

## **Frequently Asked Questions**

1. Who is Forest Glen Utility and how do they bill?  
*The Forest Glen Utility has been approved to operate a wastewater and reuse water facility for the Potranco Ranch Subdivision. In order to save on duplicate billing the fee and cost are billed on your Yancey water bill.*
2. What is reuse water?  
*It is filtered wastewater from each residence that is treated by the Forest Glen Utility Company and made available back to the home for the purpose of irrigating the landscape.*
3. Why am I charged 18.00 for re use water if I do not use any?  
*The 18.00 charge is used to maintain and for fixed on going cost to the plant, it is a monthly fee whether you use the reuse water system or not.*
4. Can I opt out of the Forest Glen Utility Co if I do not want to use it for irrigation?  
*No, this is not an option. When you establish water service with Yancey you are automatically enrolled for the reuse water system for Forest Glen Utility Co.*
5. What is a backflow device?  
*The backflow device is located on your fresh water system and prevents any reuse water from getting into the fresh water system.*
6. Why does the backflow device have to be inspected?  
*Per TCEQ a licensed BPAT tester must test all backflow devices on the potable water supply annually. Forest Glen Utility will be completing the testing and the Testing and Maintenance reports will be filed with the Forest Glen Utility. The cost of testing the backflow device on the home will be included in the following months water re use bill. You will be notified via the Potranco Ranch website with the next testing date one month prior.*
7. Why was I charged for a repair on my backflow device?  
*Because the TCEQ requires the backflow device be in working order to pass the backflow test, the homeowner is responsible for the cost of any repairs to bring it up to code. Please refer back to you HOA documents.*
8. I just bought my home from the builder and the device has been tested, why do I have to have it tested again in the same year?  
*In order to keep the testing cost down and to insure all of the backflows are tested annually Forest Glen Utility will contract a certified BPAT tester to complete the testing annually, regardless of when the last test was done. Please refer to your HOA CCRs for further information.*

Please refer to the Forest Glen Utility tab on the Potranco Ranch HOA website for additional information and any future updates.