

## PROJECT TIME LINE

### Projected Reclaimed Water Distribution System Project Activities

Construction has begun

Anticipated completion of pipe  
installation by March 2010

Pipe testing and final restoration  
by April 2010

When construction is complete,  
availability doorhangers  
will be delivered when the  
contractor confirms the system is  
operational (approx. May 2010)

Residents then will need to call for  
reclaimed water meter installation  
at 562-4960 ext. 7226 or 7242.  
Any reclaimed water questions or  
concerns may also be directed to  
the phone numbers listed above.

City of Clearwater

### Public Utilities Department

1650 N. Arcturas Ave., Building C  
Clearwater, FL 33765-1945

Phone: (727) 562-4960

Fax: (727) 562-4963

### Jerry Wells, Reclaimed Water Coordinator

Phone: (727) 562-4960 ext. 7226

Email: [jerry.wells@myclearwater.com](mailto:jerry.wells@myclearwater.com)

[www.myclearwater.com/reclaimed](http://www.myclearwater.com/reclaimed)

# RECLAIMED WATER

is coming to the Chautauqua Neighborhood

Frequently Asked Questions Regarding Reclaimed  
Water and Project Timeline



The City of Clearwater's Reclaimed Water Crew



# FREQUENTLY ASKED QUESTIONS

## BEFORE INSTALLATION

### **Does the City have online information concerning reclaimed water?**

Yes. [Mylearwater.com/reclaimed](http://Mylearwater.com/reclaimed) is the official Web site for useful reclaimed water information. You could also visit [myclearwater.com](http://myclearwater.com) to learn more about other departments and services.

### **Once available, who connects my irrigation system to reclaimed water?**

The City cannot legally endorse any company. You, a friend, or a relative may make the connection; or, you might ask a neighbor to recommend someone. Once you've connected to reclaimed water, call us for an inspection at (727) 562-4960 ext. 7226 or 7242.

### **Do I have to be present when the inspection is taking place, and how long does it take?**

Either the homeowner or an authorized representative who can relay any corrections or repairs needed before the system turn-on must be present. The inspector checks for cross-connection to the potable water system. An appointment could last up to an hour, depending on the property size and number of irrigation zones.

### **Why must I pay, even if I won't be using reclaimed water?**

The City of Clearwater must find alternative watering sources to preserve our drinking water. The capital costs of design and construction are high. Availability fees help offset the initial expense over time.

## AFTER INSTALLATION

### **What happens if a cross connection is found?**

The reclaimed water will be immediately locked off, and samples will be taken. The customer will be notified of an illegal connection and must take corrective actions. A water sample will be taken after corrective measures are implemented, and a re-inspection will then be scheduled.

### **Why will my home be inspected annually after reclaimed water becomes available?**

The backflow prevention device installed on your potable water meter must be inspected annually, according to the City's permit. Irrigation systems will be tested for cross-connections, leaks, above-ground hose bibs, and faulty irrigation heads. This inspection ensures the quality and safety of drinking water in your home.

### **An inspector left a door tag stating that I am watering my lawn from 8 a.m. and 6 p.m. and am breaking watering restrictions. My timer must be acting up. Can someone lock off my service?**

Even though you may irrigate your lawn and landscaping any day of the week with reclaimed water, the restricted hours must be observed. After several attempts to notify you of the problem, an inspector can lock your service off until the problem is corrected. At that time, you will need to request a re-inspection.

### **What is the operating pressure of the reclaimed water system?**

Normal operating pressure is the same as the potable water system; it ranges between 45 to 60 pounds per square inch (psi).

### **How will the reclaimed water system expand in the future?**

All future projects must be requested by a Citizen Initiated Petition Form which is available at [myclearwater.com/reclaimed](http://myclearwater.com/reclaimed). More than half of the project area's residents must have signed the petition, requesting reclaimed water. Then, the petition must be submitted to the Engineering Department to request a feasibility study.

## IRRIGATION WELL OWNERS

### **Are there incentives for irrigation well owners to connect to the system?**

Yes. There are two options available once your doorhanger is received. You must immediately notify the City of your intentions by calling (727) 562-4960, ext. 7226.

The two options are:

1. You can keep your irrigation well and avoid the availability fee for one year. You must call for your inspection to verify that you have a working well. After one year, the monthly availability fee will begin to be charged.
2. You can abandon your well and avoid the availability fee for two years; this allows you to receive up to \$600 in reimbursement to professionally abandon your well. You also can receive a \$240 incentive credit on your utility account. In order for this to happen, you must call for a meter installation, connect your irrigation system to the reclaimed meter, and schedule an inspection. After two years, the monthly availability fee will begin to be charged.