



LCU Water Wise

Water Line Installation and Improvement Projects

Lee County Utilities

7391 College Parkway
Fort Myers, FL 33907

Office Hours:

Monday—Friday
excluding holidays

(Also closed Sept 9th, 2010)

8:00 a.m.—5:30 p.m.

Phone: 239-936-0247

Toll Free: 1-800-485-0214

Fax: 239-936-0549

The best times to call

Customer Service:

Tuesday through Friday
early morning or late afternoon

Website: www.leegov.com/utilities

LCU is committed to providing reliable, high quality water. With changing demands for water and the natural aging of water systems, it is vital to monitor and make improvements to certain areas of the water delivery system. As a result, LCU is in the process of working on two major projects that will improve water quality, fire flow and water pressure to needed areas.

In the Waterway Estates region, located in North Fort Myers, LCU is focused on replacing old, undersized water lines with new, highly durable lines. As part of this project, LCU will be replacing pipes to existing homes and businesses and installing new fire hydrants to ensure proper fire protection to these customers. Since 2006, LCU has replaced over 23,000 linear feet (nearly 4 1/2 miles) of water lines within the Waterway Estates area.

In the San Carlos Park region, located in South Fort Myers, LCU is installing new water lines to areas that did not have potable drinking water. Once installed, these lines will provide residents of this area the opportunity to connect to the LCU water system. LCU has

been working on this continuous improvement project since 2008. To date, LCU has installed over 20,000 linear feet (nearly 4 miles) of water lines within the San Carlos Park area.

To minimize damage to existing landscapes and driveways, a Directional Bore Machine is used. This machine pulls the new piping underground, thereby avoiding complete excavation of the site and limiting restoration needs to only small areas of the project. Also, the new piping is made of high density polyethylene (HDPE) which is durable, corrosion resistant and has a long life expectancy.



Announcement!

Check out LCU's new look :

www.leegov.com/utilities

LCU's Reclaimed Water Saves Drinking Water

Wastewater that has been treated to remove solids and certain impurities is called reclaimed water. Instead of using potable water, some customers use reclaimed water to irrigate landscaping.

During 2009, LCU produced over 3 billion gallons of reclaimed water. This is equivalent to the annual water consumption of more than 52,000 people or approximately the population of Bonita Springs.

Businesses who would like to learn more about becoming a reclaimed water customer, please call 239-533-8166.



IMPORTANT!!!

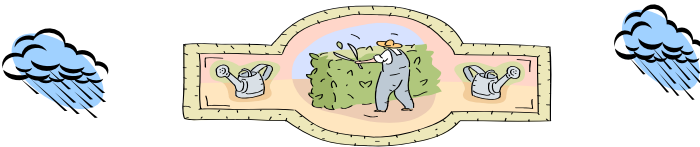
Before you dig, call 811

48 hours before you dig, always call 811 from anywhere in Florida and tell the operator where you're planning to dig and what type of work you will be doing . In a couple of days, your local utility companies will send a locator to mark the approximate location of any underground utility lines, pipes and cables in your yard.



Look for the WaterSense Label

When purchasing common household products such as toilets, sinks and showerheads, look for the WaterSense label. Products containing this label have been tested and certified to ensure water-efficiency while maintaining performance levels equal to or better than other products.



With summer comes the daily showers and thunderstorms. As a result, your landscaping will require less irrigation and your shrubbery will require more pruning.

PLEASE remember to:

- ✓ Adjust your irrigation settings to reflect your landscaping's reduced demand for water.
- ✓ Prune away shrubbery that obstructs access to your meter box.

LCU Success Story



In our last two newsletters, LCU announced its availability of Paperless Billing. We would like to thank those customers who signed up for this service. You are helping LCU reduce its carbon footprint.

To learn about going paperless, visit www.leegov.com/utilities and click on Commonly Asked Questions.

THANKS!!



Optimizing Water Quality Helps Protect Customers Plumbing Systems



Lee County Utilities optimizes water quality to help protect its customers plumbing systems from corrosion. This is accomplished by analyzing the water for Temperature, Conductivity, Calcium, Alkalinity, Orthophosphate, and Silicates and by maintaining pH levels within proper ranges. LCU also adds corrosion control chemicals to protect the pipes. This, coupled with the monitoring of water quality parameters throughout the system, ensure that Lee County Utilities water maintains optimum treatment to help prevent corrosion of piping.

Ask LCU



Customer: I never see a meter reader. Is my meter being read?

LCU: LCU meters are read monthly by a meter reader. Our meter readers are fast, precise, and read an average of 300-500 meters per day, so you may not always get the opportunity to see them in action. If your reading was estimated for the month because of flooded conditions, meters covered, etc, you will receive a notification on your bill advising such.

Also, LCU has installed AMR (Automated Meter Reading) water meters for over 8,000 residences and businesses within Lee County. AMR meters have an ERT device (Encoder, Receiver, Transmitter) connected to it that operates under a low-power radio frequency. Meter Services staff drive by the meter to collect meter reads. Each ERT has it's own identification number so there is no confusion as to which service address belongs to which water meter.

Hurricane Tips

Before the Hurricane

- ✓ Locate your home's water shut-off valve and remove any shrubbery or obstructions. Test valve to be sure it is operational. Make repairs if needed.
- ✓ Turn off valve if you are leaving your residence prior to the storm. This will help minimize damage to your home's interior should a pipe burst inside the home.
- ✓ If you turn off the emergency shut-off valve, follow the manufacturer's recommendations on turning off your hot water heater and unplug. (Some hot water heaters may be damaged if water supply is turned off for an extended period of time.)
- ✓ Locate your sewer clean-out lid and remove any shrubbery or obstructions in case the clean-out needs to be located.

After the Hurricane

- ✓ Limit the amount of toilet flushing
- ✓ Abstain from running dishwashers and clothes washers
- ✓ Limit the amount of water used during a shower or the amount to fill the bathtub.
- ✓ Turn-off sprinklers. Remember to reset your irrigation timer once power has been restored.
- ✓ Abstain from pressure washing, car washing, or any other outdoor use of water that is not necessary.
- ✓ During a storm, trees can uproot water pipes allowing the underground pipes to be exposed to contaminate ground water. Once the storm has passed, treat water supply as if it was unsafe to drink until you are notified otherwise. If necessary, boil water notices will be issued. Bottled or boiled water should be used until tests prove that the water is safe to drink.