

Water Conservation Practices

The city currently has an existing procedure to ensure that the user does not have a leak or a broken meter which is accomplished as a courtesy on a monthly basis during the billing cycle.

After the water meter monthly reads are downloaded:

1. A read exceptions report is generated for meter readings of 75% higher or 75% lower of water the usage from the last bill.
2. The customer's history is reviewed; comparisons made on similar water usage increase patterns (not commonly carried out by other municipalities) during certain months and if it is unusual, a work order is created to confirm the read to determine whether there is a leak.
3. For large leaks, city staff turns off the water and notifies the customer in order for the leak to be repaired.
4. Notification is sent to customers -- who are identified as one of the five-highest users of water consumption for the past month -- requesting that they access a link from St. John's River Water Management District with tips on efficient water usage and check their irrigation settings, sprinkler heads for damage and water spraying sidewalks and pavements as well as toilets and faucets for leaks.

During water shut-offs for non-payment, the city attempts to turn the water back on as soon as possible after payment is made. Other local governments inform users that water utility service would be restored in the next three days. The City of Fruitland Park makes every effort to provide the same day service and go above-and-beyond what other municipalities do.