

The Villages®
Community Development Districts
Utilities

It is the responsibility of the Village Center Community Development District (VCCDD) & North Sumter County Utility Dependent District (NSCUDD) to provide our water customers with the quality water and customer service our community has come to expect and deserve.

A major component of service provided by the Utilities Department is the risk assessment involving waterborne contaminants through natural or manmade means. It is our responsibility to provide guidance and assistance to prevent exposure to drinking water contaminants that could present a threat to our resident's health.

This document will provide a guideline regarding the responsibility for the notification process used in a water, wastewater, or irrigation incident including the applicability for the issuance of precautionary boil water notices. In addition, this document serves to outline the procedures to implement in a manner consistent with the degree of hazard encountered.

These notices will be issued in a prudent manner and only when there is sufficient justification for this necessary action.

Richard Baier, District Manager
Kenneth Blocker, Deputy District Manager

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UTILITY INCIDENT NOTIFICATION PROCEDURES

This Utility Incident Notification Procedures Manual is applicable to both Village Center Community Development District (VCCDD) & North Sumter County Utility Dependent District (NSCUDD).

Little Sumter Service Area (LSSA) & Village Center Service Area (VCSA) both of which are owned by VCCDD provide water, wastewater and irrigation services to residents located North of CR 466.

North Sumter Utility (NSU) provides potable water to those residents South of CR 466 while Villages Water Conservation Authority (VWCA) provides non-potable (irrigation water) and are owned by North Sumter County Utility Dependent District (NSCUDD). All notifications will be executed by the Village Center Community Development District Utility Operations Department.

A “Utility Incident” may include a water, wastewater, or irrigation incident that could develop as a result of, but not limited to, a water line break, a problem at a water plant, a new connection to an existing line, a sewer back up, a Wastewater Treatment Plant incident, or shutting off the water and turning it back on. Each water incident will have a set of protocols to follow. These procedures are to assure proper notification to our residents and customers in the event of an incident involving our water utilities.

Water suppliers are required by the Florida Department of Environmental Protection (FDEP) to notify customers to boil water when conditions exist that may cause the water supply to be vulnerable to the potential for contamination. A precautionary boil water notice is a form of notification that advises customers to boil tap water used for drinking, cooking and ice-making until tests verify the water is safe. The determination that the water is safe is a process through which the Utility Operations and Maintenance Contractor sends water samples to a State Certified Water Testing Lab and receives a report back stating that the water is safe to drink. The precautionary boil water notice would then be rescinded by notifying all affected residents.

POTABLE WATER INCIDENT

PRECAUTIONARY BOIL WATER NOTICE (PBWN)

Incident involving less than 150 Homes

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies there is an incident that requires a Precautionary Boil Water Notice (PBWN) to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and County Health Department.
- Utility Operations and Maintenance Contractor sends an email to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- District Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them a PBWN has been issued for their area.
- Utility Operations and Maintenance Contractor places door hangers (Exhibit A) on the front door of homes that are affected by the incident and contact all businesses in person during business hours, and if incident occurs after hours the contractor will place a door hanger at the location.
- **NO MEDIA ALERT REQUIRED**
- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and notifies affected homes when precautionary boil water notice is rescinded by placing door hangers on the front door of homes that were affected. Businesses are contacted directly.
- District Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them the PBWN has been rescinded (lifted).

POTABLE WATER INCIDENT

PRECAUTIONARY BOIL WATER NOTICE (PBWN)

Incident involving more than 150 Homes but less than 500 Homes

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies an incident has occurred requiring a precautionary boil water notice to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and County Health Department.
- Utility Operations and Maintenance Contractor sends an email communication to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them a PBWN has been issued for their area
- Utility Operations and Maintenance Contractor places door hangers on the front door of homes that are affected by the incident and shall contact all businesses directly.
- Utility Operations and Maintenance Contractor places signs at entrance to streets or villages affected.
- Utility Engineer and Utility Operations coordinate with local television stations NBC, CBS, ABC, Fox & The Villages Media Group to provide a PSA.
- Public Safety Department notifies the County of affected area to activate the emergency notification system for residents/businesses in the affected area.
- Utility Operations notifies District website coordinator to place PSA on District website

The following procedures are to be carried out by the responsible team members when the PBWN has been rescinded (lifted)

- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and notifies affected homes when precautionary boil water notice is rescinded by placing door hangers on the front door of homes that were affected. Businesses are contacted directly.
- Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them the PBWN has been rescinded (lifted)
- Utility Operations and Maintenance Contractor removes signs from the entrance to affected streets or villages. Businesses are contacted directly.
- Utility Engineer and Utility Operations coordinate with local television stations NBC, CBS, ABC, Fox & The Villages Media Group to provide PSA that the notice has been rescinded.
- Public Safety Department notifies the county of affected area to activate the emergency notification for residents and businesses that the notice has been rescinded.

In the event of a State of Emergency, Villages Public Safety Department (VPSD) liaison will notify County Emergency Operations Center (EOC). If the event is deemed a natural disaster, the Utilities Operation and Maintenance Contractor will update Storm tracker

POTABLE WATER INCIDENT REQUIRING A PRECAUTIONARY BOIL WATER NOTICE (PBWN)

Incident involving 500 Homes or more

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies an incident has occurred requiring a precautionary boil water notice to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and County Health Department.

- Utility Operations and Maintenance Contractor sends an email communication to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them a PBWN has been issued for their area
- Utility Operations and Maintenance Contractor directly contact's all businesses affected by the incident.
- Utility Operations and Maintenance Contractor places signs at entrance to streets or villages affected.
- Utility Engineer and Utility Operations coordinate with local television stations NBC, CBS, ABC, Fox & The Villages Media Group to provide a PSA.
- Public Safety Department notifies the County of affected area to activate the emergency notification system for residents/businesses in the affected area.
- Utility Operations notifies District website coordinator to place PSA on District website

The following procedure is to be carried out by the responsible team members when the PBWN has been rescinded (lifted)

- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and directly contact's all business's affected that the precautionary boil water notice is rescinded.
- Utility Operations prepares an e-notification from www.districtgov.org which is sent to residents and businesses who subscribe to this service alerting them the PBWN has been rescinded (lifted)
- Utility Operations and Maintenance Contractor removes signs from the entrance to affected streets or villages. Businesses are contacted directly.
- Utility Engineer and Administrative Utility Operations with local television stations NBC, CBS, ABC, Fox & The Villages Media Group to provide PSA that the notice has been rescinded.

- Public Safety Department notifies the county of affected area to activate the emergency notification for residents and businesses that the notice has been rescinded.

In the event of a State of Emergency, Villages Public Safety Department (VPSD) liaison will notify County Emergency Operations Center (EOC). If the event is deemed a natural disaster, the Utilities Operation and Maintenance Contractor will update Storm tracker

NON-POTABLE WATER INCIDENT

IRRIGATION LINES

Any number of homes/business involved

A non-potable water incident may develop as a result of, but not limited to, a new irrigation line being tied into existing lines, construction activities, or a line break. Since this is a non-potable, irrigation water line, **there is no cause for a precautionary boil water notice to be issued.**

However, in an effort to reduce the negative impact to residents, the following procedures are to be carried out by the responsible team simultaneously.

Incidents involving road, golf cart closures and/or traffic redirection

- Utility Operations and Maintenance Contractor will notify VCDD Utilities email group
- Utility Operations and Maintenance Contractor will notify Utility Operations & District Property Manager
- Utility Operations and Maintenance Contractor will notify Community Watch

Incidents involving irrigation or fire service disruption

- Utility Operations and Maintenance Contractor will notify VCDD Utilities email group
- Utility Operations and Maintenance Contractor will notify Utility Operations & District Property Manager
- Utility Operations and Maintenance Contractor will notify Community Watch

- Utility Operations and Maintenance Contractor will notify Villages Public Safety of the area where fire hydrants may be inactive
- If incident involves local business's, Utility Operations and Maintenance Contractor will notify Villages Commercial Property Management of the commercial area or golf courses affected

If irrigation or fire service disruption is anticipated to be longer than 48 hours, Utility Operations will coordinate appropriate notice to customers.

NON-POTABLE WATER INCIDENT

WASTEWATER/SEWER

Any number of homes/businesses involved

A wastewater/sewer incident may develop as a result of, but not limited to, a storm drain back up, a wastewater backup, a lift station malfunction, or a new construction tie in. Since this is a wastewater/sewer incident, **there is no cause for a precautionary boil water notice to be issued.**

However, in an effort to reduce the negative impact to residents, the following procedures are to be carried out by the responsible team simultaneously.

- Utility Operations and Maintenance Contractor will notify VCDD Utilities email group
- Utility Operations and Maintenance Contractor will notify FDEP of nature and size (i.e. gallons spilled) of the incident. Also indicate the area that received the discharge
- Utility Operations and Maintenance Contractor will perform all clean up and complete all sampling requirements as required by FDEP
- Utility Operations and Maintenance Contractor will be responsible for the placement of all FDEP required signage
- Utility Operations and Maintenance Contractor will provide an incident completion report to FDEP

- Utility Operations and Maintenance Contractor will complete a National Pollutant Discharge Elimination System (NPDES) Incident Report and provide to District Utility Operations.

If the Incident involves road, golf cart path closures and/or traffic redirection:

- Utility Operations and Maintenance Contractor will notify VCDD Utilities email group
- Utility Operations and Maintenance Contractor will notify District Utility Operations & District Property Manager
- Utility Operations and Maintenance Contractor will notify Community Watch