

Walnut Grove WSC Update Page

Loss of System Pressure on 02-16-21.

02/16/21: At approximately 4:30 PM, the water supply feed from the City of Tyler stopped flowing water to our system. Since we use this feed to supply about 60% of our system, this caused our system to immediately lose pressure as the overhead storage tanks became depleted. Our well and boost plant continued to pump but cannot fulfill the total system demand. We confirmed this feed interruption was caused by pipe failures within the Tyler Water System as well as issues the City of Tyler had in producing water from their Lake Palestine Treatment Plant. These issues combined with the severe weather left the City of Tyler with low pressure and unable to send water to Walnut Grove. Walnut Grove WSC issued a Boil Water Notice due to having low or no pressure across our system. We were unable to determine when the feed from Tyler would be restored.

02/17/21 - Morning: We are still without a feed from the City of Tyler. Tyler has confirmed they are still unable to overcome their system demand and are working to bring the Lake Palestine Treatment Plant on-line as well as repair pipe failures. (See City of Tyler website or media websites regarding the City of Tyler Water shortfall).

02/17/21 - Evening: The City of Tyler brought the Lake Palestine Treatment Plant on-line at a reduced flow rate to begin boosting their system pressure. At this point, they do not have enough system pressure to supply water to Walnut Grove WSC. Tyler anticipates increasing system pressure overnight. Hopefully, this increased pressure will allow some flow to Walnut Grove WSC. We will monitor this flow rate tomorrow to determine how fast we can safely fill our system once a constant rate of is established. We will fill our system slowly in order to minimize any damage to our infrastructure.

02/18/21 - Evening: Walnut Grove began receiving a small feed at low pressure from the City of Tyler early this morning. The Tyler feed allowed us to gain a few feet in our ground storage tank and start running 1 boost pump. The boost pump has been able to slightly raise the system pressure to about ¼ of our standard pressure. As a result, more of our customers in lower elevations began to receive water at low pressure. We will continue to pump water into the system and increase pressure and volume as we receive water from Tyler. Please keep in mind, that as water reaches more customers, the water demand increases and can actually reduce the system volume and pressure. Therefore, you may experience the relief in starting to receive water, only to be disappointed when your water stops flowing. Unfortunately, customers at higher elevations will be the last customers to receive water. Some of these areas are Mountain View, CR 2182, Timbercrest, CR 122, and others elevated areas. Customers at lower elevation should consider water conservation which will allow the system to fill and reach the customers at higher elevation.

Remember, this process is going to take time. We appreciate everyone's patience as everyone works through this severe weather. We expect 2 more nights with hard freezes. We also expect Tyler's feed pressure to fill our tanks will also rise and fall due to high demand within their system. The bottom line is as Tyler's system improves, Walnut Grove's supply to our customer's will improve. We are still under a Boil Water Notice.

02-19-21 Evening: Our pressure, although too low, remained constant overnight. However, the City was unable to maintain the small feed due to several demand issues. Our pressure fell around noon, but had slightly recovered by 7:00 pm. Our feed from Tyler is directly related to how successful they are at maintaining their system. Today we were unable to make any gains in pressure. A lot of time was spent helping customers turn off meters for leak repairs. After tonight's freeze and the expected warmth on Saturday, we expect more customers to find leaks. We are hoping Saturday will bring much improvement to our system pressure as Tyler resolves some of their issues and we work at eliminating any non-essential water demand.

02-20-21 Evening: What a difference a day makes! We were able to slightly increase pressure with our wells from late morning until late afternoon. We were able to achieve about 50% of our normal pressure. At 5:00 pm, we began receiving a steady flow from the City of Tyler at good pressure. The result of this incoming feed will allow us to fill our tank and raise system pressure. We are seeing water in the Mountain View area as of 7:00 pm, meaning that the increase in pressure will continue to reach our customers at higher elevations. By Sunday morning, we expect our system pressure to increase to about 80% of our standard pressure. We plan to achieve 90% of our normal system pressure by Sunday evening. We are heading in the right direction, but we need your help. Please make sure that you are not experiencing leaking pipes as a result of the freeze. The leak can create an expensive bill if ignored and can also delay our ability to reach normal system pressure. Many thanks for all of your patience. We will continue to update on system pressures and how we will deal with the **Boil Water Notice that we are still under!!**

02-21-21 Evening: As of 5:00pm we are at 95% of normal system pressure. This means that water is available to all members/customers. People at the highest elevation points will still experience lower water flow until we achieve normal pressure. If you are experiencing low pressure or flow, check your meter to determine if you have a leak. Contact our office on Monday if you need our assistance. Our plan is to normalize system pressure on Monday. The Boil Water Notice remains in effect until we receive approved lab samples.

02-22-21 Noon: Our system pressure is normal. We are in the process of making sure the system is disinfected which will allow us to take sample to the laboratory. Since we are full pressure, feel free to wash your cars or power wash your drive from the week of snow. The Boil Water Notice remains in effect. Check your meters to make sure you do not have a leak on your property.

02-23-21 11:00 am: The Boil Water Notice has been rescinded. Please see the Official Notice Link on the Home Page. It is recommended to flush your personal cold water lines for 15 minutes, throw away any ice, and change water filters supply drinking water to your refrigerator or sink. Some customers may still experience air in the lines which was the result of quickly raising the system pressure. We are flushing throughout the system to help reduce this extra air.

Thanks for everyone's patience and understanding during this time!