



SEPTEMBER 2011 Henderson Knows H₂O

The Department of Utility Services Provides Water and Wastewater Services

Southwest Water Reclamation Facility (SWRF)

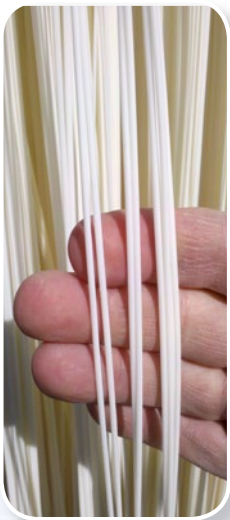


As a community, Henderson has led the way for many years in preserving our water resources through the use of reclaimed water. Reclaimed water is wastewater that has been highly treated to a level that is safe for use in irrigation, and other outdoor uses. While not intended for drinking water, the water is proven safe for plants, and even human contact in irrigated areas like parks and golf courses.

In 1999, the City recognized the need for a satellite facility, known as the Southwest Water Reclamation Facility (SWRF) to support the community's increasing demands. Currently, wastewater in the City is conveyed to the Water Reclamation Facility (WRF) at Pabco and Galleria for treatment. Then, the highly treated wastewater is pumped back across town to irrigate golf courses. The addition of the SWRF enables the City to treat wastewater in southwest Henderson and provide high quality re-use water to local customers without having to pump it across town.

There are a number of interesting facts about the SWRF:

- Construction started in March 2008 and we expect to begin operations mode later this year.
- The plant employs leading edge technology, including membrane bioreactors (MBR) and ultra-violet disinfection process to treat wastewater to some of the highest levels in the country.
- The membrane portion of MBR is used to separate the biological solids from the treated wastewater. The membranes look like a collection of spaghetti strands dangling in the wastewater.

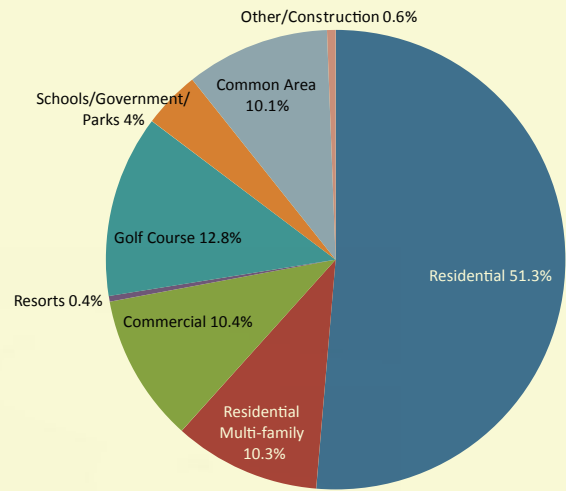


- Almost every process is either underground or enclosed.
- Berms surround the plant to minimize the impact of the SWRF facilities on the neighboring communities. In keeping with the City's efforts to encourage conservation, the berms are landscaped with xeriscape and native desert species.

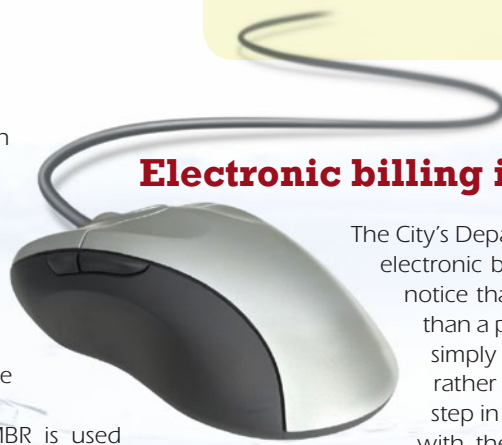
Did you know...

Almost 62% of Henderson's drinking water is delivered to residential customers.

Usage by Sector



Electronic billing is coming soon



The City's Department of Utility Services will soon offer electronic billing, allowing you to receive an email notice that your bill is ready for payment, rather than a printed bill in the mail. You will be able to simply click a link to make your payment online rather than mailing your payment. A major step in the project was completed late last year with the introduction of the new bill design, which is better suited to an electronic format.

You may pre-register for e-bill at HendersonKnowsH2O.org and be the first notified when electronic billing becomes available.

Finding a water leak



If your water consumption seems higher than average, you may want to check your system for a water leak. First, turn off all running water inside and outside your home. Next, locate your water meter in the sidewalk or right of way in front of your property. You should see a small triangle, called a flow indicator, at the top of the meter. If this indicator is moving, you may have a leak.

To determine if the leak is in your irrigation system, shut off the anti-siphon valve that serves your irrigation system. If the flow indicator has stopped moving, your irrigation system may have a leak. If the flow indicator is still moving, you may have a leak in your pool auto-fill system or inside your home. While all your running water inside and outside your home is off, systematically turn off one item at a time (each toilet, the by-pass on your water softener and the auto fill valve on the pool) until the flow indicator stops moving.

A water leak that goes undetected can cause extensive damage and result in substantial repair costs. A very small leak the size of a pencil point can allow up to 6,000 gallons of water per month to be lost. You are responsible for finding and repairing leaks on your property. For more information call our Customer Care Center at (702) 267-5900.

Signs of overwatering



If your sidewalk, driveway or block wall appears wet after you irrigate, you may have a problem with water run-off or overspray. Your lawn receives no benefit after run-off begins, and your overwatering may cause expensive damage to hardscapes. In fact homeowners, community associations, and the City spend thousands of dollars each year on major repairs due to water damage.

Problems that cause overspray and run-off include sprinkler run times that are too long, misdirected sprinkler heads, and impacted soils. You can solve the problem and avoid water waste fines by redirecting sprinkler heads and addressing three major factors: water, soil, and groundcover.

First, set your irrigation system for shorter run-times, with more frequent start times, and long breaks in between, to allow the water time to soak into your lawn and not run off onto the sidewalk.

Second, fertilize and aerate seasonally. Water alone won't make a lawn green; you need to "feed" your turf to encourage roots to be strong and thirsty. Poking holes into the dry, rocky soil with an aeration tool allows water to carry oxygen and important nutrients to your lawns' roots, and can reduce run-off significantly.

Finally, discourage evaporation and compacted soil by installing plenty of water-permeable mulch around plants and in non-landscaped areas.

To request a copy of our free brochure Preventing Water Waste from Irrigation Run-off visit HendersonKnowsH2O.org.



Fall Watering Schedule

Watering Group	Fall September - October
A	Mon-Wed-Fri
B	Tue-Thu-Sat
C	Mon-Wed-Fri
D	Tue-Thu-Sat
E	Mon-Wed-Fri

The fall watering schedule, effective September 1 through October 31, limits spray irrigation to your three assigned watering days each week. During the fall months, drip irrigation is also limited to three days per week, although you may choose which three days. Time of day restrictions remain in effect through September 30, prohibiting spray irrigation between the hours of 11 a.m. and 7p.m.

Spray irrigation is prohibited between the hours of 11 a.m. and 7 p.m. through September 30.