

Potranco Ranch

Homeowner Letter of Introduction: Landscape Irrigation with Reuse Water

Rev 12/8/2015

The Forest Glen Utility has been approved to operate a reuse water facility that captures waste water from each residence and after treatment makes it available back to your home for the purpose of irrigating the landscape. If you intend to use irrigation on your landscape, the deed restrictions of your property require you to use reuse water.

Due to the standards for using reuse water for residential landscape watering, the homeowner must request approval from Forest Glen Utility for installation of the irrigation reuse meter and system as well as any future changes you would like to make to the system.

Please visit potrancoranch.com website and click on the Forest Glen tab to obtain a package of information with rates, change request, contract and instructions for establishing your reuse water account. Please mail completed contract to Forest Glen Utility. Request forms may be mailed or submitted via email to: forestglenutility@gmail.com

Thank you and welcome to Potranco Ranch – a community providing beneficial water solutions for its residents!

Forest Glen Utility
15720 Bandera RD Suite 103
Helotes, Texas
Contact: forestglenutilities@gmail.com
Please allow 2 business days for response

**FOREST GLEN UTILITY COMPANY
15720 BANDERA RD. #103
HELOTES, TEXAS 78023
TEL 210-695-5490/ FAX 210-695-6580**

To our valued customers:

As you know Forest Glen Utility Company has an environmentally friendly policy of providing recycled water to the homeowners in the Potranco Ranch subdivision. By receiving recycle water each homeowner has the benefit of having lower-cost water and less restrictions for the irrigation of their lawns and landscaping than other homeowners in the county.

In order to be able to protect the enjoyment of this system it is necessary for us all to cooperate in protecting the environment. As such, we're requesting that all homeowners refrain from depositing any objects or products in their toilets other than human waste and toilet paper.

When items such as diapers, feminine hygiene products, or other large non-biodegradable objects are placed in the toilets they travel to be recycled at the water plant causing problems with the plants performance.

As a community, we should all work together to ensure that we have high-quality recycled water to enjoy for the future.

As such we are requesting that no diapers, feminine hygiene products, or other large non-biodegradable waste be placed in the toilet. All such items should be disposed of in trash receptacles - and not be placed in the toilet.

Thank you for your help in keeping Forest Glen Utility Company, and the Potranco Ranch Subdivision an environmentally friendly community.

Save Water with Smart Landscaping

Smart Tips from Forest Glen Utility

1. **Mulch:** Add mulch to all bedding plants, shrubs and trees with 4-6 inches of mulch. This keeps water from evaporating from the soil, deters weeds, and keeps the soil cooler.
2. **Increase the mowing height for turf.** Taller grass shades the soil, conserving moisture.
3. **Do not bag grass clippings.** They provide mulch for lawn areas.
4. **Top Dress:** Top dress your yard with 1-3 inches of compost. This adds microbes, nutrients and organic matter to the soil.
5. **Aerate your lawn:** Aeration allows air and moisture to reach the turf's roots.
6. **Plants:** Use drought tolerant plants that are adapted or native to our soil and climate.
7. **Multi-Cycle Watering:** Reduce run times in each zone and add more start times. This allows water to soak in and not run off. To see if your landscaping is receiving the proper amount of water, place a tuna can in each of the zones while watering and when the can fills, the landscaping has received the proper amount of water.
8. **Select drought tolerant varieties of turf.** Provide a minimum of 4 inches of soil with the turf.
9. **Landscape:** The best water savings can be achieved from a properly designed and installed landscape.

Forest Glen Utility 15720 Bandera Rd#103 Helotes, TX 78023 210-695-5490

Save Water with Smart Irrigating

Smart Tips from Forest Glen Utility

1. **Multi-Cycle Watering:** Reduce run times in each zone and add more start times. This allows water to soak in and not run off.
2. **Rain Sensors:** Install a sensor to turn your system off when enough rain has fallen.
3. **Segregate Zones:** Separate turf areas from bedding areas.
4. **Check for Leaks:** Run the system and visually inspect for leaks on a regular basis.
5. **Measure Output:** Run schedules according to amount of water needed for the particular plants and for the season and weather conditions.
6. **Reduce Pressure:** Many areas have high pressure and installing a pressure reducer or reducing flow will eliminate "fogging," which drifts and evaporates easily.
7. **Nozzle Properly:** Make sure nozzles are aligned properly to keep water in landscaped areas. Improper nozzles may also cause standing water.
8. **Maintain System:** Replace broken or worn out parts. Modify system for landscape changes.
9. **Irrigation:** The best water savings can be achieved from a properly designed and installed irrigation system.

Forest Glen Utility 15720 Bandera Rd#103 Helotes, TX 78023 210-695-54905490

Potranco Ranch

Irrigation Guidelines

Rev 12/8/2015

Design criteria used for the landscape irrigation systems shall comply with state law.

If you are a licensed irrigator please refer to www.tceq.texas.gov/goto/lawn for specifics on system design with reuse water. The Forest Glen reuse system is designed to provide 40psi/10gpm for each home. When irrigation system is installed the use of efficient watering heads is required as well as multiple zones using fewer heads.

Reuse water is considered non-potable (not drinkable) and should not be used for drinking by people or pets, playing in or filling pools or hot tubs.

Vegetable gardens and green houses may not be irrigated with reuse water.

Outdoor hose bibs must be installed using the potable water source.

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 February water re use bill.

The transfer of reclaimed water may be terminated immediately if the Forest Glen Utility becomes aware of any misuse of the reclaimed water by the user, regardless of contract provisions.

There is a designated watering schedule specifically for the subdivision according to the address number. Homeowners are required to follow this schedule when using the reuse system. Please note that watering schedule is subject to change.

Potranco Ranch

Landscape Guidelines

Rev 12/8/2015

The total square footage of irrigated landscape using reuse water must not exceed 10,000 square feet. Request to exceed the 10,000 SQ FT of irrigated water purchased MUST be submitted to the Forest Glen Utility Company prior to the reuse meter installation for approval. All subsequent requests pertaining to the re use meter will need to be submitted to Forest Glen Utility for approval.

Landscape design criteria should embrace the basic principles of xeriscape and plant material selection should be appropriate for the South Texas region. Please review the principles included with this packet of information.

Save Water with Smart Landscaping and Irrigation. Please review the tips included with this packet of information. These tips are designed to improve your water savings in the landscape. Incorporate as many of these helpful tips as possible.

Please submit the proposed landscape and irrigation plans as well as the Home Improvement Request application if installing more than 10,000 SQ FT of irrigation to forestglenutility@gmail.com or mail to:

Forest Glen Utility Company
15720 Bandera Rd. Suite #103
Helotes, Texas 78023
Contact: forestglenutility@gmail.com
Please allow 2 business days for response

Potrancı Ranch

Re-Use Water Meter and Rates Sheet

Rev 12/8/2015

Re-Use Water Meter Installation Fee - \$350.00

In order to access the reuse water supply a meter must be installed at the residence.
Contact Forest Glen Utility to schedule installation of the meter.

Forest Glen Utility
15720 Bandera RD Suite 103
Helotes, Texas

Email: forestglenutility@gmail.com
please allow 2 business days for response

Make check for meter payable to Yancy Water Supply
Check must be received prior to installation of meter.

Re-Use Water METER and WATER RATES

Monthly Meter Fee - \$21.10 per month

Re-Use Water Rates

Zero to 2,000 gallons - \$ 1.32 per 1000 gallons

2,001 to 5,000 gallons - \$ 2.12 per 1000 gallons

5001 to 10,000 gallons - \$2.68 per 1000 gallons

10,001 to 15,000 gallons - \$3.08 per 1000 gallons

Over 15,000 gallons - \$3.48 per 1000 gallons

Re-Use Water Meter and rates are subject to change.

Re-Use Water Meter and rates are subject to change during stages 1,2,3,4 of drought
management

**Forest Glen Utility
Reuse Water for Irrigation
E-Mail list**

Please join the email list for Forest Glen Utility. This will allow you to be informed when there are any repairs, changes or emergency updates that may affect your irrigation system.

To join please send an email to:

forestglenutility@gmail.com

With “sign me up” in the subject line. You may also use this email to ask questions regarding the reuse water for your irrigation system.

**FOREST GLEN UTILITY COMPANY
15720 BANDERA RD. #103
HELOTES, TEXAS 78023
TEL 210-695-5490/ FAX 210-695-6580**

10/04/2015

Potranco Ranch Homeowners;

Over the course of the past ten (10) days, the staff at the Forest Glen treatment facility have had to routinely react to situations involving a great deal of foreign matter jamming up the sewage pumps at the plant. By foreign matter, we are referring to items that are not supposed to be flushed or washed down household drains.

We would like to take this opportunity to remind homeowners to please not flush, or wash down your drains, any material that is not meant to be flushed. We have provided a small list below. When in doubt to whether it can get flushed away, just throw it away. If the pumps continue to get jammed up, the whole community will begin to be affected and experience problems.

DO NOT FLUSH LIST

- Diapers
- Clothing
- Wet Wipes
- Grease or Oils
- Sanitary Napkins
- Plastic Items (Such as toys or plastic feminine hygiene products)

****Please make sure your younger children are not flushing anything they should not be****

We appreciate your continued help in making our community a great place to live.

Sincerely,



Harry Hausman
Manager