

# **NBU NEWS RELEASE**

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## **Boil Water Notice rescinded for customers in Copper Ridge Subdivision**

NEW BRAUNFELS— The Boil Water Notice that was issued to Copper Ridge Subdivision customers on July 7 was rescinded as of 2:30 p.m., Saturday, July 8. A notice was required by the Texas Commission on Environmental Quality on Friday when water demand in the neighborhood caused water pressure to drop below 20 psi. An emergency prohibition of sprinklers provided the needed recovery for the pumps and water tank serving Copper Ridge.

“With the cooperation of residents in Copper Ridge, the necessary corrective actions have restored adequate water pressure and tank levels,” NBU Manager of Water Treatment & Compliance Brent Lundmark says. “There was never any indication of contamination and the boil notice was only required because of the loss of pressure. NBU provided TCEQ with testing results that indicate that the water no longer requires boiling and residents can return to normal use of their drinking water.”

Stage 1 watering restrictions were enacted for Copper Ridge following a drastic drop in water pressure on Thursday, July 6.

“The pump serving the Copper Ridge tank is capable of pumping 500,000 gallons a day into the tank serving Copper Ridge,” NBU Chief Operating Officer Al Kaufmann says. “The average daily use by a residential water customer is about 275 gallons. Average daily use in Copper Ridge is around 1,200 to 1,300 gallons a day and total usage was exceeding 550,000 gallons a day.”

“We began to see an increase in water usage at the end of June and beginning of July that corresponded with the hotter weather,” he adds. “The tank was able to recover last weekend, but then took a dramatic drop in levels on July 6 that resulted in NBU enacting Stage 1 watering restrictions and emergency cut offs of irrigation meters in an effort to mitigate the effect on water pressure. Unfortunately, the level of usage continued overnight and into the early morning hours that resulted in water pressure dropping below 20 psi and the need for a Boil Water Notice.”

Stage 1 watering restrictions remain in effect for Copper Ridge and the use of sprinklers is only allowed one day a week according to the ending number of a customer’s address. Sprinkler use is prohibited on weekends.

“We have had good conversations with the developer and Copper Ridge HOA leadership regarding the level of watering that is taking place at Copper Ridge to maintain required landscape conditions,” Kaufmann adds. “This has led to proactive measures on their part to place

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a moratorium on their landscape requirements for the remainder of the summer. It has also led to a greater awareness among residents about reducing the frequency and length of time they have been using their irrigation systems and additional steps they can take to reduce this to save water and money while still maintaining their landscapes.”

Information about Stage 1 watering restrictions, tips for saving water outdoors, and the complete New Braunfels Water Conservation and Drought Management ordinance can be found on the NBU web site at [www.nbutexas.com](http://www.nbutexas.com) under the Conservation tab. Customers with questions about their drinking water may contact NBU Manager of Water Treatment & Compliance Brent Lundmark at 830-608-8900 or the NBU Control Center at 830-629-4628 (4NBU).