

DRINKING WATER QUALITY ISSUES

The Utilities Operations Division (UOD) is responsible for the operation of the Plant City's drinking water system. This involves the monitoring and adjustment of the chemicals used to disinfect and treat the water. Currently the only chemicals used in our water system are chlorine (in the form of sodium hypochlorite, used for disinfection), Hydrofluosilicic Acid (for dental needs) and a polyphosphate (used to coat the pipes for corrosion control). The drinking water supplied by Plant City is in compliance with all standards as set by the United States Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP).

UOD also monitors and maintains the quality of the drinking water in the distribution system of the drinking water through a flushing program. Records are maintained of the flush points, gallons used to flush and water quality parameters measured during flushing.

We receive and respond to drinking water quality issues from our customers. Our Operations Center is staffed 24 hours per day, 7 days per week (due to safety reasons we do not respond to calls after dark).

Are you having taste, odor or color issues with the water in your home? Is it in the cold water or hot water? When was the last time you flushed your water heater? This may be the problem.

We have found a majority of the water quality concerns we respond to are actually related to water heaters. All manufacturers recommend water heaters be flushed on a minimal of an annual basis. Some recommend semi-annual flushing. Your use may require more frequent flushing.

Flushing does not simply mean turning on your hot water and letting it run. During the heating process some elements drop to the bottom of the water heater and settle out. These must be flushed from the drain line of the water heater to remove. See your owner's manual for instructions on how to do this.

When testing to see if the problem is in the hot or cold water, turn on only the cold water only, then turn off the cold water and turn on the hot water only (if you have a lever handle, make sure you turn the handle all the way to the appropriate side and do not blend the water). If the odor is on the cold water side only, please call the operations center. If the odor is on the hot water side only (usually a rotten egg smell), you will need to flush your water heater to remove the odor.

Generally, the chemicals that cause a bad taste and odor in drinking water will not make you sick. None of the contaminants that could affect your health can be tasted in drinking water.

A copy of the latest Annual Water Quality Report and tests can be found on the Plant City web site.

Should you have a question about your drinking water, please contact our Operations Center at (813) 757-9191. There are operators on staff 24 hours per day to assist you. Our staff is certified by the State of Florida Department of Environment Protection in the operation of the water system.