

LEAKS

CUSTOMERS ARE RESPONSIBLE FOR ALL PLUMBING IN THEIR HOMES AND ON THEIR PROPERTY. THE DISTRICT'S RESPONSIBILITY ENDS AT THE METER.

If you have a leak in your home or yard, it should be repaired by your plumber. If a leak or other problem develops in the service line between the water main in the street and the meter, District 17 personnel will repair it. Customers should not attempt to open the meter box or tamper with valves or equipment in the box. Any damage to District equipment will be charged to the customer. Should you need to shut off your water for any reason, use the customer cut off valve near the meter box. If you cannot locate or operate this valve, call the District for assistance in shutting off your water. There will be a nominal charge for this service.

Report leaks or suspected leaks in mains or service lines immediately to 512.266.1111 during business hours or by calling the emergency phone at 512.537.8302 at any time. A maintenance person should call you back within 5 minutes unless there is a high volume of calls. If the leak is minor, it will be repaired during regular business hours.

WATER OUTAGES



Call 512.266.1111 or the emergency phone at 512.537.8302 to notify the District. You should be notified in advance if it is necessary to turn off the water in your area temporarily for routine maintenance or construction. If a major leak or other emergency occurs, it may be necessary to turn off the water immediately without notice. If there

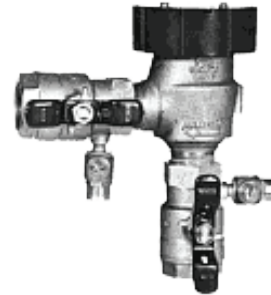
appears to be a general neighborhood water outage, call the District or check the website at www.wcid17.org for the latest information on where the outage is located, and when service will be restored.

WATER FLOODING IN THE STREET ANYWHERE IS AN EMERGENCY. PLEASE CALL 512.537.8302 TO REPORT IT.

CROSS CONNECTION AND BACKFLOW PREVENTION

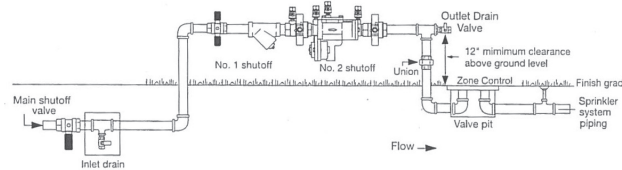
BACKFLOW is the undesirable reversal of flow of water or mixtures of water and other liquids into the potable water supply from any source. For example,

if a water hose used to mix lawn chemicals in a bucket is left in the bucket and the water pressure suddenly drops as a result of a main break or leak, dangerous chemicals could be back-siphoned into the potable water system. The same thing can happen if a retracted sprinkler head has pooled water around it and the water pressure suddenly drops. Lawn chemicals and fertilizer could be sucked into the potable system.



CROSS CONNECTIONS are any unprotected actual or potential connections between a public water system and any other source through which it is possible to introduce into the potable system any substance other than the intended potable water. Bypass arrangements, jumper connections, and temporary or permanent connections through which **backflow can occur are considered cross connections and are illegal** even if there is a closed valve in the system.

To protect the water system from such cross connections Federal and State laws require the installation of various devices such as high hazard backflow prevention devices on



sprinkler systems such as the one above (which provide an air gap to prevent backflow) and vacuum breakers on every outside hose connection. Do not disconnect or bypass these important water safety devices. Have your backflow prevention devices tested annually by a certified tester.



WATER INFORMATION

Travis County Water Control and Improvement District No.17

3812 Eck Lane Austin, Texas 78734
512.266.1111

www.wcid17.org



Water District 17 has been designated a Superior Public Water System and takes great pride in the quality of water provided to its customers. Water problems are rare; however, this pamphlet provides information for customers who may encounter these conditions.

APPEARANCE OF WATER

Discolored or Brown Water

Possibly caused by water line construction in the area. Call the District to get a maintenance person to investigate the cause and flush the lines.

Milky/Cloudy Water

Caused by air bubbles from air in the pipes or a temperature change. Water is safe, and this condition should be temporary. Call the District to flush the lines.

Yellow Water

Possibly caused by manganese or resin from a water softener. Water is safe. Call the District to investigate the cause.

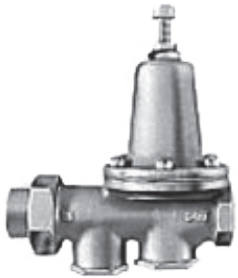
Blue Water

This phenomenon could be caused by corrosion of copper piping. Call the District to investigate the cause.

Black Particles

Degraded rubber gaskets, o rings, or meter washers may cause this. If the problem only occurs in one area of your home, check faucet heads and replace o rings if necessary. If the problem occurs throughout the house, call the District to investigate the cause.

PRESSURE REGULATING VALVES (PRV)



Due to the hilly terrain in our area, the pressure in the water mains can vary widely. Mains in a low area can have pressures over 150 pounds per square inch (psi). While the District maintains large regulating valves to control this, pressures can still be quite high in some areas. For the protection of your plumbing system, your home's water pressure should be

set no higher than 80 psi, and District 17 requires the installation of a pressure regulating valve (PRV) to accomplish this. A PRV is located on the customer side of the meter box after the customer shut off valve. All homes should be equipped

with one. If your home does not have a PRV you should install one or contact a licensed plumber to install one for you. The required type of regulator will have a built in thermal expansion bypass, (for example, the WATTS series N55B M1 or equivalent model). The PRV installed must be of all brass material. A diagram of the device and sample installation drawing is available at the District office. The valves may be purchased at any home improvement store or at the District Office.

LOW WATER PRESSURE

There are a number of reasons you could be experiencing low water pressure. You can do these simple checks around the home to see if you can locate the problem:

- Check your water softener by putting it in bypass. If pressure improves, contact your water softener maintenance company, the softener may be plugged.
- Check your pressure regulating valve (PRV) for proper operation; they can fail.
- Check for leaks around your property.



Low water pressure may also be caused by:

- Power failure at the water plant or a pump station;
- Routine flushing of water hydrants; or
- Pipeline break.

If you are unable to determine the cause, contact the District to report low pressure. When the water distribution system is pressurized, we can be sure that no unwanted substances can get into the system. Our storage tanks and pumps normally maintain water levels that will ensure good pressure throughout the system. Unfortunately, tanks occasionally drop to low levels or can even drain completely when there are problems such as large water main leaks, pump failures, or power failures. Normally, District field crews are able to correct these problems quickly, but, occasionally there may be extended loss of pressure in a part of the system.

BOIL WATER NOTICES

All water systems strive to provide safe water at adequate pressures at all times, but occasionally, problems can and do occur. It is important to understand that a boil water notice does not mean that your water is unsafe or contaminated; rather, it is issued as a precaution to alert water customers of the possibility of unsafe water.

When a boil water notice is issued, water samples are gathered immediately from the affected area, and taken to Texas Department of Health (TDH) laboratory for analysis. This test takes twenty-four hours to complete. When the samples have been tested satisfactory, the notice is lifted. Some of the conditions that may warrant a Boil Water Notice are:

- Loss of pressure for an extended period in the piping distribution system that delivers water to your homes;
- Water quality that does not meet Texas Commission on Environmental Quality (TCEQ) regulations; or
- Failure to keep adequate records of water quality.

NOTIFICATION

District 17 will use all available methods to quickly notify you of a boil water condition. These methods include door notices, notice on the website, radio, television, and signs on the street when necessary. The District will also notify homeowner's associations by email.

What to do if you receive or hear about a Boil Water Notice for Water District 17:

1. As a precaution, boil your water for drinking, cooking, brushing teeth, making ice, washing raw foods, and preparation of drinks. Bring the water to a vigorous boil for two minutes (the time starts when the water begins to bubble.) Allow the water to cool before use. Without boiling, the water is safe for bathing, washing clothes, and most other uses.
2. When it is no longer necessary to boil the water, the District will notify you by all means available. The District recommends you discard ice made during the time of the advisory as well as the next two batches, and to run cold water faucets in your home for one minute. Run water softeners through a regeneration cycle to ensure clean water fills the tanks.

