



## UNDER CONSTRUCTION

- **Ackerman Septic to Sewer Project:**  
Construction of a wastewater system to service approximately 2,135 properties with sewer service. Zones 1, 2 and the vacuum station. Crews have started on the water main replacement along Ackerman Avenue.  
For project information:  
[AckermanProject.com](http://AckermanProject.com)
- **Deep Creek Sewer Force Main Replacement:**  
Construction of a larger sewer force main to improve transmission capacity for the Deep Creek neighborhood. This project also includes pumping improvements at several lift stations along the project route. Crews are working in the utility easement on the south side of Rampart Boulevard from Nuremberg Boulevard to Rio De Janeiro Avenue.  
[Project Map](#)
- **El Jobean Septic to Sewer Project:**  
Construction of a wastewater system to service approximately 300 properties with sewer service. On-site sewer connections to the vacuum sewer system is on schedule to start within the upcoming months for Zones 1 & 2.  
For project information:  
[ElJobeanProject.com](http://ElJobeanProject.com)
- **Lift Station #2 Replacement:**  
Construction of the replacement of Lift Station #2. Work also includes replacements of the 6" sewer force main and the 8" water main along Conway Blvd.

## OPERATIONS

- **Calls:** 7,086
- **Call Wait Time:** 37 seconds
- **Total Customer Accounts:** 64,279
- **Sewer Connections:** 41,642
- **Water Connections:** 63,633

### Charlotte County, FL App Requests

- **5 Misc.—Utilities Department**
  - **2 Utilities Billing**
  - **3 Utilities Department Service**
- 10 Total**

**1,086 Facebook Page Likes**

### Important Information:

Water shutoffs and late fees have been suspended due to the coronavirus outbreak.

**The Customer Support Center is open by appointment only. To schedule an appointment, call 941-764-4300. Walk-in services other than the payment drop box will not be available.**

**Customers can still drop-off their payments in the various payment boxes, pay their utility bill using the convenient electronic bill or by phone at 941.764.4300.**

[Payment Options](#)



Drinking Water Week  
May 2 - 8, 2021



There when you need it!  
Thank you to our Water Distribution Staff!



For more than 40 years the American Water Works Association and its members have celebrated **Drinking Water Week** – a unique opportunity for both water professionals and the communities they serve to recognize the vital role water plays in our daily lives.

## IMPACTS

- **Loveland Grand Master Lift Station:** Loveland Boulevard. from Midas Court to Wickens Avenue will be closed until June 18.

Additional Impacts:  
[Emergency Utility Notices](#)