



It is the responsibility of the Village Center Community Development District (VCCDD) & North Sumter County Utility Dependent District (NSCUDD) to provide our water customers with the quality water and customer service our community has come to expect and deserve.

A major component of service provided by the Utilities Department is the risk assessment involving waterborne contaminants through natural or manmade means. It is our responsibility to provide guidance and assistance to prevent exposure to drinking water contaminants that could present a threat to our resident's health.

This document will provide a guideline regarding the responsibility for the notification process used in a water, wastewater, or irrigation incident including the applicability for the issuance of precautionary boil water notices. In addition, this document serves to outline the procedures to implement in a manner consistent with the degree of hazard encountered.

These notices will be issued in a prudent manner and only when there is sufficient justification for this necessary action.

Diane Tucker
Administrative Operations Manager
Village Center Community Development Districts

Village Community Development Districts Mission: To provide responsible and accountable Public Service that enhances and sustains our community.

UTILITY INCIDENT NOTIFICATION PROCEDURES

This Utility Incident Notification Procedures Manual is applicable to both Village Center Community Development District (VCCDD) & North Sumter County Utility Dependent District (NSCUDD).

Little Sumter Service Area (LSSA) & Village Center Service Area (VCSA) both of which are owned by VCCDD provides water, wastewater and irrigation services to residents located North of CR466.

South of CR466 Utility Services is North Sumter Utility (NSU) for potable only and Villages Water Conservation Authority (VWCA) for irrigation only. All notifications will be executed by the Village Center Community Development District Utility Operations Department.

A “Utility Incident” may include a water, wastewater, or irrigation incident that could develop as a result of, but not limited to, a water line break, a problem at a water plant, a new connection to an existing line, a sewer back up, a Wastewater Treatment Plant incident, or shutting off the water and turning it back on. Each water incident will have a set of protocols to follow. These procedures are to assure proper notification to our residents and customers in the event of an incident involving our water utilities.

Water suppliers are required by the Florida Department of Environmental Protection (FDEP) to notify customers to boil water when conditions exist that may cause the water supply to be vulnerable to the potential for contamination. A precautionary boil water notice is a form of notification that advises customers to boil tap water used for drinking, cooking and ice-making until tests verify the water is safe. The determination that the water is safe is a process through which the Utility Operations and Maintenance Contractor sends water samples to a State Certified Water Testing Lab and receives a report back stating that the water samples meets all federal and state regulations. The precautionary boil water notice would then be rescinded by notifying all affected residents.

The following are different scenarios that may occur and procedures that should be followed to assure proper notification. If a water, wastewater, or irrigation incident occurs outside of normal business hours, and is reported to Community Watch, Community Watch will notify the Utility Operations and Maintenance Contractor.

POTABLE WATER INCIDENT PRECAUTIONARY BOIL WATER NOTICE Incident involving less than 150 homes

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies there is an incident that requires a precautionary boil water notice to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and Utility Engineer.
- Utility Operations and Maintenance Contractor sends an email to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- The Utility Engineer and the Administrative Operations Manager provide a PSA for the Billing and Customer Service Division, VCCDD Utilities email group, and the Public Safety Department.
- Utility Operations and Maintenance Contractor places door hangers (Exhibit A) on the front door of homes that are affected by the incident and directly contacts all businesses.
- Administrative Operations Manager notifies the County Health Department for affected area.

- **NO MEDIA ALERT REQUIRED**
- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and notifies affected homes when precautionary boil water notice is rescinded by placing door hangers (Exhibit B) on the front door of homes that were affected. Businesses are contacted directly.

**POTABLE WATER INCIDENT
PRECAUTIONARY BOIL WATER NOTICE
Incident involving more than 150 homes but less than 500 homes**

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies an incident has occurred requiring a precautionary boil water notice to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and Utility Engineer.
- Utility Operations and Maintenance Contractor sends an email communication to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- The Utility Engineer and Administrative Operations Manager provide a PSA for the Billing and Customer Service Division, VCCDD Utilities email group, and the Public Safety Department.
- Utility Operations and Maintenance Contractor provide PSA to The Villages Media Group.
- Utility Operations and Maintenance Contractor places door hangers (Exhibit A) on the front door of homes that are affected by the incident and directly contact all businesses.
- Utility Operations and Maintenance Contractor places signs at entrance to streets or villages affected.
- Utility Engineer and Administrative Operations Manager coordinate with local television stations 2, 6, 9, and 35 to provide a PSA.
- Public Safety Department notifies the County of affected area to activate the emergency notification system for residents/businesses in the affected area.
- Administrative Operations manager notifies the County Health Department for affected area.
- Administrative Operations Manager notifies the Information Technology personnel for placement of PSA on District website
- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and notifies affected homes when precautionary boil water notice is rescinded by placing door hangers (exhibit B) on the front door of homes that were affected. Signs are removed from the entrance to affected streets or villages. Businesses are contacted directly.
- Utility Engineer and Administrative operations manager coordinate with local television stations 2, 6, 9 & 35 to provide PSA that the notice has been rescinded.
- Public Safety Department notifies the county of affected area to activate the emergency notification for residents and businesses that the notice has been rescinded.

**POTABLE WATER INCIDENT
PRECAUTIONARY BOIL WATER NOTICE
Incident involving 500 homes or more**

The following procedures are to be carried out by the responsible team members simultaneously.

- Utility Operations and Maintenance Contractor identifies there is an incident requiring a precautionary boil water notice to be issued.
- Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and Utility Engineer.
- Utility Operations and Maintenance Contractor sends an email communication to the VCCDD Utilities email group identifying the incident that occurred, location of incident, and number of homes/businesses affected.
- Utility Operations Contractor places signs at entrance to streets or villages affected.
- The Utility Engineer and Administrative Operations Manager provide a PSA for the Billing and Customer Service Division, VCCDD Utilities email group, and Public Safety Department.
- Utility Operations and Maintenance Contractor provides PSA to The Villages Media Group.
- Utility Engineer and Administrative Operations Manager coordinate with local television stations 2, 6, 9, and 35 to provide a PSA.
- District Public Safety notifies the County of affected area to activate the emergency notification system for residents/businesses in the affected area.
- Administrative Operations Manager notifies the County Health Department for affected area.
- Administrative Operations Manager notifies the Information Technology personnel for placement of PSA on District website.
- Door hangers will not be placed when the incident involves five hundred (500) homes/businesses or more
- Utility Operations and Maintenance Contractor notifies the VCCDD Utilities email group and places a PSA with The Villages Media Group when the precautionary boil water notice is rescinded. Signs are removed from the entrance to affected streets or villages. Businesses are contacted directly.
- Utility Engineer and Administrative operations manager coordinate with local television stations 2, 6, 9 & 35 to provide PSA that the notice has been rescinded.
- Public Safety Department notifies the county of affected area to activate the emergency notification system for residents and businesses that the notice has been rescinded.

NON-POTABLE WATER INCIDENT –IRRIGATION LINES
Any number of homes/businesses involved

A non-potable water incident may develop as a result of, but not limited to, a new irrigation line being tied into existing lines, construction activities, or a line break. An existing irrigation line may need to be shut off for a period of time.

Since this is a non-potable, irrigation, water line no precautionary boil water notice would be issued.

Utility Operations and Maintenance Contractor will notify the VCCDD Utilities email group of the incident. This notifies the Billing and Customer Service Division and Public Safety Department of the location and description of the water incident thereby providing Information for resident inquiries.

WASTEWATER/SEWER
Any number of homes/businesses involved

A wastewater/sewer incident may develop as a result of, but not limited to, a storm drain back up, a wastewater back up, a lift station malfunction, or a new construction tie in.

Since this is a wastewater/sewer incident no precautionary boil water notice would be issued.

Utility Operations and Maintenance Contractor will notify the VCCDD Utilities email group of incident. This notifies the Billing and Customer Service Division and Public Safety Department of the location and description of the wastewater/irrigation incident thereby providing information for resident inquiries.

Utility Operations and Maintenance Contractor notifies the Florida Department of Environmental Protection (FDEP) and Utility Engineer.