RECLAIMED WATER FROM DISPENSING STATIONS
GENERAL INSTRUCTIONS

El Paso Water encourages you to help conserve potable water by using reclaimed water for non-potable uses such as construction and irrigation.

HOW TO APPLY FOR SERVICE

1. Applications for service may be obtained from the Water Reclamation Office or the Customer Service Center during regular business hours. Applications may also be downloaded from the El Paso Water website at www.epwater.org →Reclaimed Water →Applying.
2. One ACCOUNT number will be issued per application at the time it is submitted. Several USER NUMBERS can be authorized per account. The USER numbers AND CORRESPONDING PIN NUMBERs will be activated 5 business days after submitting the application.
3. There is a **$20.00 ACCOUNT SETUP FEE** per account activated. This is a one-time, non-reimbursable fee that can be billed to the customer on the first bill.
4. There is a **$75.00 DEPOSIT FEE** per account activated. This is a one-time, reimbursable fee that can be billed to the customer on the first bill. The Deposit will be reimbursed to the customer at the time the account is closed. Any unpaid balances in the account will be deducted from the deposit.
5. It is the customer's responsibility to notify El Paso Water of any changes in billing information and authorized users.
6. Customers will be billed on a *monthly* basis if the total usage in the billing period is greater than $10. Otherwise, the balances will continue to roll over to the next billing period until a minimum of $10 is accumulated.

EASY INSTRUCTIONS FOR USE OF RECLAIMED WATER DISPENSING STATIONS

1. Drive to the Dispensing Station, and park the water truck with the top opening directly under the standpipe (TOP HOSE).
   For low-profile vehicles (street sweepers or smaller containers), drive as close to the station as possible and use the BOTTOM HOSE to fill up. Customer will need to provide his own 2-inch firefighter-type hose for this purpose. El Paso Water will not be responsible or liable for damages or losses due to use of unauthorized, unapproved, or inadequate containers. El Paso Water is not responsible or liable for personal damages or injuries resulting from misuse of the equipment or use of unapproved or inadequate containers. User may not deliberately discharge reclaimed water onto the street, cause runoff or ponding. No car washing allowed in the premises.
2. Make sure the **HOSE INDICATOR** is on the **OFF** position. Also verify the RED EMERGENCY SHUTOFF button is pulled out.
3. Type in your **USER NUMBER** (__ __ _____ __ __ __) and press **ENTER**.
   A reminder to turn hose indicator to the off position will display. Press **ENTER**.
4. Type in your 4-digit **PIN NUMBER** (__ __ __ __) and press **ENTER**.
5. Type in **1** for **PUMP NUMBER** and press **ENTER**.
6. Type in the **VOLUME** (gallons) to be dispensed and press **ENTER**.
7. Turn the **HOSE INDICATOR** to the **TOP** (4" standpipe) or **BOTTOM** (2½" side connection) position to begin filling.
   The valve will open and close automatically within 1 minute. However, due to variations in system pressure, the station may dispense slightly more water than desired. Occasionally, water may overflow or cause splashing.
8. Turn the **HOSE INDICATOR** to the **OFF** position when the pump has stopped or to stop dispensing at any time. This will end the transaction and reset the customer information. You may stop dispensing at any time by pushing the red **EMERGENCY SHUTOFF** BUTTON. Don't forget to disconnect any water hoses connected to the Bottom Hose connection.

   Intentional spilling of the water is not permitted. If you have any questions operating the Station, please call 594-5443 during office hours. For billing, account and PIN setup and activation please call 594-5583.

FOR OUT OF HOURS ASSISTANCE OR TO REPORT EMERGENCIES PLEASE CALL (915) 594-5416.

DISPENSING STATION LOCATIONS

WESTSIDE Hickerson Water Reclamation Treatment Plant
701 Executive Center Blvd.
(Exit Executive Center from IH-10)

CENTRAL Haskell Wastewater Treatment Plant 820 South Boone Street
between Border Highway and Delta Street

Fonseca Station
876 Fonseca Drive at Mainzer
between Border Highway and Delta Street

RECLAIMED WATER RATES

Effective March 1, 2024 reclaimed water will be billed at $3.09/ccf, equivalent to **$4.13 per 1,000 gallons**. One CCF is equivalent to 748 gallons.
A partir del 1ero de Marzo del 2024, el agua recuperada será cobrada a $3.09/ccf, equivalente a $4.13 por cada 1,000 galones. Un CCF equivale a 748 galones.

INSTRUCCIONES PARA EL USO DE ESTACIONES ABASTECEDORAS DE AGUA RECUPERADA

1. Estacione el vehículo con el acceso al tanque del agua directamente debajo de la garza (TOP HOSE).
   Para vehículos de acceso horizontal o tanques chicos, estacione el vehículo cerca de la estación y utilice la manguera baja (BOTTOM HOSE). El usuario necesitará proveer su propia manguera de 2 pulgadas de diámetro tipo bombero. El Paso Water no se hace responsable por daños o perdidas materiales causadas por uso de contenedores o mangueras no adecuadas para este uso. El Paso Water no se hace responsable por daños personales a causa del mal uso o uso no autorizado de estas estaciones, el equipo, o el uso de contenedores o vehículos no apropiados. No se permite lavar autos en el lugar.
2. Asegúrese que el **INDICADOR DE MANGUERA** esté en posición OFF (apagado) y jale el botón rojo de APAGADO DE EMERGENCIA.
3. Marque su **NUMERO DE USUARIO** (_ __ _ _ _ __ _) y presione ENTER.
   Un recordatorio de apagar el indicador de manguera aparecerá, presione ENTER.
4. Marque su **NUMERO DE ACCESO** de 4-dígitos (_ _ _ _) y presione ENTER.
5. Marque el número **1** como **NUMERO DE BOMBA** y presione ENTER.
6. Marque el **VOLUMEN** (en galones) de agua recuperada deseada y presione ENTER.
7. Gire el **INDICADOR DE MANGUERA** hacia la toma de agua deseada. Seleccione ARRIBA (top) para tanques cisterna y ABAJO (bottom) para contenedores o barredoras de acceso horizontal.
   Las válvulas se abrirán y cerraran automáticamente en menos de 1 minuto. Debido a variaciones en la presión del sistema la estación puede abastecer ligeramente más agua de la deseada y causar que el agua se derrame del contenedor.
8. Al término del abastecimiento, gire el INDICADOR DE MANGUERA a la posición de APAGADO (off). No olvide desconectar la manguera en caso de haber usado la toma de agua horizontal.

Se puede interrumpir el abastecimiento en cualquier momento con sólo presionar el botón rojo de **APAGADO DE EMERGENCIA** o girando el indicador de manguera a la posición de APAGADO (off). El derrame intencional de agua recuperada no es permitido.

Si tiene dudas sobre como operar ésta estación, favor de llamar al 594-5443 durante horario de oficina.

Para asistencia fuera de horario de oficina o para reportar emergencias favor de llamar al 594-5416. Para asistencia en cobros, activación de cuenta o números de acceso llame al 594-5583.

ACCOUNT No. _ _ _-_ _ _ _ . _ _ _

el paso WATER

1154 Hawkins Blvd. ~ El Paso, TX 79925
(915) 594-5566

APPLICATION FOR RECLAIMED WATER FROM DISPENSING STATIONS

APPLICANT

NAME (Business Name)_____

MAILING ADDRESS (include city, state, and zip code) _____

_____

PHONE No. (_____) _____ FAX No. (_____) _____ CELL No. (___) _____

INTENDED USE FOR RECLAIMED WATER

☐ Dust Control
☐ Manual Car Washing
☐ Equipment Cleaning & Maintenance
☐ Soil Processing
☐ Street Sweeping
☐ _____ (Require Water Reclamation Approval)
☐ Temporary Landscape Maintenance
☐ Toilet Flushing (portables)
☐ _____ (Require Water Reclamation Approval)

NOTE: Reclaimed Water must not be used for drinking; washing or filling swimming pools; washing of clothing, equipment or utensils of personal use or food preparation; or for personal hygiene. Reclaimed water may not become in contact with sources of potable water. All containers or distribution vehicles must be clearly labeled with "NON-POTABLE WATER – DO NOT DRINK" emblems in English and Spanish ("AGUA NO POTABLE – NO PARA BEBER"). Containers, piping, hoses, or distribution vehicles used for reclaimed water may not be subsequently used for potable water uses. **Initials** _____

AUTHORIZED USERS

List the names or truck numbers of your authorized users under USER ID and select a PIN# for each.
El Paso Water will assign a USER NUMBER for each.

	USER ID (Operator Name or Truck No.)	PIN #	USER NUMBER (Assigned by EPWater)
1.	_____	|__|__|__|__|	_____
2.	_____	|__|__|__|__|	_____
3.	_____	|__|__|__|__|	_____
4.	_____	|__|__|__|__|	_____
5.	_____	|__|__|__|__|	_____
6.	_____	|__|__|__|__|	_____
7.	_____	|__|__|__|__|	_____
8.	_____	|__|__|__|__|	_____
9.	_____	|__|__|__|__|	_____
10.	_____	|__|__|__|__|	_____
11.	_____	|__|__|__|__|	_____
12.	_____	|__|__|__|__|	_____

FOR OUT OF HOURS ASSISTANCE OR TO REPORT EMERGENCIES PLEASE CALL (915) 594-5416.

TERMS AND CONDITIONS OF SERVICE

All Customers must adhere to the El Paso Water Utilities – Public Service Board Rules and Regulations No. 12 for the Use and Payment of Reclaimed Water. In general, the following conditions apply:

1. Each distribution vehicle shall be identified by permanent labels or signs such as "NON-POTABLE WATER - DO NOT DRINK" in English and Spanish "AGUA NO-POTABLE – NO PARA BEBER". They shall be placed so that they can be seen readily by all operations personnel using the vehicle.

2. Distribution vehicles or containers used for reclaimed water may not be subsequently used for conveying or storing potable water for domestic/potable use.

3. Reclaimed Water used for the purpose of herbicide/pesticide application or car washing may not be mixed with any chemicals within EPWU premises. Chemicals may not be applied to reservoir/container prior to filling with reclaimed water. MSD sheets must be submitted to EPWU for all chemicals to be mixed with reclaimed water prior to approval of this application and anytime thereafter as conditions change.

4. Reclaimed Water used for the purpose of soil compaction and/or dust control shall not be stored or applied in a manner that causes runoff or ponding, in accordance to State regulations (30TAC210).

5. Excess reclaimed water may not be discharged into storm drain systems, ponds, rivers, bodies of water, swimming pools, etc. Contact the Industrial Pretreatment Office at 594-5731 for appropriate methods and locations to discharge/dispose of excess used or unused reclaimed water.

6. Customer will be billed at the current reclaimed water rate based on the actual volume dispensed, in CCF units. This volume may be more than the volume requested. To avoid spillage, customer may request less volume than needed.

7. Reclaimed water service can be stopped at any time due to non-payment or for not following State or local regulations.

8. Customer may only use reclaimed water for the Intended Use indicated in this application as approved.

9. This application is not transferrable. User and PIN numbers may not be released or transferred to anyone who is not under the Applicant's direct control.

Name of Applicant's Agent (printed):_____

Signature:_____ Date:_____

FOR ASSISTANCE, PLEASE CALL:

Customer Service	594-5563	Applications for Service, Account Set Up, Billing
Water Reclamation	594-5443	Assistance with Use of Stations
Central Control	594-5416	Malfunctioning Station, Vandalism Emergencies Assistance After Office-hours

FOR INTERNAL USE ONLY

CS: Received by_____ Date _____ IT: Activated by_____ Date _____ Copy To Sec 540 by_____ Date _____