



Hillsborough County Public Utilities

Reclaimed Water Frequently Asked Questions

What is the 19th Avenue Water/Wastewater/Pipelines project?

Hillsborough County has embarked on an important pipeline improvement program to benefit South Hillsborough County neighborhoods. The 19th Avenue Water/Wastewater/Reclaimed Water Pipelines program will help maintain the capacity of the area's drinking water system and its wastewater collection system to meet increased demand. It also adds a reclaimed water distribution system, as well as 21 new fire hydrants on 19th Avenue between U.S. 41 and I-75.

What is reclaimed water?

Reclaimed water is highly treated wastewater produced through an advanced treatment process. This process eliminates any harmful byproducts while retaining beneficial elements, such as nitrogen, for irrigating landscapes.

Is reclaimed water safe?

Yes. Reclaimed water is treated, continually monitored, and thoroughly tested to ensure that it meets the stringent requirements of the Florida Department of Environmental Protection. While there is no indication that incidental or unintentional consumption is harmful, reclaimed water should not be used for human or animal consumption.

How much does it cost to enroll in reclaimed water?

There is an \$85 fee to enroll in reclaimed water, which will be charged on the first monthly billing after the reclaimed water meter has been connected.

How do I connect to the reclaimed water system?

Residential metered requests for service will be processed once the lines are constructed and cleared for use. The County will provide the Reclaimed Water System application to home-owners 30-days prior to project completion. Homeowners will be asked to:

- (1) Sign the application, scan it, and email it to PublicUtilities@HCFLGov.net or
- (2) Deliver the completed application in person to our Brandon Customer Service Center located at 332 Falkenburg Road or
- (3) Mail the signed application to:
 - a. Hillsborough County Public Utilities
Attn: Ben Major
332 Falkenburg Road
Tampa, FL 33619

Can I connect a hose to my reclaimed water?

No connection is allowed to an "above-ground" hose bibb. The installation of an "in-ground" reclaimed water hose bibb connection to an existing or new reclaimed water line must be done by a licensed plumber or

certified irrigation contractor.

Must I disconnect my irrigation system from my well?

No, if you want to keep the well and do not want to connect to a reclaimed water meter.
Yes, if you want to connect to the reclaimed water system.

What aesthetic impact will it have on my property and my neighborhood?

Reclaimed water provides the ability to keep lawns and landscape plants green and healthy even during periods when water restrictions are tightened.

What can reclaimed water be used for?

It is safe to use reclaimed water for irrigating lawns and landscape, as well as fruit trees and gardens containing edible foods that will be peeled or cooked before serving; aesthetic purposes such as in decorative pools, fountains and ponds; and the washing of sidewalks and outdoor work areas.

What should reclaimed water not be used for?

Reclaimed water should not be used for the following purposes:

- Drinking
- Filling swimming pools or hot tubs
- Interconnecting with your drinking water pipeline
- Connecting to a dwelling for toilet flushing or other household use
- Water play or recreation involving water contact

Are there restrictions on how much or when the reclaimed water can be used?

Reclaimed water is not restricted at this time. However, it's important to remember that over-watering can be harmful to lawns and plants. The County encourages an efficient and effective use of reclaimed water as a valuable resource.

For More Information

For more information or if you have any questions regarding this program, please feel free to call Hillsborough County Citizen Engagement at (813) 272-5275 or go to HCFLGov.net/CountyProjects. For after-hours emergencies please call Hillsborough County Public Utilities at (813) 744-5600.