

Non-Potable Irrigation Water: Owner Guide

The Metro District provides non-potable irrigation water to the community. The water rate structure includes an annual Capital Fee plus a water service fee per 1,000 gallons of water used. Water consumption is calculated and billed in accordance with the water meter reading. Rates and fees are established by the Board of Directors. Non-potable irrigation water is available from mid-April to mid-October every year, weather dependent. Water use limitations, system shutdowns due to rain events, and routine irrigation system maintenance may occur throughout the season.

What is the Metro District's Responsibility?

- Activation and deactivation of irrigation water from the main supply lines.
 - *Prior to irrigation activation, maintenance crews test and chlorinate the main water supply lines. This chlorination process removes algae, snails, and build-up from the lake water.*
 - *The Metro District is not responsible for lawn or system damage caused by an open water meter valve. Failure to properly close the meter valve at the end of the season may result in fines or irrigation-related issues in the spring.*
 - *Due to seasonal system maintenance and new construction projects, the District may keep the main irrigation water supply activated after residential water has been deactivated in the fall. Residential watering is not permitted or available during this time.*
- Water use efficiency - Irrigation water is not available with heavy rainfall.
 - *A "Water Conservation Shut Down" may occur and is a management tool used to save irrigation water after rain events. Irrigation pumps are shut off for up to 2 days when the community receives between .5 and .75 inches of rain and shut off for 2 or 3 days when rainfall exceeds .75 inches, and the soil is saturated.*
- Management and maintenance of the curb stop valve, water meter and endpoint units.
 - *The curb stop should be exposed and used only by Metro District staff.*
 - *The non-potable water meter tracks usage and possible leaks in your system.*
- Establishing rules, rates and parameters for water use, per the Board of Directors.

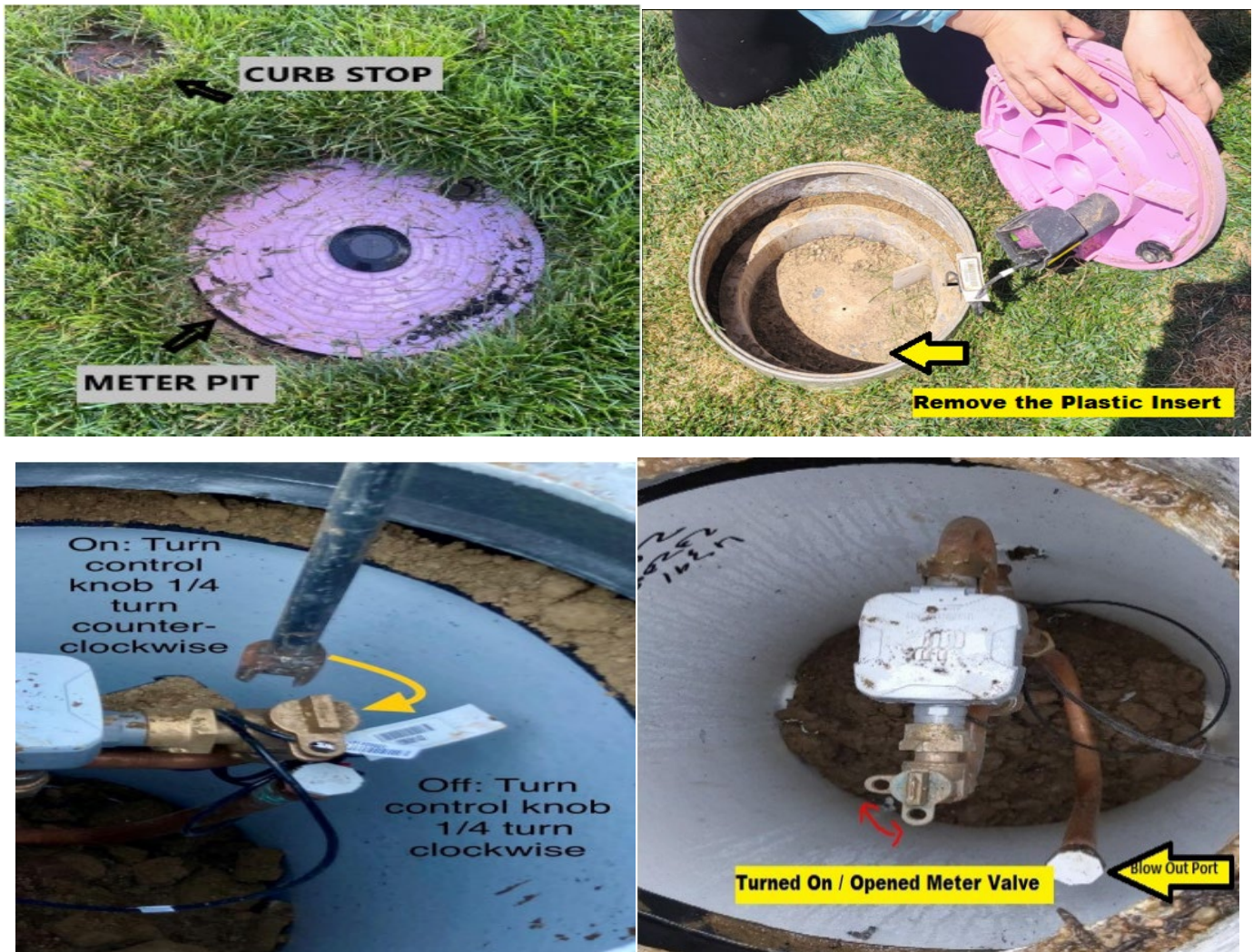
What is the Property Owner's Responsibility?

- Activation and deactivation of the irrigation system on owner property, programming irrigation clocks to approved watering days and times and monitoring appropriate usage. Owners should always avoid overwatering.
- Turning the meter valve **ON** and **OFF** at the beginning and end of the irrigation season.
 - *Hand valve is located within the meter pit in the back yard – see below.*
 - *Opening the hand valve allows for water to enter your property from the main supply line.*
 - *Closing the hand valve restricts water flow to your property from the main supply line.*
 - *The Metro District will notify owners via email when it's time to open or close the meter valve.*
- Repairing any irrigation issues on the property - broken heads, leaks, clogged lines, broken nozzles, etc.
 - *Contact the Metro District if your meter is not working or if there is a main supply line issue. Otherwise, owners are encouraged to contact an irrigation professional to troubleshoot irrigation system issues.*

Please email clientservices@advancehoa.com with questions

How to Turn Meter Valve ON/OFF

1. Meter pit is located in the back yard of each home.
2. Open the lid nut with a pair of pliers or a meter key and remove the plastic insert.
3. The meter hand valve is a gold/copper knob located next to the meter. Turn the hand valve a 1/4 turn to open or close the meter.
4. The blow-out port is located within the meter pit. This is where owners should blow out their system at the end of the irrigation season.
 - Remove and replace the white pvc blow out port cap if needed.



Meter Key

If you have an interest in purchasing a stainless pentagon meter key/wrench, rather than using a pair of pliers or vice grips, you can find them at Home Depot, Amazon or a local irrigation supply store.



How to Turn Irrigation Valves ON/OFF

(Valve boxes are owner's property/responsibility)

Check your sprinkler valves within the rectangular boxes to ensure they are ON/OFF as needed. The main water supply will not be available unless all valves are open (within valve boxes and within the meter pit).



If the above steps have been followed and you still do not have access to the water from the main supply line during the irrigation season, please email clientservices@advancehoa.com; or contact an irrigation professional.

Include the following information:

- Property address
- Photo of the hand valve inside the meter pit is in the **ON** position
- Photos of inside each sprinkler valve box with all valves in the **ON** position

Eye On Water - How to Track Non-Potable Water Meter Usage

Residents have the ability to monitor irrigation water usage by viewing the digital reading on the water meter. Owners are also able to track usage through an app called “Eye on Water”. *“EyeOnWater (EOW) services give consumers direct access to their water consumption data and provide tools to help them manage their water use. EOW enables customer outreach and delivers information to them on the web and through mobile apps. EyeOnWater also delivers leak alerts and usage trends to customers through email, text messages or on-smart device notifications.”*

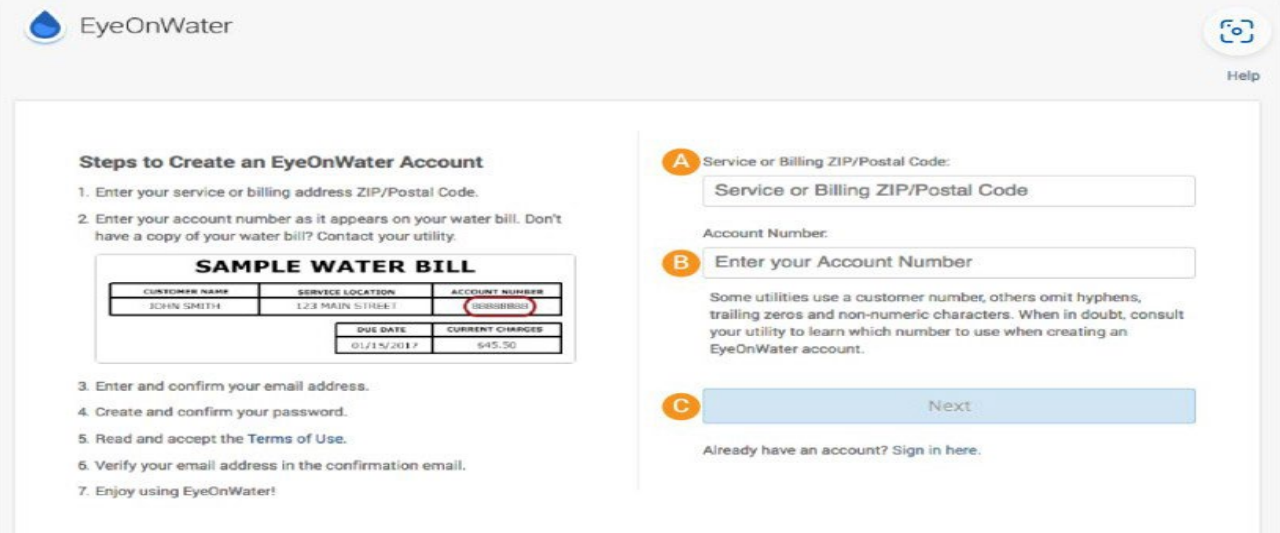


EyeOnWater (US)
Making Water Visible.
Badger Meter, Inc.
★★★★★ 4.7 • 29.2K Ratings
Free

CONTACT THE METRO DISTRICT OFFICE FOR YOUR ACCOUNT NUMBER

HOW TO VIDEO: [EyeOnWater Utility Customer Explainer Video - YouTube](#)

Online: [EOW-POSTER-email-v2-1.png \(1024x1388\)](#)



Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
304th SW4114	123 MAIN S-1188-1	00000000
	DUE DATE	CURRENT CHARGE
	01/15/2017	645.50

A Service or Billing ZIP/Postal Code:

Account Number:
B Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

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Already have an account? [Sign in here.](#)

- The non-potable irrigation water meter is located within the meter pit, typically found in the back yard. You may need pliers or another tool to help open the lid. The meter’s digital reading tracks how many gallons of water passes through the meter. You may consider taking a picture of this number at the beginning of each season to track your water usage during the irrigation season.

Non-potable Water Meter located in meter pit

