

FREQUENTLY ASKED QUESTIONS

Q. Who do I call if I have a water leak (drinking water or reclaimed water)?

A. If the water leak is between the meter and the house, you are responsible for the repairs and you may have to call a plumber. You may attempt to open up the meter box to shut off the water to make repairs, then turn it back on after they are made. If you need assistance to shut off the water, you may call our Public Works Department at (386) 322-6729. Please be aware that if Town personnel respond outside of normal business hours, you may receive a service charge on your utility bill.

If the leak is on the town side of the meter, call (386) 322-6729, our Public Works Department, between the hours of 8:00 a.m. to 4:30 p.m., Monday through Friday. At any other time, call (386) 236-2160.

Q. What is a "Boil Water Notice"?

A. A "Boil Water Notice" is an official public notification that is required by law, informing those affected to boil their water that is used for cooking or drinking for one to three minutes as a precautionary measure. During this time, our staff collects water samples in the affected area, and performs bacteriological tests to determine that the water is safe to drink. While the "Boil Water Notice" is in effect, the water may be used for bathing and similar purposes. The "Boil Water Notice" will usually be hand delivered in the form of a paper flyer, but may be issued via TV, radio and newspapers when large areas are impacted. The notice will be in effect until a flyer or media broadcast is issued, informing the affected public that the "Boil Water Notice" has been rescinded.

Q. Why are "Boil Water Notices" issued?

A. A "Boil Water Notice" is issued when water pressure in an affected area falls below 20 p.s.i. When pressure falls to this level there is the potential of back-syphonage and cross-contamination of the water system. Events that may cause low pressure are water main breaks, high service pump failure or planned construction of water lines. When these events occur, a "Boil Water Notice" is issued as a precautionary measure, and is in effect until bacteriological samples have been

taken, analyzed and the results indicate that the water is safe to drink. After two consecutive days of bacteriological tests have passed, the "Rescinding of Boil Water Notices" are distributed.

Q. Who do I call if my water tastes bad?

A. If you have any water quality concerns, such as taste, odor, color, etc, you can call the Public Works Department at (386) 322-6729. A tech will answer any questions you may have and respond to your complaint promptly.

Q. What are some tips for better water quality?

A. Calcium particles in the water are a common water quality complaint that we receive. If customers drain and flush out their hot water heaters on an annual basis, they can remove the majority of these calcium particles that accumulate in the bottom of the hot water tank, which cause faucet screens and shower heads to clog. It is also recommended you remove and clean showerheads and faucet screens periodically to reduce any calcium buildup that may occur. Running the faucet in the kitchen sink for approximately one minute each morning before consuming any water can substantially reduce the potential of any accumulation of lead and copper concentrations. Lead and copper can leach into the water from plumbing connections overnight when water is not being used.

Q. What is the annual treating and flushing of the water distribution system?

A. Each year, during part of the months of October and November, City of Port Orange water plant personnel change the disinfectant that is used in the treatment process, from a chlorine-ammonia combination (commonly referred to as "chloramines") to a free chlorine residual. Fire hydrants are flushed throughout the entire water distribution system to improve water quality and increase the bacteriological integrity of the water distribution system. At the end of this process, water plant personnel return to the use of a chloramine to resume normal operating conditions.

Q. Why do some people experience taste and odor problems during the annual flushing and treating of the water distribution system?

A. During the transitional stage of changing disinfectants, people report detecting the taste and odor of chlorine in their drinking water. This minor inconvenience is a temporary consequence of changing over to another disinfectant and does not represent any health problems. The water is safe to drink and can be safely consumed, or bottled water can be used during this time as a substitute if one finds this aesthetically displeasing. The annual flushing and treating of the water distribution system is performed as a precautionary measure and is recommended by the Volusia County Health Department. We appreciate your understanding during this operation as we strive to improve your water quality.

Q. If I plan on doing any type of digging on my property, do I need to call someone to locate the water and sewer lines?

A. The Town of Ponce Inlet does not perform utility locates for water, sewer and reclaimed water lines on private property. You will have to locate these lines yourself. However, you need to contact the One-Call Service at (800) 432-4770, for other utilities to be located, if you are performing excavation work deeper than 10". The One-Call Service is responsible to contact all local utility companies to locate their utilities for you. They have 48 hours to do so, after being contacted by the One-Call System, and they will use paint and flagging to mark the ground where their utilities exist. If you plan to dig within 2' of these marks, be very cautious, using hand tools only, in order to avoid damaging the buried utility lines. Due to the 48-hour notice, you will need to plan ahead and call in advance of your work.

Q. Can I do excavation work within 15' of the edge of the pavement of a town street?

A. If you are performing work deeper than 10", you must notify the One-Call Service at (800) 342-4770 to contact all local utility companies to locate their lines for you. After the One-Call Service has contacted them, utility companies have 48 hours to locate their lines. They will use paint and flagging to mark the ground where their

utilities are buried. If you plan to dig within 2' of these marks, use extreme caution, using hand tools only, to avoid damaging the buried lines. Remember to plan ahead, due to the 48-hour notice.

Minor or major dirt filling or excavating operations within 15' of the edge of a street also requires a Town right-of-way permit. Right-of-way permits are also required for construction efforts, such as installation of an additional driveway. Mailbox post installations do not require a permit, if done carefully with hand tools. However, any type of masonry mailbox or planter structure installation will require Town Council approval of a Right-of-Way License Agreement and subsequently a right-of-way use permit. Please contact the Public Works Department at (386) 322-6729 or the Building Department at (386) 236-2182 for assistance with this permitting application process.

Q. What do I do if I want to plant flowers, shrubs or trees within 15' of the edge of the pavement on a City street?

A. Please contact the Planning & Zoning Department at (386) 236-2183 to find out what types of plants are permissible and what formal approvals may be necessary to do this.

Q. If I'm not sure if water or sewer is available to me, whom do I call to find out?

A. For water, please call the Public Works Department at (386) 322-6729; for Sewer, please call the City of Port Orange Sewer Department at 506-5720. Please leave the street address or parcel number of the property in question, your name and telephone number. We will get the information back to you as soon as possible.

Q. What is a backflow prevention device and who needs it?

A. A backflow prevention device is a mechanical device located at the meter on all water lines servicing the property (potable, irrigation, fire). These prevent a reverse flow of water (backflow) into the distribution system in case of a pressure loss in the line. This prevents contaminants from flowing into the distribution system and spreading to other locations.

RP's provide the best protection for the public water system. All Backflow Prevention Devices must be tested annually by a Certified

Backflow Prevention (BFP) Tester. The testing & certification report may be faxed to (386) 322-6718. For more information on backflow preventers, visit www.classicbackflow.com.

Q. Who do I call to get more information on water conservation?

A. The Volusia Water Alliance website also has water conservation tips at www.volusianwater.org or e-mail Deborah Green, the Water Conservation Coordinator at greenwalliance@worldnet.att.net.

Call the Agricultural Center for Volusia County at (386) 423-3368 or visit their website at www.volusia.org/extension_service/.

For more information on water conservation, visit the Volusia County website at St. John's River Water Management District website at www.volusia.org/extension_service/irrigation.htm.

Another informative website is the St. John's River Water Management District website at www.sjrwmd.com/programs/outreach/conservation/index.html.

There are many websites out there with information on water conservation.

Q. If I have a question about my utility bill, utility rates, impact fees, or if I want to change my account status, who do I call?

A. Please call Utility Billing at (386) 236-2151 to change your account, set-up a new account or to inquire on your account. They can also give you information on current utility rates. You may e-mail Utility Billing Clerk with your inquiries at varnaud@ponce-inlet.org.

Q. Who do I call to get information on property line locations?

A. You will have to contact a surveyor to give you this information; the Town does not locate property lines.

Q. What is reclaimed water and is it safe?

A. Reclaimed water involves taking what we once considered to be wastewater, giving it a high degree of treatment, and using the

resulting high quality reclaimed water for a new beneficial use. The Town of Ponce Inlet does not use Reclaimed Water.

Q. Why doesn't everyone have access to reclaimed water?

A. There simply isn't enough of it to supply everyone. It takes five wastewater customers to supply one reclaimed water customer.

Q. Who do I call if my sewer is backing up?

A. The City of Port Orange owns, operates, and maintains the sewer system located within the Town of Ponce Inlet. Call (386) 506-5795, (City of Port Orange) Wastewater Collection Division, Monday through Friday, between the hours of 7:00 a.m. to 3:00 p.m. At any other time, call (386) 756-5380 or (386) 506-5785.

Q. What should I do if I accidentally damage a sanitary sewer lateral?

A. If the damaged lateral is more than 15' from the edge of the paved street or if the damage is located between the house and the clean-out, then you will need to contact a local plumbing company to make the repairs. In other instances, call (386) 506-5795, City of Port Orange, Wastewater Collection Division, Monday through Friday, between the hours of 7:00 a.m. to 3:00 p.m. At any other time, call (386) 756-5380 or (386) 506-5785.

Q. What types of things are unsafe to dispose of in the sewer system?

A. Explosive liquids or solids, fire hazard liquids or solids, grease, oils, whole blood, wood, glass, plastics, dyes, radioactive wastes, antifreeze, oxygen demanding products and biohazard substances including pesticides should not be disposed of in the sanitary sewer system.

Q. What do I have to do to hook up to city sewer if I currently have a septic tank?

A. Pay the sewer impact fees to the City of Port Orange. Call Customer Service at (386) 506-5720 or 506-5721 to find out how much the sewer impact fees will be.

To connect to City sewer, the homeowner is required to abandon the

septic tank, run a line from the house to the sewer connection point at the property line and connect to City sewer. Most plumbers will perform all of these services.

Be sure to ask if the plumber's quote covers:

*The septic tank abandonment.

*Installation of the sewer lines.

*Connection to City sewer by a State certified plumber.

*The septic tank abandonment permit from the Volusia County Health Department.

*The Town of Ponce Inlet plumbing permit.

The homeowner or plumber needs an abandonment permit from Volusia County Health Department for the residence if they are going to abandon the septic tank themselves.

The Health Department may be reached at (386) 274-0692 or go to 1845 Holsonback Drive in Daytona Beach.

Remember, nearly all plumbers get the permits as part of the sewer hook-up.

Q. What are the current watering restrictions?

A. For all water users:

Even addressees: Thursdays and Sundays

4 a.m. to 8 a.m. Manual and automatic systems

5 p.m. to 9 p.m. Manual systems only

Odd addresses: Wednesdays and Saturdays

4 a.m. to 8 a.m. Manual and automatic systems

5 p.m. to 9 p.m. Manual systems only

For more information:

Visit the St. John's River Water Management District website at www.sjrwmd.com/programs/outreach/conservation/index.html

The Volusia County website at www.volusia.org/environmental/conserves.htm.

These sites have lots of information on local water conditions and conservation tips.

Q. If I see someone irrigating at the incorrect time/day, whom do I notify?

A. Please call the Code Enforcement office at (386) 236-2186 and leave the complete address of the violation, time of day and date of the violation. If you wish to be contacted, please leave your name and telephone number.

Q. If I want to install a well for lawn sprinkling; what steps do I have to take?

A. Get a well permit from Volusia County Environmental Management. Please call (386) 254-4612 for more information. Well drilling companies typically obtain the permit as part of their service when they drill a well.

Q. What do the painted marks and/or flags on the sidewalks, roadways, and sometimes even in resident's yards mean?

A. They are normally used for marking underground utility lines. Locates are required prior to digging to prevent utility line damage. The different colors represent different utilities. Listed below are the color codes.

White - Proposed excavation

Pink - Temporary survey markings

Red - Electric power lines, cables, conduit and lighting cables

Yellow - Gas, oil, steam, petroleum or gaseous materials

Orange - Communication, alarm or signal lines, cables or conduit

Blue - Potable (drinking) water

Purple - Reclaimed water, irrigation and slurry lines

Green - Sewers and drain lines

For further information you may call Sunshine State One Call of Florida, Inc. at (800) 432-4770 or go to their website www.callsunshine.com.

Q. Who do I call to find out when my garbage/recycle pickup days are?

A. Contact Waste Management at (386) 673-0800, x. 331 during normal business hours. The following is the schedule for yard trash, garbage, and recycling collection in the Town of Ponce Inlet. Please be sure that all items set for collection are at the curb NO LATER THAN 7:00 AM.

Household Garbage: Mondays & Thursdays;

Yard Waste: Tuesdays – bagged, boxed or tied *only*

Yard Waste: Wednesdays – Claw truck *only* (large piles)

Recycling: Tuesdays