

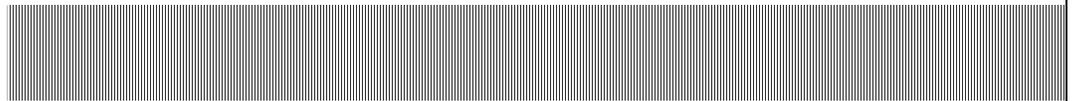


Charlotte County Utilities

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Water Conservation Planning Report for the Burnt Store Service Area

December 2007



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1. Program Introduction

The state of Florida, in recognition of the importance of conserving water, has emphasized statewide implementation of water conservation programs. As a part of this effort, the Southwest Florida Water Management District (SWFWMD) requires that when a public utility renews its Water Use Permit (WUP), it must submit a report addressing the feasibility of implementing water conservation measures.

To facilitate the water conservation planning process, the state of Florida has supported the development of the Conserve Florida GUIDE. This tool was created with the help of SWFWMD and other Water Management Districts to assist utilities in developing goal-based water conservation plans. The GUIDE uses a standardized procedure to assess the water demands and current conservation programs of each user utility. The information entered into the program is used to generate a Utility Profile. This Profile is then used by the GUIDE to create a list of recommended options for planning a conservation program. The user selects Best Management Practices (BMPs) and measures from the list to generate an Implementation Plan to guide water conservation efforts. Charlotte County Utilities (CCU) chose to utilize the GUIDE in the water conservation planning process for the Burnt Store Service Area (BSSA).

CCU provides potable water, wastewater treatment and reclaimed water for irrigation to the majority of unincorporated Charlotte County including areas such as: Greater Port Charlotte, El Jobean, Gulf Cove, East Englewood, Rotonda, and Burnt Store. CCU renewed its WUP in September 2006 for the Burnt Store Wellfield and is required as a special condition of the permit to develop a conservation plan for the BSSA. The BSSA generally includes all lands bounded by the City of Punta Gorda to the north, Lee County to the south, Charlotte Harbor to the west and I-75 to the east. Currently, the facility services 4,556 acres in Charlotte County approximately 4 miles south of the intersection of Burnt Store Road and Zimmel Road as shown on **Figure 1-1**. Conservation measures that were analyzed as part of the special condition include: general conservation measures, such as alternative source programs and public education; indoor conservation measures, such as showerhead retrofits and toilet rebates; and finally outdoor conservation measures such as, irrigation and landscaping ordinances.

This report addresses the feasibility of implementing water conservation BMPs and measures in the BSSA and is intended to satisfy Special Condition 15 of WUP #20003522.007. The water conservation plan for the BSSA is presented using the Conserve Florida GUIDE reports, which are provided in Appendices A through D. These reports are standardized to ensure consistency and are intended to stand alone for

reporting requirements. This supplemental text is to provide a brief overview of the program and highlight important aspects of the BSSA GUIDE reports. Four reports were generated using the GUIDE:

- **Utility Profile Report** – Provides general information about the BSSA and current conservation practices used in the BSSA.
- **Baseline Plan Report** – Summarizes potentially viable measures and BMPs and water conservation “measures” for the BSSA.
- **Toolbox Summary Report** – Summarizes the recommended conservation measures and BMPs potentially suitable for the BSSA.
- **Implementation Plan Report** – Provides details of each BMP and measure to be implemented for the BSSA, outlines the implementation schedule, and provides a comparison of water consumption with and without the conservation plan.

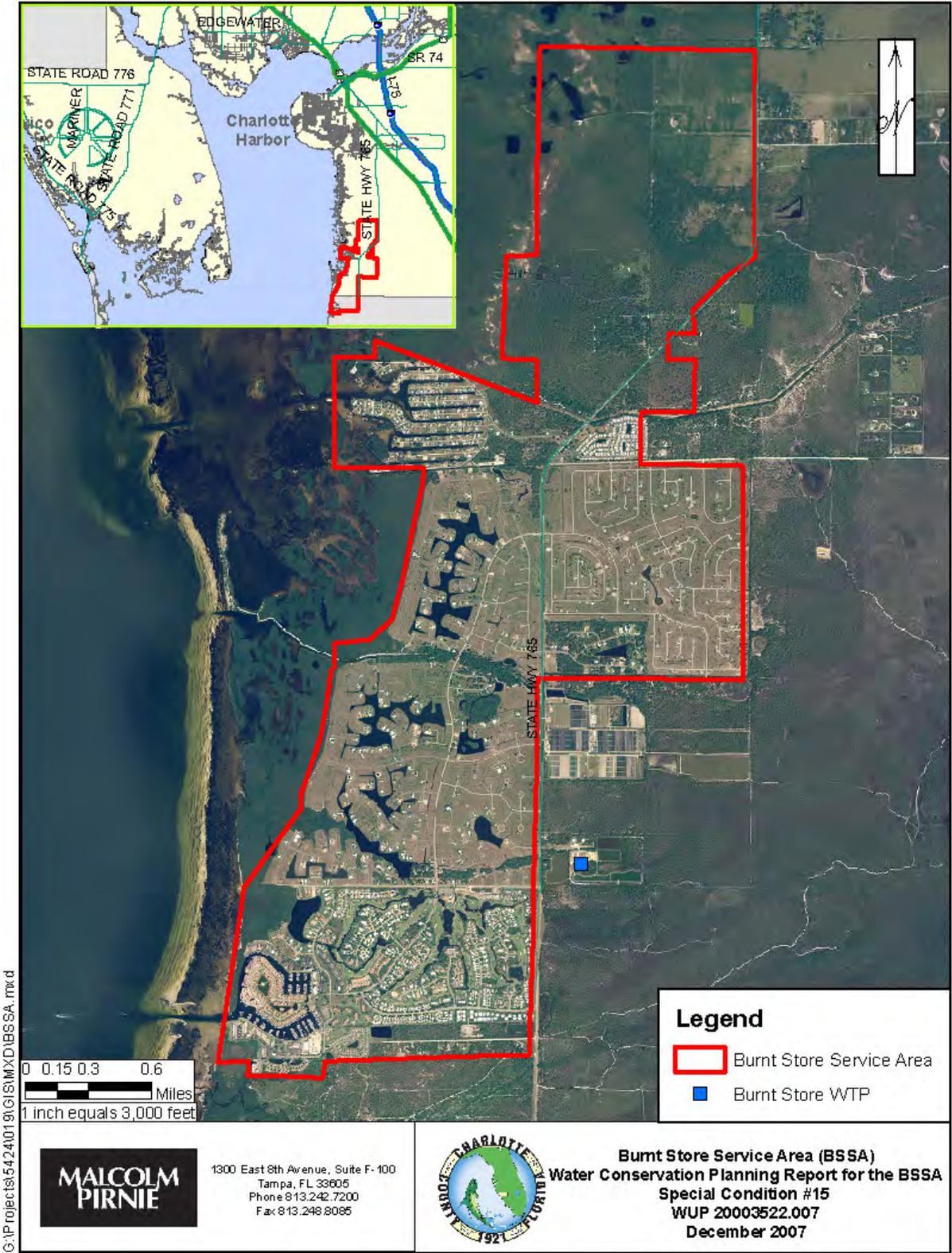


Figure 1-1: Burnt Store Service Area Location Map

2. Utility Profile

The first module in the Conserve Florida GUIDE is the Profile Module. Information submitted in this module is used by the GUIDE to determine which measures and BMPs are appropriate for the utility. After all data has been provided in the Profile Module, the GUIDE prepares a Profile Summary Report and Baseline Plan.

The most notable features of the BSSA, which become apparent in the Utility Profile Report, are that water demand in the BSSA is predominantly from single family accounts, and the per capita demand for water is relatively low at approximately 89 gpcd. Also, the IWA water audit for the BSSA indicates that only 7.4 % of the water withdrawn is lost through inefficiencies in the treatment and distribution system, which is below the typically accepted threshold of 10% for unaccounted water losses.

The Profile also collects data on large users of water. The BSSA does not have extremely large water users, and the largest users are restaurants and condo associations, including: Porto Bello at Latitudes, Vista Del Sol Restaurant, the Keel Club Condo Association, Capstan Club Condo Association, and Rudder Club Condo Association. None of the large users have a demand exceeding 4,000 gpd.

The Profile Summary Report includes the information entered by the utility such as:

- **Planning Horizon:** indicating the duration of the water conservation program.
- **Permitting Agencies:** displaying the utility's permit history.
- **Sectors and Meters:** describes categories of customers (single family, multi family, non-residential).
- **High Use Customers:** identifies customers that use either: 1% of the utility's total water use, 5% of the total water used by its sector, or whose annual average water use is more than 50,000 gallons per day. It is possible to identify up to 20 High Use Customers in the GUIDE. These customers are selected based on review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).
- **Population and Potable Water Use Projections:** this information is usually taken from the most applicable Regional Water Supply Plans (RWSP). Population projections represent a functional population for the service area and were based upon Equivalent Residential Connections (ERCs) as provided by developers proposing construction within the service area and an extrapolation of current growth trends. It

should be noted that the US Census estimates that there are 2.18 persons per dwelling unit in Charlotte County. These population projections were accepted by SWFWMD in support of the County's September 2006 Water Use Permit modification.

- **International Water Association (IWA) water audit:** a systematic accounting of water throughout the production, transmission and distribution facilities of a water supply system.
- **Cost of Water:** identifies the current cost of water, and the cost of the next increment of supply (the increase in cost per thousand gallons to develop the next available water source). To accurately determine the cost effectiveness of BMPs their water savings must be evaluated against the cost of the next increment of supply.
- **Utility Rate Structure:** identifies when the current rates were adopted and when the most recent rate study was conducted.
- **Socio economic:** identifies the age and cost of homes, and household size in the service area. This information is used to estimate the number of buildings built prior to certain water efficiency standards for plumbing fixtures.

The GUIDE also tracks currently utilized water conservation “measures” and “Best Management Practices” (BMPs). The headings listed below summarize the practices tracked by the GUIDE. As evident in the Profile, CCU currently utilizes a wide range of water conservation measures in the BSSA.

- **Measures and BMPs:** assesses currently used water conservation programs. Measures in the GUIDE are considered to be water conservation practices that enhance water use efficiency, but the water savings attributed to the measures are difficult to quantify. BMPs in the GUIDE are water conservation practices that have quantifiable water savings.
- **Water Reuse Projects:** In some instances potable water use can be replaced with reclaimed water, which reduces overall water demands. Plans are currently in place to expand the utilization of reuse water in the BSSA.
- **Source-Water Metering:** CCU meters the source water taken from the Burnt Store Well Field.
- **Service-Connection Metering:** CCU utilizes meters at each service connection in the BSSA.
- **Informative Billing:** CCU provides customers with useful information on the relationship between the amount of water they use and the cost associated with that use. See **Figure E-1**.

- **Water Bill Inserts:** CCU includes inserts in their customers' water bills that provide information on water use and costs and/or provide tips for home water conservation. See **Figure E-2**.
- **Retrofit Kit Give Away:** CCU's retrofit kits typically contain low flow showerheads, faucet aerators, toilet leak-detection dye tablets, automatic shut-off nozzles for garden hoses, and informational brochures on how to identify, measure and/or fix leaks. See **Figure E-3**.
- **Public Information/Education:** CCU provides action steps for the public to practice conservation. See **Figure E-4**. CCU also broadcasts educational programming related to water conservation on the local public access cable television channel.
- **Workshops:** CCU administers and/or helps fund water conservation programs and/or workshops for industries that contribute to water conservation efforts (e.g., plumbers, plumbing fixture suppliers, builders, developers, landscape and irrigation service providers). See **Figure E-5**.
- **Conservation Coordinator:** CCU has a full-time water conservation coordinator.
- **Landscape/Irrigation Ordinance Development and Implementation:** CCU is currently developing a Florida-Friendly Landscape and Irrigation Ordinance and associated implementation strategies. See **Figure E-6**.

Additionally, a program is in place to notify customers if their meter records unusually high water use, which is typically a sign of a leak in the system. During periods of drought, high water users (greater than 20,000 gallons for single family homes) are identified through the local newspaper, The Charlotte Sun.

3. Program Planning

The Baseline Plan Report and Toolbox Summary are provided by the GUIDE to assist in program planning. Both reports use the water conservation information reported in the Profile Module to summarize the current use of water conservation measures and BMPs in a service area, and then provide recommendations for additional BMPs and measures. The GUIDE distinguishes between measures and BMPs by labeling them as ‘default’ or ‘optional’. ‘Default’ measures and BMPs carry a stronger recommendation than ‘optional’ measures and BMPs. The Toolbox Summary allows the GUIDE user to develop a customized water conservation plan of BMPs and measures appropriate for a particular service area. The Toolbox Summary is then converted into a final “Implementation Plan” for the service area in question.

In this case, the Baseline Plan recommends the continued implementation of each water conservation measure and BMP that CCU currently utilizes for the BSSA. In addition, the Baseline Plan recommends implementing an Ultra Low Flush Toilet Rebate Program as a “default” program, as well as a variety of new “optional” BMPs and measures (see plan in **Appendix C** for details).

The recommendations from the GUIDE in Baseline Plan were brought into the Toolbox Summary Report for customization and consideration for the Implementation Plan.

- *Default BMPs* –CCU will continue to implement the existing reuse plan for the BSSA. CCU determined that an Ultra Low Flush Toilet Rebate Program was not cost-effective for the BSSA. In the BSSA, only 44% of single family homes were constructed prior to the Ultra Low Flush Standards implemented in 1995. In contrast, over 80% of single family homes in the remaining portion of CCU’s service area were constructed prior to 1995. Therefore, CCU has prioritized the implementation of a toilet rebate program in other parts of its service area.
- *Default Measures*- CCU determined that all of the existing water conservation measures, or “default” measures, should continue to be implemented.
- *Optional BMPs and measures*- These programs are not necessary in the BSSA due to the effectiveness of the existing program in helping to maintain low per capita water consumption rates.

4. Implementation

CCU already has an exceptional water conservation record in the BSSA, as evident by the low per capita consumption rate of 89 gpcd (based on water use from 2004-2006). As a reference, most permit holders within the Southern Water Use Caution Area (SWUCA) must maintain an adjusted gross per capita water use less than or equal to 150 gpcd¹. As the GUIDE reports indicate, the most important action CCU can do maintain high water efficiency is to continue implementing its existing BMPs and measures.

To further promote water conservation, Charlotte County is revising its landscaping and irrigation ordinances to focus on practices that promote water conservation. These revised ordinances will restrict landscape irrigation to the most effective watering periods and promote the Florida Friendly Yards and Neighborhoods program. Landscape requirements for new developments will be amended to promote efficient landscape designs and utilize stormwater for irrigation.

Charlotte County will continue to offer retrofit kits to improve water consumption in the BSSA and throughout the county. CCU was one of the first municipalities to implement year-round conservation rates to promote responsible water usage. In times of severe water shortages, CCU adopts even stricter emergency rate structures to emphasize to its customers the value of water.

Therefore, the recommended implementation plan for the BSSA includes:

- Implementation of water reuse projects
- Continued implementation of retrofit kit giveaway
- Continued implementation of existing water conservation measures

As indicated in the “Plan Summary” table of the Implementation Plan Report (see Appendix D), this plan is expected to maintain per capita water consumption rates below 90 gpcd over the 10-year planning horizon. The planned conservation measures and BMPs in this plan will also allow CCU to focus conservation efforts on other areas of the county where greater opportunities exist for improving water use efficiency, thereby optimizing water conservation resources at a regional scale.

¹ Hazen and Sawyer. 2006. The Southern Water Use Caution Area II Rule-making. Final March 14, 2006.

Appendix A – Utility Profile Report

Utility Profile – Charlotte County Utilities Burnt Store Service Area Region

Name of Utility: Charlotte County Utilities Burnt Store

Type of Water Supplier:

Address:

25550 Harbor View Road, Unit 1

Port Charlotte, FL 33980

Charlotte

Description of Service Area: The service area generally includes all lands bounded by the City of Punta Gorda to the north, Lee County to the south, Charlotte Harbor to the west and I-75 to the east. Currently, the facility services 4,556 acres in Charlotte County approximately 4 miles south of the intersection of Burnt Store Road and Zimmel Road.

Plan Horizon

What is the start year for your Plan? 2008

What is the last year of the implementation for your Plan? 2017

Permit Info

Permitting Agency: SWFWMD

Permit Status: Existing permit (not being renewed or modified)

Permit Number: 20003522.007 (shown as **Appendix F**)

Permit Expiration Date: 9/26/2012 12:00:00 AM

Current Average Day Demand Quantity Currently Permitted: 3.170000 mgd

Current Peak Monthly Water Use Quantity Currently Permitted: 4.120000 mgd

Sectors and Meters

Sector: Single Family

Meters: 5/8 inch

3/4 inch

1 inch

1 1/2 inch

How often do you bill customers in this sector? monthly

Sector: Multi-Family

Meters: 1 inch

2 inch

3 inch

6 inch

How often do you bill customers in this sector? monthly

Sector: Non-Residential

Meters: 1 inch

2 inch

4 inch

How often do you bill customers in this sector? monthly

High Use Customers

Description of the methodology used to identify the customer: Review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).

Name of customer: Porto Bello at Latitudes

Billing Address:

4242 N. Central Avenue

Chicago, IL 60634

Cook

Service Address:

24329 Vincent Avenue

Punta Gorda, FL 33955

Charlotte

Customer Classification: Commercial

Total average annual (for all meters at this site) quantity of water supplied to this customer: 3347.00 gpd

Description of the methodology used to identify the customer: Review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).

Name of customer: Vista Del Sol Restaurant

Billing Address:

12650 Whitehall Dr.

Fort Myers, FL 33907

Lee

Service Address:

3191 Matecumbe Key Rd.

Punta Gorda, FL 33955

Lee

Customer Classification: Commercial

Total average annual (for all meters at this site) quantity of water supplied to this customer: 3468.00 gpd

Description of the methodology used to identify the customer: Review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).

Name of customer: Capstan Club Condo Association

Billing Address:

2021 Little Pine Cir.
Punta Gorda, FL 33955
Lee

Service Address:

2021 Little Pine Cir.
Punta Gorda, FL 33955
Lee

Customer Classification: Multi-Family

Total average annual (for all meters at this site) quantity of water supplied to this customer: 3498.00 gpd

Description of the methodology used to identify the customer: Review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).

Name of customer: Rudder Club Condo Association

Billing Address:

12650 Whitehall Drive
Fort Myers, FL 33907
Lee

Service Address:

Islamorada Blvd.
Punta Gorda, FL 33955
Lee

Customer Classification: Multi-Family

Total average annual (for all meters at this site) quantity of water supplied to this customer: 3400.00 gpd

Description of the methodology used to identify the customer: Review of FY06 billing records (Oct. 1, 2005 - Sept. 30, 2006).

Name of customer: Keel Club Condo Association

Billing Address:

6025 Taylor Rd.
Unit 2
Punta Gorda, FL 33950
Charlotte

Service Address:

Dry Storage Dr.
Punta Gorda, FL 33955
Lee

Customer Classification: Commercial

Total average annual (for all meters at this site) quantity of water supplied to this customer: 3750.00 gpd

Historical Water Use

Sector: Single Family
Sector: Multi-Family
Sector: Non-Residential

Sector: Other

Utility definition of sector: Other sector includes all water use customers that live in mobile homes. Data on historic water use from mobile homes is presented in **Table 5-4**.

Population and Potable Water Use Projections

Please enter your average per capita water use that is consistent with your water management district's required calculation (if applicable) in gallons per capita per day (gpcd): 89

Please provide calculations used to determine your per capita water use and provide the source of the calculations: Calculations are based upon water use within the service area from 2004-May 2006 as compared to the average population during that period. This average per capita water use was presented in support of the County's 9/06 WUP and accepted by the SWFWMD.

Select the water use projection method that is consistent with your water management district:

Method 2: I will enter population and water use projections; please calculate my corresponding projected per capita water use.

Please enter your projected service area population yearly for the first five years, then in 5-year increments thereafter through a 20-year horizon that is consistent with your water management district's planning horizon:

Year	Population	Water Use (mgd)	Daily Per Capita Use (gpcd)
2008	9437	0.819418	86.83
2009	11866	1.020885	86.03
2010	15519	1.322855	85.24
2011	19824	1.678355	84.66
2012	22695	1.916416	84.44
2017	32931	2.771119	84.15
2022	35968	3.039732	84.51
2027	36075	3.049255	84.53

Please explain the population projections you have provided. For example, if the population projections you provided are for a functional population (population adjusted for seasonality), please indicate. Please provide a description of the source of your population projections with calculations: Population projections represent a

functional population for the service area and were based upon Equivalent Residential Connections (ERCs) as provided by developers proposing construction within the service area and an extrapolation of current growth trends. It should be noted that the US Census estimates that there are 2.18 persons per dwelling unit in Charlotte County. These population projections were accepted by the SWFWMD in support of the County's 9/06 WUP permit.

Please provide a description of the source of your water use projections and how they were calculated: The water use projections were derived based upon the ERC level of service required in the County's Comprehensive Plan for new growth and upon a continuation of the prevailing level of water use by ERC type for the growth/infill within the existing developed portions of the service area. These water use projections were accepted by the SWFWMD in support of the County's 9/06 WUP permit.

IWA Water Audit Raw water withdrawn: 0.6784 mgd

Raw water imported: 0 mgd

Raw water exported: 0 mgd

Treated water produced: 0.4507 mgd

Treated water imported: 0 mgd

Treated water exported: 0 mgd

Total volume billed: 0.3929 mgd

Total volume of all unbilled metered use: 0.0245 mgd

Net raw water: 0.6784 mgd

Net treated water: 0.4507 mgd

Non-revenue water: 0.0578 mgd

Estimated system losses: 7.4 %

Cost of Water

Year Added: 2008

Description of source: Intermediate and Floridian aquifer systems.

Volume supplied from source: 3.51 mgd

Total present worth cost of supply: 3.04 (\$/thousand gallons)

Year Added: 2009

Description of source: Intermediate and Floridian aquifer systems.

Volume supplied from source: 6.53 mgd

Total present worth cost of supply: 3.04 (\$/thousand gallons)

Utility Rate Structure

What year were your latest rates adopted? 2006

When was your last rate study? 2005

Are your user rates indexed? Yes

Single Family - Potable

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
1 1/2 inch	80.80
3/4 inch	16.16
5/8 inch	16.16

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	5999	4.13
Tier 2	6000	10999	4.75
Tier 3	11000	15999	5.99
Tier 4	16000	25999	6.81
Tier 5	26000	max	7.85

Single Family - Potable for Irrigation Use

Does your rate structure include separately-metered potable water for irrigation use? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
1 1/2 inch	80.80
3/4 inch	16.16
5/8 inch	16.16

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	15999	5.99
Tier 2	16000	max	6.81

Single Family - Reclaimed

Does your rate structure include reclaimed water? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	2.24
1 1/2 inch	2.24
3/4 inch	2.24
5/8 inch	2.24

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	max	2.24

Multi-Family - Potable

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	11.31
2 inch	11.31
3 inch	11.31
6 inch	11.31

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	3999	4.13
Tier 2	4000	7999	4.75
Tier 3	8000	11999	5.99
Tier 4	12000	15999	6.81
Tier 5	16000	max	7.85

Multi-Family - Potable for Irrigation Use

Does your rate structure include separately-metered potable water for irrigation use? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
2 inch	129.28
3 inch	258.56
6 inch	808.00

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	15999	5.99
Tier 2	16000	max	6.81

Multi-Family - Reclaimed

Does your rate structure include reclaimed water? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	2.24
2 inch	2.24
3 inch	2.24
6 inch	2.24

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	max	0.28

Non-Residential - Potable

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
2 inch	129.28
4 inch	404.00

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	max	4.13

Non-Residential - Potable for Irrigation Use

Does your rate structure include separately-metered potable water for irrigation use? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
2 inch	129.28
4 inch	404.00

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	15999	5.99
Tier 2	16000	max	6.81

Non-Residential - Reclaimed

Does your rate structure include reclaimed water? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	2.24
2 inch	2.24
4 inch	2.24

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	max	0.28

Other (Mobile Homes)- Potable

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
1 1/2 inch	80.80
3/4 inch	16.16
5/8 inch	16.16

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	5999	4.13
Tier 2	6000	10999	4.75
Tier 3	11000	15999	5.99
Tier 4	16000	25999	6.81
Tier 5	26000	max	7.85

Other (Mobile Homes) - Potable for Irrigation Use

Does your rate structure include separately-metered potable water for irrigation use? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	40.40
1 1/2 inch	80.80
3/4 inch	16.16
5/8 inch	16.16

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	15999	5.99
Tier 2	16000	max	6.81

Other (Mobile Homes) - Reclaimed

Does your rate structure include reclaimed water? Yes

Does the rate structure include a base charge? Yes

Please enter the monthly fixed (or base) charge for each meter size

Meter Size	Monthly Fixed (or Base) Charge (\$/month)
1 inch	2.24
1 1/2 inch	2.24
3/4 inch	2.24
5/8 inch	2.24

Does the rate structure include a variable charge? Yes

Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	max	2.24

Emergency Rate Schedule – Single Family Potable

Does the emergency rate structure include a variable charge? Yes
Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	5999	4.13
Tier 2	6000	10999	5.70
Tier 3	11000	15999	7.79
Tier 4	16000	25999	9.53
Tier 5	26000	max	11.78

Emergency Rate Schedule – Multi Family Potable

Does the emergency rate structure include a variable charge? Yes
Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	3999	4.13
Tier 2	4000	7999	5.70
Tier 3	8000	11999	7.79
Tier 4	12000	15999	9.53
Tier 5	16000	max	11.78

Emergency Rate Schedule – Irrigation Service for Single Family and Multi Family Potable

Does the emergency rate structure include a variable charge? Yes
Are the tier threshold ranges based on a standard volume? For example are tiers arranged between set volumes rather than by a percent of the previous year's average monthly use? Yes

Tier Number	Threshold Range (Tgal/month)		Tier Monthly Rate (\$/Tgal)
	From	To	
Tier 1	0	15999	7.79
Tier 2	16000	max	9.53

Socio-economic

Estimated number of homes built before 1983: 278

Estimated number of homes built between 1983 and 1995: 554

Estimated number of homes built after 1995: 1048

The source and method of estimation (i.e. interpolation between 1980 and 1990 socio-economic data) for the estimated number of home built for the above: Data obtained from Charlotte County Property Appraiser's records and www.city-data.com (interpolated).

Median assessed value of homes in the service area: 325500

The source and method of estimation for the median assessed value of homes in the service area: Data obtained from Charlotte County Property Appraiser's records and www.city-data.com (interpolated).

Single family estimated average household size (people per home): 2.18

Multi-family estimated average household size (people per home): 2.18

Reuse Projects

Did the feasibility study determine that reuse projects were feasible? Yes

Is the utility implementing reuse projects? Yes

Ultra Low Flush (ULF) Toilet Rebates

Number of SF accounts	1880
How many SF homes were built prior to 1983?	278
How many SF homes were built between 1983 and 1995?	554
Number of applicable accounts?	832
Number of applicable accounts that have replaced at least one toilet with a ULFT as part of a water conservation BMP implemented by your utility	0
Number of applicable accounts that have replaced at least one toilet with a ULFT through remodeling efforts not associated with a water conservation measure implemented by your utility	0
Total number of applicable accounts that have replaced at least one toilet	0
Number of available accounts?	832
Penetration rate	0%

Source-Water Metering

Are all your water source(s) be metered at the point of withdrawal? Yes

Service-Connection Metering

Does your utility require meters for all new connections? Yes

Are all service connections currently metered? Yes

Fixed-Interval Meter Reading, Testing, Calibrating, Repairing, and Replacing

Sector	Meter Size	How frequently do you?				
		Read your meters?	Test your meters?	Calibrate your meters?	Repair your meters?	Replace your meters?
Single Family	5/8 inch	monthly	monthly	5 years	as needed	10 years
Single Family	3/4 inch	monthly	monthly	5 years	as needed	10 years
Single Family	1 inch	monthly	monthly	5 years	as needed	10 years
Single Family	1 1/2 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	1 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	2 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	3 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	6 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	1 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	2 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	4 inch	monthly	monthly	5 years	as needed	10 years

System Audit

How often does your utility perform a system audit?

monthly

What water loss method do you use? If Other is chosen, enter description (include calculations) of your method

Other

Calculated difference between finished water produced and accounted uses (i.e., sold, construction fill, construction flushing, hydrant flushing, line breaks and fire department usage).

If Other is chosen provide the source of the method (i.e. Water Management District)

Mathematical calculation.

Leak Detection and Repair

Is your unaccounted for water use greater than 10% (SWFWMD 12%)? If you do not agree that your estimated losses are correctly reflected by the IWA Water Audit Section, please indicate what your losses are and confirm that you identified the method used to estimate your losses in the System Audit section.

No

Does your utility implement a leak detection and repair program? Provide a description of the program, and methods used for detection.

Yes

Orion meters are used. These meters have a 4- minute cycle of recording use, which allows for detection of leaks. The meters notify the Billing Department via monthly electronic reports of any leaks.

Conservation Rate Structures

Sector	Water Use Type	Conservation Rate Structure is present?
Single Family	Potable	Yes
Single Family	Potable for Irrigation Use	Yes
Single Family	Reclaimed	Yes
Multi-Family	Potable	Yes
Multi-Family	Potable for Irrigation Use	Yes
Multi-Family	Reclaimed	Yes
Non-Residential	Potable	Yes
Non-Residential	Potable for Irrigation Use	Yes
Non-Residential	Reclaimed	Yes
Other	Potable	Yes
Other	Potable for Irrigation Use	Yes
Other	Reclaimed	Yes

Customer Leak Notification

Does your utility inform customers when their meter reading indicates that a leak may be present on their property?

Yes

Please describe the program

If the meter indicates high use at the time of reading, meter service representative will leave a "High Use Notification" door hanger at the property. Additionally, if an electronic meter report indicates extremely high use (i.e., greater than 20,000 gallons over normal use), a work order is issued to have a meter services representative verify the meter reading.

Informative Billing

Does your utility implement informative billing?

Yes

What information is provided directly on the bill (not as a bill insert)?

utility's rate structure
amount of water used in the current month
amount of water used in the previous month
drought rates
other

Water Bill Inserts

Does your utility provide water conservation information via water bill inserts?

Yes

Describe the type of water conservation information that is provided on the bill inserts.

How to identify leaks in your house; Florida-Friendly yards; 50 Ways to Conserve; water restrictions; etc.

How often do you include water conservation information on bill inserts?

bi-monthly

Retrofit Kit Give Away

Does your utility give away retrofit kits? Yes
What is included in the kit? showerhead(s)
faucet aerators
garden hose automatic shut-off nozzle
toilet leak detection tablets
leak brochures
water conservation brochures
other
How is the program administered? kits provided at public events
customer pick-up
Do you track the accounts the retrofit kit went to? Yes
Do you evaluate before and after water use? No

Public Information/Education

Does your utility have a public information/education program? Yes
What type of forum/media is used? in-school programs
speakers' bureaus
booths at public events
printed materials
video materials & broadcasts on public access television
public service announcements
other
Source of program materials (check all that apply)? AWWA
Water Management District
Proprietary
Developed in-house

Workshops

Type of Workshop	Is Funded?	Is Administered?	Do you track affected accounts?	How do you track affected accounts?	Does tracking include pre and post workshop comparisons?
FYN	No	Yes	Yes	100 accounts have been identified through presentations and are currently being tracked to monitor water usage.	Yes

Conservation Coordinator

Does your utility have a water conservation coordinator(s) or a consultant(s) to help plan, implement and/or evaluate water conservation efforts? Yes

How many staff members (or consultants) fulfill a water conservation coordinator role and/or support a water conservation coordinator on water conservation efforts? 1

How many hours per week are dedicated to performing a water conservation role? 40

Please enter the expenditures budgeted for Year 1? \$136,370

Please enter the expenditures budgeted for Year 2? \$140,690

Please enter the expenditures budgeted for Year 3? \$145,225

Please enter the expenditures budgeted for Year 4? \$150,000

Please enter the expenditures budgeted for Year 5? \$155,000

Landscape/Irrigation Ordinance Development and Implementation

Is there be a Xeriscape or Florida-Friendly landscape ordinance requirement in the utility's service area?	Yes
What sectors are affected by the landscape ordinance.	Multi-Family Non-Residential Bulk
Is there be a water-efficient irrigation system ordinance requirement in place in the utility's service area?	Yes
What sectors are affected by the irrigation ordinance.	Multi-Family Non-Residential Bulk

Reuse Feasibility Study

What was the date of your latest Reuse Feasibility Study?	2005
--	------

Non-Potable Irrigation Source Rebates

Does your utility provide rebates to customers who use potable water for irrigation if they change their irrigation source to a non-potable supply?	No
--	----

Water-Efficient Landscape and Irrigation Evaluations and Rebates

Number of applicable single-family accounts (number of accounts that have in-ground automatic irrigation systems that use potable water)	402
Number of applicable single-family accounts that have received a water-efficient landscape and irrigation evaluation	0
Number of available single-family accounts	402

High-Efficiency Clothes Washer Rebates

Does your utility currently provide rebates or retrofits for high-efficiency clothes washers?	No
--	----

Urinal Rebates

Number of applicable accounts (number of NR accounts that pre-date 1995)	5
Number of applicable accounts that have replaced at least one urinal with a ULF or waterless urinal as part of a water conservation BMP implemented by your utility.	0
Number of applicable accounts that have replaced at least one urinal with a ULF or waterless urinal through remodeling efforts not associated with a water conservation BMP implemented by utility	0
Total number of applicable accounts that have replaced at least one urinal	0
Number of available accounts	5
Penetration rate	0%

Non-residential Water-Use Evaluations/Implementations

Non-residential water use as a percent of total water use.	14.0%
Number of applicable NR accounts	54
Number of applicable NR accounts that have received a water use evaluation and/or implementation	0
Number of available accounts	54
Penetration Rate	0%

Selective Usage of Pressure-Stabilization Valves

Does your utility use pressure-stabilizing valves as a water conservation measure? No

Customer Surveys

Does your utility conduct user surveys of customer attitudes and behaviors as a means of evaluating and enhancing water conservation programs? No

Advisory Committee

Landscape and Irrigation Ordinance ad-hoc advisory committee.

Wholesale Water Supplier/ Water Supply Authority Assistance Programs

Does your organization have an assistance program? No

Water Waste Prohibition

Will there be a water waste prohibition ordinance in your service area? Yes, Proposed water-use ordinance restricts the use of non-recycling decorative water fountains.

**Table 5-1
Historic Use Single Family**

2006													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	123.038	7.136	11.325	10.709	10.785	10.893	8.477	6.483	6.000	6.042	10.019	10.737	24.432
Avg MGD	0.337	0.230	0.404	0.345	0.360	0.351	0.283	0.209	0.194	0.201	0.323	0.358	0.788
Accounts	1,894	1,809	1,814	1,835	1,865	1,888	1,905	1,908	1,929	1,932	1,939	1,946	1,956
Avg use per account (gpud)	177.997	127.249	222.968	188.257	192.761	186.116	148.329	109.606	100.336	104.244	166.681	183.916	402.929
2005													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MG)	94.545	7.672	8.731	8.158	8.834	7.175	6.337	16.108	5.839	5.578	5.358	7.524	7.231
Avg MGD	0.259	0.247	0.312	0.263	0.294	0.231	0.211	0.520	0.188	0.186	0.173	0.251	0.233
Accounts	1,724	1,641	1,654	1,666	1,685	1,710	1,719	1,741	1,763	1,769	1,773	1,776	1,795
Avg use per account (gpud)	150.222	150.813	188.526	157.960	174.758	135.352	122.882	298.457	106.838	105.106	97.484	141.216	129.949

**Table 5-2
Historic Water Use Multi-Family**

2006													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	16.738	1.175	2.818	2.78	2.104	1.153	1.029	0.97	0.891	0.777	0.941	0.905	1.195
Avg MGD	0.046	0.038	0.101	0.090	0.070	0.037	0.034	0.031	0.029	0.026	0.030	0.030	0.039
Accounts	590	581	581	581	581	581	581	581	581	581	581	636	636
Avg use per account (gpud)	77.711	65.238	173.224	154.350	120.711	64.016	59.036	53.856	49.470	44.578	52.246	47.432	60.611
2005													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	25.207	1.463	1.814	2.031	2.697	2.312	4.27	3.471	1.792	1.761	1.158	1.486	0.952
Avg MGD	0.069	0.047	0.065	0.066	0.090	0.075	0.142	0.112	0.058	0.059	0.037	0.050	0.031
Accounts	573	532	532	581	581	581	581	581	581	581	581	581	581
Avg use per account (gpud)	120.582	88.710	121.778	112.764	154.733	128.366	244.980	192.716	99.495	101.033	64.294	85.255	52.857

**Table 5-3
Historical Water Use Non-Residential**

2006													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	23.565	2.163	2.210	2.814	2.663	2.194	2.271	1.607	1.721	1.844	2.141	1.046	0.891
Avg MGD	0.065	0.070	0.079	0.091	0.089	0.071	0.076	0.052	0.056	0.061	0.069	0.035	0.029
Accounts	53	50	52	53	53	55	54	54	53	53	53	52	52
Avg use per account (gpud)	1223.592	1395.484	1517.857	1712.721	1674.843	1286.804	1401.852	959.976	1047.474	1159.748	1303.104	670.513	552.730
2005													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	26.454	2.217	2.364	2.493	2.307	2.194	2.135	1.827	1.836	0.85	2.76	1.112	4.359
Avg MGD	0.072	0.071516	0.084429	0.080419	0.0769	0.070774	0.071167	0.058935	0.059226	0.028333	0.089032	0.037067	0.140613
Accounts	50	52	52	50	50	50	50	50	50	49	51	50	51
Avg use per account (gpud)	1430.815	1,375.31	1,623.63	1,608.39	1,538	1,415.48	1,423.33	1,178.71	1,184.52	578.231293	1,745.73	741.3333	2,757.12

**Table 5-4
Historic Water Use Other**

2006													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	5.429	0.46	0.752	0.735	0.692	0.423	0.311	0.245	0.23	0.253	0.334	0.476	0.518
Avg MGD	0.015	0.014839	0.026857	0.02371	0.023067	0.013645	0.010367	0.007903	0.007419	0.008433	0.010774	0.015867	0.01671
Accounts	224	223	223	223	223	224	224	224	224	225	225	225	224
Avg use per account (gpud)	66.902	66.5413	120.4356	106.3214	103.438	60.9159	46.27976	35.282258	33.12212	37.481481	47.88531	70.51852	74.59677
2005													
	Annual Statistic	January	February	March	April	May	June	July	August	September	October	November	December
Water Use (MGY)	5.349	0.59	0.683	0.661	0.653	0.379	0.323	0.251	0.267	0.273	0.306	0.504	0.459
Avg MGD	0.015	0.019032	0.024393	0.021323	0.021767	0.012226	0.010767	0.008097	0.008613	0.0091	0.009871	0.0168	0.014806
Accounts	219	217	218	218	218	219	219	219	219	220	220	221	221
Avg use per account (gpud)	67.316	87.70626	111.8938	97.81	99.8471	55.8256	49.16286	36.971572	39.32833	41.363636	44.86804	76.0181	66.99752

Appendix B – Baseline Plan Report

Baseline Plan – Charlotte County Utilities Burnt Store Service Area

Default BMPs

	Currently Implemented?	Guide-Recommended Action
Ultra Low Flush (ULF) Toilet Rebates	No	Implement BMP
Reuse Projects	Yes	Continue to implement BMP to the extent practical
Indoor Retrofit Kit Give Away	Yes	Continue to implement measure

Default Measures

Source-Water Metering	Yes	Continue to implement measure
Service-Connection Metering	Yes	Continue to implement measure
Fixed-Interval Meter Reading, Testing, Calibrating, Repairing, and Replacing	See Profile Report for schedule	To be determined by utility and Water Management District
System Audit	Yes	Continue to perform system audits at least as frequent as you bill customers
Leak Detection and Repair	Yes	Maintain unaccounted water below 10% (12% SWFWMD)
Conservation Rate Structures	See Profile Report for breakdown	
Informative Billing	Yes	Continue to implement measure
Water Bill Inserts	Yes	Continue to implement measure
Public Information/Education	Yes	Continue to implement measure
Workshops	Yes	Continue to implement measure
Conservation Coordinator	Yes	Continue to implement measure
Landscape/Irrigation	Yes	Continue to implement



Ordinance Development and Implementation		measure
Customer Leak Notification	Yes	Continue to implement measure
Reuse Feasibility Study	Yes	Update the study a minimum of every 10 years

Optional BMPs

Non-Potable Irrigation Source Rebates	No	Implement BMP
Water-Efficient Landscape and Irrigation Evaluations and Rebates	No	Implement BMP
High-Efficiency Clothes Washer Rebates	No	Implement BMP
Urinal Rebates	No	Implement BMP
Non-residential Water-Use Evaluations/Implementations	No	Implement BMP by targeting highest users

Optional Measures

Selective Usage of Pressure-Stabilization Valves	No	Implement measure
Advisory Committee	No	Implement measure
Wholesale Water Supplier/ Water Supply Authority Assistance Programs	No	
Water Waste Prohibition	No (Note: An ordinance is under development to restrict the use of non-recycling decorative water fountains.)	Implement measure
Customer Surveys	No	Implement measure

Appendix C – Toolbox Summary Report

Toolbox Summary - Charlotte County Utilities Burnt Store Service Area

Default BMPs

	Guide-Recommended Action	Alternative Action or Comment
Ultra Low Flush (ULF) Toilet Rebates	Implement BMP	Program is being implemented in the Peace River Service area with SWFWMD cooperative funding.
Reuse Projects	Continue to implement BMP to the extent practical	Currently expanding reuse program capacity. Assumed expansion in reuse capacity of 0.22 MGD over ten years based on current maximum capacity of Burnt Store Water Reclamation Facility.
Indoor Retrofit Kit	Continue to implement BMP	

Default Measures

Source-Water Metering	Continue to implement measure	Continue to implement
Service-Connection Metering	Continue to implement measure	Continue to implement
Fixed-Interval Meter Reading, Testing, Calibrating, Repairing, and Replacing	To be determined by utility and Water Management District	Continue to implement
System Audit	Continue to perform system audits at least as frequent as you bill customers	Continue to implement
Leak Detection and Repair	Maintain unaccounted water below 10% (12% SWFWMD)	Continue to implement

Conservation Rate Structures	Continue to implement	CCU will continue to implement year-round conservation rate structures as well as emergency rate structures
Informative Billing	Continue to implement measure	Continue to implement
Water Bill Inserts	Continue to implement measure	Continue to implement
Public Information/Education	Continue to implement measure	Continue to implement
Workshops	Continue to implement measure	Continue to implement
Conservation Coordinator	Continue to implement measure	Continue to implement
Landscape/Irrigation Ordinance Development and Implementation	Continue to implement measure	Continue to implement
Customer Leak Notification	Continue to implement measure	Continue to implement
Reuse Feasibility Study	Update the study a minimum of every 10 years	Continue to implement

Optional BMPs

Non-Potable Irrigation Source Rebates	Implement BMP	Program under consideration. Note that no plan will be implemented as of 2007, but a program may be developed for future years.
Water-Efficient Landscape and Irrigation Evaluations and Rebates	Implement BMP	There is no plan to implement this BMP because per capita water consumption is low in this service area. New development will be serviced by reuse.
High-Efficiency Clothes Washer Rebates	Implement BMP	There is no plan to implement this BMP because per capita water consumption is low in this service area.

Urinal Rebates	Implement BMP	There is no plan to implement this BMP because the number of non-residential accounts built prior to 1995 in the BSSA is low. Furthermore, per capita water consumption is low in this service area.
Non-residential Water-Use Evaluations/Implementations	Implement BMP by targeting highest users	There is no plan to implement this BMP because per capita water consumption is low in this service area.

Optional Measures

Selective Usage of Pressure-Stabilization Valves	Implement measure	There is no plan to implement this measure because per capita water consumption is low in this service area.
Advisory Committee	Implement measure	Ad-hoc advisory committees were used during the revision of the landscape and irrigation ordinances.
Water Waste Prohibition	Implement measure	An ordinance is currently under development that would restrict the use of non-recycling decorative water fountains.
Customer Surveys	Implement measure	There is no plan to implement this measure because per capita water consumption is low in this service area.

Appendix D – Implementation Plan Report

Implementation Plan Report – Charlotte County Utilities Burnt Store Service Area [2008-2017]

Burnt Store Service Area Conservation Plan

Burnt Store Service Area Total Water Conservation Plan						
Year	Planned Water Savings (mgd)	Forecasted Demand (mgd)		Forecasted Per Capita Demand		% Reduction
		Without Conservation	With Conservation	Without Conservation	With Conservation	
2008	0.00175	0.819418	0.817668	86.830349	86.64490871	0.21%
2009	0.0035	1.020885	1.017385	86.034468	85.73950761	0.34%
2010	0.01525	1.322855	1.307605	85.240995	84.25832859	1.15%
2011	0.027	1.678355	1.651355	84.662782	83.30079654	1.61%
2012	0.04875	1.916416	1.867666	84.442212	82.29416177	2.54%
2017	0.241	2.771119	2.530119	84.149251	76.83091877	8.70%
2022	0.241	3.039732	2.798732	84.512122	77.81172164	7.93%
2027	0.241	3.049255	2.808255	84.525433	77.84490633	7.90%

Water Conservation realized due to Reuse Program

Burnt Store Service Area Reuse Water Savings						
Year	Planned Water Savings (mgd)	Forecasted Demand (mgd)		Forecasted Per Capita Demand (gpcd)		% Reduction
		Without Conservation	With Conservation	Without Conservation	With Conservation	
2008	0	0.819418	0.819418	86.830349	86.830349	0.00%
2009	0	1.020885	1.020885	86.034468	86.034468	0.00%
2010	0.01	1.322855	1.312855	85.240995	84.59662358	0.76%
2011	0.02	1.678355	1.658355	84.662782	83.65390388	1.19%
2012	0.04	1.916416	1.876416	84.442212	82.67970924	2.09%
2017	0.22	2.771119	2.551119	84.149251	77.46861577	7.94%
2022	0.22	3.039732	2.819732	84.512122	78.39557395	7.24%
2027	0.22	3.049255	2.829255	84.525433	78.42702691	7.21%

Water Conservation realized due to Retrofit Kit

Burnt Store Service Area Retrofit Kit Water Savings						
		Forecasted Demand (mgd)		Forecasted Per Capita Demand (gpcd)		
Year	Planned Water Savings (mgd)	Without Conservation	With Conservation	Without Conservation	With Conservation	% Reduction
2008	0.00175	0.819418	0.817668	86.830349	86.64490871	0.21%
2009	0.0035	1.020885	1.017385	86.034468	85.73950761	0.34%
2010	0.00525	1.322855	1.317605	85.240995	84.90270001	0.40%
2011	0.007	1.678355	1.671355	84.662782	84.30967466	0.42%
2012	0.00875	1.916416	1.907666	84.442212	84.05666452	0.46%
2017	0.021	2.771119	2.750119	84.149251	83.511554	0.76%
2022	0.021	3.039732	3.018732	84.512122	83.92826969	0.69%
2027	0.021	3.049255	3.028255	84.525433	83.94331242	0.69%

BMP Scenarios included in Burnt Store Service Area Water Conservation Plan

BMP	Category	Sector	Water Savings Horizon	Implementation Schedule	Water Savings Rate	Present Worth Interest
Reuse Projects	Reclaimed Water	Non-Residential	20	See below for details	10,000 gpcd	8%
Retrofit	Indoor	Residential	21	See below for details	35 gpcd	5.38%
BMP	Cost Per Measure	Accounts Available	Number of Measures	Total BMP Cost	Total BMP Water Savings (TG)	BMP Cost Effectiveness (\$/TG)
Reuse Projects	\$142,000	22	22	\$1,939,605	1,098,650	\$1.77 / TG
Retrofit	\$10	832	600	\$4,724	116,891	\$0.04/ TG

BMP Implementation Schedule for: Reuse Projects

Year	Accounts Remaining	Implementations per Year	Savings per Implementation per Year (gpy)	Cumulative Water Savings (gpy)
2008	22	0	0	0
2009	22	0	0	0
2010	22	1	3,650,000	3,650,000
2011	21	1	3,650,000	7,300,000
2012	20	2	7,300,000	14,600,000
2013	18	2	7,300,000	21,900,000
2014	16	4	14,600,000	36,500,000
2015	12	4	14,600,000	51,100,000
2016	8	8	29,200,000	80,300,000
2017	0	0	0	80,300,000

BMP Implementation Schedule for: Retrofit Kit

Year	Accounts Remaining	Implementations per Year	Savings per Implementation per Year (gpy)	Cumulative Water Savings (gpy)
2008	832	50	638750	638750
2009	782	50	638750	1277500
2010	732	50	638750	1916250
2011	682	50	638750	2555000
2012	632	50	638750	3193750
2013	582	50	638750	3832500
2014	532	100	1277500	5110000
2015	432	100	1277500	6387500
2016	332	100	1277500	7665000
2017	232	0	0	7665000

Source-Water Metering

Will all your water source(s) be metered at the point of withdrawal? Yes

Service-Connection Metering

Will your utility require meters for all Yes



new connections?

Are all service connections currently metered? Yes

Fixed-Interval Meter Reading, Testing, Calibrating, Repairing, and Replacing

Sector	Meter Size	How frequently will you?				
		Read your meters?	Test your meters?	Calibrate your meters?	Repair your meters?	Replace your meters?
Single Family	5/8 inch	monthly	monthly	5 years	as needed	10 years
Single Family	3/4 inch	monthly	monthly	5 years	as needed	10 years
Single Family	1 inch	monthly	monthly	5 years	as needed	10 years
Single Family	1 1/2 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	1 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	2 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	3 inch	monthly	monthly	5 years	as needed	10 years
Multi-Family	6 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	1 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	2 inch	monthly	monthly	5 years	as needed	10 years
Non-Residential	4 inch	monthly	monthly	5 years	as needed	10 years

System Audit

How often will your utility perform a system audit? monthly

What water loss method will you use? IWA

Leak Detection and Repair

Is your unaccounted for water use greater than 10% (SWFWMD 12%)? If you do not agree that your estimated losses are correctly reflected by the IWA Water Audit Section, please indicate what your losses are and confirm that you identified the method used to estimate your losses in the System Audit section.

No

Will your utility implement a leak detection and repair program? Provide a description of the program, and methods used for detection.

Yes

Orion meters are used. These meters have a 4-minute cycle of recording use, which allows for detection of leaks. The meters notify the Billing Department via monthly electronic reports of any leaks.

Conservation Rate Structures

Sector	Water Use Type	Conservation Rate Structure will be present?
Non-Residential	Potable	Yes
Non-Residential	Potable for Irrigation Use	Yes
Non-Residential	Reclaimed	Yes
Other (Mobile Homes)	Potable	Yes
Other (Mobile Homes)	Potable for Irrigation Use	Yes
Other (Mobile Homes)	Reclaimed	Yes
Single Family	Potable	Yes
Single Family	Potable for Irrigation Use	Yes
Single Family	Reclaimed	Yes
Multi-Family	Potable	Yes
Multi-Family	Potable for Irrigation Use	Yes
Multi-Family	Reclaimed	Yes

Customer Leak Notification

Does your utility inform customers when their meter reading indicates that a leak may be present on their property? Yes

Please describe the program Automatic notification for unusually large changes in residential water consumption.

Informative Billing

Will your utility implement informative billing? Yes

What information will be provided directly on the bill (not as a bill insert)? utility's rate structure
amount of water used in the current month
amount of water used in the previous month
drought rates
other

Water Bill Inserts

Will your utility provide water conservation information via water bill inserts? Yes

Describe the type of water conservation information to be provided on the bill inserts How to identify leaks in your home; Florida Friendly Yards; 50 Ways to Conserve; Water Restrictions; Etc

How often will you include water conservation information on bill inserts? bi-monthly

Retrofit Kit Give Away

Will your utility give away retrofit kits?	Yes
What is to be included in the kit?	showerhead(s) garden hose automatic shut off nozzle faucet aerators toilet leak detection tablets leak brochures water conservation brochures other
How will the program be administered?	kits provided at public events customer pick-up
Will you be tracking the accounts the retrofit kit went to?	Yes
Do you evaluate before and after water use?	No

Public Information/Education

Will your utility have a public information/education program?	Yes
What type of forum/media is to be used?	in-school programs speakers' bureaus booths at public events printed materials video materials public broadcasts on local television high water users are identified in the local newspaper public service announcements other
Source of program materials (check all that apply)?	AWWA Water Management District Proprietary Developed in-house

Workshops

Type of Workshop	Is Funded?	Is Administered?	Do you track affected accounts?	How do you track affected accounts?	Does tracking include pre and post workshop comparisons?
FYN	No	Yes	Yes	100 accounts have been identified through presentations and are currently being tracked to monitor water usage.	Yes

Conservation Coordinator

Will your utility have a water conservation coordinator(s) or a consultant(s) to help plan, implement and/or evaluate water conservation efforts?	Yes
How many staff members (or consultants) will fulfill a water conservation coordinator role and/or support a water conservation coordinator on water conservation efforts?	1
How many hours per week will be dedicated to performing a water conservation role?	40
Please enter the expenditures budgeted for Year 1?	\$136,370
Please enter the expenditures budgeted for Year 2?	\$140,690
Please enter the expenditures budgeted for Year 3?	\$145,225
Please enter the expenditures budgeted for Year 4?	\$150,000
Please enter the expenditures budgeted for Year 5?	\$155,000

Landscape/Irrigation Ordinance Development and Implementation

Will there be a Xeriscape or Florida-Friendly landscape ordinance requirement in the utility's service area?	Yes
What sectors are to be affected by the landscape ordinance.	Single Family Multi-Family Non-Residential Bulk
Will there be a water-efficient irrigation system ordinance requirement in place in the utility's service area?	Yes
What sectors are to be affected by the irrigation ordinance.	Single Family Multi-Family Non-Residential Bulk

Reuse Feasibility Study

What was the date of your latest Reuse Feasibility Study? 2005

Selective Usage of Pressure-Stabilization Valves

Will your utility use pressure-stabilizing valves as a water conservation measure? No

Customer Surveys

Will your utility conduct user surveys of customer attitudes and behaviors as a means of evaluating and enhancing water conservation programs? No

Advisory Committee

Name of the committee	Name of the committee	Ad-hoc advisory committee for landscape and irrigation ordinance development
-----------------------	-----------------------	--

Water Waste Prohibition

Will there be a water waste prohibition ordinance in your service area? Proposed water-use ordinance restricts the use of non-recycling decorative water fountains.

Appendix E – Water Conservation Exhibits



Figure E-1.: Informative Billing Exhibits





CHARLOTTE COUNTY UTILITIES

P.O. BOX 516000 PUNTA GORDA FL 33951-6000
25550 Harbor View Road, Unit 1, Port Charlotte FL 33980
(941) 764-4300 or (800) 524-3494; Hearing Impaired (941) 764-4535
E-mail: ccusupport@charlottefl.com

CUSTOMER NAME	ACCOUNT NUMBER	BILL DATE	DUE DATE Applies to current charges only
---------------	----------------	-----------	--



PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT TO AVOID A DELAY IN PROCESSING



CHARLOTTE COUNTY UTILITIES
P.O. Box 516000
Punta Gorda FL 33951-6000

HEARTSHIP DONATION: \$1 \$2 \$5 \$10 Other \$ _____

ACCOUNT NUMBER	DUE DATE	TOTAL DUE
----------------	----------	-----------

Check here if you have made an account change on reverse side.

EXPLANATION OF YOUR BILL

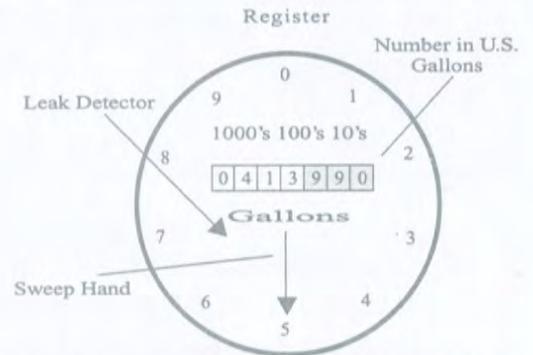
Rates are reviewed by utility rate setting professionals and approved under the authority of the Charlotte County Board of County Commissioners in conformance with Florida State Statutes. Rate Schedules and Regulations are available for review in the Utility Office.

- **Base Facility Charge:** a *fixed* non-variable, recurring monthly amount, based on the size of the meter or service at the property. This is a common charge paid by all customers year-round, regardless of whether service is used or not.
- **Customer Charge:** a *fixed* cost of administering and billing a customer's account, including rendering a bill.
- **Usage Charge:** the *variable* charge per-thousand gallons of producing the product and providing service, also referred to as a "consumption" charge.
- **Miscellaneous:** Your bill may reflect unique charges for special services performed on your behalf or actual charges separate from the established rates listed above. Contact our customer service staff for specific details.
- **Loans:** For agreed-to payment arrangements on new connection fees, billed on a monthly basis.

HOW TO READ YOUR WATER METER

- Your water meter is read like a car's odometer – from left to right.
- Numbers in the white blocks are thousand-gallons.
- Numbers in the black (shaded) blocks are 100- and 10-gallon digits.
- As water passes the meter, the register measures sequentially from right to left.
- Subtracting the previous reading from the current reading determines how much water you have used.

0413,990	<i>current reading</i>
0412,020	<i>previous reading</i>
<u>1,970</u>	<i>gallons used</i>
1,000	<i>gallons billed (CCU bills thousand-gallon increments only)</i>



BILLS: Bills are rendered at approximately 30-day intervals, are due and payable on receipt, and are delinquent on the 21st day from issuance.

Late Payment Penalty: Unpaid balances are assessed a late fee of 3%.

Returned Check/Draft Fee: charged in accordance with prevailing Florida Statutes.

Delinquent Bills: To give you the opportunity to pay before service is disconnected for non-payment of utility charges, a notice of disconnection, marked "Urgent," will be mailed, giving you five (5) days' notice before service interruption.

ELECTRONIC BANK DRAFT PAYMENTS: CCU accepts electronic funds transfer (EZPay) payments. CCU reserves the right to present your check, savings account or credit card account electronically for payment to your bank. This electronic debit will be for the exact amount of your payment and the transaction will appear on your bank statement as BOCC or BRDCTYCOM (Board of Charlotte County Commissioners). Your original check will not be returned to your financial institution and will be destroyed once it has been processed. Your bank account may be debited as early as the same day we receive your payment. If you wish us to set up monthly withdrawals from your account either contact us at the number above or complete and mail an EZPay application form.

HEARTSHIP PROGRAM: *HeartShip* is a program funded by public contributions to help customers with emergency payment of their CCU water/sewer bill. Customers must meet specific needs criteria, independently certified by the County's Human Services Department. Details are available at your request.

ACCOUNT SERVICES: When requiring account services other than those below, please call, write, or fax your request.

PLEASE INDICATE CHANGES TO YOUR ACCOUNT BELOW. WRITE CLEARLY, USING BLACK OR DARK BLUE INK:

Check Appropriate Box:

- Send EZPay Application
- Stop EZPay effective date: _____
- Disconnect service: TEMPORARY (*seasonal; other*)
- Reconnect my service
- Disconnect service: PERMANENT (*move*)⁽¹⁾

Check Appropriate Box:

- Temporary Mailing Address
- Final Bill Mailing Address

⁽¹⁾ If your property has sold, please provide office with new owner information to avoid continuing charges.

New Owner: _____

Home Phone: _____ Day Phone: _____

Effective Date⁽²⁾: _____

E-mail Address: _____

⁽²⁾ Unless noted, changes will become effective with the next billing period.

 Customer Signature

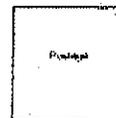
Figure E-2.: Water Bill Inserts



East Port Environmental Campus

25550 Harbor View Rd.
Port Charlotte, FL 33980

The average Charlotte County household uses 5,000 gallons of water monthly. *You have been identified as a high water consumer, using more than 20,000 gallons in one month.*



Water wisely – see below for authorized use

- TUESDAY: Addresses ending in even #'s or A – M.
- SUNDAY: Addresses ending in odd #'s or N – Z.
- Properties less than 2 acres, no watering 8a.m-6p.m.
- Properties greater than 2 acres, no watering 10a.m-4p.m.

Water-Saving Tips:

- Inspect and calibrate your irrigation system – ¼ in. per watering.
- Use Florida-Friendly plants that require less water.
- Check your indoor and outdoor fixtures for leaks.
- Cover your pool to prevent evaporation.

Contact your local county government agencies below to help decrease your water usage and lower your monthly bill.

www.CharlotteCountyFL.com

This postcard is distributed by Charlotte County Government

Charlotte County Utilities – 941.764.4300

Charlotte County Environmental

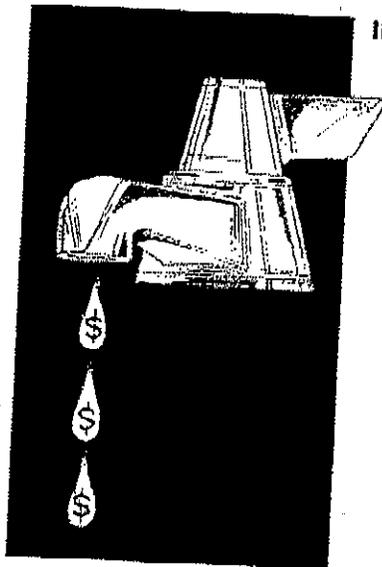
& Extension Service – 941.764.4340



Water conservation...



...begins at home



IF YOUR WATER BILLS SEEM HIGH don't blame the water meter or your department officials.

STOP THE LEAKS!

You probably do not realize that a dripping faucet or other unsuspected leaks may be the cause.

WATER WASTE AT 40 POUNDS PRESSURE

- a 1/32" leak wastes 170 gallons in 24 hours
- a 1/16" leak wastes 600 gallons in 24 hours
- a 1/8" leak wastes 2500 gallons in 24 hours

At \$1.00 per thousand gallons the smallest of these leaks will add over \$62.00 to your annual water bill.



STOP THE LEAKS

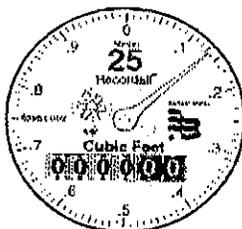
BadgerMeter, Inc.
 P.O. Box 245038, Milwaukee, WI 53224-9538
 (800) 870-3837 / Fax: (414) 371-5904
www.badgermeter.com

5-3-99 (4-02)

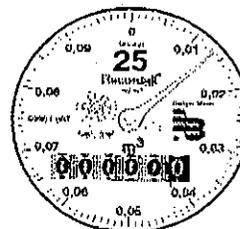
Reading Guide for Badger Water Meters



GALLONS



CUBIC FEET



CUBIC METERS

Straight reading registers are read as indicated on index wheels. Include the fixed zeros to the right of index wheel window. Reading the test circle is omitted.

The test circle is divided into tenths, and it takes a complete revolution of the sweep hand or pointer to indicate the first rolling digit at the right of the index wheel stack. The test circle is only used for testing purposes.

P/N: 33091-000 Rev. 1

Charlotte County Utilities
50 Water Conservation Tips Save Money and Water every day!

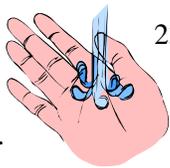
Everyone has heard that we should conserve water, that our natural resources are limited and that we should do something! We all want to help!



Conservation... where do I start?

At home! Below are 50 Water Conservation Tips for you to try.

1. MOST IMPORTANTLY! There are many ways to save water, ***and they all start with you.***
2. When washing dishes by hand, don't let the water run. Fill one sink with wash water and the other with rinse water.
3. When you water your garden, aim low, at the roots, not the plant tops. Watering at the roots is most effective.
4. Check your sprinkler system frequently and adjust aim so only your lawn is watered, not the house, sidewalk, or street.
5. Run your washing machine and dishwasher only when they are full and you could save 1000 gallons a month.
6. Avoid planting turf in areas that are hard to water such as steep inclines and isolated strips along sidewalks and driveways.
7. Install covers on pools and spas and check for leaks around your pumps and the drain.
8. Use the garbage disposal sparingly. Compost instead, mulch your plants and save gallons every time!
9. Plant during the spring or fall when the watering requirements are lower.
10. Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks.
11. Check your water meter and bill to track your water usage. Call your Utility if you have an unusually high bill.
12. Minimize evaporation by watering during the early morning hours, when temperatures are cooler and winds are lighter.
13. Wash your produce in the sink or a pan that is partially filled with water instead of running water from the tap.
14. Use a layer of organic mulch around plants to reduce evaporation and save hundreds of gallons of water a year.
15. Use a broom instead of a hose to clean your driveway or sidewalk and save 80 gallons of water every time.
16. If your shower can fill a one-gallon bucket in less than 20 seconds, then replace it with a water-efficient showerhead.
17. Collect the water you use for rinsing produce and reuse it to water houseplants.
18. Divide your watering cycle into shorter periods to reduce runoff and allow for better absorption every time you water.
19. We're more likely to notice leaky faucets indoors, but don't forget to check outdoor faucets, pipes, and hoses for leaks.
20. Periodically check your pool for leaks if you have an automatic refilling device.
21. Only water your lawn when needed! You can tell this by walking across your lawn: if you leave footprints, it's time to water.
22. When you shop for a new appliance, buy newer, water and energy-efficient models instead of older appliances.
23. Time your shower to keep it under 5 minutes. You'll save up to 1000 gallons a month.
24. When washing your hands, turn off the water while you soap up & scrub. Turn back on to rinse.
25. Raise your lawn mower blade. Longer grass holds soil moisture better than a closely clipped lawn.
26. When you clean your fish tank, use the water on your plants. The water is rich in nitrogen and phosphorus...a free fertilizer.
27. Use the sprinkler for larger areas of grass. Water small patches by hand to avoid waste.



28. Put food coloring in your toilet tank. If it seeps into the toilet bowl, you have a leak. Fix it, and you can save more than 600 gallons a month. And choose to install low-volume toilets, which conserve water.
29. Plug the bathtub before turning the water on, then adjust the temperature as the tub fills up.
30. Use porous materials for walkways and patios to keep water in your yard and prevent wasteful runoff.
31. Direct downspouts and other runoff towards shrubs and trees, or collect and use for your garden.
32. Designate one glass for your drinking water each day. This will cut down on the number of times you run your dishwasher.
33. Water your summer lawns once every three days and your winter lawn once every five days.
34. Install a rain shut-off device on your automatic sprinklers to eliminate unnecessary watering.
35. Don't use running water to thaw food.



36. Choose a water-efficient drip irrigation system for trees, shrubs and flowers.
37. Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and can save 140 gallons a week.
38. Reduce the amount of grass in your yard by planting shrubs, and ground cover.
39. When doing laundry, match the water level to the size of the load.

40. Teach your children to turn the faucets off tightly after each use.
41. Remember to check your sprinkler system valves periodically for leaks and keep the heads in good shape.
42. Use a low-flow showerhead. They're inexpensive, easy to install, and can save your family more than 500 gallons a week.
43. Soak your pots and pans instead of letting the water run while you scrape them clean.
44. Don't water your lawn on windy days. After all, sidewalks and driveways don't need water!
45. Water your plants deeply but less frequently to create healthier and stronger landscapes.
46. Make sure you know where your master water shut-off valve is located, to shut off water if a pipe were to burst.
47. When watering grass on steep slopes, use a soaker hose to prevent wasteful runoff.
48. Group plants with the same watering needs together to get the most out of your watering time.
49. Remember to weed your lawn and garden regularly. Weeds compete with other plants for nutrients, light, and water.
50. Minimize what you fertilize! While fertilizers promote plant growth, they also increase water consumption.

...And there are many more tips for water use!

For more information and *even more* Water Conservation Tips, visit these websites:

Southwest Florida Water Management District
www.swfwmd.state.fl.us

Water: Use it Wisely

www.wateruseitwisely.com

The Water Conserve
www.waterconserve.info



Charlotte County Utilities
www.charlottefl.com/ccu



Charlotte County Utilities Phase II Water Restrictions

For Declared Modified Phase II Severe Water Shortage

The Southwest Florida Water Management District (SWFWMD) has declared a modified Phase II Severe Water Shortage throughout the 16-county district. Since Charlotte County Utilities (CCU) already has a once-per-week schedule in effect, your watering day will remain the same. However, please note (**in bold**) more restrictive irrigation hours and other Phase II water restrictions stated below.

Note: Water restrictions apply to ALL ground and surface water sources (wells, canals, lakes, rivers, streams and ponds) as well as public and private utilities.

LAWN AND LANDSCAPE IRRIGATION is limited to once per week. Lawns need no more than $\frac{3}{4}$ inch of water per application. Find your designated watering day below:

- Addresses ending in an even number or letters A thru M may water on Tuesday ONLY.
- Addresses ending in an odd number or letters N thru Z (and locations where no address can be determined) may water on Sunday ONLY.
- For properties less than two acres in size, **no watering is allowed between the hours of 8 a.m. and 6 p.m. on any day**. For properties two acres or larger, no watering is allowed between the hours of 10 a.m. and 4 p.m. on any day.
- Hand watering using a container or hose with shut-off nozzle or micro-irrigation of plants or non-lawn areas is allowed as needed.
- Automatic irrigation systems are required to have rain shut-off devices, per Florida Statutes.

NEW LAWNS or plantings may be watered daily for the first 60 days with the following conditions:

- The specific area of watering must contain at least 50% new plantings; areas that do not contain at least 50% new plantings need to be temporarily watered by some other means, or sprinkler heads need to be adjusted so that only new plants are watered.
- Watering shall not occur between the hours of 8 a.m. and 6 p.m. except on the first day of planting. Seeding of existing lawns does not qualify for new planting.

OTHER WATER USES

- **Personal vehicle washing is limited to once per week** (fundraiser events are still allowed). Any hose used should have a shut-off nozzle.
- **Fountains and other aesthetic-only features may operate only 8 hours per day**.
- **Golf course irrigation** (*These restrictions apply to non-reclaimed water sources*):
 - Fairways and roughs: One application per week
 - Greens and tees: Three applications per week
- **Cemeteries** (*These restrictions apply to non-reclaimed water sources*): One application per week
- **Industrial/commercial** establishments, state and local agencies and public institutions:
Please use best management practices for essential water use activities. Please conserve reclaimed water by using it during the specified irrigation hours.

Charlotte County Utilities has water conservation pamphlets, tips and FREE conservation tools available at both offices. Please visit us on the web at www.CharlotteCountyFL.com. Click on Water and Sewer.

Charlotte County Utilities

25550 Harborview Road ♦ Port Charlotte, FL 33980 ♦ 941.764.4300

6868 San Casa Drive ♦ Englewood, FL 34224 ♦ 941.475.3646

Distributed by Charlotte County Government

Figure E-3.: Retrofit Kit Give Away Instructions





Sensible Sprinkling

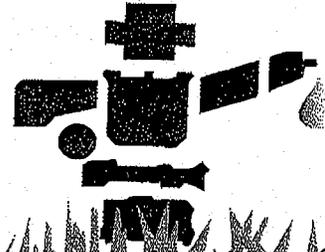
Rain Shut-Off Switches for
Automatic Sprinkler Systems



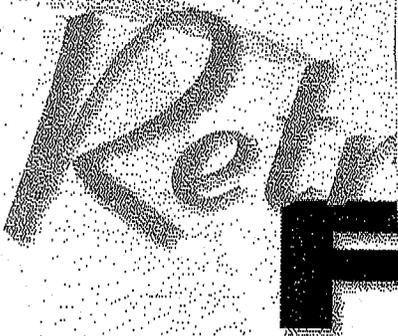
Do Your Part

IRRIGATE SMART

Brought to you by the
Southwest Florida Water
Management District
and the Green Industry
Advisory Committee.



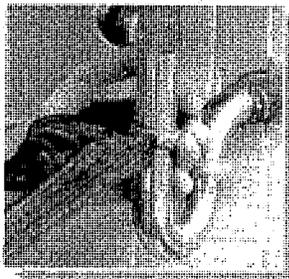
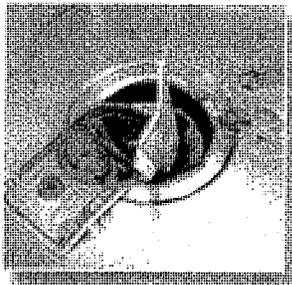
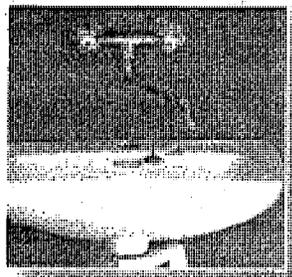
SOUTHWEST FLORIDA WATER M



**TOILET TANK LEAK
DETECTING DYE TABLETS**

1. Drop tablet in tank, stir slightly.
2. Wait a few minutes. If color appears in bowl, you have a leak.
3. Please make repairs.

NON-TOXIC, HARMLESS, FLUORIDATED
New Resources Corp., Inc., Fairfield, CT 06430



**SAVING WATER
FIXING LEAKS
SAVING MONEY**

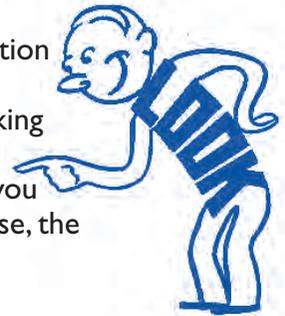
RetroFIT



Fixing leaks and installing a few inexpensive water-saving devices in your home could save you more than 30,000 gallons of water each year. If you use utility or county water, your efforts could cut your monthly water and sewer bill in half.

Unless your house was built in the last few years, you probably have pre-conservation era plumbing that guzzles water. Retrofitting your home — fixing leaks and replacing old plumbing fixtures with water-saving ones — is a simple and easy way to protect our drinking water supply and save money at the same time.

Take a close look at your water bill. Unless you have a septic tank, you'll see that you pay to pipe water into your home and then you pay to pipe it out. The more water you use, the more to dispose of — and the higher your water and sewer charges climb.



Most *RetroFIT* devices will reduce your water and sewer bill enough to pay for themselves within six months.

HERE'S HOW YOU CAN **RetroFIT** YOUR HOME

Start with the toilet.

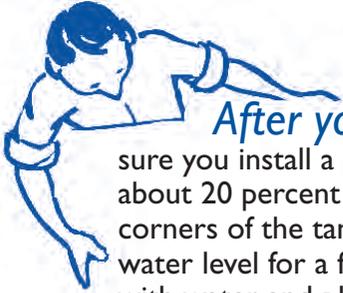
Leaks inside your toilet can waste up to 200 gallons of water a day! If left unrepaired for six months, as much as 36,500 gallons of water goes unused down the drain. To check your toilet for leaks, remove the lid from the toilet tank, remove any colored cleaning agent, flush to clear water in the bowl, then drop one leak-detecting dye tablet (or five drops of food coloring) into the tank and wait 15 minutes. If colored water appears in the toilet bowl without additional flushing, there is a leak.

To fix the leak yourself, you need a large adjustable wrench and a screwdriver.

Now, follow these simple steps:

1. Jiggle the toilet handle. If that makes the water stop running, the chain or guide wire attached to the handle may be out of alignment.
2. Make sure the handle fits snugly against the tank. If it doesn't, use the adjustable wrench to tighten the nut attached to the handle on the inside of the tank.
3. Check the rubber flapper or flush valve at the bottom of the tank. It may not be reseating tightly after flushing. If it is worn or corroded, it needs to be replaced. Replacement kits with easy-to-follow instructions are available at most hardware and home stores.
4. Check the tank water level. The correct water level is about 1/4 to 2 inches below the top of the overflow tube in the middle of the tank. The overflow tube drains directly into your sewer system. To lower the water level, use the screwdriver to adjust the screw on the end of the ball cock float arm or bend the float arm down until the correct water level is achieved.
5. If the water won't shut off at all, replace both the flapper and the ball cock.

**If these simple procedures don't stop the leak,
you should call your plumber.**



After you fix your toilet, unless it is a newer water-saving fixture, make sure you install a toilet tank water saver. It saves about 50 gallons of water a day and trims about 20 percent off your water bill. You can fit the tank with a toilet tank dam that walls off the corners of the tank to hold back water when you flush. This maintains the proper volume and toilet tank water level for a forceful flush. Another option is to fill either a displacement bag or a plastic milk bottle with water and place it inside the tank between the tank wall and the intake valve. Easy-to-install toilet tank dams and displacement bags are available at most hardware, plumbing and home stores.

If your toilet can't be fixed, or if you are ready to replace it with a water-saving fixture, make sure you purchase a new toilet that uses only 1.6 gallons of water per flush, instead of the 5 gallons most older toilets use.



Check all your faucets inside and outside.

Leaky faucets waste up to 20 gallons of water a day. If it is hot water, you're wasting water and the energy required to heat it. Leaky faucets are usually caused by a worn washer or O rings. To fix leaky faucets, you need:

- Adjustable wrench or pliers
- Screwdriver
- Replacement washers and tap-fixer tool
(purchased at a hardware, home or plumbing store)

Now, follow these steps:

1. Shut off the water supply to the faucet you are repairing. Remove the cap on the top of the faucet handle. Turn exposed screw counterclockwise to remove screw.
2. Pull off handle.
3. Remove nut. Loosen valve stem by turning counterclockwise.
4. Remove valve stem assembly.
5. Remove screw at base of the valve stem and remove worn washer. Replace with a new washer of the same size.
6. Use tap fixer tool to reseal valve, following kit instructions.
7. Replace faucet parts in reverse order of removal. Then, turn on water supply to faucet and check to make sure it does not leak.



Once all leaks are fixed, check the amount of water flowing from each faucet. You can do this by opening the faucet and allowing water to flow into a container for 10 seconds. Multiply the amount of water in the container by six to determine the per-minute flow. If your existing aerator flows more than 3 gallons per minute, you should replace it with a low-flow aerator. This one simple step can save 3 to 5 percent of your total indoor water bill.

In your kitchen, you will want a 1.5 to 2.5 gallons per minute aerator to make sure the flow of water is enough to wash and rinse dishes.

Your bathroom faucet is used primarily for rinsing. Therefore, a .5 to 1.5 gallons per minute aerator will provide enough water for shaving, hand washing and other personal hygiene tasks. In the laundry, a 2.5 gallons per minute aerator works best.

You may want to use a low-flow aerator with an on/off flip handle that allows you to increase or reduce the flow as needed.

If you can't fix the leak, replace the valve stem or buy a new faucet.

Next, check your showerhead.

If it is leaking or if the flow rate is more than 3 gallons per minute, you should change to a low-flow showerhead of your choice. To fix leaky showerheads yourself, you need an adjustable wrench or pliers and joint sealer or tape.

Now, follow these steps:

1. Shut off the water supply to the shower.
2. Use the adjustable wrench to remove the old showerhead.
3. Clean the threads to remove old joint sealer.
4. Apply joint sealer or tape, using package instructions.
5. Use the adjustable wrench to install new showerhead.
6. Turn water supply back on and test the showerhead.

Use a cloth between the showerhead and the jaws of the wrench to avoid scratching.



Now that you have all the visible leaks repaired, check for those that you *don't* know about. Here's how: Locate your water meter and make note of the meter reading. Turn off all the water-using fixtures in your home and don't use any water for an hour. Then, go back and check the reading on the meter. If it has changed, you have leaking pipes and may need a plumber or your water utility to help you find and repair them. To find out how you can save even more water indoors and outdoors, call the Southwest Florida Water Management District and ask for free copies of *50 Ways to Do Your Part and Irrigate Smart*.

How Much Water Do You Use?

If the fixtures in your house are not low-flow or water-saving devices, use these figures to estimate the amount of water used daily in your household:



Toilet flush = 6 gallons

Shower = 7 gallons per minute

Bath = 28 gallons

Automatic dishwasher cycle = 15 gallons

Washing machine cycle = 55 gallons

Washing dishes by hand = 20 gallons

To get a more accurate idea of the amount of indoor and outdoor water you use, read your water meter before and after a specific task, such as lawn watering or laundry use.

Nice to Know

- Toilet water use can be cut by 40 percent with a toilet tank dam or displacement bag.
- Faucet water use can be cut by 50 percent with a low-flow faucet aerator.
- Shower water use can be cut by 50 percent with a low-flow showerhead.



Save Water/Save Money

By installing simple, inexpensive water savers, the average family of four realizes these savings:

- Annual water bill - \$56 (@ \$.90 per 1,000 gallons)
- Annual sewage bill - \$69 (@ \$1.10 per 1,000 gallons)
- Annual hot water heating - \$380 (@ \$.06 per kilowatt hour if 30,000 gallons are saved)

For more information, write or call your Southwest Florida Water Management District Service Office listed below:

Bartow

170 Century Blvd.
Bartow, Florida 33830-7700
1-800-492-7862 (FL only)
(863) 534-1448 • Suncom 572-6200

Brooksville

2379 Broad Street
Brooksville, Florida 34604-6899
1-800-423-1476 (FL only)
(352) 796-7211 • Suncom 628-4150

Tampa

7601 U.S. Highway 301 North
Tampa, Florida 33637-6759
1-800-836-0797 (FL only)
(813) 985-7481 • Suncom 578-2020

Lecanto

3600 West Sovereign Path - Suite 226
Lecanto, Florida 34461-8070
(352) 527-8131 • Suncom 667-3271



Web site: www.swfwmd.state.fl.us

Venice

115 Corporation Way
Venice, Florida 34292-3524
1-800-320-3503 (FL only)
(941) 486-1212 • Suncom 526-6900

Anyone requiring reasonable accommodation as provided for in the Americans With Disabilities Act should contact the Communications and Community Affairs Department at (352) 796-7211 or 1-800-423-1476; TDD only: 1-800-231-6103.

Figure E-4. Public Information/Education Brochures

Charlotte County Government

	Resident	Business	Government	Visitor	eServices	Departments	Jobs	Search	Home
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Charlotte County Utilities

Press Releases & Notices

Charlotte County Utilities assigns staff to Water Restriction education and enforcement

Contact Person: Leigh Sprimont, CCU Community Relations Manager
 Phone: 941.764.4520 Fax: 941.764.4319
 Email: leigh.sprimont@charlottefl.com

Charlotte County Utilities assigns staff to assist Sheriff's Office and Southwest Florida Water Management District with water shortage restriction education and enforcement

Port Charlotte – Charlotte County Utilities (CCU), working with local law enforcement, has announced a new effort to assist the Southwest Florida Water Management District identify and enforce water restriction violations in Charlotte County.

CCU has assigned three employees to water restriction enforcement full-time, to record water use violations and issue warnings throughout CCU's 138-mile certificated area. In addition to issuing warnings, CCU staff will have the opportunity to educate citizens who may not be aware that they are in violation of the Phase II Severe Water Shortage restrictions, made effective January 9, 2007, and imposed by the Southwest Florida Water Management District. Repeated violations may result in a citation issued by the Charlotte County Sherriff's Office. Per Charlotte County ordinance number 2001-5, a first violation carries a fine of \$25, a second violation \$100, while third and subsequent violations reflect a fine not to exceed \$500 and/or imprisonment in the County jail not to exceed 60 days.

Less than average rainfall for Southwest Florida, coupled with rapidly declining water levels at the Peace River has prompted the

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Southwest Florida Water Management District (SWFWMD) to issue water shortage orders and impose mandatory water usage restrictions in several counties, including Charlotte County.

Because lawn irrigation (usage of a sprinkler system) accounts for nearly half of all drinking water used in Southwest Florida, Phase II water restrictions require water users to limit outdoor water use. To report a violation, call SWFWMD's Water Restriction Hotline: 1-800-848-0499 (Florida only).

In addition to the mandatory water use restrictions, Charlotte County residents are encouraged to voluntarily save water both inside and outside the home. For additional information, call CCU at (941) 764-4300 or visit www.CharlotteCountyFl.com, select Water and Sewer, or SWFWMD's <http://www.watermatters.org>.

Release Date: 4/20/2007

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Charlotte County Press Releases

Water Conservation Tips Week 1: Reduce, Reuse and other Garden Tips

Contact: Alicia Accardi, Program Coordinator,
Charlotte County Utilities-Community Relations
Phone: 941.764.4518

April is Florida's Water Conservation Month

Week One Conservation Tips:
April 1-7 Reduce, Reuse and other Garden Tips!

Port Charlotte, FL –Charlotte County is currently under a Modified Phase II Water Shortage Condition, declared by the South West Florida Water Management District. Governor Crist has declared April 2007 Florida's Water Conservation Month, and Charlotte County Utilities (CCU) joins organizations statewide highlighting the importance of water conservation. CCU would like to share some outdoors Water Conservation Tips that can help residents reduce outdoor water usage, decrease water use for irrigation, recycle water outdoors and CONSERVE for our FUTURE!

Follow Mandatory Water Restrictions. Only water on your ONE assigned day of the week. Do not water lawn or landscapes between 8 a.m. and 6 p.m. on any day: Heat, wind and sun will evaporate most water before it gets to plant or lawn roots. Broken sprinkler heads, sprinklers aimed at sidewalks and driveways are all big water wasters! Misuse of sprinkler systems is one of the biggest water wasters and restriction violations. ONLY water when really needed: Let's save that drinking water for consumption, instead of lawn use.

Get Down on the Ground. Dig down with your fingers and check the

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moisture level in the garden soil before watering. Only water when needed, instead of using a set schedule. Water slowly and low to the ground, as close to plant roots as possible. Squirting your plants overhead with a hose sprayer may be fun, but most of the water is wasted by evaporation before the plant can absorb it. Use a natural mulch (pine needles are free) around shrubs to lock in moisture.

Don't Waste That Water, Recycle It. Never pour water down the drain without first thinking of another use for it, such as watering a plant. Cooking water left over from tonight's dinner can be recycled for your garden plants!

Water from steamed vegetables, boiled eggs or cooking pasta is beneficial to outdoors plants. Fish water, when cleaning that freshwater fishbowl or tank, is especially nutritious and good for plants too.

Recycle Rain. Install a rain barrel to collect spring showers and use the water on your outdoors plants. Another method to recycle rain is to place a shallow pan or bowl at the bottom of your home's rain gutter, so dew or night time showers can collect. Be sure to pour out the water each morning.

Charlotte County Utilities and water utilities across the state of Florida encourage you to help conserve water —our most valuable resource— by practicing water saving measures and reducing consumption every day. Stop by Charlotte County Utilities to pick up more information, and your free water saving device: The conservation tool of the week is a rain gauge.

PORT CHARLOTTE OFFICE 25550 Harborview Road, Port Charlotte
33980 Mon – Fri 8 a.m.– 5 p.m.

ENGLEWOOD OFFICE 6868 San Casa Drive, Englewood 34224
Mon – Fri 8 a.m.– 5 p.m. (closed daily noon-1 p.m.)

-END-

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Charlotte County Utilities

Press Releases & Notices

Utilities receives awards for education and outreach

Media Contacts: Leigh Sprimont, James Drake
 CCU Community Relations
 Phone: 941.764.4520; 941.764.4565
 Email: Leigh.Sprimont@CharlotteFL.com;
 James.Drake@CharlotteFL.com

For Immediate Release:

PORT CHARLOTTE – Charlotte County Utilities (CCU) has received awards for its education and outreach programs in two separate competitions.

Earlier this week, the Charlotte County Chamber of Commerce recognized CCU's Community Relations division as its 2007 Business-Education Partner of the Year, large business category, for its original, educational outreach program, S.I.P. Kids: Reduce, Reuse and Recycle Water.

The Charlotte County Chamber of Commerce, through its Education Committee, recognizes that businesspeople and educators must work hand-in-hand to continuously improve the education system in Charlotte County. The Business-Education Partner of the Year Award honors local businesses that demonstrate active and exemplary partnerships.

S.I.P. Kids, created by CCU's Community Relations division, is designed to educate our youngest citizens (grades K-8) about water resources, and to foster water-saving behaviors. From February

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through May 2007, the program was presented to nearly 450 students in the Charlotte County school system.

In a separate competition, CCU was recognized for Charlotte County Utilities University (CCUU), an original, employee education program. CCUU received the Award of Distinction in the 13th Annual Communicator Awards Print Competition, Communications-Training category. The Award of Distinction is awarded for projects and programs that exceed industry standards in production or communication skills.

CCUU was founded in 2005 in response to the accelerated growth of Utilities. Management recognized the need for staff to be guided through a broader view of utility operations and to provide a clearer perspective of each employee's contributions to the overall goals and success of the organization. Students, instructors and facilitators are all CCU employees, representing every division. Each CCUU session consists of six, full-day classes over a 12-week period, and lessons include Power Point presentations, lectures, demonstrations, site visits and tours. To date, more than 50 employees have graduated from CCUU as confident, new Utilities ambassadors.

CCU provides drinking water, wastewater collection and reclaimed water services to customers throughout Charlotte County. For more information on CCU products and services, visit the County Web site at www.CharlotteCountyFL.com and select Utilities from the department list on the left, or call CCU at 941.764.4300.

-END-

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Customer Concerns Are Important To Us

"To exceed expectations in the delivery of public services"

Charlotte County Utilities
www.charlottecountyfl.com

Volume I, Issue I

Winter 2007

HOW WELL ARE CHARLOTTE COUNTY UTILITIES CUSTOMERS CONSERVING WATER?

Even in Florida, where we are surrounded by water, conservation is important, because rain supplies most of the water we depend on, and there are wide variations in rainfall.

Because Florida is one of the fastest growing places in the nation, demands on our water supply continue to grow. Within this region, each person uses an average of 175 gallons of water each day! About half of that water is used outside the home, often wastefully, over watering lawns and gardens.

When the demand is highest, during the cooler months of the seven-month dry season (which starts in November), rainfall is scarcest. The 2006 rainy season was much drier than normal,

so that the dry season, which started in November, is likely to have an even



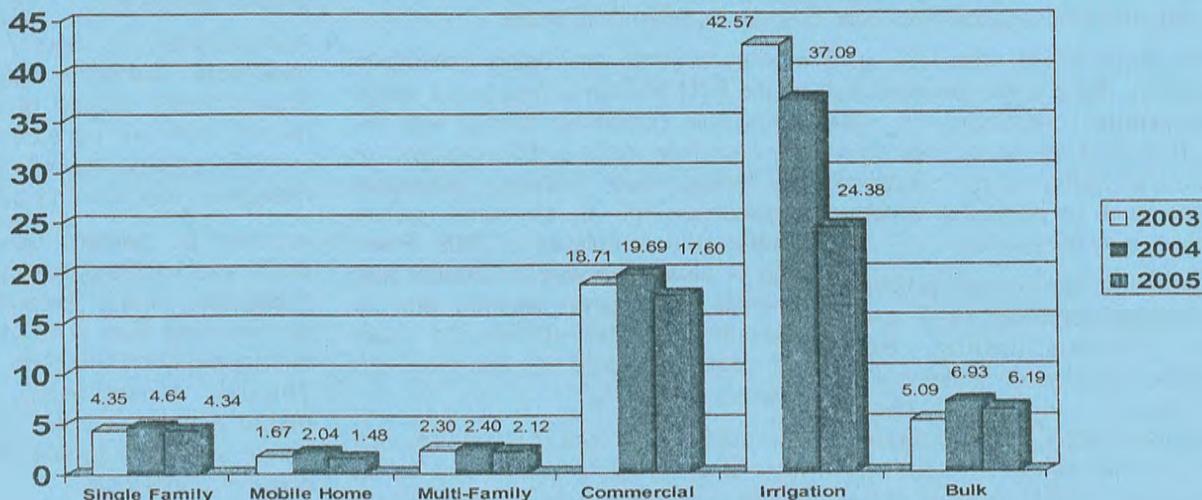
greater impact. In some areas, water shortages have already occurred. (South Florida Water Management District).

Charlotte County residents are doing their part to conserve water, as evidenced by the decline in consumption in 2005 in each of the six user categories over the last three years. The six user categories include residential (single family); multi-family (more than one unit); mobile homes, commercial, bulk and irrigation. The average consumption by user is shown in the graph below.

The goal for the average consumption by category should be equal to or lower than the 2005 averages.

WATER USE CONSERVATION REPORT CARD

3-Year Average Consumption (thousand gallons)



MANDATORY WATER RESTRICTIONS: Do Your Part to Conserve

The Southwest Florida Water Management District (SWFWMD), Peace River/Manasota Regional Water Supply Authority and Charlotte County Utilities urge consumers to cut down on water usage at home, work and at leisure, and to practice water-conservation behaviors.

Since 2001, Charlotte County's Mandatory Water Restrictions have limited lawn watering to one day per week to encourage year-round conservation. Currently, the Southwest Florida Water Management District is encouraging all local governments to impose the once-per-week restriction.

CCU is working with the Charlotte County Sheriff's Office to enforce these restrictions, which apply to all water sources, including wells, canals, lakes, rivers and streams. Violators may be subject to a written warning and/or monetary fine issued by the Sheriff's Office.

Restrictions apply to all groundwater sources, including private wells, canals, ponds, lakes or utility systems. They do not apply to reclaimed/reuse water.

◆ Properties with an even numbered address (numbers ending in 0, 2, 4, 6, or 8) may water on **Tuesday only** before 8 a.m. or after 6 p.m.

◆ Properties with an odd numbered address (numbers ending in 1, 3, 5, 7, or 9), and locations where no address can be determined may water on **Sunday only** before 8 a.m. or after 6 p.m.

◆ Any watering is limited to 3/4 of an inch per allowable day.

◆ New lawns or plantings may be watered daily for the first 60 days with the following conditions:

○ The specific area must contain at least 50 percent new plantings.

○ Watering shall not occur between the hours of 10 a.m. and 4 p.m., except on the first day of planting.

○ Seeding of existing lawns does not qualify for new planting.

◆ Fountains and other aesthetic-only water features may only operate 8 hours per day.

◆ Hand watering by water container or a hose with a shutoff nozzle may occur as needed, but shall be limited to 3/4 of an inch of water. Due to increased evaporation, it is recommended that watering not occur between 8 a.m. and 6 p.m.

◆ Please minimize lawn watering while we receive almost daily rain showers.

If you experience a problem with your water or sewer service, please call CCU at (941) 764-4300. This will allow CCU staff to visit the site and determine who is responsible for correcting the problem.

Board of County Commissioners approves Emergency Conservation Rates, urges water conservation

In early December, the Peace River/Manasota Regional Water Supply Authority, from which CCU purchases 95 percent of its drinking water supply, announced that, at the current customer usage rate, there was approximately a four-month supply of water remaining in storage. This below normal water storage is the result of very low rainfall in the Peace River watershed, and resulting low river flow.

Without significant rainfall and conservation, there is the potential for water-shortage conditions in the spring. This does not mean the region will run out of water, but more extreme measures, such as additional watering restrictions, may be needed.

To be proactive and to help prevent a water-shortage condition, the Board of County Commissioners (BCC) implemented emergency water conservation rates to support our existing watering restrictions and conservation efforts. The conservation rates took effect January 1, 2007, and will remain in effect until discontinued by the BCC.

CCU customers are already some of

the most conservation-conscious in the state, and maintaining that conservation ethic is critical. Check your home for leaks, both indoors and out, and repair them quickly; limit lawn watering to your assigned day and time; and restrict use of dishwashers and washing machines to full loads. Limiting shower time to five minutes can save up to 1,000 gallons per month for a family of three.

Interim sources are being developed by the PR/MRWSA to help meet needs during the upcoming spring, and for the next few years, until expansion of the Peace River Facilities (including construction of a six-billion gallon reservoir) is completed in 2009. Planning is also underway to identify and develop new water sources and to interconnect water systems to meet the region's needs for the next 20 years and beyond.

For more helpful conservation tips, visit www.charlottecountyfl.com, and select Water and Sewer from the department list at the left. Or call our Customer Service division at (941) 764-4300. For

information on the Peace River and supply conditions, please contact the Peace River/Manasota Regional Water Supply Authority at (863) 993-4565.

CCU Customer Facts

- The average CCU residential customer uses approximately 5,000 gallons per month.
- Approximately 75 percent of CCU residential customers use between 0 and 5,999 gallons of water per month. With our conservation rates in effect, these customers will see no change on their monthly bill.
- Another 20 percent use between 6,000 and 10,999 gallons per month. Customers in this second rate tier will see less than a \$5 increase on their monthly bill (95 cents to \$4.75). Through conservation, many of these customers could lower their usage so as not to see any change on their monthly bill.
- Only 5 percent of CCU residential customers use 11,000 gallons per month or more.

Figure E-5.: Workshop Exhibits



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Charlotte County Press Releases

Rain Barrel Workshop

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RAIN BARREL WORKSHOP

Charlotte County Environmental and Extension Services will be holding a series of Rain Barrel workshops starting on Saturday, April 28 from 10am to 12pm. Other workshop dates are; Monday, April 30 from 2pm to 4pm, and Monday, May 14 from 5:30pm to 7:30pm. The location of the workshops will be at the Charlotte County Environmental Campus at 25550 Harbor View Road, Port Charlotte.

Registration cost is \$35.00 and includes a 55-gallon barrel and the necessary spigot and overflow attachment to be attached by the purchaser. Additional barrels can be purchased for \$30.00 each. Rain barrels can retail for \$60.00 to \$100.00 or more! Rain barrels can also be purchased after the workshop Monday through Friday from 8:00AM to 5:00PM in Suite 3 of the Charlotte County Eastport Environmental Campus, but please call ahead. Please note that some homeowner's associations restrict rain barrels, so check with your association first.

The workshop will include information on connecting multiple rain barrels, how to keep mosquitoes and other critters out, how to decorate and paint your barrel and more ways to conserve water inside and outside of the home. Rain barrels also reduce stormwater runoff, thus reducing erosion as well as reducing pollutants and debris being carried into our water bodies.

Space is limited, so please pre-register by contacting Allison Steele of Charlotte County Environmental & Extension Services at 941-764-4351 or Allison.Steele@charlottefl.com. Registration forms are available on the Charlotte County Environmental & Extension Services website at <http://charlotte.ifas.ufl.edu/> or can be picked up at



the office on Harbor View Road.

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Figure E-6: Landscape and Irrigation Ordinance Workshop Press Release

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Charlotte County Press Releases

NOTICE OF PUBLIC WORKSHOP

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Permitting & Licensing
Planning & Zoning
Press Releases
Project Status Reports
Property Appraiser
Publications
Schools - Public
Sign up for ENews
Surplus Property
Speakers Bureau
Water & Sewer

NOTICE OF PUBLIC WORKSHOP

NOTICE IS HEREBY GIVEN THAT A PUBLIC WORKSHOP WILL BE CONDUCTED BY THE CHARLOTTE COUNTY UTILITIES STAFF ON YEAR ROUND WATER CONSERVATION MEASURES AND LANDSCAPE AND IRRIGATION REQUIREMENT ORDINANCES. SAID PUBLIC WORKSHOP WILL BE CONDUCTED ON MONDAY, NOVEMBER 5, 2007 AT 6:00 P.M., OR AS SOON THEREAFTER AS THE MATTER MAY BE HEARD DURING THE ORDERLY COURSE OF ACTION. THE PUBLIC WORKSHOP WILL BE CONDUCTED IN THE COMMISSIONER CHAMBERS, ROOM 119, IN THE ADMINISTRATION BUILDING, 18500 MURDOCK CIRCLE, PORT CHARLOTTE, FLORIDA. ALL PARTIES IN INTEREST ARE INVITED TO ATTEND AND BE HEARD, OR FILE A WRITTEN STATEMENT.

Landscape and Irrigation Requirements Ordinance

- Adopting Florida Yard and Neighborhoods
- Resourceful Landscape Planning
- Water Efficient Irrigation
- Maintenance of Irrigation Systems to Promote Conservation Year Round Water Conservation Measures
- Adopting Charlotte County Year-Round Water Conservation Measures
- Year Round Water Restriction Schedule for Potable (Drinking) Water Usage
- Year Round Water Restriction Schedule for Non Potable (Private Well, Canal) Water Usage
- Penalties for Violation of Year Round Water Conservation Measures



-s- Steve Lawrence, Water Conservationist

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Figure E-7: High Water Use Notification Door Hanger



CHARLOTTE COUNTY UTILITIES
Modified PHASE II Mandatory
WATER RESTRICTIONS

The Southwest Florida Water Management District had declared a **modified "Phase II" (Severe Water Shortage) Restriction** that applies to all water sources including wells, canals and public water supplies.

LAWN AND LANDSCAPE IRRIGATION is limited to once per week. Lawns need no more than ¼ inch of water per application. Find your designated watering day below:

- Addresses ending in an even number (house number ending in 0, 2, 4, 6 or 8 or letter A through M).....**Tuesday ONLY**
- Addresses ending in an odd number (house number ending in 1, 3, 5, 7 or 9 or letter N through Z).....**Sunday ONLY**
- Sites where no address can be determined**Sunday ONLY**
 - For properties under two acres in size, no watering is allowed between 8 a.m. and 6 p.m.
 - For properties two acres or larger, no watering is allowed between 10 a.m. and 4 p.m.
- Hand watering using a container, a handheld hose with a shutoff nozzle, or micro-irrigation of non-lawns is allowed as needed.

NEW LAWNS or plantings may be watered daily for the first 60 days with the following conditions:

- The specific area of watering must contain at least 50% new plantings; areas that do not contain at least 50% new plantings need to be temporarily watered by some other means, or sprinkler heads need to be adjusted so that only new plants are watered.
- Watering shall not occur between the hours of 8 a.m. and 6 p.m. except on the first day of planting. Seeding of existing lawns does not qualify for new planting.

PERSONAL VEHICLE washing is limited to once per week.

ANY HOSE used should have a shut-off nozzle. OVER →

FOUNTAINS and aesthetic-only features may operate only 8 hours per day.



WARNING
MANDATORY WATER
CONSERVATION VIOLATION



CHARLOTTE COUNTY UTILITIES

Address: _____

City/State/Zip: _____, _____

This warning is being issued due to:

- Watering /irrigation during restricted days
- Watering during restricted hours (from 8 a.m. to 6 p.m.)
- Malfunctioning irrigation system
- Other _____

Issued by: _____ Date: _____

Issuing agency: Charlotte County Utilities
 25550 Harborview Rd. Unit 1, Port Charlotte, FL 33980
 (941) 764-4300 (800) 524-3494

Please see reverse side for complete watering restrictions.

Thank you for doing your part to conserve, reuse and recycle.

Visit www.CharlotteCountyFL.com and click on "Water and Sewer" for more watering restriction information and conservation tips. OVER →

For Office Use Only

Address: _____

City/State/Zip: _____, _____

- Watering / irrigation during restricted days
- Watering during restricted hours (from 8 a .m. – 6 p.m.)
- Malfunctioning irrigation system
- Other _____

Issued by: _____ Date: _____

Appendix F – Water Use Permit 20003522.007





An Equal Opportunity Employer

Southwest Florida Water Management District

2379 Broad Street, Brooksville, Florida 34604-6899
(352) 796-7211 or 1-800-423-1476 (FL only)
SUNCOM 628-4150 TDD only 1-800-231-6103 (FL only)

On the Internet at: WaterMatters.org

Bartow Service Office
170 Century Boulevard
Bartow, Florida 33830-7700
(863) 534-1448 or
1-800-492-7862 (FL only)
SUNCOM 572-6200

Lecanto Service Office
Suite 220
3600 West Sovereign Path
Lecanto, Florida 34461-8070
(352) 527-8131
SUNCOM 667-3271

Sarasota Service Office
6750 Fruitville Road
Sarasota, Florida 34240-9711
(941) 577-3722 or
1-800-320-3503 (FL only)
SUNCOM 531-6900

Tampa Service Office
7601 Highway 304 North
Tampa, Florida 33607-6759
(813) 985-7481 or
1-800-836-0797 (FL only)
SUNCOM 578-2076

Talmadge G. "Jerry" Rice
Chair, Pasco

Judith C. Whitehead
Vice Chair, Hernando

Neil Combee
Secretary, Polk

Jennifer E. Closshey
Treasurer, Hillsborough

Edward W. Chance
Manatee

Thomas G. Dabney
Sarasota

Heidi B. McCree
Hillsborough

Sallie Parks
Pinellas

Todd Pressman
Pinellas

Maritza Rovira-Forino
Hillsborough

Patsy C. Symons
DeSoto

David L. Moore
Executive Director

William S. Bilenky
General Counsel

September 26, 2006

David G, Schlobohm, Director
Charlotte County Utilities
25550 Harbor View Road, Unit 1
Port Charlotte, FL 33980

Subject: Permit Transmittal Letter
Individual Water Use Permit No. 20003522.007

Dear Mr. Schlobohm:

This Water Use Permit was approved by the District Governing Board subject to all terms and conditions set forth in the approved Permit.

Please be advised that the Governing Board has formulated a water shortage plan as referenced in Condition 4 of the Standard Water Use Permit Conditions and will implement such a plan during periods of water shortage. You will be notified during a declared water shortage of any change in the conditions of your Permit or any suspension of your Permit, or of any restriction on your use of water for the duration of any declared water shortage.

The ID tags for your withdrawals shall be installed by a District representative. This representative will attempt to contact you within 30 days to discuss placement of your tags. If you have any questions or concerns regarding your tags, please contact Cheryl A. Johnson at extension 6518, in the Sarasota Regulation Department. If you have any questions or concerns regarding your permit or any other information, please contact this office at extension 4360.

Sincerely,

Paul W. O'Neil, Jr., P.E., Director
Regulation Performance Management Department

PWO:daw

Enclosures: Approved Permit

cc: File of Record

Shondra M. Neumeister, P.E., Southeastern Technical Solutions, Inc.

RECEIVED
06 OCT -3 PM 11:07
CLAR COUNTY UTILITIES

RECEIVED
06 OCT -3 PM 11:07
CLAR COUNTY UTILITIES

**SOUTHWEST FLORIDA WATER MANAGEMENT DISTRICT
WATER USE
INDIVIDUAL
PERMIT NO. 20003522.007**

EXPIRATION DATE: September 26, 2012

PERMIT ISSUE DATE: September 26, 2006

The Permittee is responsible for submitting an application to renew this permit no sooner than one year prior to the expiration date, and no later than the end of the last business day before the expiration date, whether or not the Permittee receives prior notification by mail. Failure to submit a renewal application prior to the expiration date and continuing to withdraw water after the expiration date is a violation of Chapter 373, Florida Statutes, and Chapter 40D-2, Florida Administrative Code, and may result in a monetary penalty and/or loss of the right to use the water. Issuance of a renewal of this permit is contingent upon District approval.

TYPE OF APPLICATION: Renewal

GRANTED TO: Charlotte County Utilities
25550 Harbor View Road, Unit 1
Port Charlotte, FL 33980

PROJECT NAME: Burnt Store Wellfield

WATER USE CAUTION AREA: Southern

TOTAL QUANTITIES AUTHORIZED UNDER THIS PERMIT (in gpd)

STANDARD ANNUAL AVERAGE	3,172,000 gpd
PEAK MONTH ¹	4,118,000 gpd

¹ Average daily use during the highest water use month.

PROPERTY LOCATION: 79 owned acres and 4,556 serviced acres in Charlotte County, approximately 4 miles south of the intersection of Burnt Store Road and Zimmel Road.

ABSTRACT: This is a renewal with an increase in permitted quantities for an existing public supply Water Use Permit located in the Southern Water Use Caution Area. The standard annual average quantity increases from 914,000 gpd to 3,172,000 gpd (increase of 2,806,000 gpd) and the peak month quantity increases from 1,552,800 gpd to 4,118,000 gpd (increase of 2,565,200 gpd). The sole source of water for this area of the county is brackish ground water which required desalination treatment. Quantities are allocated to provide demands for Charlotte County's service area through 2012.

Special conditions include those that require the Permittee to maintain existing meters, record and report monthly meter readings, capping of withdrawals not in use, residential water use reporting, submit reclaimed water reports, submit per capita rate report, submittal of a wellfield monitoring and mitigation plan, submittal of a wellfield management plan, record and report water quality data, submittal of annual wellfield monitoring plan, well construction specifications for proposed wells, implementation of conservation practices, water-quality trigger levels, and adhere to SWUCA public supply requirements.

WATER USE TABLE (in gallons per day)

<u>Use</u>	<u>Standard Annual Average</u>	<u>Peak Month</u>
Public Supply:	3,172,000	4,118,000

<u>SERVICE AREA NAME</u>	<u>POPULATION SERVED</u>	<u>PER CAPITA RATE</u>
Burnt Store Wellfield		
Total Public Supply	29,502	Gross 84 gpd/per person Adjusted Gross 84 gpd/per person

WITHDRAWAL POINT QUANTITY TABLE

Water use from these withdrawal points are restricted to the quantities given below:

<u>I.D. NO.</u>	<u>DIAM.</u>	<u>DEPTH</u>	<u>USE</u>	<u>GALLONS PER DAY</u>		
<u>PERMITTEE/ DISTRICT</u>	<u>(IN.)</u>	<u>TTL./CSD.FT. (feet bls)</u>		<u>AVERAGE</u>	<u>PEAK MONTH</u>	
RO-7 / 7	8	596 / 300	B	291,500	291,600	
RO-7 / 7	8	596 / 300	B	388,800	388,800	Wellfield Flexibility
RO-8 / 8	8	600 / 304	B	291,500	291,600	
RO-8 / 8	8	600 / 304	B	388,800	388,800	Wellfield Flexibility
RO-9 / 9	12	602 / 313	B	291,500	291,600	
RO-9 / 9	12	602 / 313	B	388,800	388,800	Wellfield Flexibility
RO-11 / 11	12	600 / 300	B	459,500	648,600	
RO-11 / 11	12	600 / 300	B	1,008,000	1,008,000	Wellfield Flexibility
RO-12 / 12	12	600 / 300	B	459,500	648,600	
RO-12 / 12	12	600 / 300	B	1,008,000	1,008,000	Wellfield Flexibility
RO-14 / 14	12	1,050 / 750	B	459,500	648,600	
RO-14 / 14	12	1,050 / 750	B	1,008,000	1,008,000	Wellfield Flexibility
RO-15 / 15	12	650 / 300	B	459,500	648,600	
RO-15 / 15	12	650 / 300	B	1,008,000	1,008,000	Wellfield Flexibility
RO-16 / 16	12	650 / 300	B	459,500	648,800	
RO-16 / 16	12	650 / 300	B	1,008,000	1,008,000	Wellfield Flexibility

B = Public Supply

WITHDRAWAL POINT LOCATION TABLE

<u>DISTRICT I.D. NO.</u>	<u>LATITUDE/LONGITUDE</u>	<u>SECTION/TOWNSHIP/RANGE</u>
7	264623.93/820210.72	32/42/23

<u>DISTRICT I.D. NO.</u>	<u>LATITUDE/LONGITUDE</u>	<u>SECTION/TOWNSHIP/RANGE</u>
8	264626.26/820206.22	32/42/23
9	264624.19/820214.48	32/42/23
10	264614.89/820150.30	32/42/23
11	264652.44/820219.13	31/42/23
12	264638.25/820218.28	31/42/23
14	264706.17/820218.28	32/42/23
15	264625.65/820149.23	32/42/23
16	264638.27/820218.30	31/42/23

SPECIAL CONDITIONS:

All conditions referring to approval by the Regulation Department Director, Resource Regulation, shall refer to the Director, Sarasota Regulation Department, Resource Regulation.

1. All reports required by the permit shall be submitted to the District on or before the tenth day of the month following data collection and shall be addressed to:

Permit Data Section, Regulation Performance Management Department
Southwest Florida Water Management District
2379 Broad Street
Brooksville, Florida 34604-6899

Unless otherwise indicated, three copies of each plan or report, with the exception of pumpage, rainfall, evapotranspiration, water level or water quality data which require one copy, are required by the permit.

2. The Permittee shall meter withdrawals, and meter readings from each withdrawal shall be recorded on a monthly basis within the last week of the month. The meter readings shall be reported to the Permit Data Section, Regulation Performance Management Department (using District scanning forms, unless the District has approved another arrangement for submission of this data) on or before the tenth day of the following month. If a metered withdrawal is not utilized during a given month, the meter report shall be submitted to the District indicating the same meter reading as was submitted the previous month. The following withdrawals shall be metered as applicable:

Permittees with permitted withdrawal facilities that are not yet constructed shall install meters on District ID Nos. **14, 15 and 16**, Permittee ID Nos. **RO-14, RO-15 and RO-16** within 90 days of completion of construction of the withdrawal.

Permittees with existing permitted withdrawal facilities shall continue to maintain and operate existing, non-resettable, totalizing flow meters or other flow measuring devices as approved by the Regulation Department Director on District ID Nos. **7, 8, 9, 11 and 12**, Permittee ID Nos. **RO-6, RO-7, RO-8, RO-9, RO-11 and RO-12**.

The meters shall adhere to the following descriptions and shall be installed or maintained as follows:

- A. The meters shall be non-resettable, totalizing flow meters which have a totalizer of sufficient magnitude to retain total gallon data for a minimum of the three highest consecutive months permitted quantities. Approval shall be obtained in writing from the Regulation Department Director. If other measuring devices are proposed the Permittee shall submit documentation that the other measuring devices or accounting methods meet the stipulations listed in this condition, prior to installation. Approval for other

- measuring devices or accounting methods shall be obtained in writing from the Regulation Department Director.
- B. The flow meters or other approved devices shall have and maintain an accuracy within five percent of the actual flow as installed.
 - C. The flow meter-water piping system shall be designed for inline field access for meter accuracy testing. The meter shall be tested for accuracy on-site, as installed, every five years beginning from the date of its installation for new meters or from the date of initial issuance of this permit containing the metering condition with an accuracy-test requirement for existing meters unless the Permittee demonstrates to the satisfaction of the District that a longer period of time for testing is warranted. The test shall be performed by a person certified in the test equipment used. If the actual flow is found to be greater than 5% different from the measured flow, within 30 days, the Permittee shall have the meter re-calibrated, repaired, or replaced, whichever is necessary. Documentation of the test and a certificate of re-calibration, if applicable, shall be submitted within 30 days of each test or re-calibration.
 - D. The meter shall be installed according to the manufacturer's instructions for achieving accurate flow to the specifications above, or it shall be installed in a straight length of pipe where there is at least an upstream length equal to ten (10) times the outside pipe diameter and a downstream length equal to two (2) times the outside pipe diameter. Where there is not at least a length of ten diameters upstream available, flow straightening vanes shall be used in the line.
 - E. If the meter or other flow measuring device malfunctions or breaks, the Permittee shall notify the District within 15 days of discovering the malfunction or breakage and replace it with a repaired or new meter, subject to the same specifications given above, within 30 days of the discovery. If the meter is removed from the withdrawal for any other reason, it shall be replaced with another meter having the same specifications given above, or the meter shall be reinstalled within 30 days of its removal from the withdrawal. In either event, a fully functioning meter shall not be off the withdrawal point for more than 60 consecutive days.
 - F. While the meter is off the withdrawal, the Permittee shall estimate their use by multiplying the number of hours the withdrawal point was used during that month times the flow capacity of the pump or mainline, whichever is appropriate, or the Permittee may request instructions on how to estimate use from the Permit Data Section. The estimate of the number of gallons used each month during that period shall be noted as an estimate when it is submitted to the District.
 - G. In the event a new meter is installed to replace a broken meter, it and its installation shall meet the specifications of this condition. The permittee shall notify the District of the replacement with the first submittal of meter readings from the new meter.
3. Water quality samples shall be collected and analyzed, for parameters, and frequency(ies) specified below. Water quality samples from production wells shall be collected whether or not the well is being used, unless infeasible. If sampling is infeasible the Permittee shall indicate the reason for not sampling on the water quality data form. Water quality samples shall be analyzed by a laboratory certified by the Florida Department of Health utilizing the standards and methods applicable to the parameters analyzed and to the water use pursuant to Chapter 64E-1, F.A.C., "Certification of Environmental Testing Laboratories". At a minimum, water quality samples shall be collected after pumping the well at its normal rate for a pumping time specified in the table below, or to a constant temperature, pH, and conductivity. In addition, the Permittee's sampling procedure shall follow the handling and chain of custody procedures designated by the certified laboratory which will undertake the analysis. Any variance in sampling and/or analytical methods shall have prior approval of the Regulation Department Director, Resource Regulation. Reports of the analyses shall be submitted to the Permit Data Section, Regulation Performance Management Department, (using District forms) on or before the tenth day of the following month, and shall include the signature of an authorized representative and certification number of the certified laboratory which undertook the analysis. The parameters and frequency of sampling and analysis may be modified by the Regulation Department Director, Resource Regulation, as necessary to

ensure the protection of the resource.

<u>District ID No.</u>	<u>Permittee ID No.</u>	<u>Minimum Time (minutes)</u>	<u>Pumping Parameter</u>	<u>Sampling Frequency</u>
7, 8,	RO-7, RO-8	25	Chlorides,	February, May,
9, 11,	RO-9, RO-11	25	Sulfates, and	August and November
12, 14,	RO-12, RO-14	25	T.D.S.	
15, 16	RO-15, RO-16	25		

Water quality samples shall be collected based on the following timetable:

Quarterly Same week of months specified

Analyses shall be performed according to procedures outlined in the current edition of Standard Methods for the Examination of Water and Wastewater by the American Public Health Association-American Water Works Association-Water Pollution Control Federation (APHA-AWWA-WPCF) or Methods for Chemical Analyses of Water and Wastes by the U.S. Environmental Protection Agency (EPA).

4. Any wells not in use, and in which pumping equipment is not installed shall be capped or valved in a water tight manner in accordance with Subsection 62-532.500(3)(a)(4), F.A.C.
5. The Permittee shall construct the proposed wells according to the surface diameter and casing depth specifications below. The casing depth specified is to prevent the unauthorized interchange of water between different water bearing zones. The total depth listed below is an estimate, based on best available information, of the depth at which high producing zones are encountered and which poor water quality should not be encountered. However, since this well is located in an area where water quality can be poor, it is the Permittee's responsibility to have the water in the well sampled during well construction, before reaching the estimated maximum total depth. Such sampling is necessary to ensure that the well does not encounter water of a quality that cannot be utilized by the Permittee, and to ensure that withdrawals from the well will not cause salt-water intrusion.

<u>District ID No.</u>	<u>Permittee ID No.</u>	<u>Surface Diameter</u>	<u>Minimum Casing Depth</u>	<u>Maximum Total Depth</u>
14	RO-14	12"	650'	750'
15	RO-15	12"	300'	650'
16	RO-16	12"	300'	650'

- A. The casing shall be continuous from land surface to the minimum depth stated above.
- B. All well casing (including liners and/or pipe) must be sealed to the depth specified above.
- C. The proposed wells shall be constructed of materials that are resistant to degradation of the casing/grout due to interaction with the water of lesser quality. A minimum grout thickness of two (2) inches is required on wells four (4) inches or more in diameter.
- D. A minimum of twenty (20) feet overlap and two (2) centralizers is required for Public Supply wells, and all wells six (6) inches or more in diameter.
- E. The finished well casing depth shall not vary from these specifications by greater than ten (10) percent unless advance approval is granted by the Regulation Department Director, Resource Regulation, or the Supervisor of the Well Construction Permitting Section in Brooksville.
- F. The finished well total depth shall not exceed the suggested maximum total depth by greater than ten (10) percent unless advance approval is granted by the Regulation Department Director, Resource Regulation, or the Supervisor of the Well Construction Permitting Section in Brooksville.

- G. Advance approval from the Regulation Department Director, Resource Regulation, is necessary should the Permittee propose to change the well location or casing diameter.
6. By April 1 of each year for the preceding calendar year, the Permittee shall submit an Annual Report giving the following information:
- A. Calculation of the Adjusted Gross Per Capita daily water use as follows:

$$\frac{WD + IM - EX - TL - SU - EM}{FP}$$

Where:

WD	=	ground water and surface water withdrawals,
IM	=	water imported or bought from another supplier,
EX	=	water exported or sold to other suppliers,
TL	=	treatment loss (typically reverse osmosis or sand filtration),
SU	=	significant uses,
EM	=	environmental mitigation, if required as a permit condition,
FP	=	Functional Population.

Documentation of components of the equation shall be submitted as follows:

1. WD: Total withdrawals (a master meter may be used for this purpose);
2. IM: Sources and quantities of incoming transfers of water and wholesale purchases of water, with quantities determined at the supplier's departure point;
3. EX: Sources and quantities of outgoing transfers of water and wholesale sales of water, with quantities determined at the Permittee's departure point. For each wholesale customer that does not have a wholesale water use permit, the Permittee shall calculate a separate per capita use using the equation set forth in item a. of this condition.
4. TL: All treatment losses;
5. SU: Significant deducted uses. For each significant use taken as a deduction from the gross per capita use rate, a water survey must be done that includes:
 - a. The types of water uses that occur within the significant user's facility,
 - b. The documented quantities associated with these uses, and
 - c. Any leak detection or conservation activities undertaken by the user.
 A water survey is not required if the significant use is not deducted.
6. EM: Environmental mitigation quantities that are required by the District.
7. FP: The Functional population is the base population adjusted for seasonal variation, tourists and commuters. Document the methodology for determining functional population. Information on how to make these adjustments is contained within the "Basis of Review for Water Use Permit Applications", available upon request from the District.
 - a. A description of the current water rate structure;
 - b. Annual average daily quantity of unaccounted water and the percentage of unaccounted water relative to total withdrawals;
 - c. Audit Report: If the annual report reflects a greater than 12% unaccounted water, the Permittee must complete a water audit within 90 days of submittal of the annual report. The audit shall include but not be limited to an assessment of unauthorized uses, line flushing, authorized un-metered uses, under-registration of meters, fire flows and leaks. Utilities with large complex water supply systems may conduct the audit in phases, with prior approval by the District. A report on the water audit shall be submitted within 90 days of completion of the water audit (on or before September 28 of the same year as the annual report).
 - d. Residential Water Use Report where residential water use is separately accounted by type of dwelling unit as follows:

- (1) single family,
- (2) multi-family (two or more dwelling units), and
- (3) mobile homes.

Residential water use includes indoor and outdoor water uses, including irrigation uses, whether separately metered or not. The methodology used to determine the number of dwelling units by type and their quantities used shall be documented. Estimates of water use based upon meter size may be inaccurate and will not be accepted.

- e. Suppliers of Alternative Source Report on the quantities of reclaimed water or stormwater provided. The report shall include:
 1. Quantity of total alternative source water provided for beneficial reuse on both a total annual average daily and monthly basis;
 2. Quantity and locations of effluent disposed;
 3. Information about individual customer alternative source connections with line sizes of four inches or greater that includes:
 - a. Account name and address,
 - b. Location of connection by latitude and longitude,
 - c. Line size,
 - d. Whether metered, and
 - e. Metered quantities if metered, on both an annual average daily and monthly basis.

The Permittee may use the "Public Supply Per Capita Water Use Survey, Form A" and the "Public Supply Survey: Type of Water Use, Form B" to assist in complying with this condition. The survey form will be mailed under separate cover at the beginning of each year. It may also be requested from the District.

7. By April 1 of each year, for the preceding calendar year, the Permittee shall account for all significant water uses separately and submit a report on all significant uses whether or not taken as a deduction from the Per Capita calculation. Significant use is defined as any individual, non-residential customer using 25,000 gallons per day or greater on an annual average basis, or any individual, non-residential customer whose use represents greater than five percent (5%) of the annual average quantity on this permit. Utilities with a large number of commercial accounts which fall below the 25,000 gpd individual significant use threshold may deduct the percentage of commercial use greater than the District-wide average of the three most recent years commercial use, provided that they do not deduct any individual significant uses and that they do not make population adjustments based on commuter population.

The users that are not included in the significant use category are golf courses, multi-family residential accounts classified as commercial by the utility, and irrigation accounts associated with residential accounts. The summary on significant use shall include but not be limited to:

- A. Name and address of the significant users,
- B. Type of use (e.g., type of industry, or commercial venture);
- C. Total annual average quantities provided to each, and
- D. Water conservation programs designed specifically for each significant use or type of significant use.

This report may be submitted as an element of the Annual Report.

8. The Permittee shall implement a water audit program on or before **April 1, 2007**. The water audit program shall include, but not be limited to, an assessment of unauthorized uses, line flushing, authorized un-metered uses, under-registration of meters, fire flows, and leaks. Any losses that are measured and verifiably documented are not considered unaccounted water. Utilities with large complex water supply systems may conduct the audit in phases, with prior approval by the District. If the audit of the calendar year water balance reflects greater than twelve percent (12%)

unaccounted water, a water audit report is required to be submitted with the Annual Report for that year by April 1 or by September 28.

9. By April 1 of each year, the Permittee shall submit a residential water use report for the preceding period of October 1, through September 30, detailing:
- A. The number of single family dwelling units served and their total water use,
 - B. The number of multi-family dwelling units served and their total water use,
 - C. The number of mobile homes served and their total water use.

Where separate indoor and outdoor meters exist, residential water use quantities shall include both the indoor and outdoor water uses associated with the dwelling units, including irrigation water.

10. By January 1 of each year, for the preceding period of October 1 through September 30, the Permittee shall submit a report detailing:
- A. Quantity of total reclaimed water provided by the Permittee for reuse on both a total annual average daily and monthly basis;
 - B. For all individual customer reuse connections with line sizes of 4 inches or greater, list:
 - 1. account name and address;
 - 2. location of connections by latitude - longitude;
 - 3. line size;
 - 4. meter (yes or no); and
 - 5. metered quantities, if metered.

11. Within one year of permit issuance, the Permittees shall provide the final latitude and longitude location of District ID No. **14, 15 and 16**, Permittee ID No. **RO-14, RO-15 and RO-16**, and shall relate the distance (in feet) between the final location to that provided during the application phase of this permit. If the final location of any of the wells moves a distance of greater than 100 feet from the latitude and longitude previously provided for the wells, the Permittee shall document and explain the effect that the movement of the wells has on the extent of the model-predicted peak monthly five-foot potentiometric surface drawdown contours for the **Upper Floridan Aquifer and the Intermediate Aquifer System**. If the contour resulting from the change in well location does not extend into an area not previously included within the application-phase predicted contour, then no action will be necessary to reconcile this difference. However, if the contour resulting from the change in well location extends into an area not previously included within the application-phase predicted contour, the groundwater flow model used in the mitigation program shall account for the changes in well and contour locations.

12. By **April 1, 2007**, or prior to the modification of this permit, the Permittee shall submit to the District a wellfield management plan. The plan shall discuss in detail the current and proposed future operation of the wellfield. The plan shall include, but not be limited to, a detailed explanation of the wellfield operation and its relationship to demand, aquifer sources, chloride trigger levels, water quality degradation, and potential adverse impacts to hydrologic and environmental systems. The plan shall address possible mitigative actions, including, modification of the operational matrix, and the feasibility of altering wellfield management through modifications to production wells, intra-wellfield rotation, and/or the interconnection with other production facilities. The plan shall address future increases in wellfield production and measures necessary to ensure protection of hydrologic and environmental systems. Upon District review and comment, the plan shall be implemented. By request of the Permittee, subject to Regulation Department Director approval, or as required by the District, changes to the plan may occur if it is determined that water quality, water level or environmental impacts are occurring based on a review of the collected data, or if additional information becomes available which would necessitate a change. The Permittee shall continually review the effectiveness of the plan

through an analysis of collected data, and propose any changes to the approved plan, which would further assist in protecting the water resources.

13. Wellfield Operations and Management to Avoid Exceeding the Trigger Levels

The Permittee shall operate and manage the wellfield in a manner such that individual wells do not exceed the chloride concentration trigger levels designated in the table below. Such operation and management of the wellfield shall include regular evaluation of water level and water quality data, rotation of production among wells, quantity reductions at specific water quality problem wells, pumpage dispersion, rotation to other sources outside the wellfield, a combination of the above activities, or other methods deemed appropriate to control chloride concentrations.

These trigger levels are intended to serve as guidelines in evaluating trends and controlling the effects of wellfield withdrawals on groundwater quality. Single water quality sample concentration readings in excess of the concentrations designated below may occur provided long-term upward trends (sustained increases) or other significant water quality changes do not occur. At such time as the **chloride** concentration in any water sample reaches the designated concentration **trigger levels** designated below, the Permittee shall review the data, examine the cause and consequences of the elevated concentrations and take appropriate action to reduce concentrations below the trigger level set for the particular well.

<u>District ID No.</u>	<u>Permittee ID. No.</u>	<u>Chloride Concentration Trigger Level (mg/l)</u>
7*	RO-7	
8	RO-8	1,255
9*	RO-9	
11*	RO-11	
12*	RO-12	
14*	RO-14	
15*	RO-15	
16*	RO-16	

* Trigger levels to be determined per Section D below.

A. Wellfield Operation and Management if Upward Trends Identified

If the chloride concentrations from any single production well over any six (6)-month period show an increasing trend above the trigger level, or if the average of all chloride samples over any consecutive three (3)-month period exceeds the trigger level, then the Permittee shall rotate that well out of service for 30 days. After the 30th day has passed, the Permittee shall sample the well to determine if chloride concentrations have receded to below the trigger level. If chloride concentration levels have receded below the trigger level the well can be placed back into regular service. If chloride concentration levels remain above the trigger level, the well shall be further evaluated as identified below.

B. Detailed Evaluation of Wells Which Remain Above Trigger Levels

If, after taking the actions described in Section A of this condition, chloride concentration levels remain above the trigger level, a further and more detailed evaluation of the well shall be undertaken to determine if there are other feasible options to avoid exceeding the trigger level. An evaluation of such options shall be undertaken and submitted to the District within 90 days of the determination that chloride concentration levels remain above the trigger level. The evaluation shall include geophysically logging the well with appropriate geophysical logs as agreed to by the Regulation Department Director. Options to be evaluated shall include: enhanced rotation of production among wells, further quantity reductions from the well, further pumpage dispersion, back-plugging the well, plugging the well, rotation to other sources outside of the wellfield, a combination of

the above activities, or other methods to control chloride concentrations.

C. Trigger Level Modifications

If the Permittee has evaluated and implemented all feasible options to avoid exceeding the trigger level for a particular well (as described in Sections A and B), and the chloride levels still remain above the trigger level, the Permittee may request modification of the respective trigger level to the lowest feasible chloride concentration, as described below. Such requests shall be submitted in writing, and shall require the written approval of the Regulation Department Director.

The request for modification of the chloride concentration trigger level shall include documentation regarding all wellfield management measures, which have been implemented to attain compliance with the trigger level specified in this permit. The Permittee's request for modification of the trigger level must also include a proposal of the lowest feasible concentration trigger levels for the specific well (based on a review of observed field data) for consideration. This proposed trigger level shall be based upon a comprehensive evaluation of water level and water quality data from production and monitor wells in order to predict changes to the location of the saline water interface in zones PZ-3 and the upper Floridan (both laterally and vertically) which may result from the proposed increased trigger level. The request shall include an evaluation of the effects of withdrawals from the specific well and the wellfield as a whole on the Permittee, other existing legal users, and environmental resources.

The District will allow chloride concentration trigger level modifications if it is determined that the proposed modified chloride concentration trigger level will not adversely effect the Permittee, other existing legal users, and environmental resources. If the District determines that reasonable assurance has not been provided in the proposed modified chloride concentration trigger level, the level will not be modified. If the District reaches such a determination, the Permittee shall be required to implement other effective measures to remain below the chloride concentration trigger level, or remove the well from service. If the District determines that long-term upward trends or other significant water quality changes are occurring, and the Permittee has not effectively addressed such trends, the District may reconsider the quantities permitted. If the Regulation Department Director specifies new trigger levels, they shall supersede the trigger levels listed in this permit.

D. Setting of Chloride Concentration Trigger Levels for Existing and Proposed Production Wells without Long-term Water Quality

Within 6 months of continuous operation and water quality sampling of, District ID Nos. **7, 9, 11, 12, 14, 15 and 16**, Permittee ID Nos. **RO-7, RO-9, RO-11, RO-12, RO-14, RO-15 and RO-16**, the Permittee shall statistically derive a trigger level or propose the lowest feasible water quality chloride concentration "trigger" level for the respective well based on the water quality sampling for the previous 6 months. Proposed trigger levels shall be submitted in writing to the Regulation Department Director. Upon District approval, the chloride concentration trigger level for the respective well shall be incorporated into this Special Condition.

E. Annual Report

Information regarding compliance with chloride concentration triggers shall be summarized in the annual report.

14. The Permittee shall prepare a comprehensive but concise annual report on the wellfield operation and an assessment of the hydrological and ecological system on the Reserve. This report shall summarize the elements in each section listed below, with emphasis on the interactions between these elements, where appropriate. Data sources shall be referenced, but no raw data shall be included in the report. Only essential text, graphs, tables, and diagrams should be included in the

report. Three copies of the annual report shall be submitted to the Regulation Department Director, by the first day of April of each year beginning in 2007. The parameters, methods and frequency of sampling and analysis may be modified by mutual agreement between the Regulation Department Director and the Permittee, as necessary to ensure the protection of the resource. The report shall cover all activities for the preceding year (October 1 through September 30). The specific elements of the report are listed in the following sections:

A. WATER USE

Reported pumpage data shall be summarized for each production well for the annual reporting period. This shall include the quantities of raw water pumped on a monthly and annual average daily basis. Historical monthly and annual average daily pumpage data shall be presented in tabular or graphical form for each production well. An evaluation of the reported year's pumpage shall be compared and contrasted with the period of record for each well.

B. WATER LEVELS

Water level data collected from production and monitor wells shall be used to determine the effects of pumpage on the surficial, intermediate, and upper Floridan aquifers. Monthly water levels for production and monitor wells shall be summarized in a table for the entire year. Historical water level graphs shall be included for each monitor and production well. An evaluation of the reported year's water levels shall be compared and contrasted with the period of record for each well. The District shall be notified in writing of any significant changes in water levels between historic levels and the reported period.

C. WATER QUALITY

Data collected from production and monitor wells shall be used to determine the effects of pumpage on the intermediate and upper Floridan aquifers water quality. Results of each sampling and analysis event shall be summarized in a table for the entire year. Historical water quality graphs of each major ion shall be included from each well. The District shall be notified in writing of any significant changes in water quality between historic levels and the reported period.

D. CHLORIDE CONCENTRATION TRIGGER LEVELS

The Permittee shall summarize compliance with, and any events related to, the chloride concentration trigger levels under Special Conditions of this permit for the annual reporting period.

E. ENVIRONMENTAL

Data collected each year as outlined in the hydrologic and wetland monitoring plan shall quantify and compare wetland zonation and species changes with water level, rainfall, surface water flow, evapotranspiration and groundwater withdrawal data. An evaluation of each year's wetland data shall be compared and contrasted with the period of record.

DATA ANALYSES

Statistical trend analysis, such as double-mass curve analysis, multiple linear regression, time series analysis, and factor analysis shall be performed for the annual reporting period and the period of record to compare and contrast the interactions of rainfall and pumpage on changes in water quality, water levels and environmental conditions established with the baseline monitoring. A brief summary of any recommended changes to the monitoring requirements shall be provided.

15. By January 1, 2008, with follow-up reports due January 1, 2010, and January 1, 2012, the Permittee shall submit a report, which addresses the feasibility of implementing water conservation measures during the term of this permit. Conservation measures to be analyzed shall include, but are not necessarily limited to the following:

GENERAL CONSERVATION MEASURES

Public education and awareness; alternative sources programs such as, but not limited to the maximum beneficial use of reclaimed water (e.g. rate structures, restrictions, meters, etc.), storm-water run-off, etc; comprehensive plan goals, objectives, and or policies; enforcement of water restrictions; additional modifications to the existing water conserving rate structure; building codes and/or city ordinances promoting conservation and water audits.

INDOOR CONSERVATION MEASURES

Residential water conserving retrofit kits which may include showerheads, toilet tank devices, leak detection programs, faucet aerators and installation instructions and rebate programs.

OUTDOOR CONSERVATION MEASURES

Irrigation audits or evaluations, water-efficient landscape, Florida Yard and Neighborhood and/or xeriscape ordinances; automatic irrigation system shut-off device ordinance and rebate programs.

- 16. By **April 1, 2007**, the Permittee shall submit the Hydrogeologic and Wetland Monitoring Plan to the District for approval. Upon approval, the Permittee shall implement the monitoring plan in accordance with the methodology and procedures specifically outlined in each section of the plan.
- 17. Unless specified otherwise, time extensions to condition deadlines may be granted for good cause shown, upon written request to the Regulation Department Director, provided that the request is made prior to the deadline, the Permittee has demonstrated a good faith effort in meeting the deadline set forth in the condition, and a reasonable modified deadline is proposed by the Permittee.
- 18. Water-level readings from the referenced production wells shall be collected whether or not the well is being used. Any variance in water level recording shall have prior approval of the Resource Regulation Director. Reports of the water level readings for the production wells listed below shall be submitted as part of the Wellfield Annual Report. The Resource Regulation Director may modify the frequency of water level recording as necessary to ensure the protection of the resource.

<u>District ID No.</u>	<u>Permittee ID No.</u>	<u>Aquifer System</u>	<u>Recording Frequency</u>
7	RO-7	IAS	Monthly
8	RO-8	IAS	Monthly
9	RO-9	IAS	Monthly
11	RO-11	IAS	Monthly
12	RO-12	IAS	Monthly
14	RO-14	UFA	Monthly
15	RO-15	IAS	Monthly
16	RO-16	IAS	Monthly

IAS Intermediate Aquifer System
 UFA Upper Floridan Aquifer

Water Level Recording Timetable:

Daily	Same time of each day
Weekly	Same day of each week
Monthly	Same week of each month
Quarterly	Same week of months specified

STANDARD CONDITIONS:

1. The Permittee shall comply with the Standard Conditions attached hereto, incorporated herein by reference as Exhibit "A" and made a part hereof.



Authorized Signature

SOUTHWEST FLORIDA WATER MANAGEMENT DISTRICT

This permit, issued under the provision of Chapter 373, Florida Statutes and Florida Administrative Code 40D-2, authorizes the Permittee to withdraw the quantities outlined above, and may require various activities to be performed by the Permittee as described in the permit, including the Special Conditions. This permit does not convey to the Permittee any property rights or privileges other than those specified herein, nor relieve the Permittee from complying with any applicable local government, state, or federal law, rule, or ordinance.

40D-2
Exhibit "A"
WATER USE PERMIT CONDITIONS

STANDARD CONDITIONS

1. If any of the statements in the application and in the supporting data are found to be untrue and inaccurate, or if the Permittee fails to comply with all of the provisions of Chapter 373, F.S., Chapter 40D, or the conditions set forth herein, the Governing Board shall revoke this permit in accordance with Rule 40D-2.341, following notice and hearing.
2. This permit is issued based on information provided by the Permittee demonstrating that the use of water is reasonable and beneficial, consistent with the public interest, and will not interfere with any existing legal use of water. If, during the term of the permit, it is determined by the District that the use is not reasonable and beneficial, in the public interest, or does impact an existing legal use of water, the Governing Board shall modify this permit or shall revoke this permit following notice and hearing.
3. The Permittee shall not deviate from any of the terms or conditions of this permit without written approval by the District.
4. In the event the District declares that a Water Shortage exists pursuant to Chapter 40D-21, the District shall alter, modify, or declare inactive all or parts of this permit as necessary to address the water shortage.
5. The District shall collect water samples from any withdrawal point listed in the permit or shall require the Permittee to submit water samples when the District determines there is a potential for adverse impacts to water quality.
6. The Permittee shall provide access to an authorized District representative to enter the property at any reasonable time to inspect the facility and make environmental or hydrologic assessments. The Permittee shall either accompany District staff onto the property or make provision for access onto the property.
7. Issuance of this permit does not exempt the Permittee from any other District permitting requirements.
8. The Permittee shall cease or reduce surface water withdrawal as directed by the District if water levels in lakes fall below applicable minimum water level established in Chapter 40D-8 or rates of flow in streams fall below the minimum levels established in Chapter 40D-8.
9. The Permittee shall cease or reduce withdrawal as directed by the District if water levels in aquifers fall below the minimum levels established by the Governing Board.
10. The Permittee shall practice water conservation to increase the efficiency of transport, application, and use, as well as to decrease waste and to minimize runoff from the property. At such time as the Governing Board adopts specific conservation requirements for the Permittee's water use classification, this permit shall be subject to those requirements upon notice and after a reasonable period for compliance.
11. The District may establish special regulations for Water Use Caution Areas. At such time as the Governing Board adopts such provisions, this permit shall be subject to them upon notice and after a reasonable period for compliance.

12. The Permittee shall mitigate any adverse impact to existing legal uses caused by withdrawals. When adverse impacts occur or are imminent, the District shall require the Permittee to mitigate the impacts. Adverse impacts include:
 - A. A reduction in water levels which impairs the ability of the well to produce water;
 - B. Significant reduction in levels or flows in water bodies such as lakes, impoundments, wetlands, springs, streams or other watercourses; or
 - C. Significant inducement of natural or manmade contaminants into a water supply or into a usable portion of any aquifer water body.
13. The Permittee shall mitigate any adverse impact to environmental features or offsite land uses as a result of withdrawals. When adverse impacts occur or are imminent, the District shall require the Permittee to mitigate the impacts. Adverse impacts include:
 - A. Significant reduction in levels or flows in water bodies such as lakes, impoundments, wetlands, springs, streams or other watercourses;
 - B. Sinkholes or subsidence caused by reduction in water levels;
 - C. Damage to crops and other vegetation causing financial harm to the owner; and
 - D. Damage to the habitat of endangered or threatened species.
14. When necessary to analyze impacts to the water resource or existing users, the District shall require the Permittee to install flow metering or other measuring devices to record withdrawal quantities and submit the data to the District.
15. A District identification tag shall be prominently displayed at each withdrawal point by permanently affixing the tag to the withdrawal facility.
16. The Permittee shall notify the District within 30 days of the sale or conveyance of permitted water withdrawal facilities or the land on which the facilities are located.
17. All permits issued pursuant to these Rules are contingent upon continued ownership or legal control of all property on which pumps, wells, diversions or other water withdrawal facilities are located.
18. The annual average daily withdrawal quantity is determined by calculating the total quantity of water to be withdrawn over a 1-year period, divided by 365 days, which results in a gallons per day (gpd) quantity pursuant to Basis of Review, Section 3.2, Permitted Withdrawal Quantities. This is a running 12-month average, whereby each month the annual average daily quantity is recalculated based on the previous 12-month pumpage.
19. Within the Southern Water Use Caution Area, if the District determines that significant water quantity or quality changes, impacts to existing legal uses, or adverse environmental impacts are occurring, the Board, upon reasonable notice to the permittee, including a statement of facts upon which the District based its determination, may reconsider the quantities permitted or other conditions of the permit as appropriate to address the change or impact but only after an opportunity for the permittee to resolve or mitigate the change or impact or to request a hearing.