

June 2023
Issue 36

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Where Does Your Water Come From?

The process of how we get water into our homes and businesses goes much deeper than turning on the tap. In fact, it goes beneath the earth's surface, reaching into large, water-bearing geological structures called aquifers. Aquifers consist of layers of rocks and soil that allow water to flow through their tiny pores. To access the water from the aquifers, water wells are drilled.

Did you know that Aqua Water Supply Corporation has 40 active water wells with 2 new wells in development? As the demand for water grows, we work day in and day out to create methods to help conserve sustainable water sources so that our members will continue to have safe, reliable water for generations to come. And it starts at the water well.

First, a reliable groundwater source needs to be identified. For example, in

our district, the Lost Pines Groundwater Conservation District (LPGCD), there are five aquifers.

The Carrizo-Wilcox aquifer is the largest and most extensive one in the LPGCD. Wells drilled into this aquifer are able to produce thousands of gallons per minute (gpm).

Once the source has been identified, then the plans for a water well begin. A water well is comprised of many components, including well casing, well caps, well screens, pump and other miscellaneous parts. After

those pieces are put together, the waterflow begins!

The water from the wells is sent to treatment plants to begin the thorough process of treatment and testing. Once the water is deemed to be potable, or fit for drinking, it is then pushed out to the distribution system via storage tanks and water lines for consumer use.

At Aqua Water, we follow industry best practices and standards to deliver a safe, reliable water supply to your home - from our family to yours.



Nearly 98% of all freshwater comes from groundwater sources.

Office Hours:
MONDAY - FRIDAY
8:30 a.m. - 4:30 p.m.
Closed 12 - 1 p.m.

Drive-Thru Window:
8:00 a.m. - 4:30 p.m.

Aqua in Stage 2 Drought Response

Due to high system demand, elevated tank levels continue to drop at several of Aqua's critical sites, making it necessary to enter Stage 2 Drought Response to ensure reliability of service. Stage 2 restrictions include, but are not limited to, the following:

- Use of water for irrigation of landscape areas is limited to designated watering days between the hours of 8:00 p.m. - midnight and midnight - 10:00 a.m. You may only water with a handheld hose, bucket, by drip irrigation, or with an automatic sprinkler system. Watering with hose-end sprinklers is prohibited. Landscape watering is not permitted on Saturdays, Sundays, or official holidays.
- Use of water to wash any vehicle, motorbike, boat, trailer, or other vehicle is prohibited except on designated watering days between the hours of 8:00 p.m. - midnight and midnight - 10:00 a.m. You may only wash with a handheld bucket or hose equipped with a shut-off nozzle.

By adhering to these restrictions, you are doing your part to help avoid outages and any subsequent Boil Water protocols. For complete information on Water Use Restrictions, Watering Schedules, and Enforcement, please visit www.aquawsc.com.

Thank you for your understanding and for being a valued member of Aqua Water Supply. Aqua's complete Drought Contingency Plan can be found on our website at www.aquawsc.com under the Conservation Tab.

Landscape Watering Schedule

Monday and Thursday: Even last number of address

Tuesday and Friday: Odd last number of address

For customers having rural delivery numbers, use the last numerical digit of the delivery number, whether route or box, to determine landscape watering days.

Be Water Wise!

Of the estimated 29 billion gallons of water used daily by U.S. households, roughly 30 percent is devoted to outdoor water use. At Aqua, we encourage all members to conserve water whenever possible, so here are a few tips to make outdoor water conservation a little easier this summer:

- ♦ Create a water-smart landscape that is both beautiful and efficient
- ♦ Never water in the middle of the day when the hot sun will evaporate most of the water before it can get to thirsty plants
- ♦ Sweep driveways, sidewalks and steps rather than hosing them off
- ♦ Wash the car with water from a bucket instead of running a hose
- ♦ Use a pool cover to reduce evaporation when pool is not in use
- ♦ Conduct a Sprinkler Spruce-Up to check that your system is in proper working order.



***Please Note:** The Aqua Water Supply newsletter is published 4 times per year. To submit Community Announcements for publication in an upcoming quarterly issue, please send your news in writing to the main Aqua office or via email to info@aquawsc.com by the fifth day of January, April, July or October.

A 'Big Picture' Approach to Leak Detection

On average, roughly 30-40 percent of the water that is moved around the world is lost through leaky pipes. With-in every water utility, it is a primary goal to keep this lost water percentage as low as possible in order to conserve resources.

There are a number of ways to detect leaks. Satellite imaging technology provides one cutting-edge option, and it starts from hundreds of miles away... in space.

Aqua Water recently contracted ASTERRA EarthWorks to gather satellite imaging data on water leaks within our system. It typically takes about a year to receive the full results and data from this research.

In a nutshell, ASTERRA Earthworks monitors ground infrastructure and surrounding rights-of-way for underground soil moisture, providing the ability to detect leaks of all sizes. Data is gathered using an orbiting satellite and a highly sensitive radar band that reflects off underground moisture. The technology detects the signature of drinking water in soil up to 10' below

the surface, indicating areas of concern for further investigation.

The satellite imaging data does not pinpoint an exact leak location. However, it does report a radius of where the leak is likely to be, which is a big step forward in helping the ground crew quickly find leaks.

As we collect the data, we will be able to send crews out to the points of interest to check the leak site using our leak detection dog Charlie, as well as acoustic leak detection equipment to determine where a leak may be occurring.

Applying this technology to the Aqua water system provides the powerful capability to identify both immediate and long-term problems. This allows us to address leaks before additional damage and safety issues can occur.



At Aqua, we view leak detection as an important part of our mission to protect valuable water resources. And by adding the ASTERRA EarthWorks satellite imaging data to our technology tool box, we now have far-reaching visibility across our entire Central Texas service area with a 'big picture' view from space.



AQUA

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[www.facebook.com/
AquaWaterSupply](http://www.facebook.com/AquaWaterSupply)

Free automated phone payment and online bill pay are available 24/7. You can pay with all major credit cards, E-Check or automatic bank draft.

Payment by phone: Call Aqua at (512) 303-3943 and select option 5 — the interactive voice response system will guide you through the process.

Online: Visit www.aquawsc.com and select Pay My Bill. You will be redirected to a secure website with instructions for payment.

Automatic bank draft: Complete a Bank Authorization form, available from our office or website, and return the completed form to our office with a voided check.

Go Green: To start receiving an e-bill please email a request along with your 10-digit Aqua account number to: ebilling@aquawsc.com.

Safe ♦ Reliable ♦ Sustainable

CALL AQUA BEFORE YOU DIG:

Aqua Water will locate the Aqua water lines for you. Calling for a line locate before any type of excavation is a good idea. Water loss and service interruptions from damaged lines are avoidable, please call the Aqua office: (512) 303-3943.