**Member News and Notes…Spring 2024**

The warmer (and wetter) weather has us all longing for spring-time! And with the change in the season comes some more BIG changes here in the TWA…

I am sure by now everyone has seen our new water tower on Star Road (across from the new Fernando’s restaurant!) but if you haven’t noticed we also have a new office building just below the elevated tower. The office is open every Tuesday-Wednesday-Thursday from 10:00 am until 2:00 pm unless otherwise posted for you to pay your bill. We also have an onsite drop box for you to use AND you can pay your bill online thru our website at [**www**.**Thomasville.myruralwater.com**](http://www.Thomasville.myruralwater.com).Many of our members are taking advantage of the convenience of paying online!

We are about 85% complete on our construction projects – the new well at the elevated tower site is awaiting installation of the pumping equipment and then this well will be operational. The tower itself is now in service and we are pumping water from an existing well to fill it; this is helping with water pressure throughout our system. Once fully operational, we anticipate cleaner and better quality water with the addition of the new well as a freshwater source. The final project we are working on is to lay new distribution lines along Star Road from our North Well site to the South Well across from the elevated tower. This should take place in the coming months and we anticipate this being completed by the end of the summer.

While these improvements have been very welcome, we have had some issues with our billing system and our water meter reading apparatus. First, we replaced our billing software on January 1st of this year and this new system is much more user friendly and is compatible with our online payment process. While this has been positive, unfortunately we have experienced a near system-wide failure of our in-ground meters. At the recommendation of our engineers, the board approved replacement of all the meters across the Association and this project is now complete. Because of the meter failure we used average (and minimum) billings for the February and March billing cycles; but we made an initial meter reading on the new meters on March 22 and a final reading for the April billing cycle on April 24th. If you have any questions about your bill you can contact us at the number below (or via email).

Thank you for your patience and understanding as we are working hard to provide clean water, accurately measure everyone’s water usage, and correctly bill each month. This is no small task for a small system such as ours but we have made tremendous progress the past few years! Sometimes you have hiccups and this has been one such hiccup.

In closing…on behalf of the board of directors, I wanted to thank you all for your patience as we have worked thru these complex construction projects the past 18 months! This has been a massive under-taking and we are happy it is coming close to completion. If you have any questions, please contact us at the office (601-845-3202) or email [thomasvillewater1@gmail.com](mailto:thomasvillewater1@gmail.com).

Thank you for letting us serve you here in the Thomasville/South Rankin community!

**The Board of Directors**

**of the Thomasville Water Association**