



Integrated Water Master Plan

Public Meetings
July 23 – 24, 2025



- 1** Introductions
- 2** IRC Utility Services 101
- 3** Integrated Master Plan Overview
- 4** Prioritizing Projects with Master Plan Criteria
- 5** Open House

Meet the Team – IRC Utilities



Sean Lieske
Director



Howard Richards
*Capital Projects
Manager*



Jay Shatara
*Community Affairs
Manager*

Meet the Team – HDR



Carlee Fullenkamp
Project Manager



Ameerah Palacios
Engagement Lead



Taylor Bellinger
Creative Lead



IRC Utility Services 101

Drinking Water

- Treat 13.5 million gallons of drinking water per day
- Two treatment plants
- Serve 57,000 accounts



Wastewater + Reuse

- Treat 6.5 million gallons of wastewater per day
- Four treatment plants
- Serve 34,000 accounts

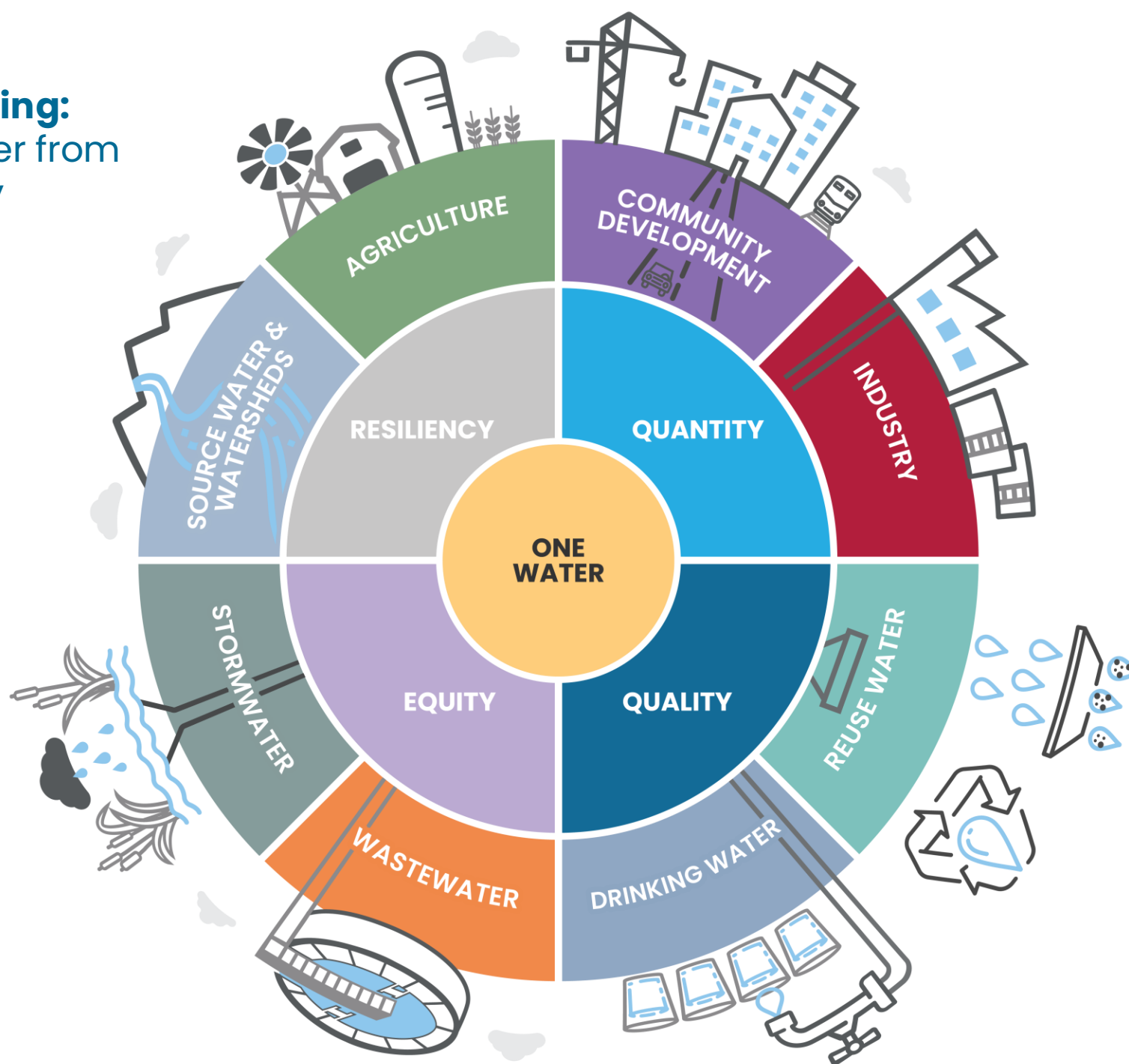




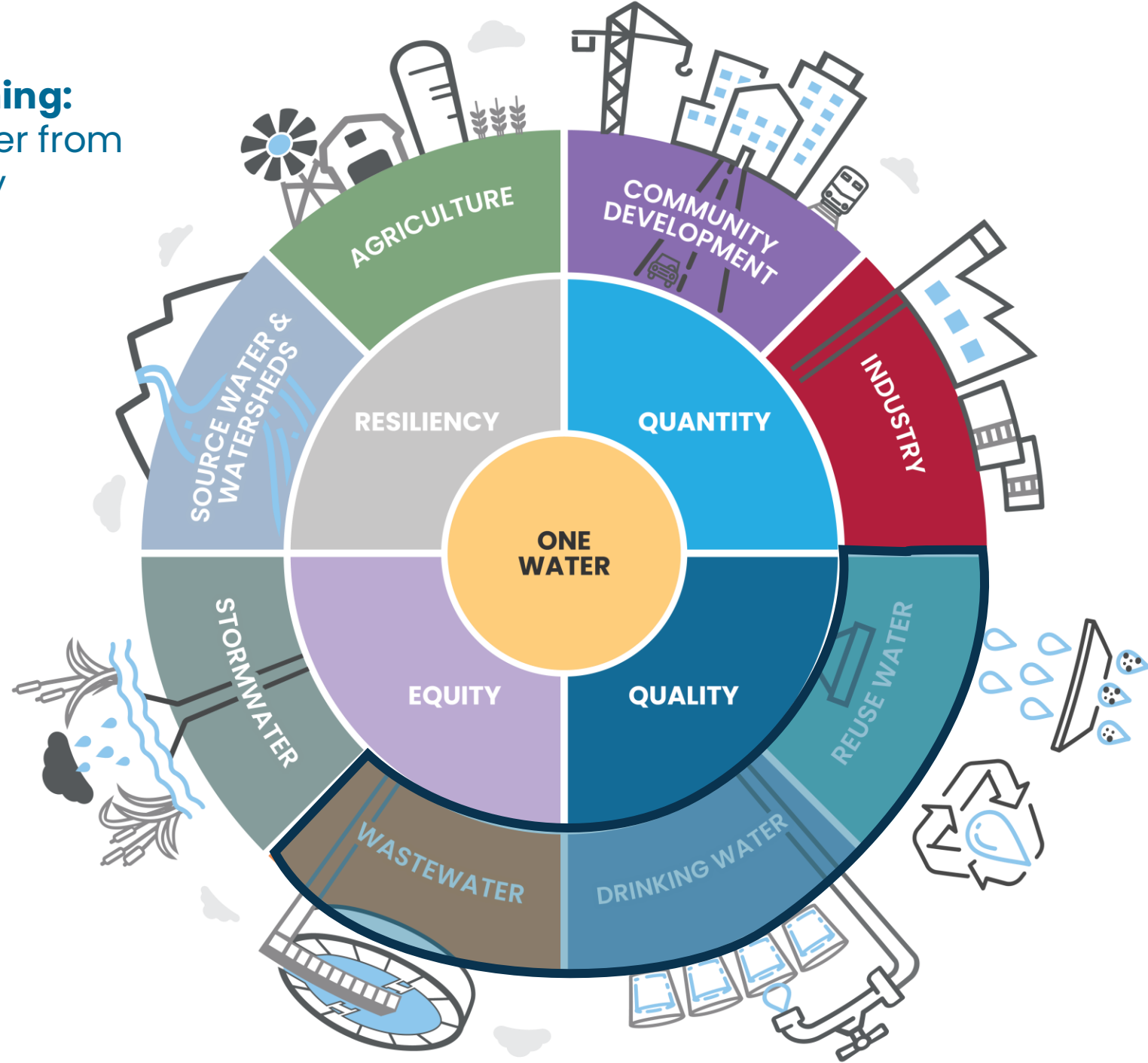
What is the Integrated Water Master Plan?

Integrated Planning:

A lens to see water from every community element



Integrated Planning:
A lens to see water from
every community
element



Our Guiding Values



Quantity

Provide ample water resources to meet the future demands of our growing population



Quality

Meet or exceed current and future regulatory requirements to ensure safe and reliable service



Equity

Consider all customers fairly as we plan future improvements



Resiliency

Prepare our utility system to meet future challenges in sustainable ways

Benefits



**Interconnected decisions
that address multiple needs**



**Project timing balances
needs with resources**



**Conscious of budget
constraints & affordability**



**Decisions guided by
community priorities**



**Strategies to meet regulatory
requirements across various
utility services**

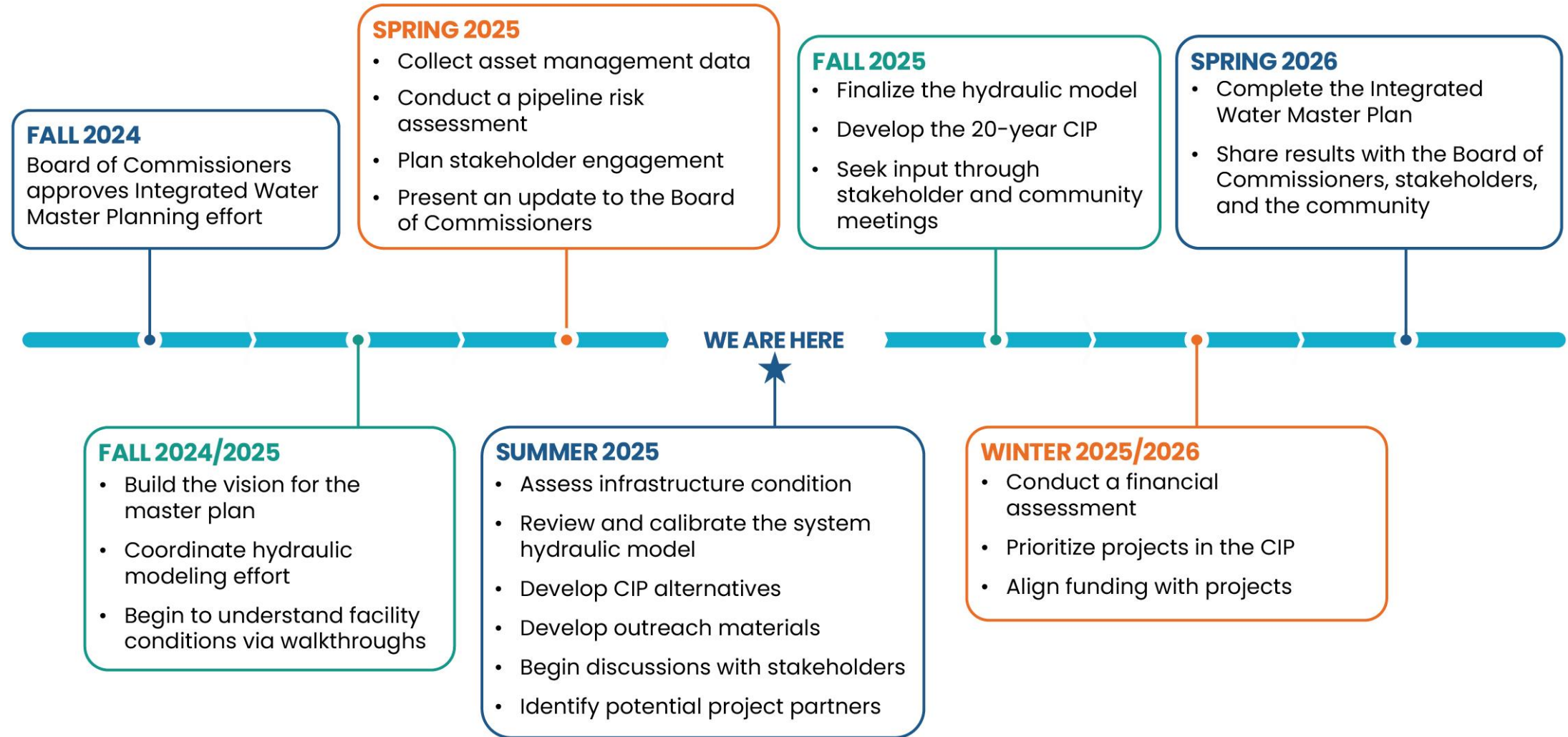


**Projects optimize benefits
for people, planet, and
affordability**

Project Scope Overview



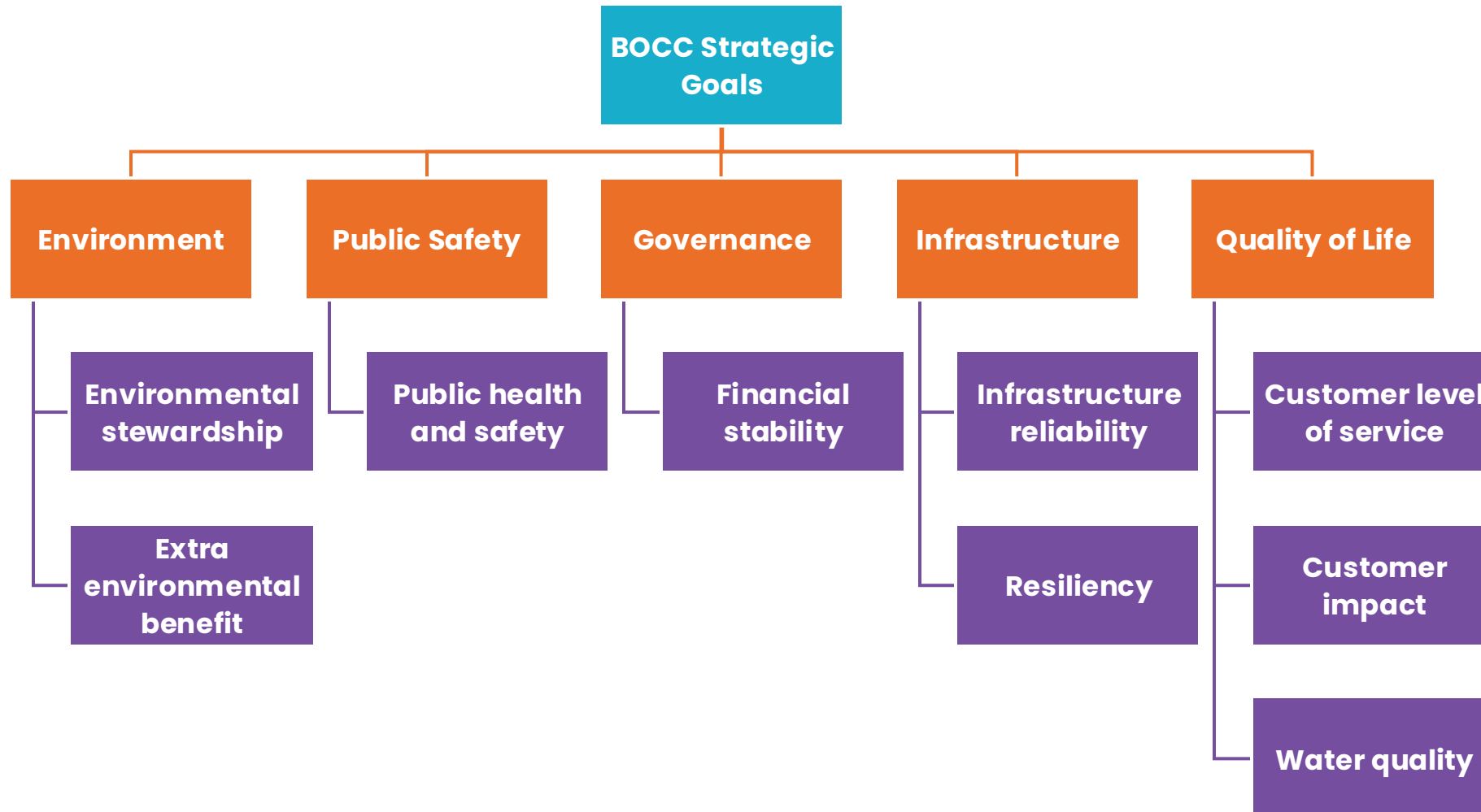
Project Schedule





Prioritizing Projects: The Project Team Values Your Feedback

Alignment with IRC Strategic Goals





What Are Criteria?



IR

Customer Experience

Includes:

- Improving **quality, delivery and response time**.
- **Maintaining existing service levels and quality of life** for customers during construction and operation.



Potential Prioritization Criteria



Environment

Includes:

- Promoting **conservation of natural resources** and **minimizing negative impacts** on the environment.
- **Going above and beyond regulatory standards** to align with other local and regional goals for the environment (energy, roads, parks, etc.)



Potential Prioritization Criteria



Financial Stability

Includes:

- Exploring opportunities for new, expanded or external **funding to support projects.**



Potential Prioritization Criteria



Infrastructure

Includes:

- **Addressing risks** related to asset or system failure.
- **Minimizing negative impacts** of and **facilitating recovery** from external threats such as severe weather, climate change, and cybersecurity risks.



Potential Prioritization Criteria



Public Health

Includes:

- **Addressing potential or future hazards** to public health and safety.
- **Exceeding water quality standards** for drinking water and wastewater beyond regulations for aesthetic benefits (taste, odor, etc.)





Open House



Learn. Share. Collaborate.

Visit these stations to learn more about the important elements of the Integrated Water Master Plan.


Collect three stickers to earn IRC merchandise!


Visit the Stay Connected station on your way out to collect your prize.

What is the Integrated Water Master Plan? Missed the presentation or want to dive into the integrated planning process? This station will provide an overview of the Integrated Water Master Plan.	
Drinking Water System Learn more about how drinking water gets from the source to your tap.	
Wastewater System Explore how wastewater is treated and managed in Indian River County.	
Value of Water Better understand what you're paying for on your IRC water bill and how your dollars support the utility.	
What Matters Most to You Participate in an interactive activity to provide feedback on critical elements of our Integrated Water Master Plan.	
Customer Service Have an account-specific question or need support? Our customer service agents are here to help!	

Meeting Stations

- 1 What is the Integrated Water Master Plan?
- 2 The Drinking Water System
- 3 The Wastewater System
- 4 The Value of Water
- 5 How We Prioritize Projects
- 6 Customer Service

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- [Assessments](#)
- [Water Conservation Tips](#)
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- [Customer Service](#)
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Developing the One Water System Roadmap

Water is one of Indian River County's most precious resources – that's why Indian River County Department of Utility Services is taking an integrated approach to water, wastewater, and reuse planning.

Connected Water Planning for Lasting Solutions

To serve you better and to protect our high-quality water and wastewater services, Indian River County's Department of Utility Services is developing an Integrated Water Master Plan. This plan will look at the needs for multiple systems – drinking water, wastewater and reuse – and set us on course for the next 20 years to achieve county and community priorities.



Indian River County's Integrated Water Master Plan will help guide the growth of our water, wastewater, and reuse services for the next 20 years.



Thank you!



HR