

DONALA WATER & SANITATION DISTRICT

(719) 488-3603

www.donalawater.org

JULY 2018

GLENEAGLE WATER MAIN REPLACEMENT OPEN HOUSE

Beginning in July, the District will be replacing the water main located on Gleneagle Drive. The project will start just east of the Shoppes at Gleneagle and will move east, at least to Mission Hills Way and depending upon the final bid numbers possibly as far as Cherry Hills Way. The second phase will consist of an underground bore, to install a new pipeline from our Jessie Booster Station to the R. Hull Water Treatment Plant on Bermuda Dunes. Most of that project will be done with an underground bore to minimize the impact on our customers rear yards. Prior to the start of construction on these projects, Donala will host an open house to explain the scope, methods and what potential impacts the residents may experience. The Open House will be held on July 10, 2018, from 6pm to 8 pm, at the Donala Offices located at 15850 Holbein Drive. Staff from the District's engineers, as well as Donala staff, will be available to answer questions you may have on these projects.

I THINK I MAY HAVE A LEAK, HOW CAN I TELL?

There are many types of leaks and most can be easily found through observation. The most common types of leaks are in your toilets, or irrigation systems. Leaky toilets can sometimes be difficult to diagnose, as they leak "silently". By that I mean there are no visible signs of a leak, the water in the bowl is still and the toilet doesn't run. An easy way to determine if your toilet is leaking is to place a dye tablet, or even several drops of food coloring, into the tank on the back of the toilet. Let it set for a while and then see if the toilet bowl has changed color. If it has, you should make the needed repairs. Often it is a simple matter of replacing the flapper valve on the bottom of the tank. Another method of leak detection is to watch your water meter, which is in your basement. Make sure that all water sources are turned off and then go to your water meter and open the cover to see if the gages are still turning. If they are, you may have a leak, or you may have forgotten to turn something off. This would include your irrigation system that should be temporarily shut off. These methods are simple ways to quickly determine if there is a leak. Don't forget to turn whatever systems you have turned off, back on, once inspection is complete. The District does have dye tablets available, for no charge. Just stop by our office at 15850 Holbein and ask for as many as you need. Our billing system will "flag" accounts that show above, or below, normal consumption on the day that we bill. It does not alert us throughout the month. We will contact you directly if the account is showing an abnormally high use but keep in mind that the water has gone through the meter by this time and as a result it will reflect in a high bill. One final tip is to listen for a leak. When water is flowing through the pipes in our home, often you will be able to "hear" the water flowing. You may also be able to feel a vibration in your pipe. The best time for this is later in the evening when the outside noises are reduced. For further tips on locating leaks see our website, <http://www.donalawater.org/images/stories/pdfs/Possible%20Leaks1.pdf>.

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CONSUMER CONFIDENCE REPORTS

By Federal Law, each water provider must provide their water customer a Consumer Confidence Report. This report is a great source of information. You can find out where Donala's water comes from, what we treat for, the hardness of our water, fluoride content, and so much more. I highly recommend you read this report yearly. You can find this information on our website <http://www.donalawater.org/images/stories/pdfs/Donala%20CCR%202018.pdf>. If you have any questions, please feel free to call us.

IS IT OK TO CONNECT MY SUMP PUMP TO MY HOME'S DRAIN SYSTEM?

With all of the rain we have received in the last 45 days, which is the highest recorded month of rain, ever seen, many residents have noticed that their sump pump is also running at a record rate. We have received many calls about flooded basements and reports of water running off of property that appear to be a water line break; all as a result of rainfall that no one in Gleneagle has ever seen before. We are asked frequently if a homeowner can connect the sump pump discharge directly to their waste drain system. The answer is an emphatic no. The District prohibits the connection of a sump pump to a home's waste drain system for the simple reason that during heavy rains this water, when dumped into the waste drain, will hydraulically overload the waste water treatment plant and can easily wash out the biological process of the waste water treatment plant. The acceptable connection of a sump pump discharge is to either the French Drain System around the foundation (not all homes have this feature) or to direct the discharge to your back yard where it can soak into the soil and help your vegetation as well as protecting your waste water treatment plant.

The Board of Directors and the Staff of Donala want to wish you a safe, and enjoyable, 4th of July holiday.

Your General Manager

Kip Petersen

