



# **PLANO'S TOP TEN**

Water Questions

## The Top Ten List



Question 1: I have a problem with my water bill. Who do I contact?



Question 2: I have a problem with my meter, think I have a leak, etc. Who do I contact?



Question 3: How do I get a water conservation rebate?



Question 4: How much do I need to water my plants?



Question 5: Where do I pick up free water saving items from the City of Plano?



Question 6: What day/time am I allowed to water?



Question 7: Can I fill my pool, wash my car, or pressure wash my fence under Stage 3?



Question 8: Do businesses, apartments, HOAs, schools have to follow the watering restrictions?



Question 9: How do I report a violation of the watering restrictions?



Question 10: I received a notice that I violated the watering restrictions. Who do I contact to discuss it?

## Question 1

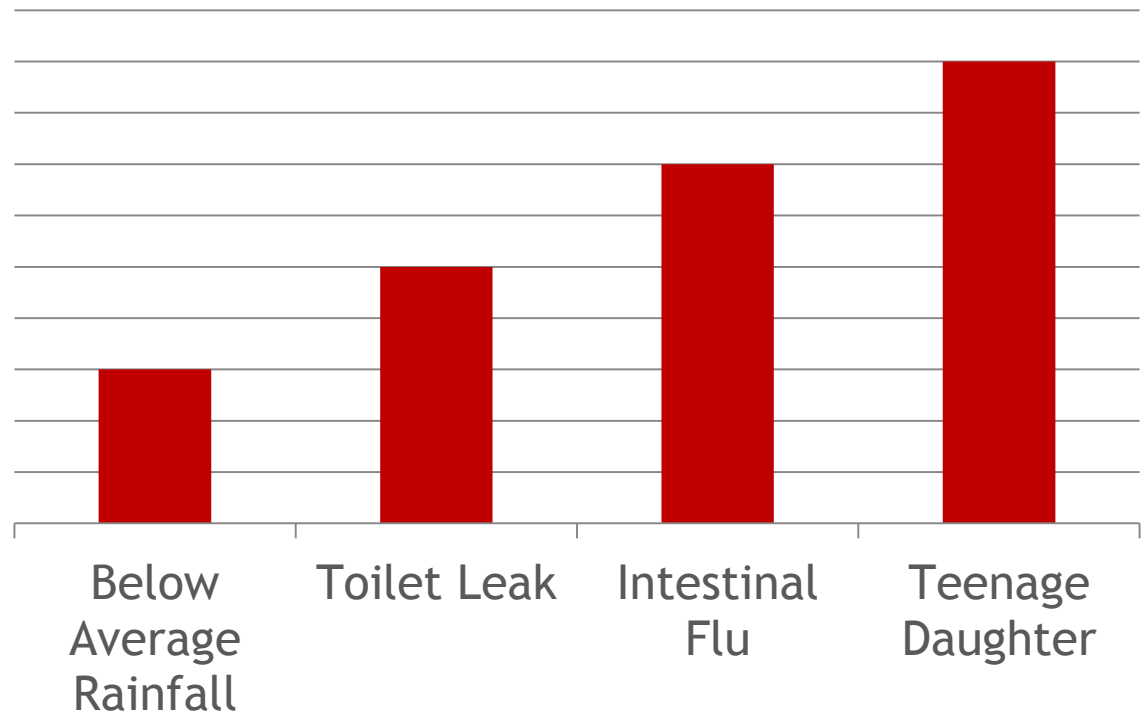
**I HAVE A PROBLEM WITH MY WATER BILL. WHO DO I CONTACT?**



# QUESTION 1: I HAVE A PROBLEM WITH MY WATER BILL. WHO DO I CONTACT?

Call Customer & Utility Services at (972) 941-7105.

### Factors Affecting My Water Bill



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## Question 2

**I HAVE A PROBLEM WITH MY METER, THINK I HAVE A LEAK, ETC.  
WHO DO I CONTACT?**



# I HAVE A PROBLEM WITH MY METER, THINK I HAVE A LEAK, ETC. WHO DO I CONTACT?

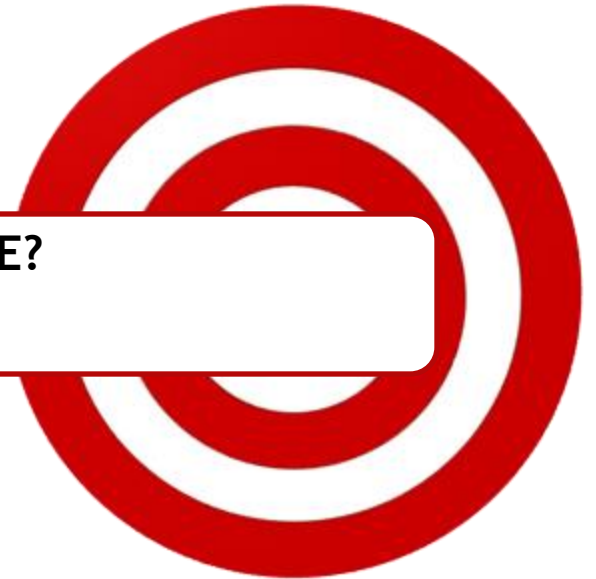
- Use the Fix It Plano App on your computer or smartphone.
  - [Click here to go to Fix It Plano.](#)
- Call (972) 769-4160, Monday-Friday, 8AM-5PM.
  - For water emergencies all other times, call (972) 727-1623.



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### Question 3

**HOW DO I GET A WATER CONSERVATION REBATE?**



# Water Conservation Rebates Currently Available



## Rain/Freeze Sensor Rebate

- Install a rain/freeze sensor on an existing irrigation system

- [Click here for more information.](#)
- Automatically shuts off your irrigation system when it is raining or the temperature drops below freezing.



## High Efficiency Toilet Rebate

- Replace an old toilet (installed before 1992)

- [Click here for more information.](#)
- New toilet must be a WaterSense labeled high efficiency toilet purchased from a retailer in Plano.
- Have you already disposed of the old toilet? Contact Meagan Fendley at [meaganf@plano.gov](mailto:meaganf@plano.gov) for more information.



## Rain Barrel Rebate

- Install a rain barrel

- [Click here for more information.](#)
- Get credit for up to two rain barrel installations.
- Find a class on how to make/install/use a rain barrel by visiting <http://plano.gov/water> or <http://dallas.tamu.edu>



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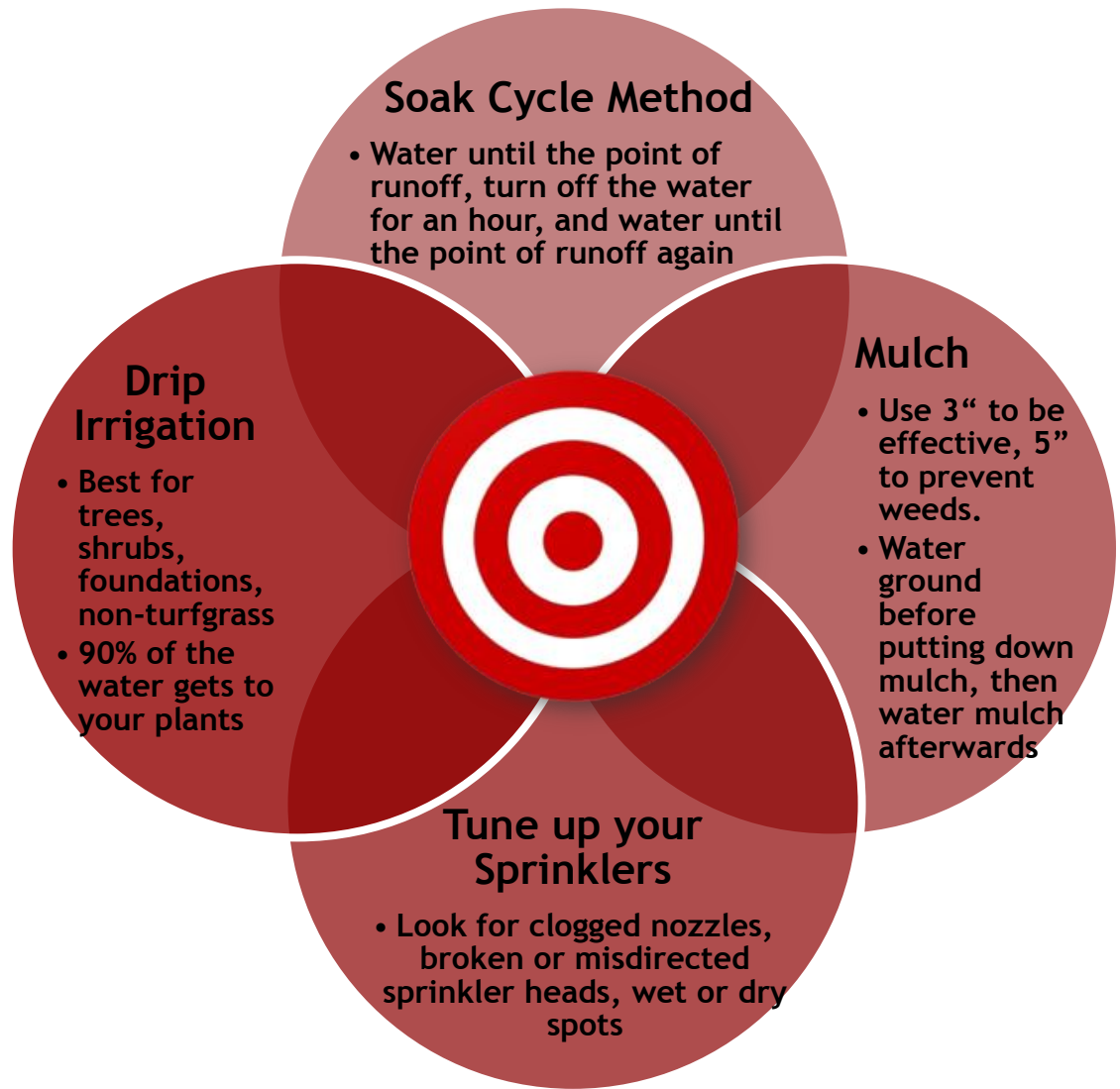
#### Question 4

HOW MUCH DO I NEED TO WATER MY PLANTS?



## Protect Your Landscape and Foundation

- Clay soil only accepts so much water at one time, but it will hold that water for a while. Make sure you are doing the right things to get your plants the water they need.
- Are you watering wisely or irrigating irrationally? Check out our watering guides and “lawn logic” tips at [plano.gov/water](http://plano.gov/water).



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# Quick Overview of How to Water



## How Much to Water

- Between Nov-Mar, most landscapes need 1" of water/month.
- Between Apr-Oct, most landscapes need 1" of water/week.
  - Don't forget to count rainfall. [Click here to see rainfall amounts.](#)



## How Long to Water

- Our clay soil can only accept so much water at one time. When water begins to run off, the soil cannot accept more water.
- On average, runoff begins at eight minutes for spray sprinklers.
- Use the soak cycle method to water. Water for each zone until the point of runoff, turn the water off for an hour, and then water again.
- Repeat soak cycle until you put 1" of water on your landscape (use a tuna can or rain gauge to measure) or until you can insert a screwdriver 6-8" into the ground 24 hours later without extreme force. Insert screwdriver like a toothpick into a cake.



## When to Water

- The best time to water is in the morning between 4-10AM.
- To avoid water loss due to evaporation, do not water between 10AM-6PM.

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### Question 5

**WHERE DO I PICK UP FREE WATER SAVING ITEMS  
FROM THE CITY OF PLANO?**



## Question 5: Where do I pick up free water saving items from the City of Plano?

Residents can pick up free water saving items Mon-Fri from 8AM-5PM at the Customer and Utility Services counters located at:

- Municipal Center  
1520 K Ave  
[Click here for a map.](#)
- Joint Use Facility  
7501-A N Independence Pkwy  
[Click here for a map.](#)

Water Saving Items We Hand Out For Free to Residents:

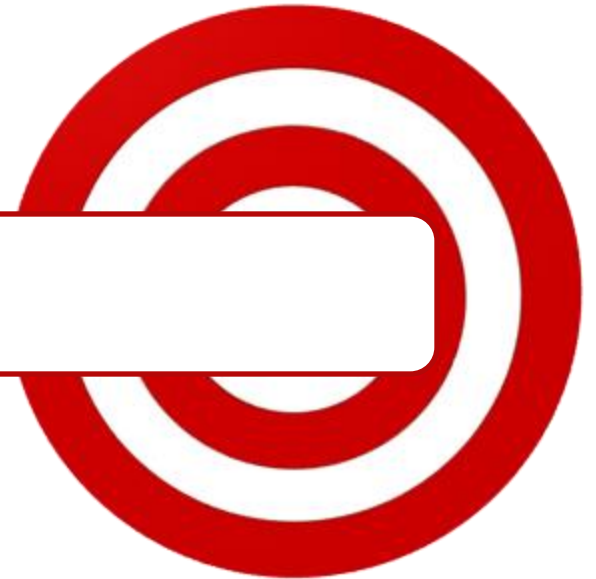
- Low Flow Showerheads
- Shower Timers
- Toilet Leak Detection Tablets
- Toilet Flappers
- Faucet Aerators
- Rain Gauges



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**Question 6**

**WHAT DAY/TIME AM I ALLOWED TO WATER?**



## Question 6: What day/time am I allowed to water?

- The day you are allowed to water is based on your address number.
  - Even addresses water every other Thursday on specific dates; this began November 3<sup>rd</sup>.
  - Odd addresses water every other Tuesday on specific dates, this began November 8<sup>th</sup>.
  - If you don't have an address number, choose which one of the two schedules works better for you.
  - Watering between 10AM-6PM with spray sprinklers is prohibited.
- Foundations, trees, and landscaping (other than grass) may be watered with a hand held hose, a soaker hose, or low flow drip irrigation up to two hours on any day of the week, any time of the day.

2012 January

S	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

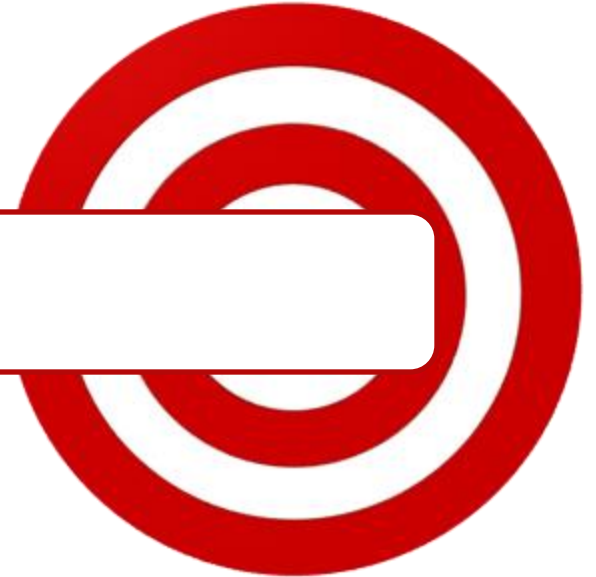
Click on the picture to the left to print off a copy of the watering calendar.



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### Question 7

**CAN I FILL MY POOL, WASH MY CAR, OR  
PRESSURE WASH MY FENCE UNDER STAGE 3?**



## Question 7: Can I fill my pool, wash my car, or pressure wash my fence during Stage 3 water conservation measures?

For a complete list of Stage 3 restrictions, visit [plano.gov/water](http://plano.gov/water).



- Draining and refilling of swimming pools is prohibited under Stage 3. However, existing swimming pools may add water to replace normal water loss due to evaporation.
- Car washing is allowed only if a hose end cut off nozzle (i.e. sprayer) is attached to the hose.
- Hosing down of impervious surfaces is restricted; however, high pressure washing is exempt from the restrictions.



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### Question 8

**DO BUSINESSES, APARTMENTS, HOAS, SCHOOLS, ETC. HAVE TO FOLLOW THE WATERING RESTRICTIONS?**



## Question 8: Do businesses, apartments, HOAs, schools, etc. have to follow the watering restrictions?

YES. No one is invisible; we are all in this together and everyone has to follow the watering restrictions.

In certain situations, a variance can be issued.

For example, someone might get permission to water on another day because the irrigation system has too many zones to water adequately in one day. However, they will have to reduce their overall water use by a certain percentage.



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### Question 9

**HOW DO I REPORT A VIOLATION  
OF THE WATERING RESTRICTIONS?**



## Question 9: How do I report a violation of the watering restrictions?



### Option 1

Use the Fix It Plano App on your computer or smartphone.

[Click here to go to Fix It Plano.](#)



### Option 2

Call (972) 769-4160 during normal business hours.

Call (972) 727-1623 outside of normal business hours.



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### Question 10

I RECEIVED A NOTICE THAT I VIOLATED THE WATERING RESTRICTIONS. WHO DO I CONTACT TO DISCUSS IT?



## Question 10: I received a notice that I violated the watering restrictions. Who do I contact to discuss it?

- Did you receive a bag on your door? Contact Meagan Fendley at [meaganf@plano.gov](mailto:meaganf@plano.gov).
- Did you receive a letter in the mail? Contact Margie Stephens at [margies@plano.gov](mailto:margies@plano.gov).



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