



You may have heard about the recent computer hack at the City of Oldsmar's Florida water facility. Because you are our valued customer, we would like to answer some of the questions fellow Polk County Utilities customers have asked in reference to our security measures:

- The City of Oldsmar's computer system was compromised and the hacker increased the dosage of a commonly used chemical to potentially harmful levels;
- Polk County Utilities does not use sodium hydroxide. This is a base (opposite of acid) used for pH adjustment. None of our water supplies require pH adjustment;
- Polk County Utilities does not use communications accessible by the public to receive and transmit information and controls;
- Polk County Utilities has an active cybersecurity program;
- Polk's systems include analyzers to verify that the water entering the system is safe for consumption;
- Polk's system includes automated notification to operators in the event of unanticipated activity;

In short, we monitor the health of our water systems 24 hours a day, 7 days a week. Although no system is truly unhackable Polk County Utilities employed safeguards in its potable water production facilities to maintain safe, compliant drinking water for our customers.

**Don't Take A Salesman's Advice On Your Water Quality**

To see the most current information on the quality of your drinking water visit: [www.polk-county.net/utilities/water-quality-reports](http://www.polk-county.net/utilities/water-quality-reports)

Reports are updated annually by July 1 and provide the previous year's certified laboratory results.

**AVERAGE GALLONS PER DAY FOR 1 HOME IN 2020**

Northeast Region (Davenport, Ronald Reagan Parkway)	235
Southwest Region (South Lakeland, Bradley Junction)	199
Northwest Region (North Lakeland)	198
Central Region (Jan Phyl Village, Lake Garfield, Gordonville)	183
Southeast Region (Babson Park, Walk-in Water, Sun Ray)	153
East Region (Waverly, Sun Air)	134

See how your water usage stacks up: [www.swfwmd.state.fl.us/conservation/water-use-calculator](http://www.swfwmd.state.fl.us/conservation/water-use-calculator)



Reusing water relieves pressure on Florida's water resources and ecosystems. The more water we recycle, the more water remains in our rivers and wetlands for the fish, plants, and wildlife that rely upon them.



## ADVANCED METERING INFRASTRUCTURE UPDATE



The new Southwest tower is up and currently 4,618 meters are transmitting to the tower. Letters will notify customers when they can create an account to view usage online or on Polk's phone app for customers who are within range.

Polk County Utilities recently activated another 1,155 meters in the Davenport area with the capability of transmitting to the tower and communicating hourly information. Customers with these new meters will be notified by mail.

Research is currently underway to determine the best locations for new towers throughout the county to advance this infrastructure upgrade.



## WATER CONSERVATION Rebates and Incentives



- \$100 rebate to replace an old 3.5 gallon per flush toilet in your home or business.
- Low-flow faucet aerators and shower head conservation kit
- Free rain sensor and/or landscape and irrigation evaluation
- Smart irrigation timer 75 percent rebate
- Reduced costs where reuse is available for irrigation



## 7 Rivers Water Festival

SAVE THE DATE: Saturday, Sept. 18

LOCATION:

Central Park, Downtown Winter Haven

The 7 Rivers Water Festival is a fun opportunity to learn more about water conservation, enjoy games, take a plant tour or a boat cruise, run or walk in the 5K, touch-a-truck and take home useful prizes. This family-friendly event also features a Recycle Fashion Competition, a chance to "be a water drop in the water cycle," join a volunteer organization and do a little shopping. There will also be opportunities to learn more about Polk's water challenges, possible alternatives and how to maintain our local quality of life while lessening environmental impact through responsible water use and environmental awareness.

Sponsor and vendor opportunities are available. For information on participating as an exhibitor, vendor, or sponsor, contact either KCarlton@MyWinterHaven.com (863) 298-5495 or JacquelineHollister@polk-county.net (863) 298-4236.

Brought to you by the City of Winter Haven and Polk County Utilities, this outdoor event will include all appropriate safety precautions. Check social media and local advertisements for more information about the 7 Rivers Water Festival.

Wipes

**CLOG**

Pipes

Save Your Pipes. Don't Flush Wipes. Where sewer pipes are concerned, there is no such thing as a flushable wipe. Please do not flush: baby wipes, cleaning wipes, paper towels or tissues down the toilet.

Together we can protect the waters across Polk County and Central Florida and build partnerships for water conservation. For more information on any of these programs, contact Jacqueline Hollister at (863) 298-4236 or by email at [JacquelineHollister@polk-county.net](mailto:JacquelineHollister@polk-county.net).