

# March

## NEWSLETTER

### A Message to Our Customers

B&B Water Project is proud to serve our community by providing safe and reliable water service. As a cooperative, non-profit utility, all revenue collected goes directly back into maintaining and improving the system. Every dollar supports operations, repairs, and long-term improvements to better serve you.

We are continuously working to improve efficiency, reliability, and transparency, and we appreciate your support as we invest in our system.

### Facts & Updates

- Over the past year, we have successfully reduced water loss by approximately 20% and we will continue working toward further improvements.
- A rate increase went into effect 2/12/2026. As a reminder, all funds go directly toward operating and maintaining the utility.
- The monthly board meeting was held on March 17<sup>th</sup>, 2026, where February operations were reviewed.
- Jay Floyd, Vice President, has temporarily transitioned into the role of acting Board President.
- We are actively installing submeters throughout the system to detect potential leaks. These help us compare total water usage in an area to household usage and identify unaccounted for water loss.

### Field Operations

- 4 service meters were replaced in February.
- Our team is photographing all service meters to improve accessibility during severe weather conditions. If you see field staff taking photos, please note this is for documentation purposes only.
- Routine maintenance included exercising 12 hydrants and 23 valves.

### Recent work & Repairs:

- Feb 12- Water main leak repaired on Hinkle Rd (boil advisory issued).
- Feb 19- Water main hit by contractor on E State Rd 45 (boil advisory issued).
- Feb 24- New service installed on E Sail Away Ln.
- Feb 28- Leak repaired on North Mount Gilead.
- Mar 3- Emergency line locates completed on Russell Rd due to a broken pole.

### System Improvements:

On March 6<sup>th</sup>, a new submeter was installed for the Mount Gilead South and State Road 45 South section.

We now have 4 submeters in place:

- Russell Rd
- Shuffle Creek
- Mount Gilead North

- Mount Gilead South
- A 3-inch submeter has been ordered, and a total of 13 submeters will be needed to fully monitor the system.

### **Our Goals**

Our primary goal is to continue reducing water loss across the system. By improving efficiency, we can ensure that funds are used effectively to upgrade infrastructure and provide the highest level of service to our customers.

### **Upcoming Events**

Customers have been sent information regarding a vote to withdraw from the IURC

- Notices were distributed via email, text message, and included with the upcoming billing statements. Please review the information carefully and participate in the upcoming vote.

Thank you for being a valued member of B&B Water Project.

B&B Water Project, Inc.



#### **B&B Water Project**

*Address:*  
6023 E State Rd 45  
Bloomington, IN

*Mailing Address:*  
PO Box 5831  
Bloomington, IN