



Water FAQ

City of Adel Water Department

1. What is the difference between a Water Watch and a Water Warning?

These terms come from the City's **Water Conservation Plan**, which was approved by the Adel City Council in June 2017.

The Water Conservation Plan attempts to modify or limit water usage during drought conditions, equipment failure, or when a combination of factors has significantly increased consumption over an extended period.

The first stage of the Plan is a **Water Watch**. This voluntary stage strongly encourages customers to reduce water consumption that is not necessary for the sustainability of human life (e.g., watering grass, filling up pools, washing cars). A Water Watch may be enacted when water demands reach 70% of the Water Treatment Plant's production capacity (i.e., 560,000 gallons per day).

The second stage is a **Water Warning**, which allows the City to enforce and shut-off unnecessary water usage after a 24-hour notice. Under a Water Warning, outdoor watering is prohibited, and fines may be levied. A Water Warning may be enacted when water demands reach 80% of the Water Treatment Plant's production capacity (i.e., 640,000 gallons per day).

The final stage is a **Water Emergency**. During this stage, the City will shut-off unnecessary water usage without warning and levy double fines for compliance. A Water Emergency may be enacted when water demands reach 90% of the Water Treatment Plant's production capacity (i.e., 720,000 gallons per day).

2. What's going on with the water softeners? Are they still on?

Due to recent peak demand, the water softeners were taken offline in June 2019.

Water quantity is critical for public safety issues like fire protection and backflow prevention. By removing the softeners from service, the City gains three to five hours per day of water production.



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Because the Water Treatment Plant is approximately 45 years old, the plant's softening technology is outdated and not as effective as before. While soft water is usually preferred, hard water is not considered a risk to public health.

If you use a home water softener, please adjust your settings to 23 grains (400 mg/l), which is the average hardness level at the treatment facility without softening. Hardness levels may vary slightly in the distribution system. If drought or emergency conditions occur prior to the completion of the new water treatment plant, it may be necessary to take the softening system offline between now and 2021.

3. What are the City's short-term plans to resolve these issues?

In the interest of public safety, the City will continue to implement the Water Conservation Plan as needed. Water Department staff has coordinated with community stakeholders, including the building community, to reduce watering.

In 2018, construction was completed on an emergency connection to Xenia Rural Water, which provides redundancy and an option when other measures fail.

4. What about long-term solutions?

The City has secured funding from USDA Rural Development to construct a variety of major facility upgrades and replacements. To date, the Rapids & Bryan water main replacements have been substantially completed. Work on two new wells and the new raw water transmission main should be completed in early 2020.

Construction on the new, greater capacity Grade III Reverse Osmosis Water Treatment facility will begin in July 2019 and should be finalized by the summer of 2021.

The monthly "CWI" surcharge, which is paid by all City Water customers, will fund these improvements.

5. This information was helpful, but I have more questions!

Please feel free to contact Jordon Altenhofen, the City's Water Superintendent, at (515) 518 - 7395 or jaltenhofen@adeliowa.org