

TAILHOLT METROPOLITAN DISTRICT

Non-Potable Water System Update and Frequently Asked Questions

7-20-2026

Hello,

We would like to address FAQ's we have recently received regarding the THMD non-potable water system.

Watering Schedule

The non-potable water system is currently operating on the **morning (AM) watering schedule only**. There is no evening (PM) watering at this time. Please water only during your assigned AM watering times.

Non-Potable Water System Fees

The monthly non-potable water system fee is a \$50 flat monthly rate during the operating season (May-October) added to quarterly invoices. This is why you may notice 2nd and 3rd quarter O&M fees are higher than 1st and 4th.

This fee is designed to cover the overall cost of operating, maintaining, and sustaining the non-potable water system while delivering water to each homeowner's Point of Connection (POC).

A flat-rate fee was established to eliminate the need for individual water meters, monthly meter reading charges, usage-based billing, and the administrative costs associated with invoicing and account management. These additional costs would significantly increase the expense of operating the system.

Your monthly fee helps cover many essential costs, including:

- Electricity
- Daily system operations
- Equipment and infrastructure maintenance
- System monitoring
- Discharge fees
- Dredging
- Emergency repairs
- Long-term capital reserves for future repairs and replacement
- Other operating expenses are necessary to reliably deliver non-potable water

The monthly fee can be viewed similarly to an insurance policy. It helps ensure the system remains operational and prepared to respond to unexpected events.

For example, due to the current drought conditions, water levels have dropped below our normal intake to the pump house. THMD has had to rent additional pumps, operate them continuously, and cover fuel and operating expenses to continue delivering non-potable water to the homeowner POC. These unforeseen costs are exactly the type of expenses the fees help support.

Like roads, bridges, and other public infrastructure, the non-potable water delivery system ages over time and requires ongoing maintenance, repairs, and long-term investment to remain dependable.

Operating Season

The THMD non-potable water system normally operates from the second Tuesday in May through the third Wednesday in October.

THMD typically activates the system on or around May 1 or May 2, allowing homeowners approximately 10 to 12 days to inspect, test, and repair their irrigation systems before the regular watering season begins. This early activation period is provided at no additional charge.

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At the end of the season, THMD blows out the district's non-potable water lines and allows homeowners to use the compressed air to winterize their irrigation systems. This service can save homeowners approximately \$60 or more in annual blowout costs.

Watering Schedule Compliance

The THMD non-potable water system operates on an honor system, and we ask all residents to set their irrigation clocks to water only during their assigned schedule.

We occasionally observe watering outside approved times or receive reports from neighboring residents.

When necessary, THMD may contact homeowners regarding these violations. Common explanations include irrigation system testing or irrigation controllers being programmed incorrectly. We understand these situations occur and will continue working with homeowners whenever possible.

Our goal is to provide non-potable water to every resident, reduce homes from overwatering, and manage the challenges presented by current drought conditions and intake limitations.

District Greenbelts and Tracts

THMD is not currently irrigating district tracts or greenbelts.

If you observe irrigation in any green space areas, it is likely because staff is testing the temporary rental pumps to verify they can deliver the approximately 1,000 gallons per minute required to supply residential irrigation.

Yard Maintenance Inspections

We have also received questions regarding covenant inspections and yard maintenance notices.

If THMD observes dry lawns, we understand the current water supply challenges, and no maintenance letter will be issued solely because a lawn is dry.

However, homeowners may still receive notices if properties contain excessive weeds in lawns or landscape beds, as weed maintenance remains the homeowner's responsibility.

Xeriscaping

Homeowners are welcome to convert their landscaping to xeriscaping.

Before beginning work, please submit your landscaping plan for review through the Architectural Design Application (ADA) process. THMD does not charge a review fee for this application, and the form is found on our website under community documents.

The review ensures that landscaping complies with district requirements, including:

- Proper drainage
- Drainage easement protection
- Utility clearances
- Required setbacks for trees and shrubs
- Other applicable design standards

Once your plan is approved, you may proceed with your landscaping project.

Reviews take anywhere from 1-5 days for review depending if any additional info is needed.

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Non-potable water cost include but not limited too:

Accounting; reconciliations, invoicing, accounts receivable, accounts payable, collections, etc.

District legal related cost with water laws.

Pump house maintenance includes computers, security, and all necessary maintenance pump station system as a whole.

Pumphouse utilities.

Non-potable deliveries.

Non-potable tracking.

Pond edge maintenance.

Native grass maintenance.

Pond level over site, so as not to flood.

Sludge remover products.

Clarifier products.

Chlorine, if needed.

Pump house Heater

Security Cameras & Wi-Fi Starlink

Non-potable water mains, valves, and meter maintenance. Some mains are over 24 inches.

System Blow out for District mains and courtesy residents blow out home systems.

Future water shares purchases.

Discharge fee -Franklin outfall

River water fees.

Ditch runner fees.

Storage fees on water.

Ditch maintenance.

Office supplies

Non-potable water management.

UNCC Locates

Reserves; FYI: Long term saving should be around \$100,000.00 a year.

Pumps and non-pot water systems have a lot of maintenance and only 15-to-18-years life.

THMD Pump House Long Range Planning 8-29-2021				10/30/2023	
Function	Life	Future Cost	Cost Per Year	Replace Date	
Pump House	60	\$100,000	\$1,667	2081	
Pump House Pump 1	12	\$76,000	\$6,333	2033	
Pump House Pump 2	18	\$76,000	\$4,222	2039	
Pump House Pump 3	18			0	not in yet
Pump House Filter System 1	12	\$22,000	\$1,833	2033	
Pump House Filter System 2	18	\$22,000	\$1,222	2039	
Pump House Filter System 3	18			2039	not in yet
Pump House System Panel	20	102,000.00	5,100.00	2041	
Dredge Pond	12	350,000.00	29,166.67	2033	
Aerator System No. 1	12	16,000.00	1,333.33	2033	
Pump House Electric Panel/wires	20	48,000.00	2,400.00	2041	
Main line/valve/wiring Repairs fix as needed	20	35,000.00	1,750.00	2041	
Trail Maintenance along lake	20	\$45,000	\$2,250	2041	
Non-potable Irrigation Clocks (3) with 15 decoders	12	\$18,000	\$1,500	2033	
Water Shares average cost: \$75,000.00 (5)	10	\$375,000	\$37,500	2031	
Scheduled Power rate increase	1	\$200	\$200	every year	
Total		\$1,285,200.00	\$96,477.78		
Non-pot water billed over 6 months.					
Rounded numbers:			100,000.00		
Current Non-pot price. \$50.00 per month - updated					
Filing 1 and 2 is 224 lots.					
Filing 4 over time is 356 lots					

Thank you for your cooperation and patience as THMD continues working through the current drought conditions.

We remain committed to maintaining and operating the non-potable water system as efficiently and reliably as possible while providing the best service we can to our residents.