

Frequently Asked Questions (FAQ) – Water Quality and System Updates

1. Why does my water have a bad smell or color?

The odor and discoloration are primarily due to the City's aeration treatment systems being offline since October 2024, following a structural failure. These systems help remove naturally occurring hydrogen sulfide, which can cause a sulfur-like smell and may discolor the water. The City has increased flushing and is using chlorine to help manage these issues in the interim.

2. What is being done to fix the problem?

The City has ordered replacement equipment for both aeration systems. Installation is expected to be completed this summer. In the meantime, operational adjustments are being made, including:

- Increased flushing of the water system
- Higher chlorine dosing to maintain disinfection
- Bringing Well 7 (a higher-quality water source) back online to improve water blending

3. Why is it taking so long to fix the aeration systems?

The equipment needed is specialized and must be custom-fabricated and installed. However, all necessary parts have been ordered, and the City is working with contractors to expedite the process.

4. What is being done to prevent this from happening again?

The City is pursuing federal funding to upgrade the water plant, install a new well-treatment system, and add an emergency backup well. These improvements will help provide a more reliable water quality and system resilience in the future.

5. How is the City keeping residents informed?

The City is hosting a public workshop on **Thursday, June 12, 2025, at 5:00 PM**. This event will provide updates, answer questions, and allow residents to voice concerns. It may include participation from the Florida Department of Environmental Protection (DEP).

6. What can I do if I'm still experiencing issues?

Please continue to report water quality concerns to the City. Your feedback helps identify problem areas and guides flushing efforts. You are also encouraged to attend the upcoming workshop or visit the City's website and social media for updates.