

Water Distribution operations continue to be stressed both throughout the region and locally. Various factors contribute to the lost pressure to the Copperas Cove Water System, to include:

- Reduced water supply coming in from the City's water provider Bell County WCID #1, which in turn decreased volume and pressure in the main lines.
- The topography of the City which requires water to be 'pushed up' to the Mountain Top Storage Tank by pressure.
- A transmission pump failure earlier in the week requiring equipment to be shipped in order to repair the pump.
- As well as storage tanks freezing from the outside due to power outages.

***The Boil Water Notice issued on February 17th for those residents in the Mountain Top Pressure Plane remains in effect for when service is restored.**

****The City of Copperas Cove remains in Stage 2 of the Water Conservation and Drought Contingency Plan, implemented on February 17th to assist with the conservation of available resources. We understand many residents are currently without water service due to loss of pressure and/or frozen or busted pipes, however all citizens are encouraged to review and be familiar with the Stage 2 restrictions as they are outlined in the attached document, or found on the City's website**

at: https://library.municode.com/tx/copperas_cove/codes/code_of_ordinances?nodeId=COOR_CH6CIDIPREMA_ARTIIWACODRCOPL

The Central and Rattlesnake Pressure Planes are holding adequate capacity and pressure for now, explaining why some residents have water while others do not. These areas are unable to support those residents in the Mountain Top Pressure Plane. The City's recommendation for all customers who have water is to use moderately and open cabinets to provide more warmth for pipes. For those residents experiencing loss of water, the City's recommendation is to leave interior faucets partially open to help the system along once it is pressurized to help push any ice thru the system. Please note we have not, nor will not, turn off water to any residents as a result of any billing impacts during this event.

City and Bell County WCID1 staff have been working around the clock to restore system capabilities. City Water Distribution staff, Utility Administration staff, and other Departments have formulated a plan to recharge the entire system, but this will take some time to avoid additional damage to the system. Additional information will be provided this weekend to prepare those without water for system pressurization and the return of normal service.

A Water Filling Station has been established in the front parking lot of the Library, located at 501 S. Main Street, for residents in the Mountain Top Water Plane who have

no water due to lost pressure. Staff will have a water line available for self-service on Saturday and Sunday from 8am to 4pm to assist with distributing water to residents. This water does not require boiling.

***Please bring your own clean containers and quantities may be limited to allow us to assist many residents.**