause this extra water to flow into our system. When we know the system is receiving rain water we begin to search for the causes.

One problem we have encountered is a massive inflow of rainwater during rainstorms. For example, after a rain once, the wastewater plant saw 617,000 gallons of water compared to the typical daily flow of 150,000 gallons or less. The system is not designed to handle this much flow. It becomes waterlogged, and some customers experienced problems flushing their toilets.

By design, a vacuum system must be airtight in order to function correctly. Therefore, POC's system does not inherently have any openings by which rainwater could enter the system. Instead rainwater is getting into the system through customer's private sewer lines.

Some customers have been known to cut off the vent pipe (candy cane) to allow rainwater to drain from their yard into the system. Or there may be leaks in the line from the customer's home to the vent.

HOW CAN YOU HELP?

- If you have a vent (candy cane), make sure it is glued and at least 18" above the ground and does not have any openings to allow rainwater in. Make sure your vent (candy cane) is not broken above or below the ground.
- Have your service line inspected to ensure it does not have any cracks/openings through which rainwater could enter.
- If you notice any sink holes around the pit, notify the District as this may be a sign of a crack in the pit that could introduce rainwater into the system.
- If you notice these problems on any other property, notify the District so the problem can be repaired.
- RV hook ups need to be capped when not in use. As always, the District is here to answer any questions or assist you in whatever means available so please do not hesitate to contact us @ 361-983-2652 regarding this issue. It is in everyone's best interest that we work together. We appreciate your cooperation and prompt attention to this matter.

Important Dates:

**POC Water Board Meetings
are held on the second
Thursday of each month @
1pm**

*January 14th * February 11th*

**Roll off Trash Bin
First Saturday of each
month behind the POCID
Office from 8am -2pm or
UNTIL FULL**

*January 9th * February 6th *
March 6th * April 3rd * May 1st*

Billing

***Bills are mailed by the 1st
of each month and are due
on 20th of every month
and a late fee will be accessed
on the 21st unless that falls
on a weekend and then it
will be due the following
Monday.***

Payment Methods:

*Credit Card*Mail*Automatic
Bank Draft*Automatic Credit Card
Draft*In Person*Payment Drop
Box* Bill Pay through your
Financial Institute*



Contact Us

POC Water

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Port O'Connor, Texas 77982

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<https://www.pocid.org/>

<https://www.facebook.com/POCIDofficial/>

Vision Statement

POCID is a proactive organization making a positive impact on the community while implementing best management practices to promote sustainable success.

Mission Statement

To proactively and efficiently manage the affairs of the District for the benefit of its customers, protect the health of the community, produce safe drinking water in adequate quantities, offer competitive rates, assure financial stability, and practice excellence in customer service.



Fire Protection

Fire protection is an overlooked asset that the District has provided to the community.

When the District was formed and organized there was virtually no fire protection in Port O'Connor. Before July of 2000, the only fire protection consisted of five or six hydrants installed by the POC Volunteer Fire

Department. It did not take the District's Board of Directors long to see the need to increase fire protection.

However, like most things, that is not as simple as it would seem. Most of the water lines throughout the District that were originally put in place by GBRA were two-inch lines. Six-inch lines are the minimum line size required to install a fire hydrant. Therefore, upsizing lines or installing new six-inch lines was necessary to add fire protection.

In 2005, the District added 35 fire hydrants. More fire hydrants were added through 2011, including installing hydrants near the POC school in 2009. Water line improvements performed in 2013-14 added an additional eight fire hydrants and by the end of 2014, there were 96 fire hydrants in the District.

The recently completed Phase 1 of the 2013 master plan added an additional 46 fire hydrants and phase 2 will increase that number by nine. The District has been committed to adding fire protection for the members of the community and has taken every opportunity when lines are upsized or installed to place fire hydrants on six-inch lines.

POC Water Office will be closed Friday, January 1st to celebrate the New Year with our families.



If you have an EMERGENCY please call 361-983-2652 and the answering service will send someone out.



Letter from the President!

The POCID Board of Directors and myself would like to give a sincere thank you to Pastor Erny McDonnough and Maria Denny for their service on the Board! Brother Erny had a goal of bringing civility and a spirit of cooperation to the board. He was overwhelmingly successful in this endeavor and for two years with hundreds of actions taken there was never a dissenting vote. Maria was instrumental in creating an employee handbook and was a tremendous help with HR! Again, thank you both!

As we say thank you to our out-going board members, we would also like to say welcome to our new Board members- Nathan O'Neil and Red Childress. These two men bring years of experience in Port O'Connor as past board members and longtime residents.

The past two years have brought about significant changes to the way POCID is operated. The goal of the district is to provide quality water, sewer, and services at an affordable rate. As of now, we are ahead on our plan for providing quality drinking water and upgrades on the sewer. Additionally, the quality and timeliness of our service to our customers has taken a 180-degree turnaround. Long waits for sewer pots, water connections and service calls are a thing of the past. These improvements are due on large part to Oscar Pena, our District Manager. Without his joining our team the district wouldn't be in as great shape as it is today. I will highlight Oscar and what he has brought to POCID in the next letter.

Our next goal is affordability. The board was able to lower the tax rate this year and hopefully continue to lower it over the next several years. The water rate however is another issue. We are currently working diligently on the new water project. Our 6-million-dollar loan from TWDB was approved and we are working on closing that loan now. Once the loan is closed the work will begin and we will transform our water system in a manner that will hopefully allow for a reduction in the water rate while not increasing taxes.

Over the next year I will detail in our newsletter and the Dolphin Talk our plans for the district and highlight our great employees. Future projects include the Water System, a merger with the Sanctuary and a new office facility.

I will conclude with a request to our customers. POCID employees and Board of Directors are working diligently to serve Port O'Connor and our customers in a professional, responsible and efficient manner. We are working to become more transparent, informative and responsive. If there are any question or comments you have for us, please do not hesitate to call my cell (817-980-7700) or the office (361-983-2652). I understand in the age of social media everyone has an opportunity to state what they are feeling or spread a rumor, but I promise if you will contact us with your issue or questions, we will handle it as efficiently as possible.

Danny McGuire
POCID Board President

Friendly Reminders

Check out our Website @

www.pocid.org

- * Sign up for Alerts
- * Pay your bill
- * Applications/Forms
- * Sign up for Auto Draft
- * Current Projects
- * Agendas/Minutes
- * Updates
- * Sign up for paperless billing

Customer Service Valve

Remember to install a customer service valve on your side of the meter. Please turn your customer service valve off if you live out of town to keep any water leaks turning into a disaster. **Turning on/off the POCID meter is against District Policy.**



Is your account a **TEMP** account? Call us to schedule a for Customer Service Inspections (CSI) to be in compliance with the state. This is to make sure you don't have any lead pipes or cross connections.



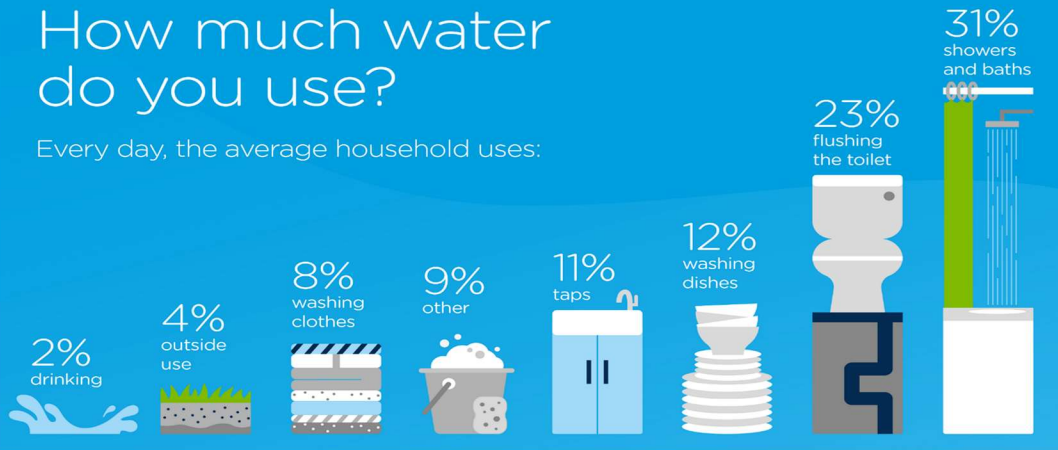
One of our biggest concerns is maintaining the integrity of our sewer system in order to provide good sewer service to our customers.

As most Port O'Connor residents know, our sewer system is a vacuum system which must stay sealed at all times to work properly. If you received a letter with infiltration Issues it is important that you repair them. If you don't repair the issue, we will repair them and bill you the cost. Please call the POCID Office @ 361-983-2652 with any questions.



How much water do you use?

Every day, the average household uses:



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Get the
DROP

