



**NORTH
TEXAS
MUNICIPAL
WATER
DISTRICT**

NEWS ADVISORY

FOR IMMEDIATE RELEASE

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**NTMWD Crews Making Progress Repairing Large Water Line Break in Richardson
District hopes to have repairs completed by Monday evening;
No outdoor water use urged for cities of Garland, Murphy, Plano, Richardson, Sachse and
Wylie through Tuesday, Sept. 4**

WYLIE, TX – September 1, 2018: The North Texas Municipal Water District (NTMWD) is continuing to make repairs on a section of 72-inch-diameter treated water pipeline that experienced a break in the 4500 block of Crystal Mountain Drive in Richardson on Thursday afternoon. District officials say they are on track to complete repairs by Monday evening, and they continue to work closely with cities served by this pipeline to ensure deliveries to storage tanks that provide water to thousands of residents.

The break involves one of two major water transmission lines that serves the City of Richardson. Other surrounding communities also receive some of their water through these pipelines, including Garland, Murphy, Plano, Sachse and Wylie. NTMWD is asking customers in these cities to curtail outdoor water use until 6 p.m. Tuesday, Sept. 4. Water quality has not been affected, and the investigation into the cause of the break is continuing.

The damaged section of the pipeline has been fully excavated and replacement pipe is on the scene. Removal of the damaged section and placement of the new section is expected through Saturday. Officials hope to have the pipeline back in service by Monday evening, however NTMWD is urging residents to turn off irrigation systems to preserve water supplies for essential needs.

The District has gone door-to-door to provide impacted residents with information about reimbursement for temporary relocation expenses until pipeline repairs are completed. Property damage claims should be submitted to the homeowner's insurance company, and NTMWD has provided homeowners with contact information for the District's insurance administrator.

Updates will be posted online at NTMWD.com.

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About NTMWD

The North Texas Municipal Water District is the regional wholesale provider of water, wastewater and solid waste services for about 1.7 million residents across 10 counties in North Texas - one of the fastest-growing regions in the U.S. For more information, visit www.NTMWD.com.