

WATER DEPARTMENT

NEWS AND UPDATES

SURFSIDEONLINE.ORG/SURFSIDE-WATER-DEPARTMENT

The Water Department regularly posts information on our web page. Here you can find information on:

What is Cross-Connection? What is an Air Gap? How are RVs a hazard?
How big was the last main break and where was it?
How much water should I put on my lawn?
What is the conservation rate and how much is being charged?
How do I read my meter?

In addition you will find: Water System Reports, the Consumer Confidence Report, Reports submitted to the state, the most current Water Replacement Schedule, and much more. If you have information you want to see posted here, let us know.

PLEASE REPORT WATER QUALITY ISSUES

If you are having water quality issues, PLEASE let us know.

Our web page at SURFSIDEONLINE.ORG has a DOH flyer on common taste, color, and odor issues. If you are experiencing water quality issues, please visit the website and read the flyer. If the issue still appears to be from the water system, or seems to be serious, let us know. **RULE OUT HOUSE ISSUES, SUCH AS WATER HEATERS AND SMELLY SINK DRAINS, BY SAMPLING THE WATER FROM AN OUTSIDE COLD WATER FAUCET.**

If you see debris or mud in your water PLEASE collect a sample and let us know. If you smell or suspect chemicals, sewer, or petroleum products are in the water, let us know immediately. If you believe your drinking water has made you ill, report this immediately. Illness reports are investigated and regardless of the results of the investigation they are tallied and forwarded to the state each year.

Posting water quality issues on social media does not give us the information we need to be able to investigate and track the source. If only 1 member in 20 reports an issue, we may never know the extent, the seriousness, and the lifespan of the issue. Regardless of the issue, the seriousness, or the source, your water quality complaints are being recorded, tallied, and mapped every year. These complaints are then referenced with events in the water system such as main breaks, repairs, and water outages. This information helps us know what is happening in the water system.

FOR MORE INFORMATION PLEASE CONTACT US: water@surfsideonline.org

VISIT OUR WEBPAGE: surfsideonline.org/surfside-water-department/