



ENVIRONMENTAL SERVICES DEPARTMENT



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

ENVIRONMENTAL SERVICES DEPARTMENT

The Environmental Services Department delivers water, wastewater and solid waste services to the citizens of Seminole County. The Department is comprised of several divisions, including:

- Solid Waste;
- Utility Operations;
- Field Operations;
- Asset Management;
- Wastewater;
- Water Operations;
- Water Conservation;
- Utilities Engineering; and the
- Department Business Office.

ACCOMPLISHMENTS IN 2017 INCLUDE:

- The Surface Water Treatment Plant provided an additional 93 million gallons of water last year, which supplemented the reclaimed water system during periods of high demand;
- 1.6 billion gallons of wastewater were treated at two Bardenpho Advanced Nutrient Removal Plants
- The Industrial Pre-Treatment Program completed 31 commercial inspections and 485 fat, oil, and grease trap inspections at restaurants;
- 72 new reclaim water inspections and 768 residential and commercial re-inspections were performed by the Reclaim Division
- Nearly 12,500 preventive, predictive, and corrective work orders were generated;
- More than 2,250 water distribution system valves were inspected and maintained;
- 400 lift stations were maintained and cleaned;
- 345 manholes were repaired;
- 3,700 feet of sewer mains were relined;
- 16 miles of the sanitary sewer system inflow/infiltration were smoke tested; 500 areas were repaired; and
- 10 pump stations were maintained and upgraded (Victory Square, Chase Groves #2, Seminole Town Center, Fire Station #34, Forest Cove, Sun Drive, Oxford, Bear Bully Point, Lake Forest #3, Timacuan).

HURRICANE IRMA

- 250 of the County's 300 lift stations lost power during the storm. Power was restored to all lift stations in less than two weeks. In the interim, lift stations were supplemented by back-up generation.
- Seminole County's two wastewater treatment plants and six water treatment facilities lost commercial power during the storm. Emergency generators transitioned seamlessly to provide power so utility customers continued to receive necessary service.

CUSTOMER SERVICE ENHANCEMENTS

- A dedicated dispatcher was added to Customer Service to streamline the Utility work order system. This process change allows customer work orders to be created and dispatched to the field staff in a more efficient manner.
- Last spring, Seminole County water and sewer utility bills were redesigned to provide customers with more concise information, including revised billing dates and updated payment options.
- The Water and Sewer program implemented an auto payment option for utility customers, giving users the option to make their monthly payment automatically through their bank.

ENVIRONMENTAL SERVICES DEPARTMENT BY THE NUMBERS

- 5.8 BILLION GALLONS OF POTABLE WATER WERE TREATED AND DELIVERED TO SEMINOLE COUNTY WATER UTILITY CUSTOMERS;
- THE AVERAGE WATER PRESSURE OF THE COUNTY'S WATER DISTRIBUTION SYSTEM IS MAINTAINED BETWEEN 55-65 POUNDS PER SQUARE INCH (PSI);
- 1.5 BILLION GALLONS OF RECLAIMED WATER WERE DELIVERED TO COMMERCIAL AND RESIDENTIAL CUSTOMERS LAST YEAR. THIS EMBODIES 89 COMMERCIAL CUSTOMERS AND 2,176 RESIDENTIAL CUSTOMERS. RECLAIMED WATER IS UTILIZED FOR LANDSCAPE, YARD, AGRICULTURAL, AND GOLF COURSE IRRIGATION, CAR WASH FACILITIES, AND TOILETS.

