

Customer Responsibilities for the Use of Water

- To use reclaimed water in a responsible manner as outlined under "Approved Uses".
- To protect your reclaimed water from being used by others, such as children, in unapproved uses.
- To educate all members of the household and



guests to the approved and unapproved uses.

- Do not share with neighbors or allow reclaimed water to be transported off the property by any means.
- No above ground hose bibs allowed. Reclaimed water hoses are to be disconnected when not in use.

Potable Water Irrigation Schedule			
(This rule includes private ponds and well irrigation sources)			
Season	Odd Home Address	Even Home Address	Nonresidential Properties
Summer Daylight Savings Time	Wednesday & Saturday	Thursday & Sunday	Tuesday & Friday
Winter Eastern Standard Time	Saturday	Sunday	Tuesday

- To prevent cross connection of your reclaimed water with any other water source of water, such as the City's public drinking water system.
- Disconnect your irrigating well from the irrigation system prior to the connection to reclaimed water.

Reclaimed Water Irrigation Schedule			
(City of Oviedo reclaimed customers only)			
Season	Odd Home Address	Even Home Address	Nonresidential Properties
All Year (Eff. Jan. 2010)	Monday, Wednesday & Saturday	Tuesday, Thursday & Sunday	Monday Wednesday & Friday

The City of Oviedo is a participant of the **Community Rating System** through the **National Flood Insurance Program**

If you require information on your property to assist in the purchase of Flood Insurance such as community determined base flood elevations, information on the flood zone affecting your property or whether official elevation certificates are available please contact the City of Oviedo's Stormwater Coordinator: Amanda Kortus—407-971-5682
akortus@cityofoviedo.net

You can also register to the City of Oviedo's Emergency Management for the early warning flood alert and potential disaster events through reverse 911 which will focus on those homes or businesses that are specified within a Special Flood Hazard Area as identified with current FEMA maps. You must have a landline with a published phone number.

The City strongly recommends ALL residents and business owners to incorporate some kind of alerting method, this can be done via a weather alert radio or registering with local news media web sites for either e-mail or text alerts.

Please remember the procurement of Flood Insurance must be in place prior to a Flood Event and well in advance of the disaster. Flood Insurance typically takes 30 days to be in effect prior to any claim.

As a homeowner, business owner or resident everyone can help prevent minor flooding issues such as the prevention of planting vegetation along swales or in ditches. Ensuring if you have a French Drain on your property that the pipe underneath the grate is kept free of debris, grass clippings or leaves. Report pollution and illicit dumping to City Storm Sewers by contacting 407-971-5682. Dumping any kind of debris into storm sewers will encourage flash floods and expensive restorative measures against tax dollars.

ONLY RAIN DOWN THE DRAIN!



National Flood Insurance Program
Your Homeowners Insurance Does Not Cover Floods...



...but Federal flood insurance does.

Floods can happen anytime, anywhere. They cause physical, emotional, and financial anguish—especially when victims realize the damage is not covered by their homeowners insurance policy.

Federal disaster assistance is not the answer.

Why? In most cases, the only aid disaster victims may qualify for is a loan, and that must be repaid—with interest!

Only Federal flood insurance reimburses you for flood damage to your property. With one annual premium, you can protect your most important investment: your home or business and its contents.

Call your insurance agent or company today to ask about the National Flood Insurance Program. There is no better way to save for a rainy day.

For more information about the NFIP and flood insurance, call **1-800-427-4661** or contact your insurance company or agent.

For an agent referral, call 1-888-435-6637
TDD 1-800-427-5593

www.fema.gov/national-flood-insurance-program
www.floodsmart.gov

City of Oviedo
Water Resource
Guidance for our Customers

2013



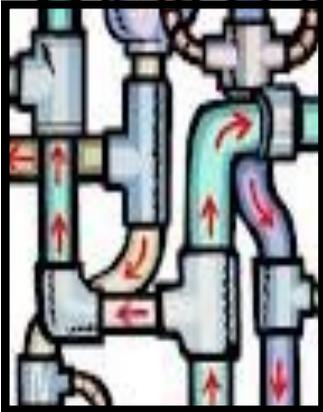
This information is part of the City's ongoing effort to help you, our customers, learn healthy water practices and help create a sustainable water resource for our community.

Public Works Utilities
Important Numbers

Billing – 407-971-5537/5538
Administration – 407-971-5692
Stormwater— 407-971-5682
Utilities After Hours Emergency
407-971-5675

Cross Connection

Cross Connection is a point in a plumbing system where the *potable (drinking) water supply is connected to a non-potable source*. Pollutants or contaminants can enter the drinking water through uncontrolled cross connections when *backflow* occurs.



Cross connections are found in all plumbing systems. It is important that each cross connection be identified and evaluated as to the type of backflow protection required to protect the drinking water. Some common cross connections include: wash basins and sinks, swimming pools, irrigation sprinkler systems, hose bibs and reuse water lines.



Hose Bib Vacuum Breaker devices keep the water from the hose from back flowing, back into the house.

What is Backflow

Backflow is when water flows in the opposite direction from its normal flow. With the direction of flow reversed, due to a change in pressure, backflow can allow contaminants to enter our drinking water system through cross connections. There are two types of backflow; backsiphonage and backpressure.

Backsiphonage is caused by a negative pressure in the supply line to a facility or plumbing fixture. A few ways backsiphonage may occur are during water line breaks when repairs are made to the water lines and when shutting off the water supply.

Backpressure can occur when the potable water supply is connected to another system operated at a higher pressure or has the ability to create pressure, etc. Principal causes are booster pumps, pressure vessels and elevated plumbing. Of particular concern are homes on our system that also have private wells, customers with reuse water hookups or from yard irrigation systems through backflow or backsiphonage. Interconnection through plumbing errors is sometimes found to be a cause of cross connection.

Why should I be CONCERNED?

Backflow can allow contaminants to enter our drinking water system. The Florida Department of Environmental Protection categorizes possible contamination hazards as either high or low.

HIGH HAZARDS: Are any substance that, if introduced to the public water system, could cause illness, death or spread diseases. Examples include industrial fluids or waste.

LOW HAZARDS: Are any substance that, if introduced to the public water system, would not be a health hazard but would constitute a nuisance or be aesthetically objectionable. Examples include pollutants which would affect the color or odor of the water.

These type of hazards are not wanted in our community drinking water, making backflow prevention necessary.

What can I DO to PREVENT CROSS CONNECTION CONTAMINATIONS?

- **Do** keep the ends of hoses clear of all possible contaminants.
- **Do** buy and install hose bib type vacuum breakers (available at hardware or plumbing stores) on all threaded faucets in and around your home. If not already equipped with a built-in vacuum breaker.
- **Do** install an approved backflow prevention assembly on all underground lawn irrigation systems.
- **Don't** submerge hoses in buckets, pools, tubs, sinks, ponds, etc.
- **Don't** use spray attachments (like lawn fertilizers or herbicides/pesticides) without a backflow protection device.
- **Don't** connect waste pipes from water softeners or other treatment systems to the sewer or submerged drain pipes.
- **Don't** use a hose to unplug blocked toilets, sewers, etc.
- **Don't** connect reuse lines to the drinking water supply.

Backflow Devices



Pressure Vacuum Breaker (PVB) Backflow assembly. Installed only on Potable water irrigation systems.

Reduced Pressure Principle Backflow assembly (RPZ or RPA). Installed on all commercial property and Potable irrigation systems.



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- To prevent cross connection of your reclaimed water with any other water source of water, such as the City's public drinking water system.
- Disconnect your irrigating well from the irrigation system prior to the connection to reclaimed water.
- Avoid spraying reclaimed water on the street, sidewalks, and other neighbor's property. Avoid forming reclaimed water puddles on the ground.

Approved Uses of Reclaimed Water

- Lawn irrigation and most landscape plants. Some plants may be especially sensitive to the increased salt content present in reuse water.
- Check with your local County Agricultural agent if you have any questions concerning an intended use of the reclaimed water on specific landscape or garden plants.

Non-approved Use of Reclaimed Water

- Drinking - Human and pet consumption.
- Children should **NOT** be permitted to play in reuse water.
- Filling of swimming pools, Jacuzzis, spas or other recreational uses.
- Any usage inside the home or garage including toilet flushing, washing clothes, food preparation, bathing showering or washing of pets.

Irrigation Rule Exceptions

- Micro, drip and hand watering are exempted.
- Special watering allowances for fertilization, chemical application and new plantings.