



Elevated Storage Tanks Water Pressure Change FAQ's

**Be a Leak Detective
check regularly for leaks**



Why is the water pressure changing?

The City has been updating its water infrastructure which includes the construction of four new, taller elevated storage tanks (ESTs) or water towers. The City has completed two of these tanks which will increase the average water pressure by approximately 20 pounds per square inch (PSI). This change will allow for better fire-flow protection, better water pressure for existing and future high-rise structures, and protection against electrical power losses.

When will the change begin?

Residents can expect the tanks to be operational early this Spring. When placed in service, the increase in pressure will be immediate.

What changes will I notice at my house?

You will notice a marked increase in water flow.

Do I have to make any plumbing changes in my home?

No. The additional water pressure will not require you to install any special equipment. However, it is recommended that leaking plumbing fixtures and/or water-lines be repaired or replaced prior to the tanks going on line.

Am I going to see a higher water bill?

It is possible. If there are leaks in your plumbing system or your irrigation system is not adjusted. You may see higher water usage equally a higher water utility bill.

How can I find out if there is a leak in my house?

First, turn off all faucets and water-consuming appliances. Then, find your water meter and read the dial. After 20 minutes, if numbers on the meter have changed while no water was used, you may have a leak and should contact a certified plumber.

I'm unsure if there is a leak at my house. I can't find anything obvious, who do I call?

If in doubt, you can call the City's Customer Call Center at 361-826-CITY(2489) to request a technician check your water meter.



Is the quality of water going to improve with this change?

The increase in pressure will allow the water to move through the system faster which will reduce "water-age", a contributor to diminishing water quality.

Do I have to boil the water during this transition?

No, you do not need to boil your water.

Will I see a difference in appearance, odor or taste in the water?

No, there will be no changes in taste, odor or appearance.

What if I see no difference in water pressure?

Some areas of the City will experience more pronounced changes than others. Water flow in your home will be determined by location, pumping activity (pump stations and plant) and usage in the area.

My water pressure is the same, maybe worse, who do I call?

Water-related problems and concerns should be reported by calling the Customer Call Center at 361-826-CITY (2489).

Is the city going to reimburse me for the plumber's expenses?

No, it is not the City's responsibility to pay for resident's expenses on private property. The City informs residents through public education on how to save water.

How do I know if there is a leak in my toilet?

Water continuously flowing into the bowl is indication of a leak. You shouldn't see or hear water flowing in the toilet 1.5 minutes after a flush.

Where can I find more information on easy fix's tips?

Visit: www.cctexas.com/waterpressure

Are backflow devices still needed?

Yes. The use, installation, and inspection of backflow devices are required by City Code/State Regulations.

Will I need to adjust/replace my shower heads?

Though you are encouraged to install water efficient showerheads, there is no requirement to replace your existing shower heads.



How is the City preparing for this change to prevent broken city lines?

Maintenance of Lines crews are ready to mitigate leaks as needed. Please call 361-826-CITY(2489) if you see any leaks.

What will happen to the older water towers across town?

When the new tanks on Holly Road and Rand Morgan are put in service, the existing tanks will be shut down. Demolition of those tanks will occur during the construction of the third and fourth tanks scheduled for 2021.

Will the stronger pressure affect the time the water drains inside a house? If so, how do I prepare?

Changes in water pressure will not affect your drains.

Is it recommended to treat my plumbing with products like Drano?

Treating your plumbing with products like Drano will not be necessary as water pressure changes will not affect drainage.

Should I change the commodes in the house?

No, your commodes will continue to operate normally.

Do I have to change filters at my house?

No. Filtration systems will not be affected.

Will my reverse osmosis system work be affected?

No. Your Reverse Osmosis system will continue to operate normally.

Will my dishwasher or washing machine be affected?

No. Dishwashers and washing machines will continue to operate normally.

Should I adjust the sprinkler system?

Always follow manufacture recommendations and instructions. Once water pressure is increased, the length of time that sprinkler systems are used could be reduced.

I have a water well, but I also get water from the City, Am I going to be impacted?

This increase in pressure will only impact water supplied by the City. Please ensure that no connections between your well-water and City water exist. Be sure to have your backflow prevention device inspected.



How can I use my water more efficiently?

Water-smart shower heads and toilets can help consume water more efficiently.

What do I do if I see cloudy water?

Cloudy water typically means there is air in the pipes. Let the water run for a couple of minutes, and if the cloudiness persists you can call 361-826-CITY (2489) and a technician will check the lines around your residence.

Low Pressure

Is the problem at every faucet?

If not, you may have a clogged aerator. Check the screens for rust or other particles that may be restricting flow. Clean and/or replace the aerator. In single-handle fixtures, the trouble could also be in the mixer valve cartridge of the fixture, the water supply line may be crimped or the water supply valve may be partially closed.

Is the pressure the same at both hot and cold fixtures?

If only hot water, the problem could be with your water heater. Check the shut-off valve near the water heater to make sure it is not closed or partially closed.

Do you have a water softener?

If so, put the softener on bypass and see if the pressure increases. If this increases your pressure, the problem is probably in the water softener.

Do you have a pressure-reducing valve (PRV) on your property?

These are usually located on the property owner's side of the water meter. If you do, it may need to be adjusted or serviced.

Is your customer valve fully open?

These are usually located on the property owner's side of the water meter. This is the valve that allows you to turn off water to your house for repairs or other purposes. Low pressure can also be caused by a water leak somewhere on your property.