



ON TAP

TUD NEWSLETTER



Lakewood Dam Completed

Lakewood Lake is a small reservoir located in Twain Harte that was previously used by Tuolumne Utilities District to supplement water supply during ditch yearly maintenance activities. In 2017 a severe rain event caused excessive erosion to the extent that catastrophic failure of the dam was likely. District crews responded immediately and worked in extreme weather to breach the dam safely. The dam is now fully restored to its original capacity with much needed improvements including gabion walls, concrete headwalls and a new maintenance access bridge crossing the spillway. The new concrete spillway is capable of flows far greater than the storm event that caused the dam to erode in 2017.

The construction process was complicated due to many factors, but the District's contractor, Sierra Mountain

Construction Incorporated (SMCI), performed excellent work despite challenges. The material used to re-build the dam was dredged out from the bottom of the lake drastically reducing the project cost by avoiding massive amounts of imported material, and reducing impacts on the environment by avoiding air pollution from transporting materials. Increasing the depth of the lake by dredging improves water quality and enhances the recreational uses. Western Pond Turtles, a protected species, are present in the lake. The District was able to include a turtle refuge pond in the design in order to protect the species from construction equipment and activities. The project also enhanced the turtle habitat by providing additional features for them to bask on. The repair to Lakewood Lake was completed in October and includes a new dam that can withstand a 1,000 year storm.

When Cooking - Trap the Grease!

With the fall and winter holidays approaching, many Tuolumne County residents will be busy cooking in their kitchens. To avoid potential plumbing and sewer problems, Tuolumne Utilities District (TUD) would like to remind residents how to properly dispose of fats, oils and grease. Sewer blockages can cause backups into homes resulting in an unpleasant mess that can cost hundreds and sometimes thousands of dollars to clean up.



Listed below are safe disposal tips of waste fats, oil and grease to help you avoid a plumbing emergency:

- 01 Avoid pouring fats or vegetable cooking oils down the drain because liquid fats solidify in the pipes and create clogs.
- 02 After grease has cooled, scrape the grease into a container with a tight fitting lid. Solidify in the refrigerator before putting it in the trash.
- 03 Never put hard to grind items in your garbage disposal, including poultry skins, egg shells, carrots, potato skins, celery, pumpkin pulp, banana peels or pasta.

General Manager's Corner

As we quickly approach the holiday season and the 2020 New Year, my role serving as your General Manager is also reaching its first anniversary. Whether you are keenly interested in the reliability and cost of your water and sewer service, or simply mildly tracking, I am happy to report to you that the Tuolumne Utilities District team comprised of the Board of Directors, management, and staff are working hard to ensure you receive the best possible service at the least possible cost, even during these recent series of power outages.

First, let me share with you that as I have developed intimate knowledge of the organization and the people that serve you, I am impressed with each TUD staff member and Board member's desire to make TUD and the community a better place to live – They understand the need to make TUD a high-performance organization. It's this desire to serve that fuels the Board of Directors' passion about working hard to keep rates reasonable while continually working to improve the reliability and quality of service – A great challenge considering TUD inherited an aging, poorly designed system, with enormous geographic and poor economy of scale challenges since its formation in 1992! Your management team is equally passionate about developing creative, innovative solutions to improving service and stretching each dollar to keep rates as low as possible. Most importantly, TUD's staff is second to none: The hard-working, ingenuity of the day-to-day customer service and

operations team ensures a high-level of service to every customer. Having served as a city manager and manager of various utilities, I am honored and happy to be a part of the TUD team – You are well served by this group of dedicated people!

During the course of 2019, significant steps toward improving the efficiency of the organization were realized. Early in the new year, the TUD team consisting of your Board of Directors, the management team, and a cross-section of staff held a series of public workshops to update its strategic plan. Discussions surrounded identifying strengths and weaknesses of the organization, opportunities for improvement, and threats that could jeopardize TUD's ability to carry out its mission. I announced the new Mission Statement in a previous installment of a newsletter earlier this year:

"Provide Responsible Water and Wastewater Services for our Customers with Great Customer Service in a Socially, Financially and Environmentally Responsive Manner at a fair value."

The Mission Statement represents more than mere words – Instead, each word was carefully discussed, argued over, and agreed to as a promise to TUD's customers and as a reminder to ourselves of how each decision we make on a moment by moment basis fulfills this responsibility. We keep this mission statement close at the center of our daily decision-making as a reminder of our overarching purpose

and promise to TUD customers to carry out the mission statement. In the next On Tap, I will outline long-term plans that were identified in the Strategic Plan to build water supply reliability for TUD and Tuolumne County.

Edwin R. Pattison General Manager



TUD MISSION:

"PROVIDE RESPONSIBLE WATER AND WASTEWATER SERVICES FOR OUR CUSTOMERS WITH GREAT CUSTOMER SERVICE IN A SOCIALLY, FINANCIALLY AND ENVIRONMENTALLY RESPONSIVE MANNER AT A FAIR VALUE."

Happy Holidays from TUD!

As a reminder, the District's office will be closed on the following days:
November 28th - November 29th
December 24th - December 25th
December 31st - January 1st

On Tap is published to keep Tuolumne Utilities District customers informed about issues and upcoming events.

If you have any story ideas or suggestions, please mail them to Lisa Westbrook, at 18885 Nugget Blvd., Sonoma, CA 95370 or email at lwestbrook@tudwater.com. For more information about TUD, go to www.tudwater.com