



# Waco Water



*(Citrus Not Necessary)*

# From Your City of Waco Water Department:

Your Water Utility Services staff safely and efficiently delivers water to over 155,000 people in Central Texas while providing numerous other water, wastewater and environmental services within our community. Staff members are on call 24 hours a day, 365 days a year, to ensure that our water is always safe to drink.

2009 was an award-winning year for the City of Waco Water Utility Services Department. Two Water Utility Services projects earned Texas Environmental Excellence Awards, the state's highest environmental honors. The Lake Waco Wetlands project and the Waco Metropolitan Area Regional Sewerage System were two of nine winners statewide to be recognized with ***Texas Environmental Excellence Awards***, the state's highest environmental honors. The awards are presented by the Texas Commission on Environmental Quality.

The Waco Metropolitan Area Regional Sewerage System project reduced energy usage by 35 percent per year, reduced system-clogging greases by 90 percent and solids by 50 percent by installing an anaerobic digester system to produce and burn methane gas. The remaining solids are now treated and turned into fertilizer rather than being sent to the landfill.

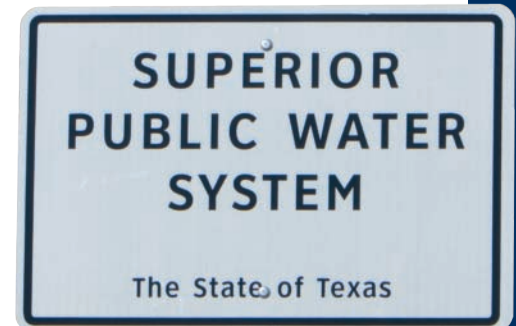
The Lake Waco Wetlands project serves as a living laboratory for area students from sixth grade through graduate school. More than 10,000 volunteers have planted, harvested, or maintained aquatic life while learning about sensitive wetlands habitats.

Water Utility Services is a municipal utility owned directly by the City of Waco and funded entirely by the water and wastewater rates citizens pay for our services. It has an active Adopt-a-School program as well as many educational programs citizens can get involved in, including the Lake Waco Wetlands ([www.lakewacowetlands.com](http://www.lakewacowetlands.com)).

For more information on Water Utility Services and its programs, **visit us on the web at [www.wacowater.com](http://www.wacowater.com) or contact us at (254) 299-CITY (2489).**

## On the Cover:

With the new Dissolved Air Flotation Water Treatment Plant and (beginning in the Fall) Ozone disinfection, Waco Water taste and odor issues will become a non-issue.



## En Español

Este informe incluye importante sobre el agua. Si tiene preguntas o sobre éste informe en favor de llamar al tel. 2489 - para hablar con bilingüe en español.

información potable. comentarios español, (254) 299- una persona

# About This Report:

Our Drinking Water meets or **exceeds all federal (EPA) and state drinking water requirements**. The City of Waco Water Utility Services Department is proud to maintain a **Superior** rating from the Texas Commission on Environmental Quality (TCEQ) for water quality.

This report is a summary of the quality of the water we provide our customers. The analysis was made by using data from the most recent U.S. Environmental Protection Agency (EPA) required tests. Our goal is that this information will help you become more knowledgeable about what's in your drinking water.

The pages that follow list all of the federally regulated or monitored contaminants which have been found in your drinking water. The U.S. EPA requires water systems to test for up to 97 different contaminants.



## Where Does Our Water Come From?

Our drinking water is obtained, primarily, from surface water sources. The primary source of drinking water for residents of the City of Waco and surrounding communities is Lake Waco. Citizens residing in the Highway 84 area receive drinking water from the Trinity Aquifer, Lake Belton and Lake Waco.

## Special Notice

For the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV/AIDS or other immune problems: Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The EPA Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800 426-4791).

Waco Water System	
Miles of Water Main	998
Miles of Sewer Main	833
Water Meters	42,220
Water Valves	15,342
Fire Hydrants	4,990
Sewer Connections	36,304
Sewer Manholes	12,204
Service Area Covered (miles)	99.7
Water Quality Laboratory	1
Wastewater Treatment Plant	1
Water Treatment Plants	2
Daily Avg. Water Production (gallons)	28,074,000
Daily Max. Water Production (gallons)	49,492,000
Ground Storage Tanks	13
Elevated Storage Tanks	6
Pump Stations	22
Sewer Lift Stations	63
Pressure Planes	6
Calls Handled by the Call Center	119,132
Customers Served at Water Office	141,849
Online Payments	26,211

# Water Conservation

## Save Water - Save Money

When you think about it, conserving water is just common sense. There are many simple things you can do to conserve water and ensure a reliable water supply for years to come.

### Did you know?

**The average person uses 25 - 50 gallons of water to take a shower.**

**...and 2 gallons every time they brush their teeth.**

## Water Saving Tips:

- Water your lawn and outdoor plants in the morning or evening, when temperatures are cooler and there is less evaporation.
- Use a timer when watering to avoid forgetful over watering.
- Wash fruits and vegetables in a pan of water instead of under a running faucet.
- If you have a pool or spa, use a cover to decrease evaporation.
- Replace part of your lawn with shrubs or ground cover.
- Adjust your lawn mower to a higher setting. Taller grass helps soil hold more moisture.
- Collect rain water from your roof to water plants.
- Check pipes and faucets, indoors and out, for leaks on a regular basis.
- Shorten your showers by just a minute or two and save up to 150 gallons per month.
- Defrost food in the refrigerator instead of under running water.
- Wash dishes and clothes only when loads are full.
- Make your toilet a "low-flow" toilet just by placing something non-bouyant (like a brick) in the tank.
- Turn off the faucet while brushing your teeth or shaving.



# Storm Water Pollution Prevention



Anything on the ground when it rains, may get washed into the storm drain system along with the rain. Unlike our wastewater, this storm water runoff goes straight into our creeks, lakes and rivers without being treated. That makes disposing of oil and other chemicals properly extremely important. You wouldn't dump oil or pesticide straight into the river, but dumping these on the ground has the same end result. Remember, **Only Rain Down the Drain!**

The Texas Commission on Environmental Quality grants the city's storm water permit. This permit is administered by the Storm Water section of the Environmental Services Division of Water Utility Services and details steps the city will take to prevent and mitigate the impact "non-point source" pollutants have on our rivers, creeks and lakes.

For more information on storm water pollution prevention, or to request a school visit or presentation, contact Stormwater Services at 254.750.8005.

## Clean Up the Grease Recycle Used Cooking Oil



Water Utility Services has launched *Clean Up the Grease* to give citizens a way to dispose of their used cooking oil, keeping fats, oils and grease out of our sanitary sewer system. We're asking you not to dump it down the drain and now we're giving you way to get rid of it, for free!

### HOW IT WORKS:

- Collect your used cooking oil in a sealed container, at home
- When your container is full or you would just like to get rid of the grease, take your container to one of our 5 Used Cooking Oil Recycling Drop-off Stations
- Pour your used cooking oil into the drop-off station container

That's all there is to it! There is no cost to you and there are 5 stations located around the city for your convenience. Some of them are even available to you 24 hrs/day. See below for locations and times:



Riverside Water Treatment Plant  
200 Colcord Ave.  
24 hrs.  
750-8040

WMARSS Treatment Plant  
1147 Treatment Plant Road  
Monday – Friday, 8:00-5:00  
662-1501

Mt. Carmel Water Treatment Plant  
5701 Lakeshore Drive  
24 hrs.  
750-1654

Cobbs Convenience Center  
44th Street, between Cobbs and Trice  
Tuesday – Saturday, 8:00-5:00  
751-8536

Street Services  
7801 Monkey Run  
24 hrs.  
750-8690

# The Taste of Our Water

## *Dissolved Air Flotation (DAF) Treatment Plant Completed*

The DAF Treatment Plant was completed ahead of schedule and below originally estimated costs. The newly constructed plant works by releasing millions of extremely small air bubbles into the water. The air bubbles then attach to particles (like algae) suspended in the raw water and float them to the surface of a tank for removal by a skimmer. By removing the algae at the lake site, before it has a chance to be killed or damaged during piping to the treatment plant or the water treatment process itself, the taste and odor causing compounds will never be released and water quality will be significantly improved. Because the project finished so far ahead of schedule, equipment for ozone treatment has not yet arrived. Sometime in Fall 2010, the additional ozonation treatment will begin.

The DAF treatment process, together with ozonation, ensures that our drinking water will be of superior quality and will continue to surpass quality standards for many years to come.

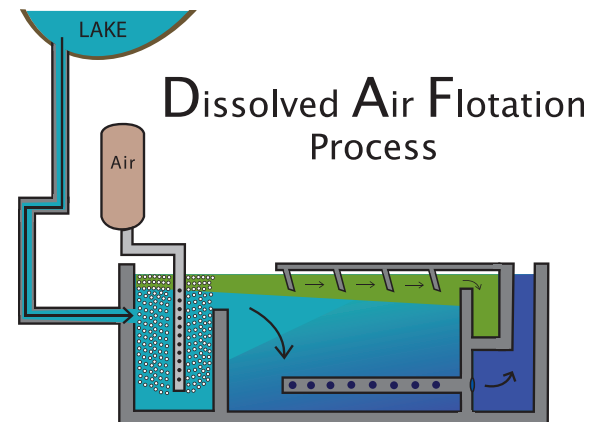
### *Habitat Restoration*

From its inception, the DAF plant was designed to return as much area as possible to a natural wildlife habitation. Hundreds of trees, shrubs and flowers have been planted on the grounds. Two small receiving ponds have also been added. The ponds will be fed by water cycled through solar-powered pumps.

These efforts to return the area to its natural state have resulted in the Texas Parks and Wildlife Department designating the site as an official *Texas Wildscapes Wildlife Habitat*.



Aerial view of the DAF plant site - May 2010



### *What causes the taste and odor in Waco water?*

Algae are the primary source of taste and odor causing compounds in all Texas waters and the source of our drinking water, Lake Waco, is no different. When algae die, they release a chemical compound called Geosmin that causes the “earthy” taste and odor in the water. It’s important to understand that all surface water is susceptible to this problem. Ground (well) water does not have this issue, since it remains below ground, without the sunlight algae require to live.

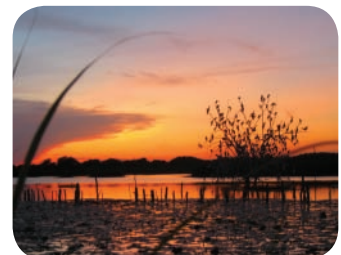
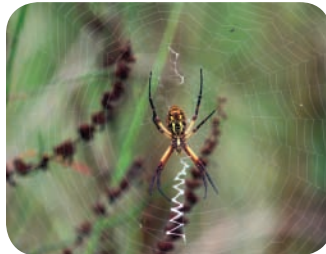
# Lake Waco Wetlands

Created in 2007 to mitigate the habitat lost when Lake Waco was raised by seven feet, the Lake Waco Wetlands are now a natural habitat for many fish, reptiles, amphibians, mammals and over 160 bird species.

The 6,000 sq. ft. Wetlands Research and Education Center is now a valuable resource to many area schools and universities. The center augments water-related educational programs at Baylor, MCC and Texas Tech, provides professional and technical training and support services, and implements outreach efforts to educate the community and local school children about reservoir systems and related water issues.

Baylor University's Biology Department, partnered with Water Utility Services, has developed the Center for Reservoir and Aquatic Systems Research (CRASR) at the Wetlands. Ongoing research provides Baylor scientists and students with a living lab and provides the City of Waco with important information for managing its water supply.

Visit [www.lakewacowetlands.com](http://www.lakewacowetlands.com) for information about upcoming workshops and events or call Nora Schell at 254.848.9654.



**What Will You See?**  
**LAKE WACO WETLANDS**  
[www.lakewacowetlands.com](http://www.lakewacowetlands.com)



# Water Quality Tables for Surface Water - Lake Waco

## Inorganic Contaminants

YEAR OR RANGE	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	MCL/MCLG	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Fluoride	0.19	0.18 - 0.19	4	4	ppm <i>Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.</i>
2009	Nitrate	0.07	0.07 - 0.07	10	10	ppm <i>Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.</i>
2005	Gross beta emitters	2.95	2.5 - 3.4	50	0	pCi/L <i>Decay of natural and man-made deposits.</i>

## Organic Contaminants

YEAR OR RANGE	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	MCL/MCLG	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Atrazine	0.1	0 - 0.16	3	3	ppb Runoff from herbicide used on row crops.
2009 - 2005	Xylenes	0.5	0 - 1.2	10000	10000	ppb Discharge from petroleum factories and/or chemical factories.
2009 - 2005	Carbon tetrachloride	0.11	0 - 0.9	5	0	ppb Discharge from chemical plants and other industrial activities.

## Maximum Residual Disinfectant Level

YEAR OR RANGE	DISINFECTANT	AVG WACO LEVEL	MIN - MAX LEVELS	MCL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Monochloramines	2.33	2.05 - 2.69	4.0	<4.0	ppm

Disinfectant used to control microbes.

## Disinfection Byproducts

YEAR OR RANGE	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	MCL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Haloacetic Acids (HAA5)	18	8 - 29.7	60	ppb	By-product of drinking water disinfection
2009	Trihalomethanes (THMs)	35.4	22 - 64.7	80	ppb	By-product of drinking water disinfection

High 2007 HAA5 and THM values were the result of a system-wide disinfection over three weeks in June - July. The 75 ppb indicates a short time period, remaining below the MCLs.

## Unregulated Initial Distribution System Evaluation for Disinfection Byproducts

This evaluation is sampling required by EPA to determine the range of total trihalomethane and haloacetic acid in the system for future regulations. The samples are not used for compliance, and may have been collected under non-standard conditions. EPA also requires the data to be reported here.

YEAR OR RANGE	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	MCL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2007	Haloacetic Acids (HAA5)	75.2	7 - 456.7	NA	ppb	By-product of drinking water disinfection
2007	Trihalomethanes (THMs)	75.7	12.5 - 393.7	NA	ppb	By-product of drinking water disinfection

## Unregulated Contaminants

Bromoform, Chloroform, Dibromochloromethane, and Bromodichloromethane are disinfection byproducts. There is no maximum contaminant level for these chemicals at the entry point to distribution.

YEAR	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	UNIT OF MEASURE	SOURCES OF SUBSTANCE IN DRINKING WATER
2009 - 2005	Dibromomethane	0.33	0 - 1.3	ppb	Byproduct of drinking water disinfection; not regulated individually.
2009 - 2005	Chloroform	7.56	0 - 26	ppb	
2009 - 2005	Bromoform	9.25	0 - 36	ppb	
2009 - 2005	Bromodichloromethane	9.03	0 - 18	ppb	
2009 - 2005	Dibromochloromethane	11.44	0 - 39	ppb	

## Unregulated Contaminant Monitoring Rule 2 (UCMR2)

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Any unregulated contaminants detected are reported in the following table. For additional information and data visit: <http://www.epa.gov/safewater/ucmr/ucmr2/index.html>, or call the Safe Drinking Water Hotline at (800)426-4791.

YEAR	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	N-Nitrosodimethylamine	0.0049	0.0025 - 0.0079	ppb	Nitrosamines are chemical byproducts from the manufacture of numerous products including rubber, leather, and plastics. Foods such as bacon and malt beverages may also contain nitrosamines.

# Water Quality Tables for Surface Water - Lake Waco (cont.)

## Lead and Copper

YEAR	CONTAMINANT	90TH PERCENTILE	SITES EXCEEDING ACTION LEVEL	ACTION LEVEL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Lead	9.1	0	15	ppb	<i>Erosion of natural deposits; Corrosion of household plumbing systems</i>
2009	Copper	0.249	0	1.3	ppm	

## HEALTH INFORMATION FOR LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

## Turbidity

YEAR	CONTAMINANT	HIGHEST SINGLE MEASUREMENT	LOWEST % OF SAMPLES MEETING LIMITS	TURBIDITY LIMITS	UNIT OF MEASURE	SOURCES OF SUBSTANCE IN DRINKING WATER
2009	Turbidity	0.20	100.00	0.3	NTU	<i>Soil Runoff</i>

## Total Organic Carbon (TOC)

YEAR	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	UNIT OF MEASURE	SOURCES OF SUBSTANCE IN DRINKING WATER
2009	Source Water	4.58	3.96 - 5.8	ppm	<i>Naturally present in the environment</i>

## Cryptosporidium Monitoring Information

Cryptosporidium is a microbial pathogen that may be found in water contaminated by feces. Although filtration removes Cryptosporidium, it cannot guarantee 100 percent removal nor can the testing methods determine if the organisms are alive and capable of causing cryptosporidiosis, an abdominal infection with nausea, diarrhea and abdominal cramps that may occur after ingestion of contaminated water. **Monitoring in Lake Waco (untreated water) at the Lake Waco water intake structure was performed from October 2006 - September 2008. NO Cryptosporidium has been detected.**

## Total Coliform

YEAR	CONTAMINANT	HIGHEST % OF POSITIVE SAMPLES	MCL	UNIT OF MEASURE	SOURCES OF SUBSTANCE IN DRINKING WATER
2009	Total Coliform Bacteria <i>(including fecal coliform &amp; E. coli.)</i>	4%	5%	Presence	<i>Naturally present in the environment</i>

***Escherichia coli*** REPORTED MONTHLY TESTS FOUND NO *E. COLI* BACTERIA.

## Secondary and Other Constituents Not Regulated

No associated adverse health effects

YEAR	CONTAMINANT	AVG WACO LEVEL	MIN - MAX LEVELS	SECONDARY LIMIT	UNIT OF MEASURE	SOURCES OF SUBSTANCE IN DRINKING WATER
2008	Biocarbonate	158	156 - 159	NA	ppm	<i>Corrosion of carbonate rocks such as limestone.</i>
2008	Chloride	18	17 - 18	300	ppm	<i>Abundant naturally occurring element; used in water purification; byproduct of oil field activity.</i>
2009	pH	7.2	7.1 - 7.3	>7.0	units	<i>Measure of coorsivity of water.</i>
2009	Sodium	15	14 - 17	NA		
2009	Sulfate	43	40 - 45	300	ppm	<i>Naturally occuring; common industrial byproduct; byproduct of oil field activity.</i>
2009	Total Alkalinity as CaCO3	106	102 - 109	NA	ppm	<i>Naturally occuring soluble mineral salts.</i>
2009	Total Dissolved Solids	215	215 - 215	1000	ppm	<i>Total dissolved mineral constituents in water.</i>

## All drinking water may contain contaminants.

When drinking water meets federal standards there may not be any health based benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

## Water Sources

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water before treatment include: microbes, inorganic contaminants, pesticides, herbicides, radioactive contaminants, and organic chemical contaminants.

## Secondary Constituents

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water, can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concern. Therefore, secondaries are not required to be reported in this document but they may greatly affect the appearance and taste of your water.

# Water Quality Tables for Highway 84 Area

(provided by Bluebonnet Water Supply)

## Inorganic Contaminants

YEAR	CONTAMINANT	HIGHEST LEVEL	MCL/MCLG	HIGHEST ALLOWED/IDEAL GOAL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Barium	0.049		2/2	ppm	Erosion of natural deposits
2009	Fluoride	0.18		4/4	ppm	Erosion of natural deposits/Promotes strong teeth
2009	Nitrate	0.25		10/10	ppm	Erosion of natural deposits
2009	Sodium	23.2		NA/NA	ppm	Erosion of natural deposits
2009	Chromium	ND		100/100	ppb	Erosion of natural deposits
2008	Atrazine	0.17		3/3	ppb	Run-off from herbicide

## Organic Contaminants

YEAR	CONTAMINANT	HIGHEST LEVEL	MCL/MCLG	HIGHEST ALLOWED/IDEAL GOAL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Xylene	ND		10/10	ppb	Discharge from petroleum factories
2009	Total THM's	9.5		80/0	ppb	By-product of drinking water chlorination

## Turbidity

YEAR	CONSTITUENT	HIGHEST LEVEL	LOWEST % OF SAMPLES	MCLG (IDEAL GOAL)	SOURCES IN DRINKING WATER
2009	Turbidity	0.15 NTU	100% lowest monthly % meeting requirement	0.3 NTU	Soil runoff

## Lead and Copper

YEAR	CONSTITUENT	90TH PERCENTILE	ACTION LEVEL	UNIT OF MEASURE	SOURCES IN DRINKING WATER
2009	Copper	0.099	1.3	ppm	Erosion of natural deposits and household plumbing systems
2009	Lead	ND	15	ppb	

## Total Coliform

YEAR	CONSTITUENT	HIGHEST LEVEL	SOURCES IN DRINKING WATER
2009	Total Coliform	Not Detected	Naturally present in the environment
2009	E. Coli	Not Detected	*Fecal coliform not detected.

## Definitions

**Maximum Contaminant Level (MCL)** - Highest permissible level of a contaminant in drinking water.

**Maximum Contaminant Level Goal (MCLG)** - Level of a contaminant in drinking water below which there is no known or expected health risk.

**Maximum Residual Disinfectant Level (MRDL)** - The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG)** - MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

**Action Level (AL)** - Concentration of a contaminant which, if exceeded triggers treatment or other requirements which a water system must follow.

**Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in the drinking water.

## Additional Information

### Regarding Items listed in these tables

**Turbidity** has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

**Total organic carbon (TOC)** has no health effects. The disinfectant can combine with TOC to form disinfection byproducts. Disinfection is necessary to ensure that water does not have unacceptable levels of pathogens. Byproducts of disinfection include trihalomethanes (THMs) and haloacetic acids (HAA) which are reported elsewhere in this report.

**Total coliform** bacteria are used as indicators of microbial contamination of drinking water because testing for them is easy. While not disease-causing organisms themselves, they are often found in association with other microbes that are capable of causing disease. Coliform bacteria are more hardy than many disease-causing organisms; therefore, their absence from water is a good indication that the water is microbiologically safe for human consumption.

## Abbreviations

**NTU** - Nephelometric Turbidity Units  
**pCi/L** - picocuries per liter (a measure of radioactivity)  
**ppb** - parts per billion, or micrograms per liter (µg/L)  
**ppq** - parts per quadrillion, or picograms per liter

**MFL** - million fibers per liter (a measure of asbestos)  
**ppm** - parts per million, or milligrams per liter (mg/L)  
**ppt** - parts per trillion, or nanograms per liter

# Care and Share

*Caritas*  
of Waco

## Donate to Care and Share

Visit our website at [www.wacowater.com](http://www.wacowater.com) or call (254) 299-CITY to find out how. Care and Share is a program that lets you donate to our **local Caritas** through your water bill every month. This is a service that helps the less fortunate in our community pay their water bills when they need special assistance. Summer is a hard time to be without utilities... and the best part is, all donations to Care and Share **stay in Waco!**

Forms for Care and Share can be picked up at the **Waco Water Office (425 Franklin Avenue)**, you can print one from the website and mail it in or simply give us a call and we'll mail one to you. Donations can be drafted from your account each month with your permission, or you can make a one-time donation at any time.

## WacoWater.com

Your City of Waco Water Department is online at [www.wacowater.com](http://www.wacowater.com). Online you can pay your bill, read about current news and projects, find conservation tips, contact information and more. You can now sign up for **e-bill**, as well, and never waste another minute searching through stacks of mail for your paper bill. Visit our website for more information.

## Ways to Pay Your Water Bill:

Online at: **[www.wacowater.com](http://www.wacowater.com)**

At the City of Waco Water Office:

425 Franklin Avenue  
Waco, Texas 76701  
Lobby: (Mon-Fri) 9 a.m. to 5 p.m.  
Drive-Thru: (Mon-Fri) 7:30 a.m. to 5:30 p.m.

**At your Neighborhood HEB:**

9100 Woodway Dr., 1301 Wooded Acres Dr., 801  
N. IH-35, 1110 S. Valley Mills Dr., 3801 N. 19th  
St., 1102 Speight Ave.





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Water Utility Services  
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