



INSIDE



We've been busy improving your water and wastewater infrastructure. Check out our 2006 accomplishments!



Summer means rising temperatures and stricter outdoor watering regulations. See what's allowed in your area this year.



Hurricanes can't be ignored. Get prepared with these tips and handy, downloadable information sheets.

fguaNEWS

SPRING 2007

updates & information from your water and wastewater utility

It's preparation time again

Hurricane season is just around the corner. It's important to prepare yourself for a hurricane before the warning is given. You also need to understand how to stay safe after a storm in case local utilities and services are unavailable. To help you get prepared (and educated), we've compiled information from various sources on storm events and your water supply.

WHEN THE STORM HITS, BE CAREFUL WITH YOUR DRINKING WATER.

Hurricanes, especially if accompanied by a tidal surge or flooding, can contaminate the public water supply. Drinking contaminated water may cause illness. You cannot assume that the water in the hurricane-affected area is safe to drink because water treatment plants may not be operating. Even if they are running, storm damage and flooding can contaminate water lines. Listen for public announcements about the safety of your specific water supply. Until services are fully restored, every effort should be made to conserve water usage.

- Use washing machines and flushing toilets **only as necessary.**
- **Use portable toilets** where provided.
- **Fix any plumbing leaks** as soon as possible.
- **Report any sewage spills** to proper utility authorities for clean up and sanitation. Restrict access to these areas for 48 hours after cleanup.

- **If your well floods**, it needs to be tested and disinfected after the storm passes and the floodwaters recede. Call your local or state health department with questions about well testing.

IF YOU GET A BOIL WATER NOTICE, BE SMART ABOUT USING YOUR WATER.

- **Boil water before use**, holding it at rolling boil for at least one minute before using it for drinking, washing, cooking, etc.
- **Or disinfect water** by adding 8 drops (about 1/8 tsp—this would form a puddle about the size of a dime) of plain unscented household bleach (4 to 6%) per gallon of water, and then let it stand for 30 minutes. If the water is cloudy after 30 minutes, repeat the procedure. Use a container that has a cap or cover for disinfecting and storing water to be used for drinking. This will prevent contamination.
- **Use bottled water**, especially for mixing baby formula.
- **Download our water disinfection reference sheet** (adapted from materials by the Florida Department of Health) at www.fgua.com.

Poinciana system transfers to Toho Water Authority

The Florida Governmental Utility Authority is once again successfully transferring facilities to local government. The Poinciana FGUA system transfers to Toho Water Authority in April.

FGUA has operated the Poinciana System since it was acquired from Florida Water Services in 2000, providing water and wastewater for portions of Polk and Osceola counties, northwest of Lake Hatchineha. Since that time it has expanded to over 25,000 customers, providing water and wastewater services to users. In 2004 and 2005 the FGUA upgraded water lines and implemented a five-year Capital Improvement Plan.

The FGUA proudly served this community as it has other local governments before transferring them back to local management. Customers in the Poinciana service area should experience a seamless transition to the new management.



DOWNLOAD A HANDY STORM PREPARATION CHECKLIST at www.fgua.com. We adapted this checklist from www.hurricane.com.

Poinciana customer service office relocates. On Monday, April 2, the Poinciana Customer Service Office relocated to 601 S. Country Club Drive, Poinciana, FL 34759. The office is on the corner of Country Club Drive and Walnut Street at wastewater treatment plant #3. Customers may visit the office for general customer service or payment needs.

Collier and Lee Counties are under new watering restrictions by South Florida Water Management District. During the dry season (November through May), most residents will need to irrigate their lawns in accordance with the restrictions set for their home address. Established lawns can thrive on less watering — no more than 2 times per week. This means that even if you are allowed to water 3 times a week, you don't NEED to do so. For the most current restrictions for your neighborhood, please visit http://www.sfwmd.gov/curre/watshort/index_tips.html.

Please excuse us! The address for the new Lehigh Customer Service Office was incorrect in our last issue. The correct address is **1229 Homestead Rd. N, Lehigh Acres.**

Make family preparations for the hurricane season! Download the comprehensive *State of Florida Family Preparedness Guide* for free from the Florida Department of Health's website at www.doh.state.fl.us

Comments about FGUA News? Contact Tisha Keller, Editor, at tkeller@govserv.com

Service with a smile

By Barbara Kerby, Lehigh Acres CSR

The FGUA Community Service Representative (CSR) is your local spokesperson for the FGUA system. Think of us as your first contact for any reason. We are here to answer questions and supply information, including making presentations and providing a booth at local events. We can answer questions on any FGUA project or service. If we don't have an immediate answer, we can get it for you quickly.

The CSR helps promote community involvement in

MEET YOUR CSR >>

the FGUA decision-making process by making sure our customers know about important meetings and public hearings. We can be your voice; if you can't attend the meeting in person, we will pass along your opinion to the FGUA board. We are located in the customer service centers and have an open door to all of our valued customers. Our names and contact information are listed at www.fgua.com. You can always call or come by the local office and ask for the CSR.

My fellow CSRs say that the best part of our job is that we live in the communities we represent. We know the area, we know the people, and we



Barbara Kerby, Lehigh Acres Ms. Kerby has more than 20 years of experience in customer service,

publishing and public relations from both the Washington DC metro area and southwest Florida.



Dieudonne Thomas, Golden Gate

Ms. Thomas has extensive experience in water and waste

water, public relations, customer service, and project management from the South Florida metro area.

understand the challenges our customers face, since we have the same experiences. We look forward to meeting you!

Water meters become art

FGUA recently sold discarded water meters to the **Ringling School of Art and Design** for a small per-meter fee as part of our meter disposal program. Most of these meters were discarded according to the FGUA's established 10-year meter change-out program and a few were replaced when they failed. Discarded

water meters have high brass content and are usually sold as scrap metal. Hundreds of Ringling art students will use the brass components of these meters as material for their work. The school needs thousands of meters each year.

This sale provided 940 units to the school.

Take a peek at their work at

www.ringling.edu.



Noteworthy accomplishments

In just one year, FGUA upgraded much of its infrastructure across all systems: 27

Lift stations rehabilitated; **10** Lift stations upgraded with telemetry; **43,786 feet** of pipe cleaned and inspected; **119,200 feet** of pipe smoke-tested; **4,100 feet** of pipe relined; **275** point repairs completed; **21** road repairs completed; **452** manholes repaired or replaced.

In 2007, we have even more improvements planned: Lehigh Acres System: \$6,297,000

for inflow and infiltration improvements, wastewater treatment plan rehabilitation, lift station telemetry upgrades, and lift station and wastewater collection system improvements. **Golden Gate System: \$1,915,000** for inflow and infiltration improvements, lift station rehabilitations, lift station telemetry upgrades, and wastewater treatment plant expansion.