

## Frequently Asked Questions Engineering Department

**Question Number 1.** Does the City of Rockwall participate in the National Flood Insurance Program? What is a Flood Insurance Rate Map (FIRM)? What is the City of Rockwall Community – Panel Number?

**Answer:** The City of Rockwall is a member of the Federal Emergency Management Agency (F.E.M.A.) A FIRM is an insurance map for all flooding areas within the City of Rockwall. The City of Rockwall is located in parts of Community-Panel Number 48397 C003, 35L, 40L, 45L, 65L, 105L, 110L and the Map Revised Date: September 26<sup>th</sup>, 2008. For additional information pertaining to Letter of Map Amendment (LOMA) or Letter of Map Revision (LOMR) go to the following website and follow the instructions below.

1. [www.msc.fema.gov](http://www.msc.fema.gov)
2. Select FEMA Flood Map Store
3. Select Catalog
4. Select FEMA Issued Flood Maps
5. #1 – Under “Select Media Type”, select On line
6. #2 – Select Texas
7. #3 – Select County
8. #4 – Select Community
9. #5 – Select Find FEMA Issued Flood maps
10. Select the Index panel or panel you want
11. Select View on the above selection
12. When the panel is visible, use the Zoom tools as needed to select a portion of the map
13. Select the Make a Firmest button
14. Select your paper size and move the colored shaded box on the map to the area you want to reproduce
15. Move the other colored boxes where you want them for title, map date, etc. It all has to be in the box to print.
16. Select the format you wish to use in printing – Adobe or TIFF
17. Print and save as you wish

**Question Number 2.** Why do I have to have my backflow device tested?

**Answer:** All commercial establishments are required to have backflow prevention devices on water connections to the City system. It is mandatory by Texas Commission on Environmental Quality (TCEQ) formally known as the Texas Natural Resource Conservation Commission and the City of Rockwall (see City Ordinance No. 99-12) that backflow prevention devices are inspected and tested annually by a certified backflow prevention device tester. It is the responsibility of the water purveyor to ensure that these requirements are met. The City sends out annual letters to remind customers when their devices are

due to be re-inspected, along with a copy of the City ordinance and a blank backflow test report (see Engineering Forms). A list showing testers that are currently registered with the City is available upon request by calling the Engineering Department or Building Inspections Department.

**Question Number 3.** What type of Maintenance Bond does the City of Rockwall require for construction of all infrastructure ?

**Answer:** The City of Rockwall requires a two (2) year and 10% Maintenance Bond upon the completion and acceptance of the project. The city also requires a 12 month and 20 month walk over to determine if any repairs need to be addressed before the two years is up. The City of Rockwall does not have a Standard Bond form and should be obtained by the contractor's insurance company.

**Question Number 4.** Is the City of Rockwall part of DIG TESS in locating all underground utilities?

**Answer:** The City of Rockwall is not part of DIG TESS. To locate all underground utilities other than City water and wastewater at least 48 hours prior to construction call 1-800-DIGTESS (1-800-344-8377)

**Question Number 5.** Does the City of Rockwall own, operate and maintain all water lines within the City of Rockwall?

**Answer:** No. There are three separate water system companies within the City of Rockwall. To contact each one call the following:

1. Mt. Zion Water Supply(972)722-3203 –  
email: <http://www.mtzionwater.com>
2. Blackland Water Supply (972)771-6375;
3. RCH Water Supply (972)722-3203 –  
email: <http://www.rchwater.com>

**Question Number 6:** How can I get my water and wastewater lines located and how much does this service cost?

**Answer:** *Call 972-771-7730 and request water and wastewater locates. The City will locate main lines at no cost to the customer. However, the City cannot locate your private service lines which are located within your property. You will need to contact a plumber for assistance.*