

KNOW YOUR SYSTEM

How it works, how you can help maintain it

UTILITY RESOURCES

Hurricane preparedness, water conservation, what not to flush

SERVICE INFORMATION

Rates, applying for service, paying your bill, conversions

PORT ST. LUCIE

Utility Systems

RESIDENTIAL CUSTOMER SERVICE GUIDE



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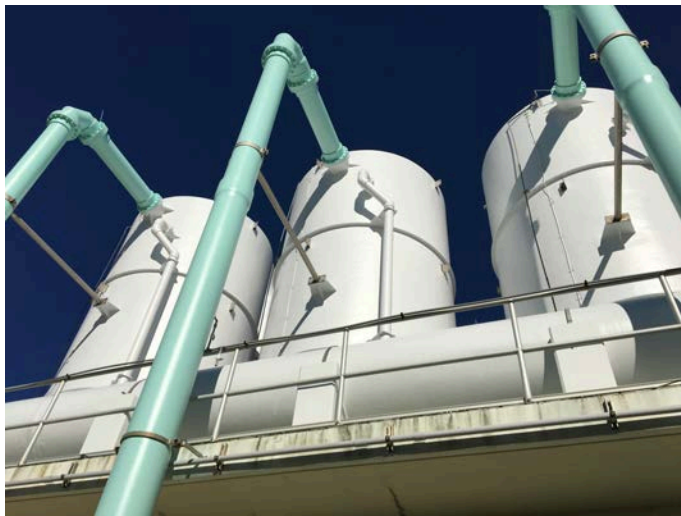
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Preparedness

CONNECTED to our customers

Covering the entire City of Port St. Lucie and portions of unincorporated St. Lucie County, the Utility Systems' service area encompasses more than 120 square miles. The City of Port St. Lucie has the largest multi-service utility on the Treasure Coast of Florida, serving more than 95,000 customers.



More than 300 highly-trained employees make up 10 divisions within Utility Systems.

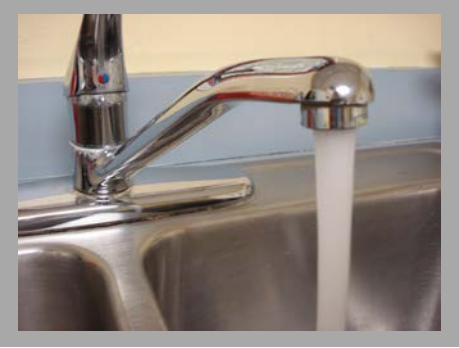
The Utility switchboard operates 24 hours a day, 7 days a week, 365 days a year. Should you need assistance, you can speak with a Connection Support Representative who can assist any time day or night, and on weekends and holidays.

The City owns and operates three water treatment facilities and two wastewater treatment facilities. The City has 26.1 million gallons (MGD) of water storage capacity, and the facilities are in place to produce 18 million gallons (MGD) of reuse a day.

The City maintains more than 1,400 miles of water main. Maintenance includes ensuring over 7,100 fire hydrants are in good working condition, which in turn helps the St. Lucie County Fire District in its efforts to protect you and your property.

The City also also maintains 1,300 miles of sewer main, over 300 lift stations, and over 7,900 man holes throughout its service area.

WATER & SEWER rates



The current schedule of rates and charges went into effect on October 1, 2024.

Consumption charge: Charge based on the amount of water recorded in thousands of gallons, since the last meter reading. It covers the variable costs of providing customers with safe and reliable water and wastewater service. Some of the associated costs include electricity and chemicals. Please note that the consumption charge is at an inclining rate to promote conservation of valuable water resources.

Base facility charges: A monthly base facility charge (BFC) or “readiness to serve” fee is applied to all water, wastewater or reclaimed water bill regardless of whether there is any usage recorded for that month.

Miscellaneous service charges:

- Service charges are incurred when service is initiated with Utility Systems
- Service charge for lock-off for non-payment
- Unauthorized use of services; i.e., tampering with City facilities
- Service is interrupted, at the customer's request, for convenience (i.e. plumbing repairs or an extended vacation or absence from the residence)
- Returned check or credit card dispute
- Late fees

Service fees: Beginning Nov. 15, 2023, a service fee as much as 2.75% of the amount paid will be added to all electronic payments made through the online system and the automated phone service. This fee will apply to payments made by credit card, debit card, digital wallet, Venmo, PayPal or bank and checking account. The City of Port St. Lucie is not assessing the fee, nor does the City collect the fee. This is a separate service fee assessed by the processor for the convenience of paying by electronic payment. To avoid this service fee, residents are welcome to pay by check or money order.

How will this impact my utility bill?

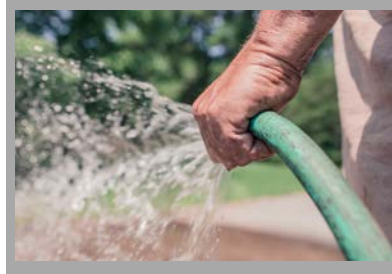
- If you pay by personal check or money order, you will not be impacted.
- If you pay using a bill pay option offered by your bank such as an Electronic Fund Transfer (EFT) or Automated Clearing House (ACH) transaction, you will not be impacted.
- If you pay with credit card, debit card, digital wallet, Venmo or PayPal you will be charged a 2.75% service fee (minimum fee incurred will be \$1.95).
- For those who elected auto-pay, you will see the new service fees based on the payment method.

EXAMPLE (Based on average monthly bill of \$93.19 for both water and sewer)

- Pay by personal check/money order = \$93.19 (\$0 fee)
- Pay with credit/debit card, digital wallet, Venmo, PayPal = \$95.75 (2.75% fee)

RESIDENTIAL rates

Effective October 1, 2024



Ordinance 23-59 amending Chapters 61 & 62 of The Code of Ordinances of the City of Port St. Lucie

Miscellaneous Charges

Same day turn-on fee	\$75.00
Next day turn-on fee	\$45.00
Collection/lock-off charge	\$50.00
After hours/weekend call-out to turn service on	\$50.00
Meter testing (if meter is correct)	\$215.00
Late fee (\$2.00 plus 1.5% of past due amount) Minimum	\$5.00

Average Residential Water & Wastewater Billing

People	Avg. Use x 1,000 Gallons	Water Only	Water & Wastewater
1	2	\$22.77	\$55.07
2	5	\$37.92	\$95.03
3	7	\$51.08	\$124.73
4	9	\$64.24	\$146.16
5	11	\$74.06	\$159.32
6	13	\$92.08	\$175.89

Residential Base Facility Charges (Water & Sewer)

Meter Size	Water BFC	Wastewater BFC
5/8" x 3/4"	\$10.78	\$17.65
1"	\$24.28	\$41.44
1 1/2"	\$46.45	\$81.13
2"	\$73.20	\$128.74

Residential Base Facility Charges (Water Only)

Meter Size	Water BFC
5/8" x 3/4"	\$12.67
1"	\$26.04
1 1/2"	\$46.45
2"	\$73.20

Plus, gallonage rate per 1,000 gallons as follows:

	Water Gallons	Water Rate	Wastewater Cap (gal)	Wastewater Rate
Block 1	0-5,000	\$5.05	8,000	\$8.27
Block 2	5,001-12,000	\$6.58	n/a	n/a
Block 3	12,001 and above	\$8.10	n/a	n/a

*Inclining block rates promote conservation of valuable water resources

Wastewater Only Customers

Single family flat rate	\$69.05 (based on \$19.43 BFC + \$8.27 per gallon x 6,000 gallons)
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Multi-Family Base Facility Charges

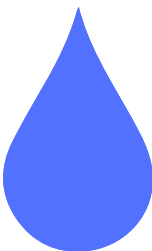
	Water BFC	Wastewater BFC
Per dwelling unit (+ \$3.55 when water metered)	\$6.35 per unit	\$14.93 per unit

Plus, gallonage rate per 1,000 gallons as follows:

	Water Gallons	Water Rate	Wastewater Cap (gal)	Wastewater Rate
Block 1	0-3,600	\$5.05	Up to 6,000 gallons per month/unit	\$8.27
Block 2	3,601-8,500	\$6.58	n/a	n/a
Block 3	8,501 and above	\$8.10	n/a	n/a

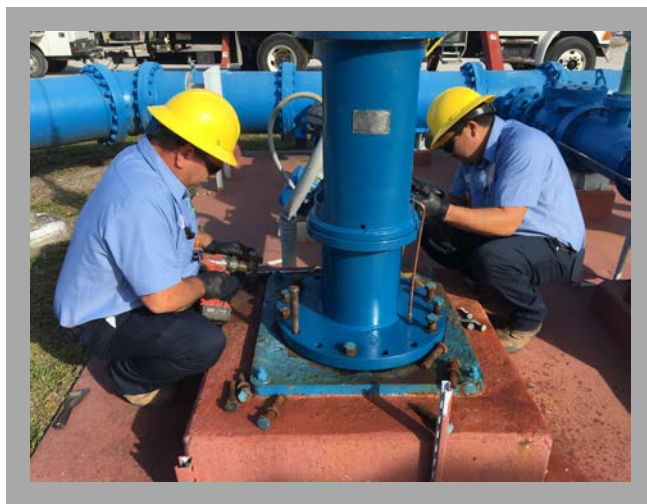
Wastewater Only Customers

Multi-family flat rate	\$68.11 per unit (based on \$18.49 BFC + \$8.27 per gallon x 6,000 gallons)
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Potable water: Water that is satisfactory for drinking, culinary, and domestic purposes, meeting current state and federal drinking water standards.

Wastewater: Liquid and water-carried industrial wastes and sewage from residential dwellings, commercial buildings, industrial and manufacturing facilities, and institutions, whether treated or untreated, which are contributed to the wastewater treatment plant.



NON-RESIDENTIAL rates

Effective September 25, 2024

Ordinance 21-86 amending Chapters 61 & 62 of The Code of Ordinances of the City of Port St. Lucie

*ERC - Equivalent Residential Connection

Non-Residential Base Facility Charges

	Water BFC	Wastewater BFC
Calculations shall be based upon the number of ERCs reserved + \$3.55	\$8.90	\$15.87

Plus, gallonage rate per 1,000 gallons as follows:

	Water Gallons	Water Rate	Wastewater Cap (gal)	Wastewater Rate
Block 1	Usage up to 5,000 gallons multiplied by the number of ERCs reserved shall be billed at the Block 1 rate	\$5.05	There shall be no wastewater cap for this class of users and customers	\$8.27
Block 2	Usage greater than 5,000 up to 12,000 gallons multiplied by the number of ERCs reserved shall be billed at the Block 2 rate	\$6.58	n/a	n/a
Block 3	Usage greater than 12,000 gallons multiplied by the number of ERCs reserved and above shall be billed at the Block 3 rate	\$8.10	n/a	n/a

Wastewater Only Customers

Non-residential	\$15.87 BFC x ERC reserved + \$3.75 + \$66.16 (based on \$8.27 per gallon x 8,000 gallons)
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RECLAIMED WATER USAGE rates

Effective October 1, 2024

Ordinance 23-59 amending Chapters 61 & 62 of The Code of Ordinances of the City of Port St. Lucie



Reclaimed water: Wastewater that has been treated and disinfected in accordance with Florida Department of Environmental Protection (FDEP) regulations and is suitable for direct beneficial uses or a controlled use by and for public, agricultural, commercial, residential, industrial, or institutional projects or developments, or purposes including, but not limited to, irrigation of landscape areas.

Reuse: The deliberate application of reclaimed water in compliance with the FDEP and Water Management District rules, for a beneficial purpose.

Reclaimed Water Usage Rates

Base Facility Charge

\$3.57 per 1,000 gallons of capacity reserved

plus

Per 1,000 gallons of metered use

\$0.20

Industrial Reclaimed Water Rates

Per 1,000 gallons of metered use

\$0.29

WATER & SEWER CONVERSION

Effective October 1, 2024

Owners desiring to convert to the City's water and/or wastewater system from their existing well and/or septic system, may place these costs on a 10-year, interest free, payback program offered by the City of Port St. Lucie. The following fees are required at the time of application:

Conversion Fees (USA/SAD Areas)

Service	Paid in Full	10-year Payback Amount due at Application (Deposit + Recording Fee)	Monthly Payment
Water Only	\$7,179	(\$70 + \$45.50) \$115.50	120 monthly payments of \$59.24
Wastewater Only (Low Pressure)	\$7,859	(\$110 + \$45.50) \$155.50	120 monthly payments of \$64.58
Water & Wastewater (Low Pressure)	\$15,038	(\$180 + \$45.50) \$225.50	120 monthly payments of \$123.82

Conversion Fees (Non-USA/SAD Areas)

Service	Paid in Full	10-year Payback Amount due at Application (Deposit + Recording Fee)	Monthly Payment
Water Only	\$7,959	(\$70 + \$45.50) \$115.50	120 monthly payments of \$65.74
Wastewater Only (Low Pressure)	\$9,831	(\$110 + \$45.50) \$155.50	120 monthly payments of \$81.01
Water & Wastewater (Low Pressure)	\$17,790	(\$180 + \$45.50) \$225.50	120 monthly payments of \$146.75

(Charges apply to 5/8" x 3/4" meters only)

Grant funding may be available:

Grants are awarded on first-come-first-serve basis. Funding is limited. Different types of funding may be available at different times depending on grant programs. Call the Connection Support Office in City Hall at 772-873-6400 to determine if you are eligible for a grant.

What you should know

- In order to qualify for a grant to cover 100% of the cost to convert from a septic tank to City sewer, the applicant/household must income qualify, according to State guidelines.
- In some cases, applicants/households that do not qualify for 100% of the cost of connection can receive a grant for up to 50% of the cost.
- If a residential property owner does not qualify for a full or partial grant, 10-year interest-free financing is available, for all or a portion of the cost.
- If you already have connected to the City's sewer system and have made use of the City's interest-free financing option, you may be eligible for a loan payoff depending on your income. If you are within a certain low-moderate, average income level, you may qualify for a loan payoff.

If you are interested in applying for a grant, you will have to fill out an application form, provide supporting documentation and go through a verification process in order to determine eligibility.

SUBORDINATION & ASSUMPTION

What will need to be done to start the assumption/subordination process?

1. Title Commitment (schedules A & B) *Please note that the Title Commitment must include the lender and loan amount and we will not subordinate past 2nd position per the City's ordinance.
2. Copy of the Capital Charge Installment Payment Agreement(s). *All recorded pages.
3. If applicable, copy of any Assumption or Subordination Agreement(s) related to the property. * All recorded pages.
4. Warranty Deed or other documentation wherein present owner/seller took title to property.
5. Payment of application fees will be requested via e-mail after initial review and prior to execution.
6. Closing involving LLC's must provide articles and list of managing members.
7. A lien search is required for all Assumptions and can be requested through the City's Lien Services Division for a \$50 fee, paid to them.

*Items 2-4 can be found at: <https://acclaimweb.stlucieclerk.com>.

To expedite shipping, please include a FedEx or UPS Label with your paperwork.

All the above documents will need to be scanned and attached to the application.

Please allow at least 10 business days for the City to prepare the Subordination and/or Assumption Agreements for routine cases. The turnaround time for more complex cases such as those involving trusts, LLCs, transfer of lien, changed Title Commitments, etc. could be longer.

Please be advised that City Utility accounts must be current in order for the agreements to be processed.

**To verify balance please email utility@cityofpsl.com or call Connection Support at (772) 873-6400.

Payment: Checks can be made payable to the "City of Port St. Lucie" and can be mailed to:

City of Port St Lucie

Attn: Utility Billing/Assumption and Subordination's

121 SW Port St Lucie Blvd

Port St Lucie, FL 34984

Or if you want to pay by credit card, please call 772-871-5335.

Fee Schedule - Fees are Non-Refundable

- Subordination & Assumption \$200.00.
- Assumption \$200.00 (cash deal).
- Subordination (refinance) \$50.00.

Once the account is made current, all the above documentation is found, and payment is made then the assumption/subordination process can be started.

[START ASSUMPTION/SUBORDINATION APPLICATION NOW](#)

SKIP THE TRIP TO CITY HALL WATER BILL PAYMENTS

Easy, Convenient, Secure.



ONLINE

CityofPSL.com/Utility | *Fees apply



PHONE

Call 772-873-6400 and press:

#1 to make a payment | *Fees apply
#2 report water and sewer emergencies
#3 to speak to a Connection Support Specialist



AUTO PAY

Sign up for auto draft with a checking or credit card and avoid late fees. Your payment will draft on the bill due date automatically. | *Fees apply



DROP BOX

24 hours a day
7 days a week

121 SW Port St. Lucie Boulevard

*Please note: Payments dropped after 4 p.m. will be processed the next business day.

Simply place a check or money order along with your account information in any of our three drop boxes at City Hall:

- 1 At the roundabout between Police Department and City Hall
- 2 Near the eastside handicap parking
- 3 Inside City Hall lobby

Contact us!

Email Utility@CityofPSL.com
or Call 772-873-6400



*The City of Port St. Lucie does not receive any part of the service fee charged by credit card companies for transactions.



BILLING & accounting

Applying for Residential Service

A deposit is required, but will be refunded after 36 consecutive months of satisfactory credit.

If you are requesting service at a location that has never had water or wastewater service, it will be necessary to complete an application and pay all required fees.

If water is already being provided to your new address, a service technician will be sent to turn on the water and read the meter. This meter reading will be used to calculate your first bill. A one-business-day advance notice is required or a same-day turn-on fee of \$75 will be required.

The Utility suggests someone be at the new service address the day the water is scheduled to be turned on because fixtures may have been left in the ON position and that could cause flooding and water damage. If no one is at home, the service technician will turn the water service off if the meter dial is moving.

A door hanger will be left explaining that you will have to contact the Customer Service Office to reschedule a visit and an additional \$50 service charge will be applied to your bill.



[Start new service in your name at property with existing service](#)



[Apply to connect new construction utility service on vacant lot](#)

Terminating Service

If you are moving from one location to another, you can terminate service at your old address and commence service at your new address with one telephone call. Service technicians will be sent to read both meters. You will need to provide requested identification and your new service address. A final bill will be mailed to you for the old account.

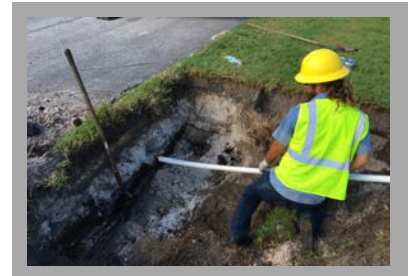
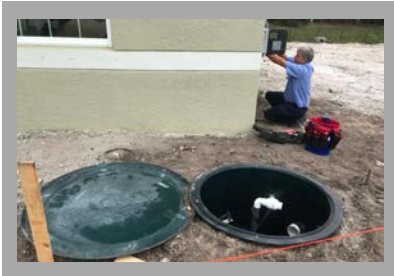
If you are moving outside our service area, you will need to schedule a final meter reading. If you have a deposit on record, it will be credited toward your final bill. You must provide a forwarding address so we can send a final bill and/or a check for the difference between the final bill and any remaining deposit.

[Request to Stop Service](#)

*You are the customer of record and will be responsible for all usage until Port St. Lucie Utility Systems Connection Support has been notified of the change. If you are an owner and sold your home, we will require proof of sale to close your account. One business day advance notice is required for terminating or transferring service.

NEW CONSTRUCTION rates

Effective September 25, 2024



Ordinance 22-86 of The Code of Ordinances of the City of Port St. Lucie, approved September 25, 2023

The following fees apply only to those properties located within a Special Assessment Area (SAD) or Utility Service Area (USA). These areas were designated as follows:

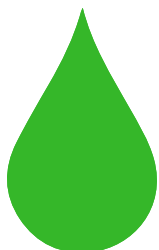
- SAD 1 Phases 1 & 2, USA Phases 3, 4, 5, 6, 7A & 9
- East Lake Village SAD, Glassman SAD, Portofino Isles
- River Point SAD aka Tesoro Preserve or Ravello, Tesoro SAD
- St. LucieLand Holdings SAD aka Veranda Gardens, City Center SAD

New Construction Fees (SAD/USA Areas)

Vikings Lookout and Bay St. Lucie (Water Only)	\$6,270
Water & Wastewater (Gravity System)	\$9,630
Water & Wastewater (Low Pressure System)	\$14,344
Water & Wastewater (Low Pressure System)- Units 4, 6, & 8 Only	\$11,107

New Construction Fees (Non-SAD/USA Areas)

Water Only	\$7,050
Water & Wastewater (Gravity System)	\$12,382
Water and Wastewater (Low-Pressure System)	\$17,096



Gravity System: This system transports wastewater through sloped gravity flow pipes to a wastewater pump station then to the wastewater treatment plant.

Low Pressure System: Also called "grinder" or "STEP," this system consists of a 250-gallon tank, pump, and float system. Once it reaches a certain level, the wastewater is pumped through a pressure line to a wastewater pump station, then to the wastewater treatment plant.

YOUR water service

Understanding Your Meter

Since 2007, the City's adopted standard for water meters has included radio read technology. Over the years, the use of technology has enhanced the efficiency and reduced operating costs associated with meter reading functions.

Each month, as a meter reader drives through your neighborhood, a reading documenting the amount of water you used is captured by a low-frequency radio signal sent from your water meter to a data collector in the meter reader's vehicle. Information captured by the data collector is then uploaded directly into our billing system. The difference between last month's reading and this month's reading equals the amount of water used. Water usage is measured in thousands of gallons and is used to calculate your bill.

Your water meter is located outside your home in a plastic box in the ground. If you are having trouble locating or reading your meter, call Connection Support at (772) 873-6400 and a representative will assist you.

Like the mains and service lines which supply the water to the meter, the meter is City property, belonging to the City of Port St. Lucie.



For the safety of employees and the public, it is very important to make sure the water meter remains easy for them to reach and that we have access to the meter in order to read, test, maintain, and remove or replace the device. The Utility asks that you make certain there is a minimum of 3 ft. of clear space around the meter box at all times. No permanent obstructions such as trees, bushes, fences, or walls should be placed close to the meter. Any landscaping within 3 ft. of the meter box is subject to removal at the customer's expense.

All lines and plumbing beyond the meter are private property and maintenance and repairs are the responsibility of the property owner.

Reading Your Meter

- Locate your water meter box, lift the lid
- Open the cover on the meter face to expose the meter to the sun
- Meter will light up, allowing you to read the numbers on the display
- Read your water meter just like an odometer on your vehicle



Reduce Your Water Use

Making small changes at home can make a big difference in your bill.



Shower vs. Bath:

- Baths use 35 to 50 gallons
- A 10-minute shower with low flow shower head uses about 25 gallons of water



Irrigation System vs. Hand-Watering:

- Hand-watering uses about 2,100 gallons of water per month (9 gallons per minute, 20 minutes, 3 times a week)
- Irrigation systems use approximately 5,800 gallons of water per month (4 zones, 10 minutes per zone, 3 times a week)



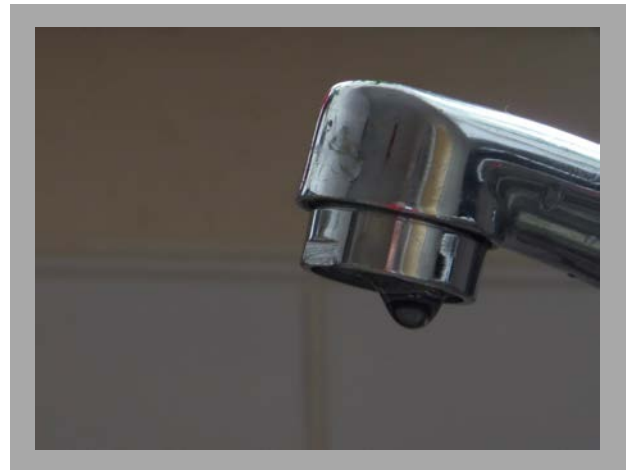
Dishwasher vs. Hand-Washing

- You can use up to 27 gallons per hand-washed load
- Dishwashers use about 6 gallons of water per cycle



High-Efficiency Toilet vs. Old Toilet:

- Older toilets can use about 7 gallons of water per flush
- High-efficiency toilets use about 1.6 gallons of water per flush



Check for Leaks

Fix or replace leaking or dripping faucets and toilet fixtures to conserve water use and save on your bill.

A running toilet can waste a gallon of water in about 30 seconds. Because there aren't visual signs that your toilet is running, the problem can persist without your knowledge. Meanwhile, you don't realize there's a problem until you get your water bill and see all the water that's been wasted. Running toilets are often a simple fix and are brought on by a faulty flapper or float in your toilet's water tank. The Utility recommends replacing a faulty flapper with a red one, as opposed to a black one, because it's longer lasting and chlorine-resistant.

A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. That's the amount of water needed to take 180 showers.

A leaky shower head that drips 10 times per minute wastes more than 500 gallons of water per year. That's the amount needed to wash 60 loads of dishes in your dishwasher.

Perform a 2-Hour Leak Check

- Make sure you're not using any water and all taps are off
- Get a reading on the meter
- Continue to not use any water for about 2 hours
- After 2 hours, get another reading and compare your results
- If you get different readings, you have a leak
- To help narrow down the source of the problem, perform the test again after shutting off your main house valve. If usage still registers, your problem is in your plumber's line (water line going from the meter to the home.) If not, the problem is likely somewhere in the home

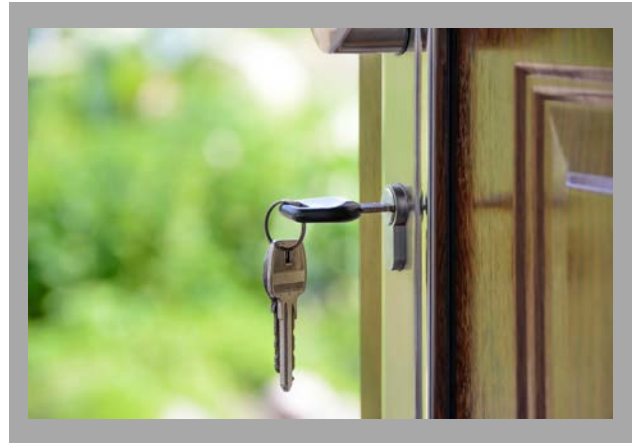
LEAVING & returning

Whether you are a seasonal resident or frequent traveler, there are a few things you can do to make leaving and returning to your Florida home's water service a bit easier.

Leaving Home for Extended Time

Customers who are seasonal residents or travel for extended periods of time, may request to have their water meter locked off while away to prevent any unauthorized water usage or damage, should a leak occur.

The account will remain open and the base facility charge will be billed to your monthly address. A turn-on fee of \$50 will be charged to the account when you request to have your service turned back on.



Returning Home After Long Absence

Upon your return home from a long absence, we recommend running the water in your bathtub for approximately 5 minutes to move a large volume of water through the pipes to flush out any water that has been sitting stagnant since you have been gone. If you have a large home, you may want to flush your system for a longer period of time.

You may also want to consult the owner's manual of your hot water heater to learn the manufacturer's flushing recommendations.

Be Sure Landscaping Does not Limit our Access



Landscaping is a lovely way to add curb appeal to your home, but planting too closely to your residential sewer system and water service could cause damage and limit our field technicians' access to each component.

If you're going to add flowers, shrubs, or trees to your yard, please plant them at least 3 feet away from the electrical panel on the side of your home that powers your low-pressure wastewater disposal system.

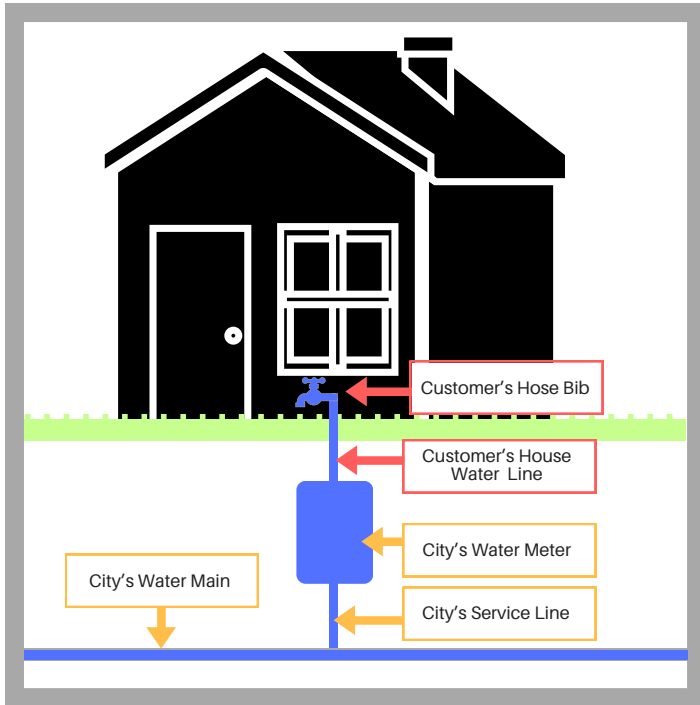
The lids of your sewer tank and water meter should be completely clear of all landscaping and lawn ornaments. Technicians must be able to easily open the lids to access the tank and water meter.

The City appreciates your cooperation in helping technicians safely and quickly access your system.



PORT ST. LUCIE UTILITY SYSTEMS DEPARTMENT

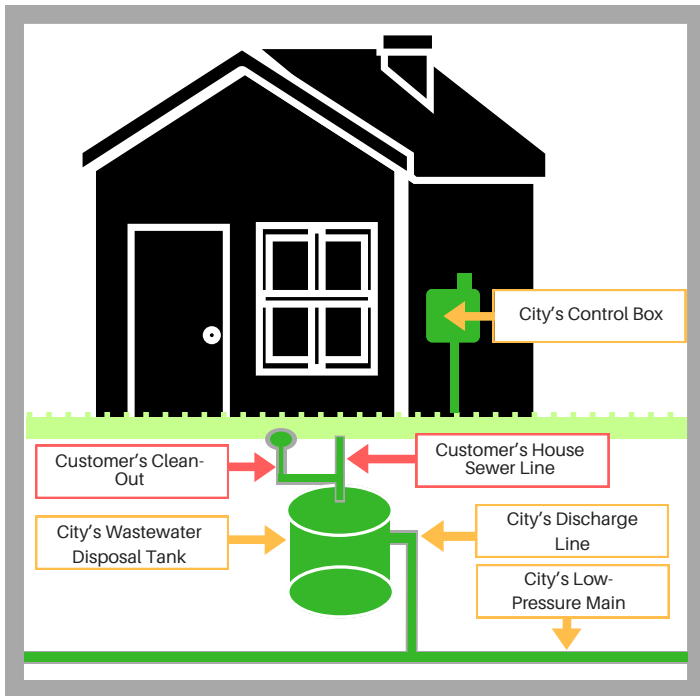
WHO IS RESPONSIBLE?



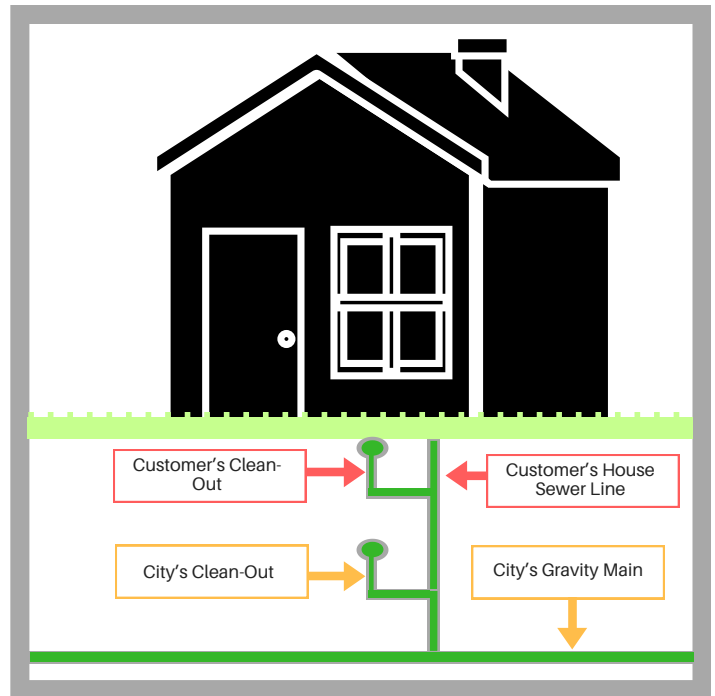
Port St. Lucie Utility Systems (PSLUS) is responsible for making most of the repairs to the water and sewer service system, however, some of the components are the customer's responsibility.

The customer is responsible for making repairs to their portion of the system. If you experience a problem with your service, call PSLUS at 772-873-6400 first so we can ensure that the City system is working properly.

Water Service



Low-Pressure Wastewater Disposal System

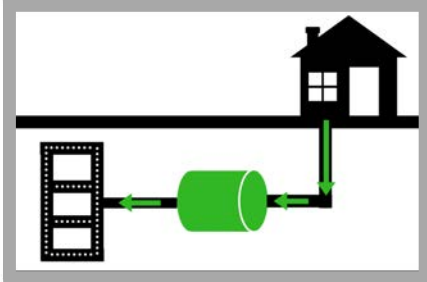


Gravity Sewer System

YOUR sewer service

Understanding Your System

No matter which sewer system you have, it is important to help maintain and protect it.



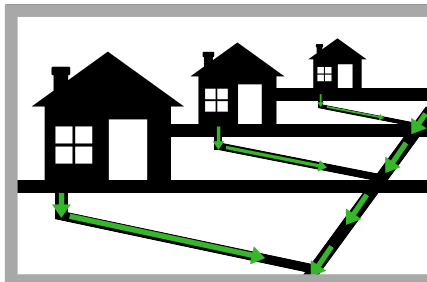
Septic System

When wastewater flows into the septic tank, solids sink to the bottom, grease floats to the top, and liquid is dispersed through perforated pipes into the drain field. Flushed wastewater displaces the water in the tank. The system does not require power to operate.



Low-Pressure Wastewater Disposal System

This low-pressure wastewater disposal system consists of a 250-gallon tank, pump, and float system. Once it reaches a certain level, the wastewater is pumped through a pressure line to a wastewater pump station, then to the wastewater treatment plant. This system requires power to operate.



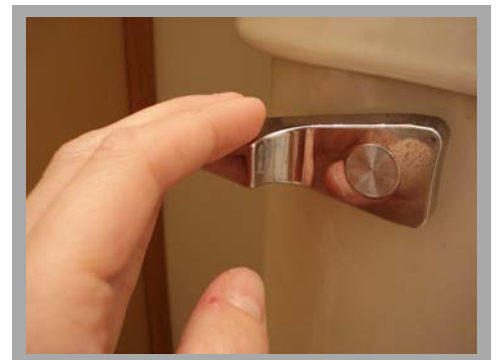
Gravity System

This system transports wastewater through sloped gravity flow pipes to a wastewater pump station then to the wastewater treatment plant. The pipes are buried deep to meet the slope requirements. This system does not require power to operate until the wastewater reaches the pump station.

What Not to Flush

In order to protect your system, and to help prevent your house plumbing lines from clogging, please do not flush or throw the following items down the drain:

- automotive fluid
- wipes of any kind
- bandages, wrappings
- cigarette butts
- coffee grounds
- condoms, contraceptives
- dental floss
- disposable diapers
- dryer sheets
- ear swabs, cotton balls
- excessive grease, fats, oils
- facial tissue, paper towels
- feminine hygiene materials
- hair
- medication
- mopping pads, toilet scrubbing pads
- pet waste, kitty litter
- paints, solvents, sealants, thinners
- poisons, hazardous waste
- plastic of any kind
- inorganic materials that cannot be treated biologically



Low-Pressure Wastewater Disposal System

Many of the City's customers are served by a grinder pump or STEP (septic tank effluent pump) system. The systems consists of a small electrical pump inside a fiberglass tank that is typically buried in the front yard of the customer's property.

When the tank is full, a float system will activate the electrical pump and the wastewater will be pumped through low-pressure sewer mains to one of the City's wastewater treatment plants.

Utility Systems is responsible for maintaining the system from the rear of the tank to the wastewater treatment plant at no cost to the homeowner. However, the property owner is responsible for any issues with the house plumbing.

Sewer alarm

The system is equipped with an alarm system that is generally located in the garage or on the outside of the home on the control panel box. The warning light and an audible alarm should activate as soon as the water level rises above the normal level.

When you hear an alarm, you can silence the audio portion of the alarm by pressing the red light button located at the front center of the control panel box, or by waving your hand over the pad on the side, depending on the panel model. You should then call (772) 873-6400 for service. If you hear your neighbor's alarm, please also call (772) 873-6400. We will assist you any time 24 hours a day, 7 days a week, 365 days a year.

You may also have a problem if you notice your toilets are sluggish when flushed and water drains slower than normal. You should make every attempt to conserve water until your service call is answered.

Repairs necessitated by abuse or deliberate misuse will be charged to the property owner or tenant.

If the power is off, the system will not operate. During the time of a power failure, please conserve water usage.

Once flushed, the wastewater from your home and others nearby, flows to a neighborhood lift station. From those neighborhood lift stations, the wastewater is then pushed to a larger booster pump station. And lastly, the booster pump stations push it to one of Port St. Lucie's wastewater treatment plants.



Sewer lid



Wastewater lift station



Booster pump station



Wastewater treatment plant

HURRICANE preparedness

Utility Systems' goal is to provide safe, dependable, and high quality water and sewer services and to constantly adhere to established regulatory standards in any kind of weather. It is necessary to provide these services while dealing in response to all natural disasters and emergencies that may occur.

Power Outage Impacts

City water customers: No impact. Our water treatment facilities will run on generator power.

Residents on well: Impact. Your pump runs on electricity and without it, water cannot be pumped into your home.

City sewer customers: Impact. Your low-pressure wastewater disposal system (grinder or STEP system) needs electricity to operate.

Gravity sewer customers: Possible impact. This system does not require power to operate until the wastewater reaches the lift station.

Prevent Sewer Backups

We recommend that you conserve water during a power outage, not because there will be a shortage of water, but because water going down the drain or toilet will quickly fill up your grinder or STEP tank. Without power, the wastewater cannot be pumped out of the tank

To prevent your tank from quickly filling up, only flush when absolutely necessary, avoid taking long showers, and running the dishwasher or washing machine.

The Utility Systems department will make every effort possible to pump out or pump down a customer's grinder or STEP system during the recovery period after a storm or hurricane.



Your Water Service

Avoid the long lines to purchase water and save money too by filling up containers with your tap water. Our water is treated by reverse osmosis and purified with minerals, like many bottled waters on the market.



Using a Generator

Customers may use a portable generator to power their residential grinder or STEP system during a power outage.

However, connecting a portable generator directly to the grinder's electrical panel is prohibited. Customers must consult with a licensed electrician to install the appropriate equipment to enable the feed to go through the home's electrical panel. A personal generator must be a minimum of 220 Volts/6,500W.

Our water plants operate and deliver water to your home at 60 to 80 psi. If distribution system pressure drops below 20 psi during a storm, a precautionary boil water notice is issued. A drop in water pressure may be caused by a line break, equipment failure, or generator failure.

Staff makes every effort to reduce the possibility of a drop in pressure. However, in the event there is a drop in pressure and precautionary boil water notice is issued, our water customers will be notified.

Self-serve emergency water supply depots will be made available to residents who may not have access to water during a storm.

If a precautionary boil water notice is issued and you're unable to boil water, the Florida Department of Health in St. Lucie County recommends taking the following steps: add 8 drops of unscented bleach per gallon of water, stir to mix, and allow the water to sit for 10 minutes before consuming.

LABORATORY & compliance



Hydrant Flushing

Hydrant flushing is an important function undertaken by the Utility Systems Department in order to maintain the highest quality of water possible for our customers.

The overall result of hydrant flushing is improved water quality, color and clarity throughout the entire water distribution system, including more than 1,300 miles of potable water mains and over 6,600 fire hydrants.

Flushing is necessary to ensure there is adequate flow and pressure in the city's water main pipes. It also verifies there is a sufficient flow of water for fighting fires.

The flushed water is returned to the water cycle as it percolates into the ground and replenishes the water source aquifers.

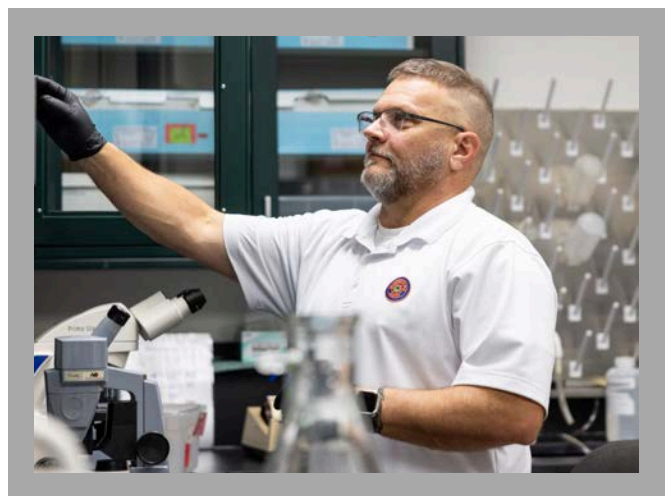
Water Quality

Our annual Water Quality Report offers details about the quality of this utility's potable water and demonstrates how the water we provide continues to meet all Federal and State requirements.

Water Quality Reports can be found at utility.cityofpsl.com

Only the amount of water needed to maintain water quality is flushed. The amount of water used during flushing operations and the cost of that water is small compared to the benefits of maintaining the Utility's water mains and fire hydrants.

If hydrants in your neighborhood are being flushed, you should drive with caution through those areas. You should also avoid running excessive amounts of tap water including, but not limited to, bath/shower water, washing machines and dishwashers. The water you use during flushing may contain sediments, which could cause temporary discoloration. Do not be alarmed, there is no health hazard associated with the discolored water. If you encounter discolored water, shut it off and wait several minutes before trying again. If water is still discolored, leave it running to allow fresh water to work its way into your home's pipes.



Our NELAC-certified (National Environmental Laboratory Accreditation Conference) lab is responsible for all sampling and testing related to our daily operations. They also ensure we are in compliance with regulatory agencies.

PORT ST. LUCIE

Utility Systems

"Connected to the Community"

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