

TVWD Water Supply Improvements



Maintaining a reliable, efficient water distribution system to ensure adequate service capacity now and in the future is a major focus of TVWD. Our Construction, Maintenance, Distribution and Valve crews are out every day installing, repairing and maintaining elements of the water system. These crews spend anywhere from a few hours to a few months on projects such as installing water services and relocating water mains, hydrants, valves and services. They also repair leaks and perform general maintenance on the water system. These crews are instrumental in not only getting water flowing to new customers, but minimizing inconveniences to current customers.

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WHY IS CONSTRUCTION NECESSARY?

Crews might need to work in your area for a variety of reasons, including installation and relocation of pipes, hydrants and water services, leak repair, and hydrant flushing.

WHY DID YOU SHUT OFF MY WATER?

TVWD Crews may have to shut off your water for a variety of reasons. We try and notify affected customers before construction begins, but circumstances may not allow us to give you advance notice. We will work as hard as possible to have your water flowing as soon as possible. We appreciate your patience during this time.

WHY IS MY WATER DISCOLORED WHEN YOU'RE DONE?

After your water is shut off and turned back on, there may be temporary incidences of discolored water while fine sediment particles are flushed out. There is no health hazard associated with the discolored water. If you encounter discolored water:

- Shut the water off and wait several minutes. After waiting, check the clarity by running cold water for a few minutes, allowing new water to work its way into your pipes. If the water is clear, it's OK to use. If not, wait a few more minutes and check again. In some cases, there may be slight discoloration for a few hours.
- If pressure or volume seems low, check your faucet screens for trapped particles.

I SAW YOUR CREW LEAVE RIGHT IN THE MIDDLE OF THE JOB. WHY DIDN'T THEY FINISH?

Water emergencies that require our immediate attention can happen at any time. For example, a major water pipe leak can not only waste millions of gallons of water, but can also cause major road and structure damage, as well as heavy traffic impacts. If a leak (or other type of emergency) requires our immediate attention, we will do our best to minimize our impacts to the job we had to leave, and will return and finish as soon as possible.

CAPITAL IMPROVEMENT PROJECTS

Every year, TVWD takes a look at long-term needs to maintain and improve our infrastructure. This planning, which extends out five years, results in CIPs. These long-term projects include budget estimates for everything from reservoir upgrades and pipeline improvements to seismic (earthquake) improvements. For a list of CIPs currently in progress, visit www.tvwd.org and click on Capital Improvement Projects.