

City of Port Orange- Public Utilities

What is Reclaimed Water?

Reclaimed water is also known as reuse water. It is domestic water which has been treated and disinfected to a high degree such that it can be safely used to irrigated golf courses and residential lawns. Reclaimed water must meet strict water quality requirements established by the Florida Department of Environmental Protection. Although reclaimed water meets most of the drinking water standards and is safe for human contact, it is not intended for use as drinking water.

There have been no reports of ill effects from the prescribed usage of reclaimed water. Reclaimed water must meet strict federal and state quality guidelines. As a water source for irrigation and other productive uses, reclaimed water has been continually proven safe.

Customer Responsibilities for the Use of Reclaimed Water

- To use reclaimed water in a responsible manner as outlined under the “Approved Uses”.
- To protect your reclaimed water from being used by others, such as children, in unapproved uses.
- To educate all members of the household and guests to the approved and unapproved uses.
- Do not share with neighbors or allow reclaimed water to be transported off the property by any means.
- No above ground hose bibs allowed. Reclaimed water hoses are to be disconnected when not in use.
- To prevent cross connection of your reclaimed water with any other source of water, such as the City of Port Orange’s public drinking water system.
- To disconnect your irrigating well from the irrigation system prior to the connection to reclaimed water, unless a testable backflow preventer is installed at your reclaimed meter connection and is approved by the city.
- Avoid spraying reclaimed water on the street, sidewalks, and other neighbor’s property. Avoid forming reclaimed water puddles on the ground.

Approved Uses of Reclaimed Water

- Lawn irrigation and most landscape plants. Some plants may be especially sensitive to the increased salt content present in reuse water.
- Check with your local county agricultural agent if you have any questions concerning an intended use of the reclaimed water on specific landscape or garden plants.

Unapproved Uses of Reclaimed Water

- Drinking- human and pet consumption
- Children should NOT be permitted to play in reuse water.
- Filling of swimming pools, jacuzzies, spas or other recreational uses.
- Any usage inside the home or garden including toilet flushing, washing clothes, food preparation, bathing, showering or washing of pets.
- The washing of sidewalks, walkways, driveways, parking lots, tennis courts and all other hard surfaced areas is prohibited.

Watering Restrictions

The St. John's River Water Management District's watering restrictions are designed to ensure the efficient use of water for landscape irrigation. The watering restrictions they have put into place allow enough water to maintain a healthy landscape year-around. Daylight savings time starts on the second Sunday in March and goes until the first Sunday in November. The watering restrictions for this time period are below.

Residential:

- Odd Numbered Addresses: Wednesday and Saturday
- Even Numbered Addresses: Thursday and Sunday
- Non-Numbered Addresses: Wednesday and Saturday

Nonresidential:

- All Properties: Tuesday and Friday

Customers are required to water no more than (1) hour per zone and no more than $\frac{3}{4}$ inch of water per zone per irrigation day. Water only when needed, and not between 10:00am and 4:00pm.

During Eastern Standard Time (the first Sunday in November until the second Sunday in March) the watering restrictions will change to one day a week for each of the above categories.

For more information on watering restrictions, visit

<https://www.sjrwmd.com/wateringrestrictions/>

Reclaimed Water Irrigation

Customers using reclaimed water are allowed to irrigate (3) days per week under the city's ordinance. Please see City Code of Ordinances Section 74-202 for more information.

Residential: (12:00 midnight to 8:00am):

- Odd Numbered Addresses: Monday, Wednesday and Saturday
- Even Numbered Addresses: Tuesday, Thursday and Sunday

Nonresidential: (6:00pm to 12:00 midnight):

- Odd Numbered Addresses: Monday, Wednesday and Saturday
- Even Numbered Addresses: Tuesday, Thursday and Sunday

Reclaimed Projects

City of Port Orange- Recharge Reservoirs

The Completion of a Full Circle

Projects have a purpose with a start, a finish and the opportunity for something that lasts long into the future. In the City of Port Orange, the recharge reservoirs purpose is to benefit the environment by using the scarce resource of water in ways that are innovative and creating a beautiful new ecosystem. When the project was finished, it not only became a place for storing water for citizen irrigation, but it also became a wildlife refuge while drastically reducing the discharge of water into the Halifax River. It is just how things should be.

Prior to the reservoirs, reuse water was discharged into the Halifax River in low demand periods. In contrast, during high demand periods the reclaimed water plant could not produce enough discharge to meet the demand. Instead of building 50 tanks holding 3 million gallons of water each, why not dig 2 lakes to have even more capacity. This completely changed the ability to provide a high-quality product to the public on demand. The unseen service is the reduction of drinking water used for irrigation and this benefit is a cost savings and it stretches the conservation of aquifer water.



Dunlawton Drainage and Halifax Augmentation

With the successful completion of two major projects, the City of Port Orange now has an effective means to alleviate flooding on Dunlawton Ave and augment storm water into the reclaimed water system. These two systems work in conjunction during Hurricane Matthew to keep pond levels down and send excess storm water to the Halifax River and the City's Recharge Reservoir west of I-95.



Cross Connections

A cross connection is a point in the plumbing system where the potable (drinking) water supply is connected to a non-potable source. Pollutants or contaminants can enter the drinking water system through controlled cross connections when backflow occurs.

Cross connections can be found in all plumbing systems. It is important that each cross connection be identified and evaluated as to the type of backflow protection required to protect the drinking water. Some common cross connections include: wash basins and sinks, swimming pools, irrigation sprinkler systems, hose bibs, and reuse water lines.

What is Backflow?

Backflow is when water flows in the opposite direction from its natural flow. With the direction of flow reversed, due to a change in pressures, backflow can allow contaminants to enter our drinking water system through cross connections. There are two types of backflow; back siphonage and backpressure.

Back siphonage is caused by a negative pressure in the supply line to a facility or plumbing fixture. A few ways back siphonage may occur are: during water line breaks, when repairs are made to the water lines, and when shutting off the water supply.

Backpressure can occur when the potable water supply is connected to another system operated at a higher pressure or has the ability to create pressure, etc. Principle cases are booster pumps, pressure vessels, and elevated pumping.

Of particular concern are homes on our system that also have private wells, customers with reuse water hook-ups, or from yard irrigation systems through backflow or back siphonage. Interconnection through plumbing errors is sometimes found to be a cause of cross connection.

Why Should I Be Concerned?

Backflow can allow contaminants to enter our drinking water system. The Florida Department of Environmental Protection categorizes possible contamination hazards as either high or low.

- High Hazards- any substance that, if introduced to the public water system, could cause illness, death or spread disease. Example: industrial fluids or waste.
- Low Hazards- any substance that, if introduced to the public water system, would not be a health hazard but would constitute a nuisance or be aesthetically objectionable. Examples: pollutants which would affect the color or odor of the water.

These types of hazards are not wanted in our community drinking water, which makes backflow prevention necessary.

What Can I Do to Prevent Contamination?

- Do keep the ends of hoses clear of all possible contaminants.
- Do buy and install hose bib type vacuum breakers (available at hardware or plumbing stores) on all threaded faucets in and around your home, if not already equipped with a built-in vacuum breaker.

- Do install an approved backflow prevention assembly on all underground lawn irrigation system. (An irrigation permit is needed from the Volusia County Health Department)
- Don't submerge hoses in buckets, pools, tubs, sinks, ponds, etc.
- Don't use spray attachments (like lawn fertilizers or herbicides/pesticides) without a backflow prevention device.
- Don't connect waste pipes from water softeners or other treatment systems to the sewer or submerged drain pipes.
- Don't use a hose to unplug blocked toilets, sewers, etc.
- Don't connect reuse lines to the drinking water supply.
- Don't leave hoses laying on the ground.

City of Port Orange Cross Connection Program Requirements

Businesses are required to meet the cross-connection standards of the City Code 74-241 to 74-253.

Residents should follow the information found here.

Other Information

Cooking Oil Disposal Tips

- Cooking oil, fats and grease should never be put down the drain!
- Small amounts of cooking oil should be poured into disposable containers (can, milk or juice carton) and put in the trash.
- Dishes and pots coated with grease should be wiped clean with disposable towels prior to being washed in the sink or dishwasher.
- Large amounts of cooking oil from deep fryers should be brought to the Water Reclamation Facility for disposal. There is a used cooking oil collection container at the Water Reclamation Facility located at 817 Oak Street.
- For more information, call 386-506-2785.

Motor Oil

It is illegal to pour used motor oil down the drain!

Please take all used motor oil to one of the following locations or call auto part stores to see if they accept used motor oil.

- Wal-Mart
- County Fire Station #12 at 975 Taylor Road
- Volusia County Landfill at 1990 Tomoka Farms Road

PAYING YOUR UTILITY BILL

There are a few ways to pay our utility bill!

1. Pay by mail- each bill includes a payment envelope for your convenience.
2. Pay in person- you may visit the office at 1000 City Center Circle. There is also a drop off box in the drive-through area for payments by check or money orders.

3. Automatic Fund Transfer- contact Utility Customer Service for information
4. Credit Card Payment- pay with your Visa, MasterCard, American Express or Discover cards either in person or by phone.

For more information, please see the City of Port Orange's website and click on Pay Utility Bill.