

## Manager's Message

The Board of Commissioners has clearly heard Town residents' long-standing frustrations with the operation and condition of Town utilities and charged Town administration with making long term positive changes.

Toward that end, effective 5 July 2022 we are pleased to re-establish the Town of Spring Hope Department of Public Works (DPW). The department is charged with providing maintenance and operation of Town water distribution and wastewater collection systems. In short this means that Town of Spring Hope Public Works staff will be responsible for utilities, maintenance of cemeteries, town properties, and leaf and limb collection.

All Town DPW staff members are from this part of Nash County. They are home grown and take pride in their work and the community we work in. Public Works Director Bobby Ball hails from Justice.

The Town Department of Public Works is hard already at work with sorting out long-standing issues in the water distribution system with well pumps and water tank operation, restoring automation to the supply system. This year DPW plans to initiate an auto-flushing program as well as a hydrant repair and replacement program. This year the Town is slowly rolling out radio read meters. On the wastewater collection and treatment system, Director Ball is working to restore the wastewater treatment plant system redundancy for pumps, circulators, and other treatment systems.

As always, we encourage residents to reach out to Town staff directly by phone, email, or visit Town Hall. Official communication is posted on the Town's website [www.springhope.net](http://www.springhope.net) and we will have a new auto dialer call/text system in July to replace the antiquated phone tree. The Town will also have a new emergency and after-hours number. We will post that number at all town facilities and on the Town website.

While Public Works staff are enthusiastic and energetic about providing Town residents with an elevated level of service, we are still very much in the process of hiring necessary staff and procuring equipment. With challenges to hiring qualified persons and universal supply shortages on everything from tools to supplies to equipment, we appreciate residents' patience this year as we grow into a full-service department. We thank you for the opportunity to serve the residents of Spring Hope.