



LCU Water Wise

Rehabilitating the County Sewer Pump Stations

Lee County Utilities

7391 College Parkway
Fort Myers, FL 33907

Office Hours:
Monday—Friday
excluding holidays
8:00 a.m.—5:30 p.m.

Phone: 239-533-8845
Toll Free: 1-800-485-0214
Fax: 239-485-8845

The best times to call
Customer Service:
Tuesday through Friday
early morning or late afternoon

Website: www.leegov.com/utilities

Notice to Customers:

The Safe Drinking Water Act (SDWA) requires that water companies provide their customers with an Annual Water Quality Report. LCU recently published the 2010 water quality results. This publication was mailed to LCU water customers. An electronic copy can also be found on our website at leegov.com/utilities.

To extend the life of the County Sewer System, Lee County Utilities began the difficult task of removing the aged structural and mechanical components of its sanitary sewer system and replacing it with new and more durable products.

LCU currently has over 600 sewer pump stations located throughout the Lee County service area. The goal is to rehabilitate between 12 to 15 sewer pump stations per calendar year. Since October 2007, LCU has completed a total of 42 rehabilitations.

The process includes removing old or deteriorated heavy ductile iron pipes and replacing them with fused high-density polyethylene (HDPE) pipe. This new HDPE pipe has a high resistance to corrosion and chemicals and will not be affected by sewer gas. HDPE pipe is preferred because it has a very long live expectancy, is very durable and flexible and is easy to work with.

Also included in the rehabilitation process is the replacement or refurbishment of damaged concrete

walls and floors, pump bases, valves and other components deemed unsafe or past their useful life expectancy. New technology lets LCU build and fuse the HDPE pipe and replace components in the field without using mechanical fittings that can deteriorate over the years.

Pictured below is one of the sites that was recently rehabilitated. It is located at the intersection of Corkscrew Rd. and Three Oaks Blvd.



Hurricane Preparation Checklist

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 for turning off your hot water heater and unplugging it. (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 accessed.

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.

Un-Authorized Payment Centers

Many local businesses tell their patrons that they are authorized to accept Lee County Utilities payments. Customers who use these services are unaware that, if they provide their payment to these businesses, it can take several days before their payment is delivered to Lee County Utilities. This causes problems when their account is at risk of disconnection.

For your convenience, Lee County Utilities has provided several drop boxes located throughout Lee County:

Waterway Estates Water Treatment Plant

4271 St. Clair Avenue

off Orange Grove Blvd in Waterway Estates

Community Development - Public Works Building - Downtown Ft. Myers

1500 Monroe Street, in parking lot near drive-thru

Customer Service Center

7391 College Parkway - West of US 41

Terry Park

3410 Palm Beach Boulevard, near curved entrance

Lee County Health Department

83 Pondella Road, front island

Karl Drews Community Center

18412 Lee Road, south side of building

South County Regional Library

21100 Three Oaks Parkway, Estero

Ask LCU?



Customer: I received a call from a company who said that they were affiliated with Lee County Utilities and were offering to test my water. Was this a legitimate call?

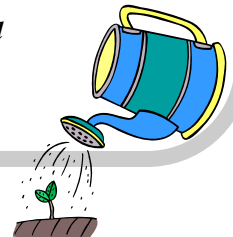
LCU: Many water softening companies offer this service with the hopes that they will be able to sell you a service such as a water softening system. Lee County Utilities is not affiliated with these companies. We encourage customers to call us if they are unsure of the identity of the caller. Our Customer Service Department can be reached at 239-533-8845.



Did you know.....

Irrigating using reclaimed water, rain harvesting systems and hand watering using a hose (with an automatic shut-off nozzle) can be done at any time.

These methods of watering are exempt from the year-round watering restrictions.



LCU PROPOSED RATE ADJUSTMENTS

LCU and its rate consultants will be bringing certain proposed revisions to rates and charges of LCU at a public hearing to be held by the Lee County Board of County Commissioners on Tuesday, August 9, 2011 at 5:00 p.m. o'clock in the Board's Chambers of the Old Lee County Courthouse, 2nd Floor, 2120 Main Street, Fort Myers, Florida.

Information concerning the proposed revisions to the LCU rates and charges will be available after June 30, 2011 at www.leegov.com/utilities with hard copies available for viewing at the following Lee County Government locations:

Customer Service Center, 7391 College Parkway
Public Works, 1500 Monroe Street, 3rd Floor
County Administration-Public Resources, 2115 Second Street, 1st Floor

