



INSIDE 



It's hurricane season again. Get informed about important after-storm steps and learn where to get information on keeping your family safe.



Lead can be a contaminant in any water system. While we test your drinking water regularly, here's how you can further protect yourself.



Florida's population is outpacing its water source. But there are steps we all can take to help ensure we have adequate source water in our aquifers.

fguaNEWS

FALL 2009

updates & information from your water and wastewater utility

The Hard Truth About Groundwater

Most people in Florida get their water from an aquifer, but many don't know what an aquifer is. Aquifers are natural underground layers of porous rock that store water. Water percolates down into the

districts and the Department of Environmental Protection measure the water levels in the aquifers to monitor the amount of water available for consumption. The population increase over the past 20 years, and the lower than average rainfall over the past 10 years have left the aquifers with less water in storage. The water is being pumped out of the aquifers faster than it can be refilled by nature.

One way to protect the aquifer from over drainage is limiting outdoor usage for irrigation and other purposes. The state water management districts and most county governments impose watering restrictions to help protect the aquifers. Those who don't comply may be fined. These rules are designed to protect our main water source without causing major lifestyle changes for Florida's residents.

State agencies also issue water usage permits to large water users, such as water utilities, farms, and businesses. These permits encourage large water users to use alternative water sources that protect the fresh water aquifer.

The first source is reuse or reclaimed water. Reclaimed

water is water that has been cleaned and disinfected by the wastewater treatment plant. It is not potable water, but it is good for irrigation or other usage that doesn't require water cleaned to drinking water standards. Many golf courses use this as their irrigation source.

The other main source of alternative water is a deeper aquifer. Aquifers are layered on top of each other, and separated by dense layers of clay and sand that water cannot permeate. The aquifer at the surface is fresh water, and the deeper aquifers are more mineral rich and considered salt water. Cleaning deep aquifer water to drinking water standards is done by reverse osmosis. This form of water treatment takes longer but provides very clean, fresh water at the end of the treatment cycle. The FGUA has reverse osmosis plants in use, or under construction, at all of our water treatment plants.

Water conservation is the easiest way to protect the aquifer. The FGUA website has ideas and links to other agencies that protect the water. Visit us at www.fgua.com. You can also get conservation and other information from your local FGUA customer service office.



Consumer Confidence Reports Now Available

We provide all customers with a Consumer Confidence Report annually. This report is also referred to as a Drinking Water Quality Report. It is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. **This report was recently mailed to all FGUA customers and is also available on the FGUA website at www.fgua.com.**



aquifer after it rains or from lakes, streams, canals and rivers. Wells are drilled into the aquifer to pump up the fresh water for use by the people living or working in the area. The water management

FGUA AT YOUR SERVICE

Lehigh Acres Office

866-310-4878

FguaCS_Lehigh@govserv.com

Golden Gate Office

800-818-9677

FguaCS_GoldenGate@govserv.com

Pasco County Office

727-372-0115

FguaCS_PascoCo@govserv.com

Lead Exposure Prevention

You may have heard about lead in drinking water supplies. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The FGUA

is responsible for providing high quality drinking water, but cannot control the variety of materi-

als 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 www.epa.gov/safewater/lead.

Comments about FGUA News?

Contact Yvette Hartsfield, Editor, at yhartsfield@govserv.com

Hurricane Season = Time to Prepare!

Hurricane season runs from the beginning of June through the end of November, with peak activity during August and September.

Here are some helpful tips to consider before, during and after a storm.

- 1. Store a three- to seven-day supply of one gallon of drinking water per person per day.** Additional water may be necessary for those with special needs (infants, children, seniors, ill family members and pets).
- 2. If water pressure is low or service has been temporarily interrupted,** flush toilets as little as possible, do not hose driveways or wash cars, and turn off all sprinkler systems to conserve water after the storm.
- 3. To prevent flooding,** make sure any storm drains located near your property are free of debris so water can drain freely.



- 4. Report water main breaks and leaks** to the FGUA by calling the Emergency Customer Service phone number at 1-866-866-4382 for Lehigh Acres and Golden Gate. Pasco Systems customers should call 727-372-0115.

For additional information, you can visit the FGUA website at www.fgua.com. Click on the "Resources" link, which will take you to the "Education" page. Emergency information is available to help you prepare for storm season.

Improvement Project Updates

GOLDEN GATE

- ◆ **Lift Station rehabilitation project:** Perform repairs and replacements of equipment in excess of regular maintenance. **Status: near completion.**
- ◆ **Water System Distribution Project:** Loop identified water mains to improve hydraulic conditions and water quality. **Status: currently underway.**
- ◆ **Golden Gate WWTP Expansion:** Expand the current plant capacity from 0.95 MGD to 1.50 MGD; install dedicated brine disposal line and pump station. **Status: completed**

- ◆ **Infiltration and Inflow removal project:** Reduce Infiltration and Inflow into the collection system during the rainy season. Includes testing/sealing joints and laterals, Manhole to Manhole lining, smoke testing, cleaning and video inspecting gravity sewer lines. **Status: currently underway.**
- ◆ **Manhole Rehabilitation Project:** Sealing and coating deteriorated manholes; adjustments to restore the manholes to their original condition. **Status: currently underway.**

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LEHIGH ACRES

- ◆ **Infiltration and Inflow removal project:** Reduce Infiltration and Inflow into the collection system during the rainy season. Includes testing/sealing joints and laterals, Manhole to Manhole lining, smoke testing, cleaning and video inspecting gravity sewer lines. **Status: currently underway.**
- ◆ **Wastewater lift station rehabilitation:** Rehabilitate lift stations that require repairs and replacements of equipment in excess of regular maintenance. **Status: in design phase.**
- ◆ **Reuse expansion project:** Increase the availability of reclaimed water in Lehigh Acres. **Status: anticipated to start August 2009.**
- ◆ **Well rehabilitation project:** Yearly rehabilitation of the existing groundwater wells in the Lehigh Acres Utility System. Includes video inspection, flushing, pump inspection, etc. **Status: currently underway.**
- ◆ **Exploratory well/production well** at the Lehigh Acres water treatment plant No. 2. **Status: construction complete as of June 2009; testing underway.**

- ◆ **Reclaimed water storage, pumping and deep injection well conveyance system.** **Status: completed in June 2009.**
- ◆ **Manhole Rehabilitation Project:** Includes sealing/coating of deteriorated manholes; adjustments to restore the manholes to their original condition. **Status: currently underway.**

PASCO SYSTEMS

- ◆ **Phosphate corrosion control additive:** Introduced into the water supply at the water treatment plants as part of the corrosion control program. **Status: completed.**
- ◆ **"Coupon testing" at FGUA well sites:** Results help determine the best dosage rates for corrosion additive. *Customers experiencing reddish colored water or experiencing leaking pipes should contact the FGUA Pasco Customer Service line at (727) 372-0115 so staff may track the events.* **Status: currently underway.**
- ◆ **Distribution system mapping and hydraulic modeling phase:** To determine alternate treatment and pumping scenarios to match customer demand. **Status: completed.**

- ◆ **Wastewater and reclaimed water system mapping:** to determine alternate treatment and pumping scenarios to match customer demand. **Status: in progress.**
- ◆ **Interconnection determination:** Initial phases of designing of the interconnections with Pasco County Utilities, including meters, valves and vaults are underway; request initiated with SWFWMD to extend the deadline for interconnection to the county to March 2011. **Status: currently underway.**
- ◆ **Water auditing, meter bench testing and meter calibration:** to determine the amount of unaccounted for water in the FGUA Pasco Utility System in accordance with the requirements of the SWFWMD. **Status: currently underway.**
- ◆ **FGUA Pasco Moisture Conservation Program:** provides free equipment for Pasco Service Area customers to monitor and reduce their lawn consumption during the ongoing drought. *Sensors may be obtained by visiting the FGUA Pasco Utility System Office in New Port Richey.* **Status: ongoing.**