

Recycled Water FAQ

We have received a few calls regarding the reuse irrigation system, we would like to take the time to share our responses to these questions with the community.

1. Can I choose to remove my residence from the FGU reuse system?

The Forest Glen Utility recycled water system has been installed throughout your subdivision for use in landscape irrigation. Yes, you can choose NOT to use the system, however you cannot choose to remove or disconnect your address from the reuse system. If you do choose not to use the system, you will not have access to landscape irrigation. The reuse, purple pipe, system is completely separate from the Yancey Water System that provides the Potable Water for inside the residence.

2. My reuse meter is running; however I am not getting any water to use for landscape irrigation. Am I being charged? May I get reimbursed?

In our experience, a meter ONLY runs if water is running through it. With that logic, no customer should be being charged for something that hasn't been received. It is not okay to pay for a service that is not being received, YES there is ability to receive a reimbursement if indeed you have been charged for something that was not received. We have gotten several calls to this nature, and are curious as to what is happening as well. FGU will set up times within the next couple of weeks for an inspector to go out and check the system and verify. We will keep you updated.

3. I turn on my irrigation system and nothing comes out. I have no pressure for my irrigation system.

The FGU Reuse system is a system that has components of pressure and volume. The system can only handle a portion of the community turning on their irrigation system to water at one time, which is why FGU came up with a Potranco Ranch Watering Schedule. If the system is overloaded then pressure will be affected. Be a good neighbor and water on your scheduled time. It does affect your neighbors. Please see attached Watering Schedule.

4. The reuse system is causing a bug infestation.

The reuse system is permitted to treat to the highest standards, TYPE 1, for use in landscape irrigation which is the standard that allows for safe human contact. The water that comes from the FGU system to your private sprinkler system is comprised of 25% TYPE 1 Treated reuse water, and 75% Edwards Aquifer water. The Customers in Potranco Ranch use significantly more water for irrigation than is produced through the treatment system, therefore FGU pays for water from an Edwards Aquifer to supplement the system. All of this backup information to say that there is no more bug attraction to the reuse water as there is to the Potable Water. Central Texas is currently experiencing a weather pattern conducive to higher bug population. Also, overwatering your lawn means more bugs!