Utility Department

About the Utility Department

The Utility Department is responsible for providing high-quality, safe drinking water and environmentally responsible wastewater service to the community.



Palm Coast Utility Timeline



1970

ITT Community Development Corporation establishes a utility company, Palm Coast Utility Corp,.

1979

The old water softening facility is dismantled and the first full-scale water treatment plant is constructed. The City now has three water treatment plants.





1998

Florida Water Services, Inc., a large multi-system owner operating throughout the State of Florida, purchases the utility from ITT Corporation.

2003

The City of Palm Coast, which had incorporated in 1999, purchased the Utility system and it became a City department.



Palm Coast Utility Overview

600+ Miles of Mains

7 Facilities

54,500 meters that are read monthly

3 Water Treatment Plants

2 Wastewater Treatment Plants

64 Water Supply Wells

157 Pumping Stations

3,845 Fire Hydrants



600+



7



2

Utility Duties



Water Supply, Treatment and Distribution



Wastewater Collection, Treatment and Reuse/Disposal



Meter Reading and Billing



Customer Service- Front Desk and Call Center

Water Operations



Palm Coast Utility has 3 water treatment plants. Providing excellent drinking water is a top priority. The Department prides itself on having well-run and maintained facilities and a highly trained staff who deliver great service and high-quality water.

Water Quality

One of the primary goals of the Water Operations Division is to protect the public health of customers. The water quality monitoring program is based on the requirements of the U.S. Environmental Protection Agency's National Primary and Secondary Drinking Water Regulations.

The Water Quality Division's staff performs a wide range of duties such as:

Collects bacteriological samples at representative points in the distribution system

Performs routine chlorine residual inspections

Administers the Lead and Copper program

Maintains fire hydrants

Responds to customer concerns

Evaluates the overall quality of the drinking water within the system

Water Supply

There are 64 water supply wells in Palm Coast. Source water is piped to the water treatment plants for treatment, then delivered to homes and businesses using a network of 600+ miles of water mains and pipelines. The Palm Coast Utility System serves all of Palm Coast, plus some areas outside the City limits. The service area extends from Seminole Woods on the south to Marineland on the northeast to U.S. 1 on the west.



Water Treatment Plant #1

Water Treatment Plant #1 is a conventional lime-softening plant that uses a chemical separation process to reduce mineral hardness.

31 intermediate aquifer wells serve Water Treatment Plant #1.





Water Treatment Plant #2

Water Treatment Plant #2 is a nano-filtration plants through which the water is treated mechanically through a membrane filtration system.

Thirteen 220- to 300-feet-deep wells supply water to treatment plant #2.





Water Treatment Plant #3

Water Treatment Plant #3 is also a nano-filtration that was designed and built as a low pressure brackish water membrane plant to allow for future use of upper-Floridan Aquifer brackish source water.

Water Treatment Plant #3 is served by 20 wells that are 60- to 80-feet-deep into the aquifer.





Wastewater Collection & Treatment

Wastewater (aka sewer) leaves your home from sink and shower drains, washing machines, dishwashers and toilets, and it enters the City's sanitary sewer system. A vast network of pipes under the ground, along with pumping stations that function continually day and night, carry your wastewater to the City's treatment plant.

The original Wastewater Treatment Plant opened in 1973 and has been expanded numerous times as the City’s population has grown. A second Wastewater Treatment Plant is located on U.S. 1 in northwest Palm Coast and began operating in early 2018.

Today, Utility personnel work daily to ensure that your wastewater flows, either by gravity or pump, to the treatment facility to be cleaned and disinfected to a quality acceptable to be released into the environment.



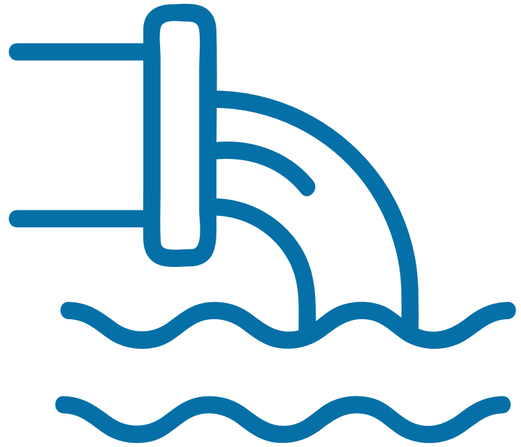
Wastewater Collection & Treatment

157 Wastewater Pump Stations

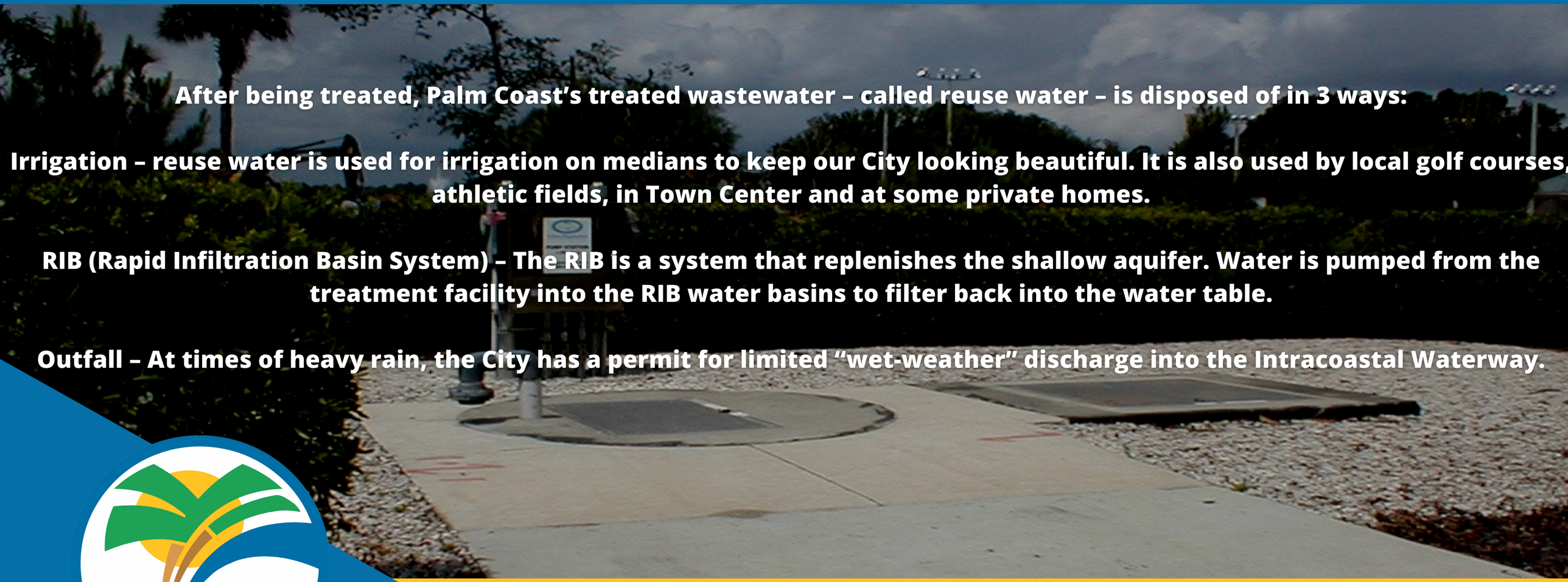
13,000+ PEP (Pretreatment Effluent Pumping System) Units

3 Wastewater Effluent Disposal Sites

1 Effluent Pumping Facility



Disposal of Treated Wastewater



After being treated, Palm Coast's treated wastewater – called reuse water – is disposed of in 3 ways:

Irrigation – reuse water is used for irrigation on medians to keep our City looking beautiful. It is also used by local golf courses, athletic fields, in Town Center and at some private homes.

RIB (Rapid Infiltration Basin System) – The RIB is a system that replenishes the shallow aquifer. Water is pumped from the treatment facility into the RIB water basins to filter back into the water table.

Outfall – At times of heavy rain, the City has a permit for limited "wet-weather" discharge into the Intracoastal Waterway.

Meter Reading and Billing

The meter division is made up of 8 employees that are assigned the tasks of reading, repairing and the installation of meters and radio transmitters within the Palm Coast Utility service district. The city has over 54,500 meters that are read monthly that help track the daily usage of water. The division works closely with the utility finance division to ensure bills go out and readings are accurate. With this many meters in the ground, the division is busy not only reading the meters, they also repair an average of 350 damaged meters and transmitters monthly. They currently install approximately 250 radio transmitters to new construction monthly.

Customer Service



The Customer Service Division provides a high level of professional service through customer service and operational support to various departments within the City of Palm Coast. The Customer Service staff has been vastly crossed trained to answer questions, concerns or issues regarding water, sewer, garbage services, stormwater, public works, & public record requests. Customer Service is available through the front desk at City Hall, the call center, and Palm Coast Connect. On average the call center takes 10,000 to 12,000 calls monthly. In addition to set duties, the Customer Service staff is also the cashiers for the entire organization.

Staff has elevated how we communicate with residents to a more sophisticated level that allows the community to reach us any time, any place about a concern or question they may have with Palm Coast Connect. This platform delivers real-time data to the city leadership to allocate resources more efficiently and operate more effectively going forward. This engagement platform results in case management that handles on average of 1,000 cases monthly and 800 emails monthly.

Awards and Achievements

The Utility Department has always prided itself on having well-run and maintained facilities and a highly trained staff who deliver great service and high-quality water.

That level of excellence has been rewarded again and again with about 90 regional, state and national awards over the past 40 years.

Most visible nationally, our “Water Buoys” team has won the American Water Works Association’s Top Ops National Championship 7 times since 2006 – including in June 2017. The team had also been named State Champions 13 times.



Utility Links



Utility Rates
https://www.palmcoastgov.com/government/utility/rates

Pay your bill online
https://ipn.paymentus.com/cp/plmc

Utility Bill Balance
http://www.palmcoastgov.com/my-palm-coast/utility-billing

Water Quality Reports
https://www.palmcoastgov.com/government/utility/water-quality

