Utility Department

Utility Department

To:	Lauren Johnston, City Manager
Date:	10/07/2025
Department:	Utility Department
Director:	Brian Roche *Brian Roche*
Reporting Period:	4th Quarter FY 2025

Department Summary

The Utility performed strongly throughout the year, successfully meeting all established service levels and providing reliable, high-quality water and wastewater services to our residents. Through careful planning, efficient operations, and dedicated staff, we ensured uninterrupted service delivery, regulatory compliance, and continued progress on key infrastructure initiatives that support the long-term sustainability of our community.

Design work is actively underway for the planned expansion of the existing Wastewater Treatment Plant #1 which will support future growth and enhance system capacity. The current schedule is to have the 90% design plans completed for February of 2026. Wastewater Treatment Plant #2 was expanded to a capacity of 4 million gallons per day (MGD) following the completion of a multi-year project. The ribbon-cutting ceremony was held for the newly expanded plant on August 4, 2025.

The utility remains focused on maintaining high service levels while preparing for upcoming infrastructure improvements.

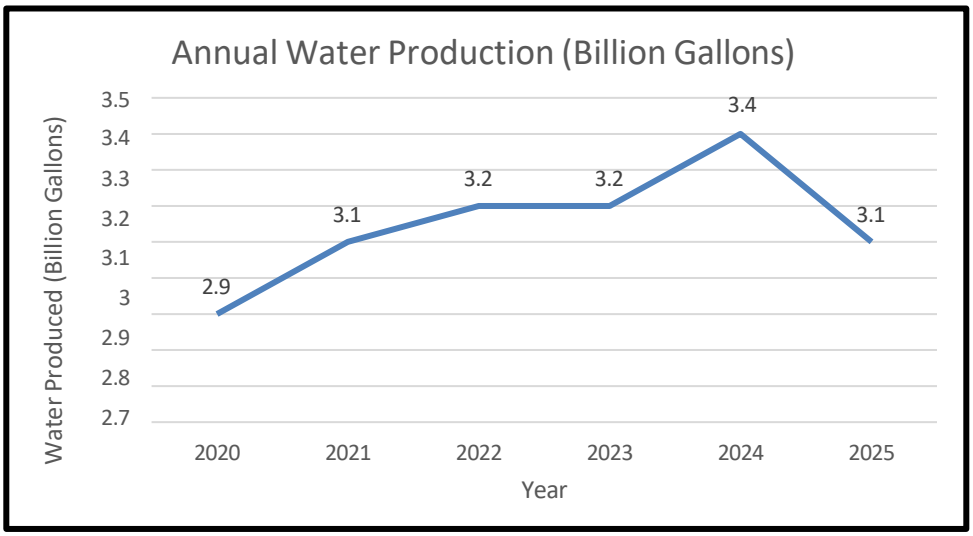
Key Highlights of 2025

- **Water Production:** 3.1 billion gallons produced (down 9% from FY24)
- **Wastewater Treated:** 2.8 billion gallons produced (down 7% from FY24)
- **Water Distribution:** 23,306 work orders completed
- **Customer Service**: The Customer Service Division concluded the year by handling 113,376 calls and 41,171 portal inquiries. Of these cases, approximately 40% were resolved directly by our customer service team, reflecting our strong commitment to delivering timely, effective support and solutions to our residents.

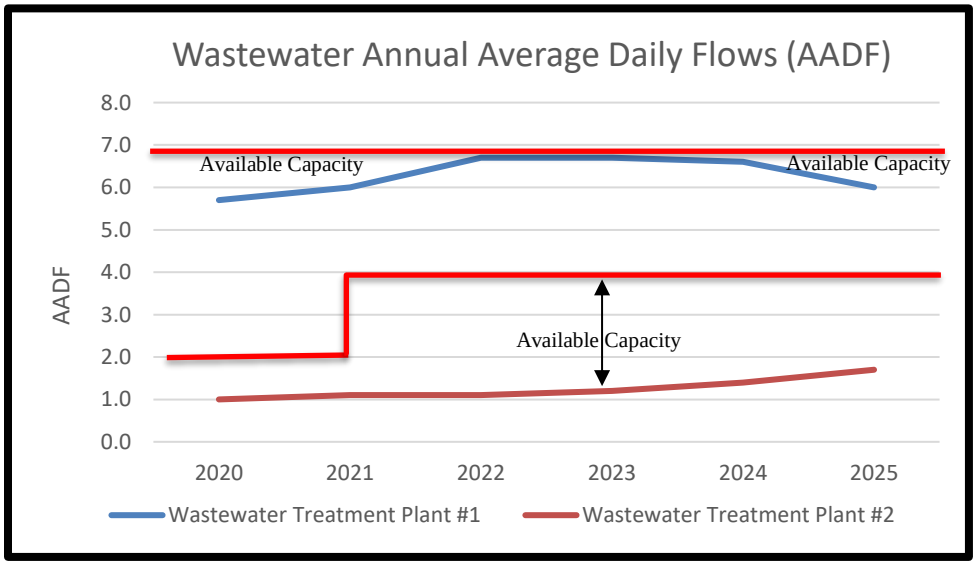
- **Key Projects:** Old Kings Road force main installation is substantially complete; Wastewater Treatment Plant #2 Plant Expansion substantially complete, Wastewater Treatment Plant #1 expansion design nearing 60% complete.
- **Personnel:** In 2025, the Utility welcomed a new Director, Brian Roche, who brings extensive experience in water and wastewater management along with a financial background.

Operational Performance

Water Production



Wastewater Treatment



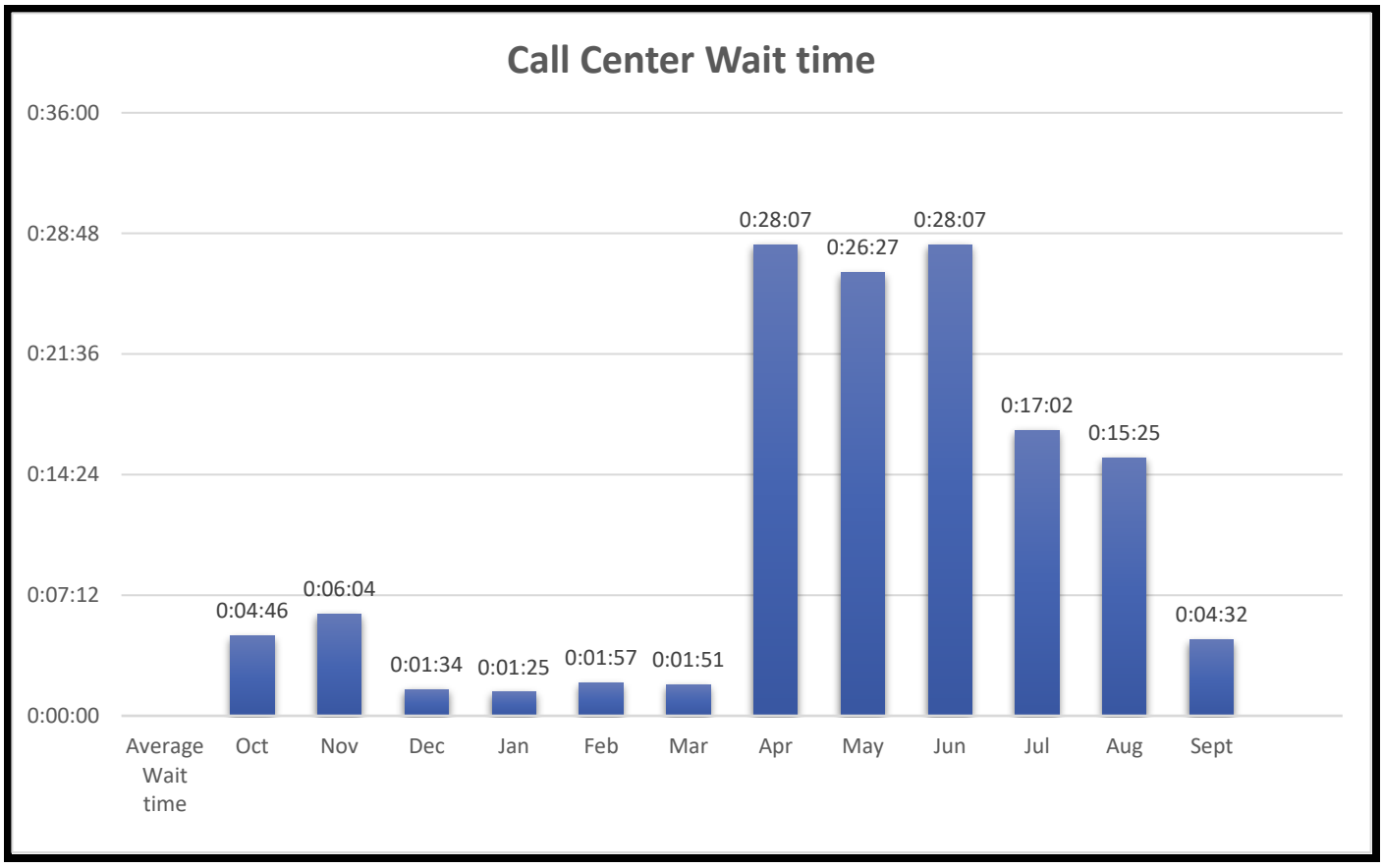
The wastewater system continues to operate within its permitted capacities. A review of the annual average daily flow (AADF) for Wastewater Treatment Plants No. 1 and No. 2 shows that both facilities remain below their respective permitted treatment limits. This improved balance in flows is the result of operational adjustments implemented by utility staff, who modified collection system pumping strategies to reduce the volume delivered to WWTP No. 1 and redirect a portion of that flow to WWTP No. 2.

Customer Service, Wastewater Collections, & Water Distribution - Key Performance Indicators:

KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Decrease the number of customer service calls per capita by 10% within 12 months by increasing the use of the Palm Coast Connect Portal and website resources.	10%	9.29%	Significant progress was made toward the call reduction target, with nearly a 10% decrease achieved, alongside steady growth in portal usage,	Yearly calls decreased to 113,376, representing a 9.29% reduction compared to the prior year – very close to the 10% goal. Portal cases increased to 41,171, a 3.16% increase, indicating greater adoption of online resources.
Strategy	Track portal usage and call volume monthly, identify common questions still generating calls and update online content accordingly to further customer service contacts.			

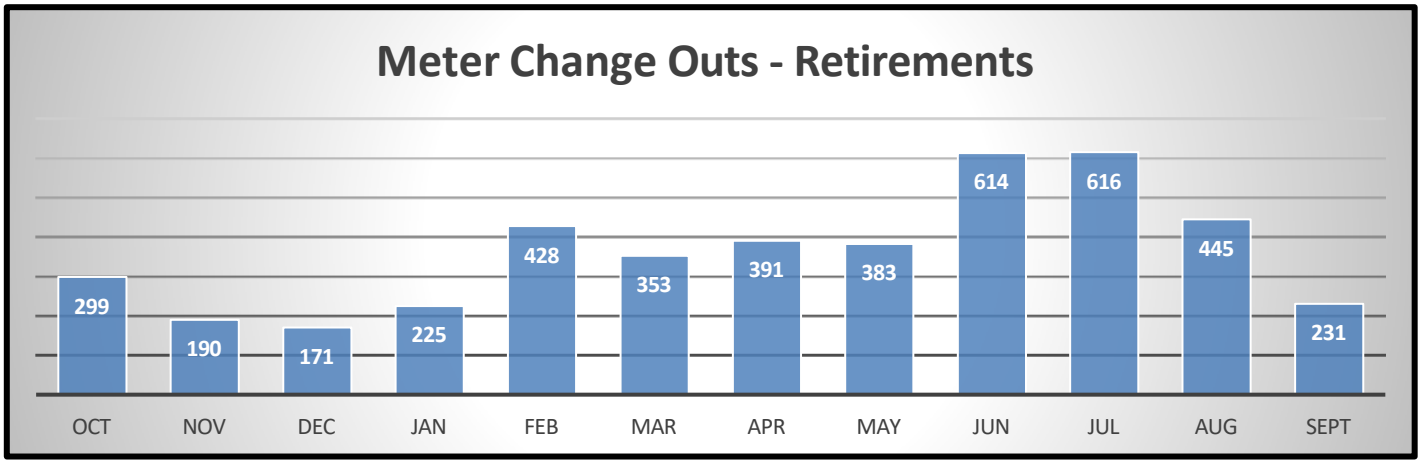
KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Meet the % of Palm Coast Connect cases are initially dispatched within one business day of receiving.	90%	90%	Customer Service introduced a new text message feature, allowing residents to submit cases without the need to wait on hold in the call center. This initiative has led to a notable reduction in call volume, providing a better experience for residents and reducing call center congestion.	We ended this year with 50,318 cases and only 4,687 were considered late. Our percentage was 90% on time for the year.
Strategy	The strategy is to ensure cases are dispatched to the proper department and are handled quickly.			

KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Reduce the average wait time to 4 minutes or less over the next 12 months.	4-minute wait time	12-minute and 38 seconds	While the yearly average did not meet the KPI, the data reflects that staffing shortages were the primary driver of delays. With the division expected to be fully staffed in the new year, consistent improvement and alignment with the 4-minute target are anticipated.	October–March: Wait times remained close to or below target, ranging from 1:25 to 6:46 minutes. April–August: Wait times spiked sharply to between 17 and 28 minutes, due to being short-staffed. September: With staffing levels improving, wait time decreased to 4:32 minutes, showing performance is trending back toward the target.
Strategy	Streamline call workflows, implement call routing enhancements, and resolve common issues faster.			



KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Measure the percentage of samples passing the minimum quality standards. Collect and report the data on bacteriological quality (E-Coli; Coliform – group). Take samples monthly at all established sampling sites approved in the bacteriological plan.	100%	100%	The KPI will be calculated by dividing the number of passing samples to the total of water samples tested. Goal – 100%	All compliance for bacteriological samples were taken and absence for coliform.
Strategy	This goal is intended to test water for coliform to ensure the water is bacteriologically safe.			

KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Reduce the backlog of water meter retirements by 25% each year.	25%	32%	The goal was to reduce the backlog by 25% (3,392 meters). With 4,346 retirements completed, the Utility exceeded the target, achieving a 32% reduction in the backlog.	At the start of the year, the backlog was 13,566-meter retirements. Over the course of the year, 4,346 retirements were completed, reducing the backlog to 9,220.
Strategy	Detecting the point in time in which water meters should be replaced implies that they can be replaced proactively to minimize the impact of water consumption under-registration.			



KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Rehabilitate 5% of average of the remaining gravity sewer mains, demonstrating steady progress toward enhancing the overall system integrity and capacity.	5%	0.08%	This year, 200 feet of lining was completed out of a total 233,000 feet.	While this year's rehabilitation output fell short of the 5% target due to budget constraints. Future funding commitments position the Utility to accelerate progress and further strengthen the integrity and capacity of the sewer system.
Strategy	To proactively rehabilitate the gravity sewer main infrastructure verses reacting to emergency failures.			

KPI GOAL	TARGET PERCENTAGE	ACTUALS	SUMMARY	OUTCOME
Reduce I&I-Inflow and infiltration by sealing on average annually 5% of the remaining manholes, reflecting continuous improvements in reducing infiltration and inflow while extending the life of the infrastructure.	5%	0.3%	This year, Utilities completed rehabilitation work on 21 manholes, though efforts were limited by the available budget. Additional funding has already been allocated for FY 2026, which will allow for a higher volume of rehabilitation work.	While the Division did not fully achieve its manhole rehabilitation goal for FY2025, progress was made with the funding that was available. The division will continue to establish a better result for FY2026.
Strategy	Addressing I&I problems can be multi-faceted approach and the strategy for this goal is identifying I&I sources and upgrade deteriorated manholes to seal potential entry points.			

Significant Highlights:

On Tuesday, August 19, 2025, Christine DiMattina, Lisa Asbill, Haleigh Hand, Garann Hopkins, and Travis Sabatini attended a meeting with representatives from the University of Florida's Institute of Food and Agricultural Sciences (UF/IFAS) at the Flagler County Fairgrounds. The primary objective of the meeting was for UF/IFAS to gather information from the Utility Department regarding high water usage, with a particular focus on irrigation practices. UF/IFAS presented statewide data and shared insights into their educational outreach efforts aimed at reducing excessive water consumption—a vital and limited resource. During the meeting, we engaged in collaborative discussions regarding the current technologies utilized by the Utility Department, as well as the types of data we can provide to assist in their outreach and public education efforts. Christine DiMattina is currently in the process of obtaining quotes for potential communication methods, such as a printed insert to be mailed to residents or a digital email campaign, to support UF/IFAS in delivering this important information to the community.

The Utility completed and certified its Risk and Resilience Assessment (RRA) for water operations in accordance with the requirements of the America's Water Infrastructure Act (AWIA) of 2018. Certification was submitted to the U.S. Environmental Protection Agency (EPA), confirming that the Utility has evaluated potential risks to its water systems and implemented measures to enhance security, operational resilience, and emergency preparedness. This certification ensures ongoing compliance with federal mandates and supports the Utility's commitment to maintaining safe and reliable drinking water service.

Reviewed the Emergency Response Plan and it was certified on September 30th with the Environmental Regulatory Agency.

Water Operations

November 2024 – Palm Coast won the Florida Section AWWA Best Tasting Drinking Water Award.

Two pilot studies were conducted at WTP1. These pilot studies stemmed from the WTP1 sustainability study as treatment recommendations to improve water quality and treatment efficiency. The two pilot studies evaluated ceramic filters in leu of the sand filtration currently used as well as an ozone and granular activated carbon treatment to improve water quality and improve treatment time.

Completed the 1st and 2nd set of the Fifth Unregulated Contaminant Monitoring Rule (UCMR5) sampling and analysis all the required PFOA, PFOS, and lithium. The laboratory approved sampling results will be available to review in the Safe Drinking Water Accession and Review System (SDWARS 5) and to approve.

Peter Roussell, Ryan Bellerive, and Robert Nelson attended the AMTA/SEDA conference where Peter gave a presentation about the nano filtrations concentrate water recovery systems utilized at Water Treatment Plant #2.

Peter Roussell along with Dr. Viraj DeSilva teamed up for a lunch and lecture presentation on drinking water regulations, acts and the new PFOA & PFOS rules on May 9, 2025. The presentation was structured for the public to gain knowledge current and future drinking water regulations.

Performed well rehabilitations for Water Treatment Plant#1 at wells SW-31, SW-24, SW-35, and SW-106 to restore production efficiency and extend service life.

Evaluated and preliminary identified potential well sites with (2) main areas west of the City's north wellfield.

Completed the Groundwater Modeling project that evaluated impacts to various natural systems including wetlands, minimum flow and level established for selected water bodies including lakes, rivers, and springs that may be affected by current and future groundwater withdrawals. The model ran scenarios to increase the allocation from the Confined Surficial aquifer (CSA) and fresh portion of the Upper Floridan aquifer (UFA) from the Otis Stone Hunter wells. The simulations evaluated increased withdrawals of 3 MGD AADF above the 15.525 MGD currently permitted. The modeling results will support that ability to increase the allocations from the CSA and fresh UFA without impacting the primary MFL water bodies currently in prevention or recovery.

Updated the Water Supply Facilities Work Plan (WSFWP) in August 2025. The updated WSFWP accounts for projections extended out to 2050. The WSFWP indicates that there will be a potable water shortfall of +/-2.0 MGD between 2025 and 2030 before the brackish water supply included in the current CUP will be available.

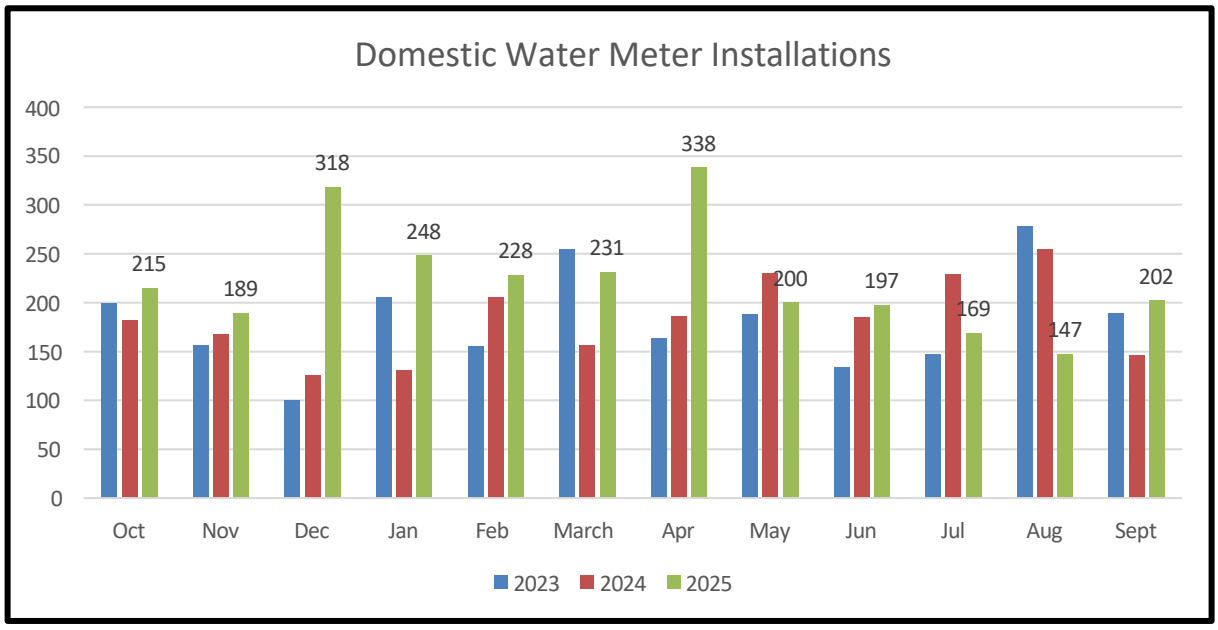
Water Distribution

Core Functions

- Meters - Reading meters & maintaining meter appurtenances
- Service connections (on/off)
- Leak detection & repairs
- Billing complaint response & investigations
- Installation of new services
- Water line and hydrant maintenance

Quarter 4 (FY2025) Performance

Activity	Q4 Total	FY2025 Total
Work Orders Completed	6,590	23,306
Backflow Devices Inspected	3,014	11,129
Service Leaks Repaired	210	893
Domestic Water Meters Installed	359	2,682
Irrigation Meters Installed	52	236
Reclaim Meters Installed	107	514
Water Main Breaks	5	37
Fire Hydrants Replaced	11	37
Fire Flow Tests Completed	9	34
Meters Read	186,565	734,669



Wastewater Treatment:

A new Biosolids Dewatering Facility was designed and bid in 2023, but bids exceeded the budget, placing the project on hold. With available funds, staff proceeded with an Owner Direct Purchase (ODP) of three screw presses, deferring the full facility to a future plant expansion. After the existing centrifuge failed, staff rented dewatering equipment and temporarily installed one of the new screw presses outside the building to maintain operations. To increase processing capacity, staff removed the failed centrifuge and installed two new screw presses inside the existing dewatering building. The project was completed and operational in under one year through in-house design and collaboration with emergency contractors. The upgraded dewatering process now meets current and future needs and saved the city approximately one million dollars.

During FY2025, four Return Activated Sludge (RAS) pumps at the North Station were replaced with new units purchased in the previous fiscal year. Installation was completed this year following delivery delays. The new pumps, designed with improved hydraulics and higher efficiency, provide equivalent performance to the former pump models while operating at a lower horsepower. This upgrade will reduce electrical consumption and generate long-term operational cost savings. During installation, staff observed that the electrical safety switch for North RAS Pump No. 2 showed signs of aging and heat-related damage to internal components. To maintain safe and reliable operation, the switch was proactively replaced with a new unit.

The Utility is proud to recognize Daniel Nieman, Wastewater Operator, as the FY2024 Employee of the Year. This recognition honors his exceptional dedication, technical skill, and commitment to operational excellence toward the Utility's wastewater treatment facilities. Throughout the year, he consistently demonstrated a strong work ethic, reliability, and professionalism, often taking initiative to support areas beyond his normal responsibilities. His contributions have played a vital role in maintaining the efficiency and compliance of the wastewater treatment process, while also promoting teamwork and a culture of service within the Division. Dan exemplifies the high standards and dedication that drive the Utility's mission to provide safe, reliable, and environmentally responsible service to the community.

Wastewater Collection/Pumping

While the Division did not fully achieve its pipe inspection goal for FY2025, significant progress was made, establishing a strong foundation for FY2026.

Wastewater Pumping							
KPI	Q1	Q2	Q3	Q4	YTD Total	Target	Status
Lift Stations Inspected	26	72	62	20	180	180	100%
Emergency Callouts	0	1	0	9	10	0	
Preventive Maintenance %	14	41	89	100	100	100	100%
Wastewater Collection							
KPI	Q1	Q2	Q3	Q4	YTD Total	Target	Status
CCTV Inspection (ft)	15,400	8,854	23,024	20,964	68242	120,000	55%
Gravity Mains Lined (ft)	0	200	0		200	NA	
Manholes Lined	4	17	0	0	21	NA	
SSOs Reported	1	0	0	19	20	0	

The Wastewater Collection Division are adjusting the approach to afterhours callout procedure during rain events to prepare for the tighter overtime budget coming FY26. Our adjustments are showing improvements which will lead to a positive outcome.

During the fiscal year, the Wastewater Collections/Pumping Division responded to and completed several emergency repair projects to ensure uninterrupted service and protect public health and the environment. These incidents required immediate attention due to system failures, blockages, or infrastructure damage.
Key emergency work included:

- WW Pumping staff completed the panel upgrade project at Pump Station 13-1, a critical infrastructure improvement aimed at expanding capacity and diverting flow to WWTP 2. The project was executed efficiently, with the staff ensuring minimal disruption to operations.
- Immediate Emergency repairs at Pump Station 37-3 following equipment failure, restoring full operational capacity. Restoration efforts following weather-related power interruptions at several lift stations.

Despite the unplanned nature of these events, the division demonstrated strong coordination and technical expertise, minimizing service interruptions and ensuring compliance with regulatory requirements. The experience also underscored the importance of ongoing system maintenance, staff readiness, and investment in resilient infrastructure.

The Wastewater Collections and Pumping Division continued to prioritize system reliability, infrastructure improvements, and operational excellence throughout FY2025. Staff and contractors worked collaboratively to improve efficiency and respond to both planned and emergency maintenance needs.

- Station Rehabilitation: Completed station rehabilitations at 13-1 and 23-1, enhancing reliability and performance.
- Emergency Repairs: Successfully completed an emergency repair at 37-3, preventing potential service disruptions.
- SCADA and Control Upgrades: Staff completed critical SCADA system upgrades and installed a new control panel at 34-4 as part of the capacitor bank replacement program. Additionally, staff relocated the control panel at Old Kings Road (OK-3) due to deteriorated support posts, ensuring continued safe operation.

Staff successfully relieved a major blockage on Florida Park Drive, restoring substantial flow to the area and reducing possible backups.

A total of 18 Sanitary Sewer Overflows (SSOs) occurred during Q4 due to extreme wet weather and inflow & infiltration (I/I), including 10 inches of rainfall in August and September.

Putter Drive Sewer Infrastructure Repairs

Panel Upgrade for 34-4

The Wastewater Collections and Pumping Division will continue focusing on infrastructure resilience, SCADA modernization, and proactive management of inflow and infiltration to minimize SSOs and maintain high levels of service. Lessons learned from FY2025 extreme weather events will improve operational strategies and emergency preparedness going into FY2026.

The Division will continue building on FY2025 accomplishments to enhance system reliability, operational efficiency, and service levels. Through these efforts, the Wastewater Collection & Pumping Division will continue to deliver reliable, safe, and cost-effective service while preparing the system for future growth and community needs.

Utility Development:

Currently the expansion of WWTP#1 from a 6.83mgd facility to a 10.83mgd facility is in the design phase. Our Engineering consultant provided proposed 60% design plans on September 15, 2025. The 90% design plans are scheduled for February of 2026. This project is a Construction Management at Risk(CMAR) type of project delivery, this was partially selected to reduce the overall project timeline. This type of delivery also allows for the project to be built in phases or segments to reduce overall timelines.

The first phase or segment of construction will be to install a new generator that the city has purchased, install some electrical improvements along with upgrades to the control systems of the facility. This first phase of construction is expected to begin late this year, probably in November 2025.

We are on schedule to complete the construction of the project by December of 2028.

Activated Water and Wastewater Development Projects (FY2025)	
Project	Activation Date
Sawmill Branch Phase 7A	10/15/2024
Retreat at Town Center Phase 2	10/24/2024
Seminole Palms Townhomes Model Homes	10/24/2024
PC WAWA/Florida Park Dr. (off-site)	10/25/2024
Seminole Palms Phase 1	10/28/2024
Hammock at Palm Harbor	10/31/2024
Barns Office	11/1/2024
Advent Health Cancer Center	11/7/2024
Town Center Commons	11/18/2024
Flagler Village – Phases 1&2	11/19/2024
Longhorn Steakhouse	12/2/2024
Colbert Landing Phase 1	12/19/2024
Ponce Preserve	1/9/2025
The Gables at TC Phase 2 AKA Coastal Gardens	2/7/2025
The Haven at Town Center Phase 1	3/5/2025
PC Southern Recreation Center	3/11/2025
Creekside Commercial – 2 Concorde Lane	3/27/2025
Freedom at Sawmill Phase 7 Amenity Center	4/17/2025
Seminole Palms Townhomes	5/16/2025
24 Hargrove Grade	5/19/2025
Enclave at Seminole Palms	5/23/2025
Reserve East	5/28/2025
Somerset AKA Palm Coast Park – Amenity Center	7/3/2025
Grand Landings Phase 5A	7/7/2025
Flagler Village Amenity Center	7/8/2025
Dollar General – 4530 US1	7/11/2025
Somerset AKA PC Park Phase 2	8/20/2025
Sabal Preserve Phase 1A/1B and 2	8/21/2025
Colbert Landing Phase 2	9/5/2025
Colbert Landing Amenity Center	9/19/2025

Promotions:

Nick Howard
Promoted from Trainee → Operator 1
Effective: November 2024
Location: Wastewater Treatment Plant #2
Reason: *Nick passed the "C" level Wastewater Treatment Operator' State License*

Kyanna Kimes
Promoted from Customer Service Rep I → Customer Service Rep II.
Effective: December 2024
Location: City Hall
Reason: *Completed all auto promote requirements*

John LaDuke
Promoted from Operator 2 → Operator 3
Effective: January 2025
Location: Wastewater Treatment Plant #1
Reason: *John passed the "A" level Wastewater Treatment Operator' State License*

Eric Boucher
Promoted from Trainee → Operator 1
Effective: January 2025
Location: Wastewater Treatment Plant #1
Reason: *Eric passed the "C" level Wastewater Treatment Operator' State License*

Michael Egut
Promoted from Meter Technician Lead → Meter Technician Foreman
Effective: January 2025
Location: Utility - Meters
Reason: *Promoted after resignation of previous Meter Technician Foreman*

Danielle Grafton
Promoted from Customer Service Rep I → Customer Service Rep II.
Effective: March 2025
Location: City Hall
Reason: *Completed all auto promote requirements*

Noah Farmer
Promoted from Meter Technician II → Meter Technician Lead
Effective: March 2025
Location: Utility - Meters
Reason: *Promoted after resignation of previous Meter Technician Line*

Randy Raymond
Promoted from Mechanical Technician Lead → Mechanical Technician Foreman
Effective: March 2025
Location: Wastewater Pumping
Reason: *Promoted after resignation of previous Wastewater Pumping Supervisor*

Juan Vazquez
Promoted from Meter Technician I → Meter Technician II
Effective: March 2025
Location: Utility - Meters
Reason: *Received FDEP Level 1 Water Distribution System License*

Clint Weathers
Promoted from Utility System Tech 2 →Tech 3
Effective: April 2025
Location: Wastewater Collections
Reason: *Clint was auto promoted after obtaining his Wastewater State License*

Nathan Bell
Promoted from Utility System Tech 2 →Tech 3
Effective: April 2025
Location: Wastewater Collections
Reason: *Nathan was auto promoted after obtaining his Wastewater State License*

John Cordeiro
Promoted from Mechanical Technician III →Mechanical Technician Lead
Effective: April 2025
Location: Wastewater Pumping
Reason: *Promoted after resignation of previous Wastewater Pumping Supervisor*

Adam Doroski
Promoted from Trainee → Operator 1
Effective: April 2025
Location: Wastewater Treatment Plant #1
Reason: *Adam passed the "C" level Wastewater Treatment Operator' State License*

Andrew Arlotta
Promoted from Operator 1→ Operator 2
Effective: May 2025
Location: Water Treatment Plant #1
Reason: *Andrew passed the "B" level Drinking Water State License and acquired time in the plant.*

Nathan Arnold
Promoted from Operator 1 → Operator 2
Effective: May 2025
Location: Water Treatment Plant #2
Reason: *Nathan passed the "B" level Water Treatment Operator' State License*

Jordan Villarreal
Promoted from Tech. 2 → Tech. 3
Effective: May 2025
Location: Wastewater Collections Construction
Reason: *Jorden was auto promoted after obtaining his Wastewater State License*

Terri McCaskell
Promoted from Customer Service Rep I → Customer Service Rep II.
Effective: June 2025
Location: City Hall
Reason: *Completed all auto promote requirements*

Mike Baldwin
Promoted from Lead Operator → Chief Operator
Effective: June 2025
Location: Wastewater Treatment Plant #2
Reason: *Accomplishments and contributions went beyond his normal responsibilities*

Kristina Baker
Promoted from Customer Service Rep I → Customer Service Rep II.
Effective: June 2025
Location: City Hall
Reason: *Completed all auto promote requirements*

Brandon Boyd
Promoted from Trainee → Operator 1
Effective: June 2025
Location: Wastewater Treatment Plant #1
Reason: *Brandon passed the "C" level Wastewater Treatment Operator' State License*

Thomas Hart
Promoted from Trainee → Operator 1
Effective: June 2025
Location: Wastewater Treatment Plant #1
Reason: Thomas *passed the "C" level Wastewater Treatment Operator' State License*

Dylan Combs
Promoted from Utility System Technician I → Utility System Technician II
Effective: July 2025
Location: Water Distribution – Customer Service
Reason: *Received FDEP Level 3 Water Distribution System License*

Carlos Campbell
Promoted from Operator Trainee 2 →Operator 1
Effective: July 2025
Location: Water Treatment Plant #2
Reason: *Carlos passed the "C" level Water Treatment Operator' State License*

Patrick Farrell
Promoted from Utility System Technician II → Utility System Technician III
Effective: July 2025
Location: Water Distribution – Construction
Reason: *Received FDEP Level 1 Water Distribution System License*

Dereck Todd
Promoted from Trainee → Operator 1
Effective: August 2025
Location: Water Treatment Plant #1
Reason: Dereck *passed the "B" level Drinking Water State License and acquired time in the plant.*

Nick Dewind
Promoted from Operator III → Lead Operator.
Effective: August 2025
Location: Wastewater Treatment Plant #2
Reason: *Nick passed the "A" level Wastewater Treatment Operator' State License*

Zachary Palazzo
Promoted from Trainee → Operator 1
Effective: September 2025
Location: Wastewater Treatment Plant #2
Reason: Thomas *passed the "C" level Wastewater Treatment Operator' State License*

Kyle Penn
Promoted from Operator Trainee 2 →Operator 1
Effective: Currently Waiting on time for his license.
Location: Water Treatment Plant #2
Reason: *Kyle passed the "C" level Water Treatment Operator' State License*

John Sahuaraura
Promoted from Operator 1 ⟶ Operator 2
Effective: Currently Waiting on time for his B license.
Location: Water Treatment Plant #2
Reason: *John passed the "B" level Water Treatment Operator' State License*

Michael Thomas
Promoted from Mechanical Technician 1 ⟶ Mechanical Technician 2
Effective: September 2025
Location: Wastewater Pumping
Reason: *Michael Obtained his Wastewater Collections B State Certification*

Total Promotions in 2025: 30
Most Common Promotion: Tech 1 → Tech 2 & 3, Water and Wastewater Operator ⟶ 1, 2 & 3
Divisions Impacted: Water, Wastewater, and Water Distribution

Public Outreach:

The Customer Service Team along with representatives from the Water Operations Divisions, Wastewater Treatment and Collections recently participated in the Palm Coast Expo, a public outreach event focused on community engagement and education. During the event, the team provided residents with helpful water conservation tips and answered questions regarding Utility Billing, offering guidance to ensure a better understanding of our services.

This participation underscores our commitment to community engagement and promoting responsible water usage while supporting transparency and accessibility in our Utility operations.

On March 12th, June 18th and September 17th, Water Plant #3 and Wastewater Plant #2 hosted two educational tours to inform residents about the necessity of a utility rate increase. Participants had the opportunity to explore the facilities, gain insight into the operational processes, and understand the critical role these plants play in the community.

An average of about 30 residents attended, and by the end of the tour, they expressed great appreciation for the experience, leaving with a deeper understanding of the utility system. Given the positive feedback, staff is considering hosting similar tours on a quarterly basis to ensure more residents could participate. Plans are currently underway to market and schedule the next tour which will be December 10, 2025.

Dan Niemann, Wastewater Treatment Plant #1 Lead Operator and Mike Baldwin, Wastewater Treatment Plant #2 Chief Operator participated in the Children Helping in Resource Planning,

(CHIRP) at Linear Park. Each day 100 Kids from the Belle Terre Elementary 2nd Grade came to Linear Park to learn about the importance of the Water Cycle and effects of pollution and how we can take better care of the environment and our resources. In the 25 minutes we spent with each rotation, Dan and Mike discussed the Water Cycle and learned how to make a cloud by adding pressure to supercool moisture in a bottle. Followed by a demonstration of how littering, fertilizer, construction, and factory discharges affect downstream water bodies in an Urban Environment. Lastly, to include wastewater treatment into the session, we showed slides and a power point about the Microbiology in wastewater.

There is future CHIRP programs planned for April and with other local Elementary Schools.

At Wastewater Treatment, we have heard the City Manager's call for public outreach and taken it to another level. This fiscal year alone, we participated in charity events, job fairs, and local educational programs. In addition to all of that, we have given tours and instructional presentations to multiple organizations, including US Congressman Randy Fine and State Representative Sam Greco.

October – December 2024

January to March 2025

Final Summary

This year, the Utility continued to deliver reliable water and wastewater services while maintaining full compliance with state and regulatory standards. Our teams placed strong emphasis on maintaining and improving the City's infrastructure to ensure dependable service and protect public health. We also remained committed to excellent customer service by responding promptly to concerns and providing clear, helpful communication.

As we move into Fiscal Year 2026, our focus will continue investing in critical water and wastewater projects that enhance system reliability, support community growth, and promote long-term sustainability. Through careful planning, environmental stewardship, and innovation, we aim to build a stronger, more resilient Utility for the future.