

Dear Prospective Reclaimed Water Customer:

Thank you for contacting the Tampa Water Department for your reclaimed water service needs. To ensure that you're reclaimed water service is completed as quickly as possible, the following information is provided.

1. Water Department crews will install your reclaimed water services approximately four (4) to six (6) weeks from the time of payment of fees (if no unusual circumstances occur).
2. The Water Department will determine the location for your reclaimed water meter. If you currently have an irrigation meter, please note that the Tampa Water Department will remove the meter once you are connected to the reclaimed water system.
3. The Tampa Water Department is responsible for the installation of the reclaimed meter only. It is the customer's responsibility and expense to disconnect their existing irrigation system from the potable (drinking) water source and reconnect it to the reclaimed water meter. Also, reclaimed water cannot be piped to outside hose bibs unless the hose bibs are the styles specifically approved by the Department of Environmental Protection. Either you, your licensed plumbing contractor or irrigation contractor must contact Tampa's Construction Service Center at 274-3100 or TampaGov.net/ExpressPermits to obtain a permit before you begin the connection process. Connecting to the reclaimed water system involved identifying all direct and indirect cross connections between the irrigation system and potable (drinking) water system and properly disconnecting them before connection to the reclaimed water meter. It is highly recommended that customers do not attempt to do this work themselves unless they have significant "do-it-yourself" experience with plumbing and irrigation systems. Regardless of who performs the work, a City of Tampa permit must be pulled and the connection must pass a City inspection before reclaimed water will be made available. It is very important that the reclaimed water meter remains turned off until you, your licensed plumber or licensed irrigation contractor have applied for a permit to connect to the reclaimed water system and are following the "affidavit of completion" provided at the time of application. Once the steps listed on the affidavit are completed the reclaimed water must remain turned off at the meter until the City performs a final inspection and turns it on. Requiring a permit helps to ensure that the work is inspected and meets all safety and quality requirements.
4. No connections are allowed inside the meter boxes. All meters, piping, and appurtenances from the main to the customer's side of the meter box remain the property of the Tampa Water Department.
5. Customers are responsible for protecting the meter assembly and appurtenances from damage and ensuring that they remain accessible for reading and servicing at all times.

6. The Water Department is responsible for repairing leakage from the reclaimed water main to inside the meter box. If the Water Department installed the backflow prevention device then Water Department is responsible for repair of the leakage as well. The customer is responsible for all leakage occurring on their side of the meter box.
7. Fees must be paid within 30 days of application approval to avoid cancellation. Please note that the application fees are non-refundable.

Some interesting Reclaimed Water facts you may not know:

- The reclaimed water that Tampa provides meets the Department of Environmental Protection's reclaimed water quality standards.
- Reclaimed water may be used any day or days of the week. However, to provide the best service we need everyone's help to spread out usage. Suggested watering days for addresses ending in an odd number (or the letter N through Z) are Tuesday, Wednesday, Friday, and Saturday. Suggested watering days for addresses ending in an even number (or the letter A through M) are Monday, Wednesday, Thursday, and Sunday.
- The color purple and other labeling and signage to designate the reclaimed water system is used so citizens may distinguish it from the potable water systems both on and off their premises.
- NEVER interconnect the reclaimed water system with the potable water system serving your premises because reclaimed water is not treated to drinking water standards.
- NEVER use reclaimed water for drinking water or for swimming pools, wading pools, and hot tubs.

We look forward to having you as a reclaimed water customer. Additional information about reclaimed water, getting connected to the reclaimed water system, and managing your landscape are available at TampaGov.net/ReclaimedWater or by contacting our customer service representatives at (813) 274-8811. If you have any questions or need further assistance, please call our customer service representatives at (813) 274-8811; visit our reclaimed water website at TampaGov.net/ReclaimedWater; or visit our office located at 306 E. Jackson Street, 5th Floor, Tampa.

Sincerely,

Tampa Water Department