



WELCOME

Indian River County
Department of Utility Services
Integrated Water Master Plan



STAY CONNECTED

Indian River County
Department of Utility Services
Integrated Water Master Plan



Indian River County Department of Utility Services
1801 27th Street, Vero Beach, FL 32960

IndianRiver.gov/onewater

PROJECT PURPOSE

Indian River County
Department of Utility Services
Integrated Water Master Plan



The Indian River County Department of Utility Services is developing an Integrated Water Master Plan. This plan will look at the future needs of our drinking water, wastewater and reuse systems and set the course for the next 20 years.

OUR GUIDING VALUES



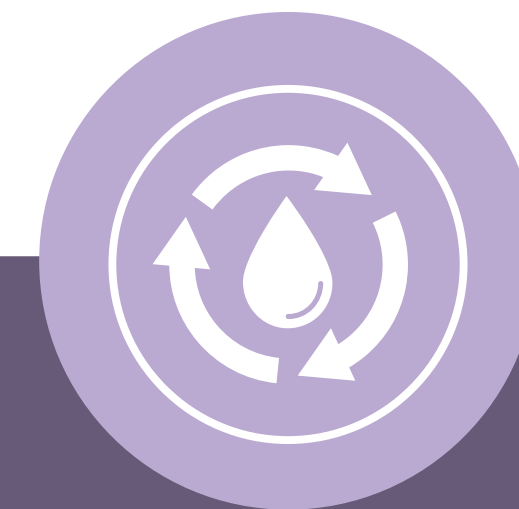
Quantity

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

INTEGRATED MASTER PLANNING

Indian River County
Department of Utility Services
Integrated Water Master Plan



A Lens to See Water
From Every Community
Element



DRINKING WATER SYSTEM NEEDS



The Integrated Water Master Plan will help us plan for:



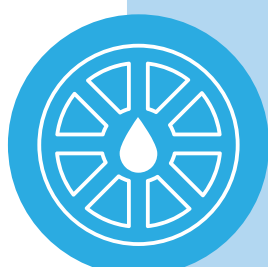
Our Growing Population

- We need a water system that can support us for generations.
- Our infrastructure needs to be able to treat and distribute enough water to everyone.
- We also need to be able to extend the water service to new developments.



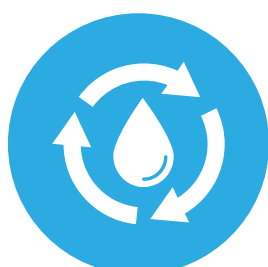
Aging Infrastructure

- Our treatment plants and drinking water mains are getting older.
- Proactive maintenance and upgrades are necessary to best serve you and protect public health.



Treatment Plant Improvements

- Embracing new technologies to be more efficient.
- Changing environmental conditions may require us to adjust.
- Making sure our treatment plants meet or exceed federal or state regulations.



Water Quality

- Future federal regulations may require us to change the way we treat water.
- Upgrades to our distribution system may also be necessary to maintain water quality in the future.

SEPTIC-TO-SEWER CONVERSION

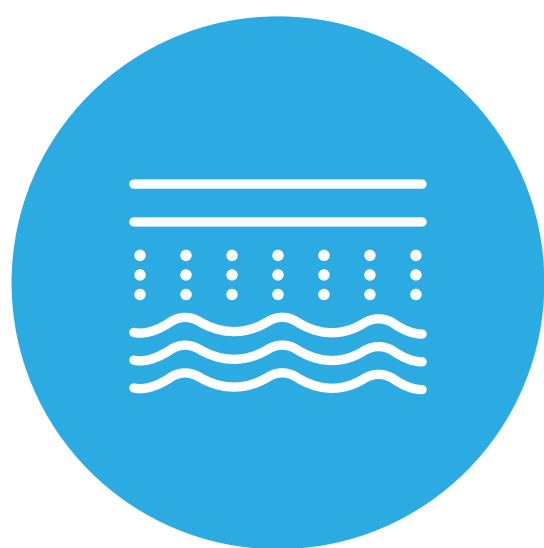
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Indian River County is working to connect residents with septic tanks to the county’s sewer system to **protect water quality and have a positive impact on public health.**

The Potential Environmental Risks of Septic Tanks

Septic tanks use soil to naturally filter wastewater. This comes with some challenges.



Some soil types are not very good at filtering water.



Too much wastewater in an area at once can overload the soil.



Septic tanks can also leak or fail, contaminating the local environment.

The Benefits of IRC’s Sewer System



Protects water quality



Regular monitoring



Supported by stringent state and federal regulations



Better supports a growing population



Less maintenance for homeowners

Scan to Learn More!



WASTEWATER SYSTEM NEEDS



The Integrated Water Master Plan will help us plan for:



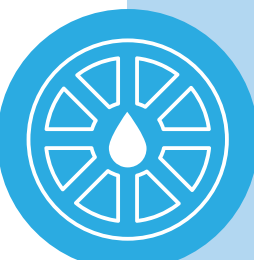
Our Growing Population

- Our infrastructure needs to be able to collect and treat everyone’s wastewater.
- We also need to support developing areas with wastewater services.



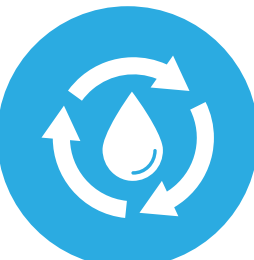
Aging Infrastructure

- Our wastewater collection mains, lift stations, and treatment plants are getting older.
- Proactive maintenance and upgrades are necessary to best serve you and protect public health.



Treatment Plant Improvements

- Embracing new technologies to be more efficient.
- Changing environmental conditions may require us to adjust.
- Making sure our treatment plants meet and/or exceed federal or state regulations



Potential Water Recycling

- Explore opportunities for reclaimed water needs throughout the community and as a potential water source.
- Recycling water for outdoor use could free up tap water, helping our current water source last longer.

Rates are based on the cost of providing services.

Indian River County’s Costs

- Day-to-day operations
- Ongoing maintenance
- Major infrastructure improvements

Our recent rate changes will help cover increasing costs.

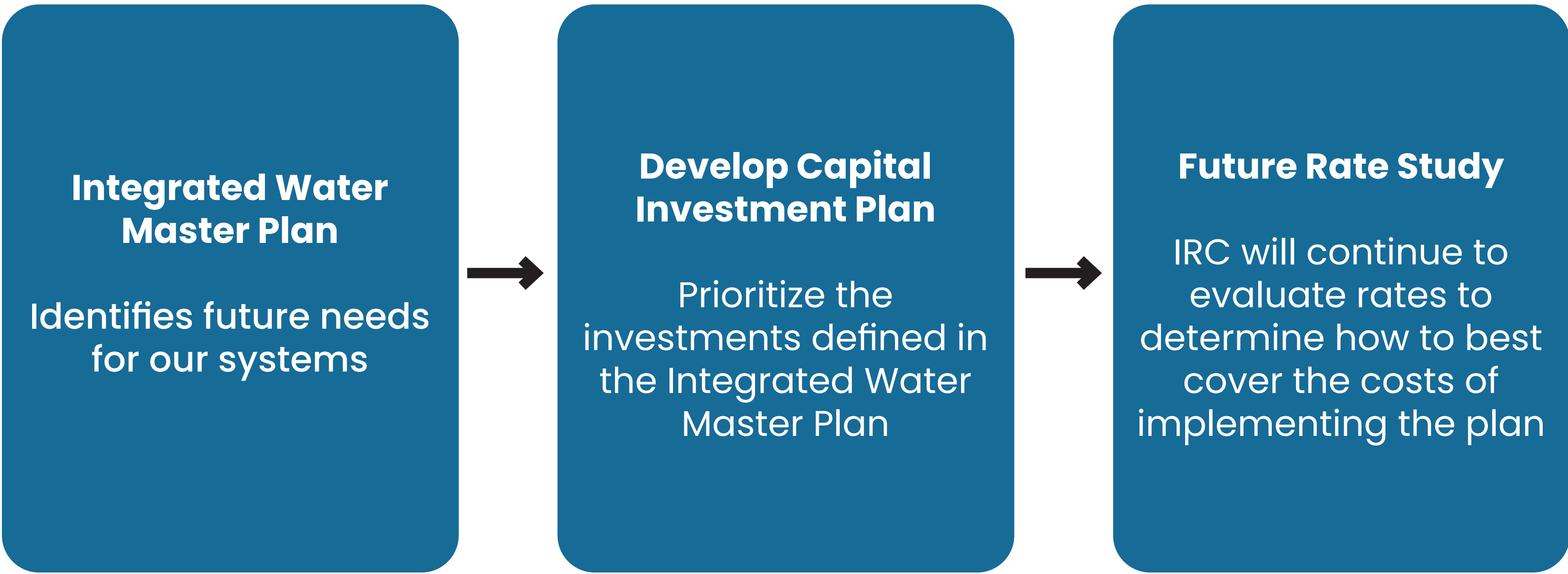
IRC’s average residential water & sewer rates **remain the lowest among 14 peer utilities.**

| 2024 Rate | Phase 1 (effective 1/1/25) | Phase 2 (effective 10/1/25) | Total Difference |
|-----------|-------------------------------|--------------------------------|------------------|
| \$50.67 | \$60.44 | \$67.70 | \$17.03 |

Rates are based on the average usage of 4000 gallons per month for water and sewer services

We’re planning for future investment needs.

Our Integrated Water Master Plan will help us evaluate and identify future infrastructure needs and help us ensure our rates and fees are capable of covering the costs associated with those infrastructure needs.



Which Costs More?



1,000 Gallons of IRC Water
= **\$2.80**



One Premium Coffee
= **\$3.45**

MASTER PLAN CRITERIA: HOW DO WE PRIORITIZE PROJECTS?



Criteria are the important topics we are considering as we develop the Integrated Water Master Plan.* By evaluating our performance in these key areas, we can decide what should be included in the plan.

**The project team (HDR and IRC staff) are developing criteria that will help prioritize investments and projects.*

| | This Criteria Includes: | Examples: |
|---------------------|---|---|
| Customer Experience | Improving quality, delivery and response time. | Upgrading infrastructure to prevent service issues. |
| | Maintaining existing service levels and quality of life for customers during construction and operation. | Keeping operations as normal as possible by reducing noise and impact during construction. |
| Environment | Promoting conservation of natural resources and minimizing negative impacts on the environment. | Prioritizing the environment and using resources wisely. |
| | Going above and beyond regulatory standards to align with other local and regional goals for the environment (energy, roads, parks, etc.) | Doing more than what is required to protect the environment for everyone. |
| Infrastructure | Addressing risks related to asset or system failure. | Making necessary updates and fixes before things break. |
| | Minimizing negative impacts of and facilitating recovery from external threats such as severe weather, climate change, and cybersecurity risks. | Preparing for storms and other natural disasters or events to keep the system working during and after emergencies. |
| Public Health | Addressing potential or future hazards to public health and safety. | Making improvements to prevent water contamination and similar risks that affect public health. |
| | Exceeding water quality standards for drinking water and wastewater beyond regulations for aesthetic benefits (taste, odor, etc.) | Making changes that make the water taste and smell better even though it's already safe to drink. |
| Financial Stability | Exploring opportunities for new, expanded or external funding to support projects. | Utilizing grants, partnerships and other financial sources to help offset costs. |

WHAT'S ON YOUR BILL

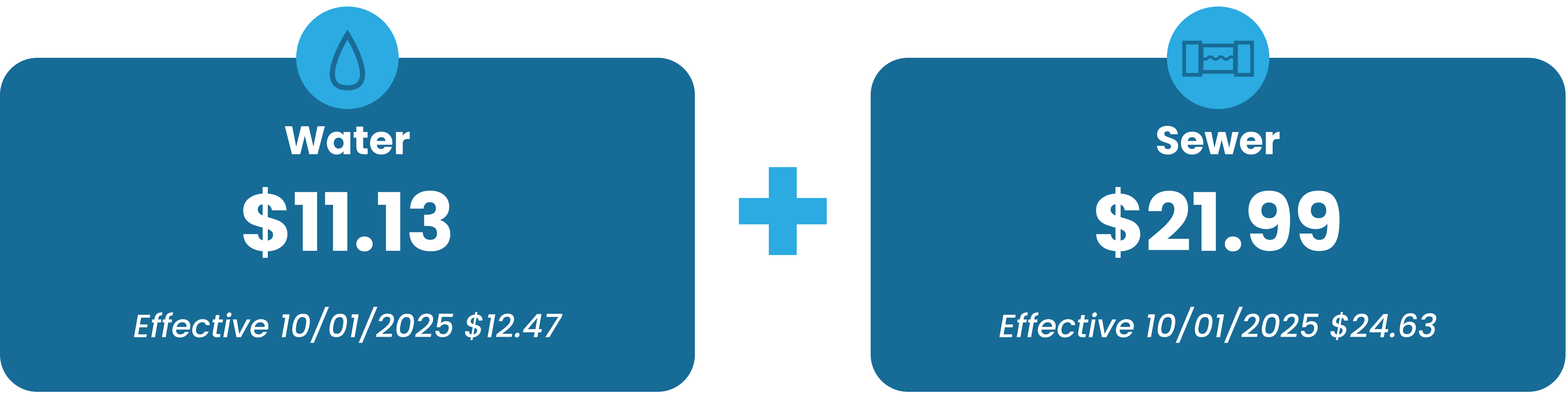


A bill for an **average residential customer that uses 4,000 gallons of water** includes:

Service Availability Charges = \$33.12

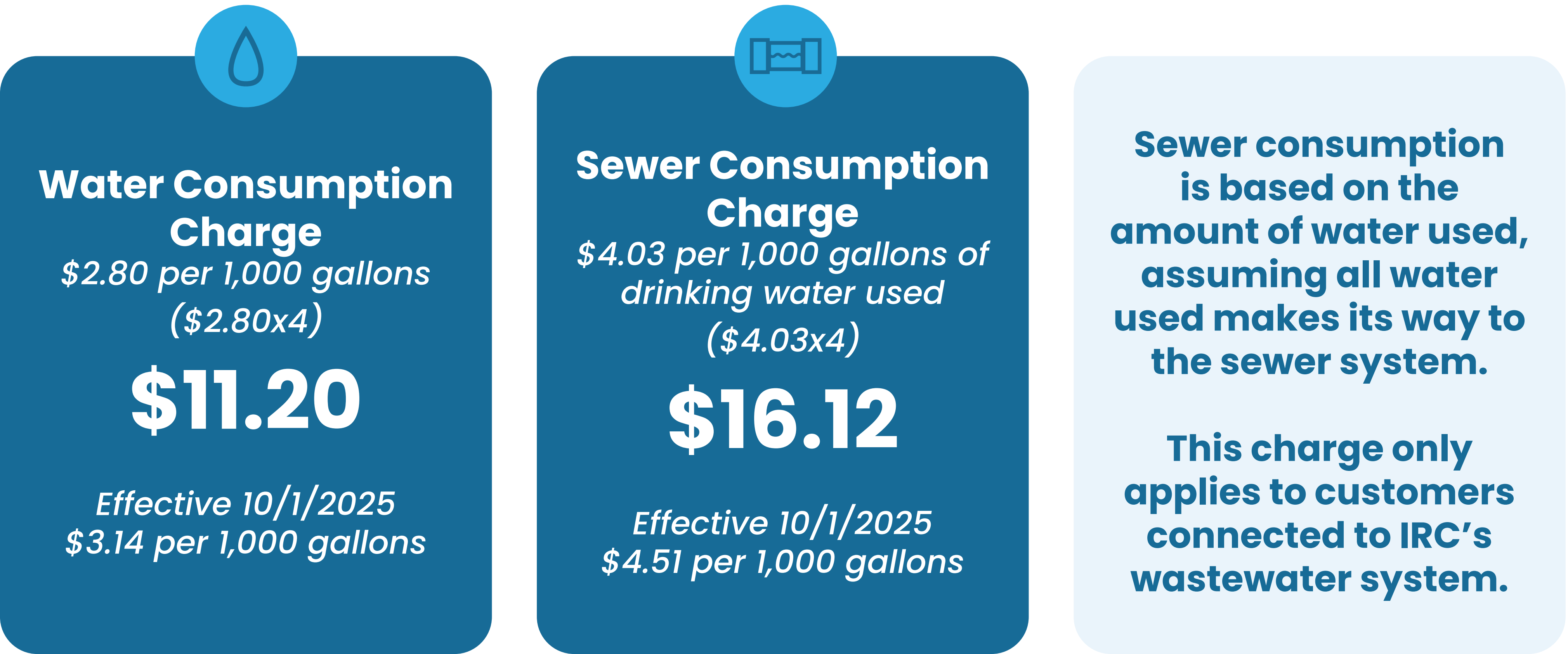
These fees stay the same no matter how much water you use. This makes up your minimum bill. The fees:

- Help cover the cost of infrastructure and maintenance.
- Provide reliable, consistent revenue for the utility despite changes in water use.



Monthly Use = \$27.32

You pay a flat rate for every 1,000 gallons used. The less you use, the lower the rate.



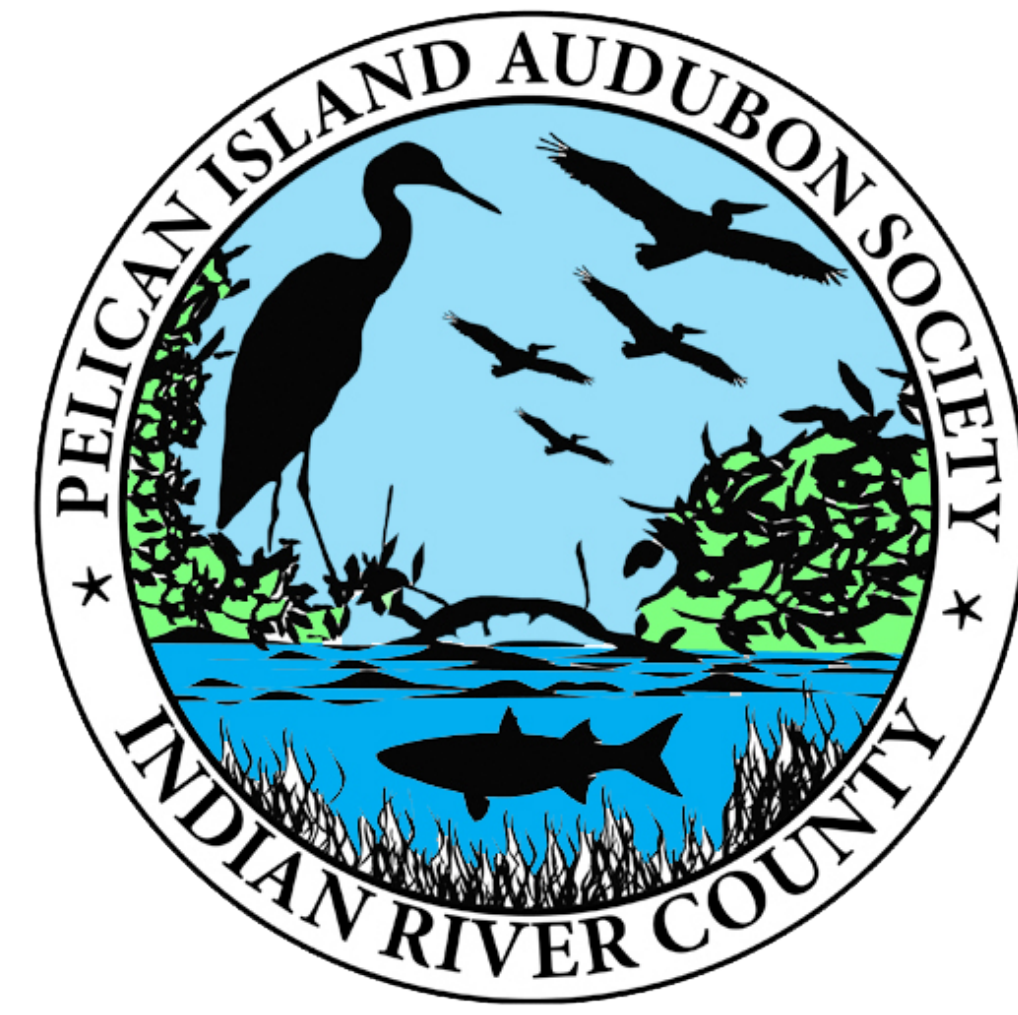
Your Bill = "Service Availability Charges" + Monthly Use

\$60.44 for 4,000 gallons

(\$67.70 effective 10/1/2025)

COLLABORATING FOR OUR WATER FUTURE

Indian River County
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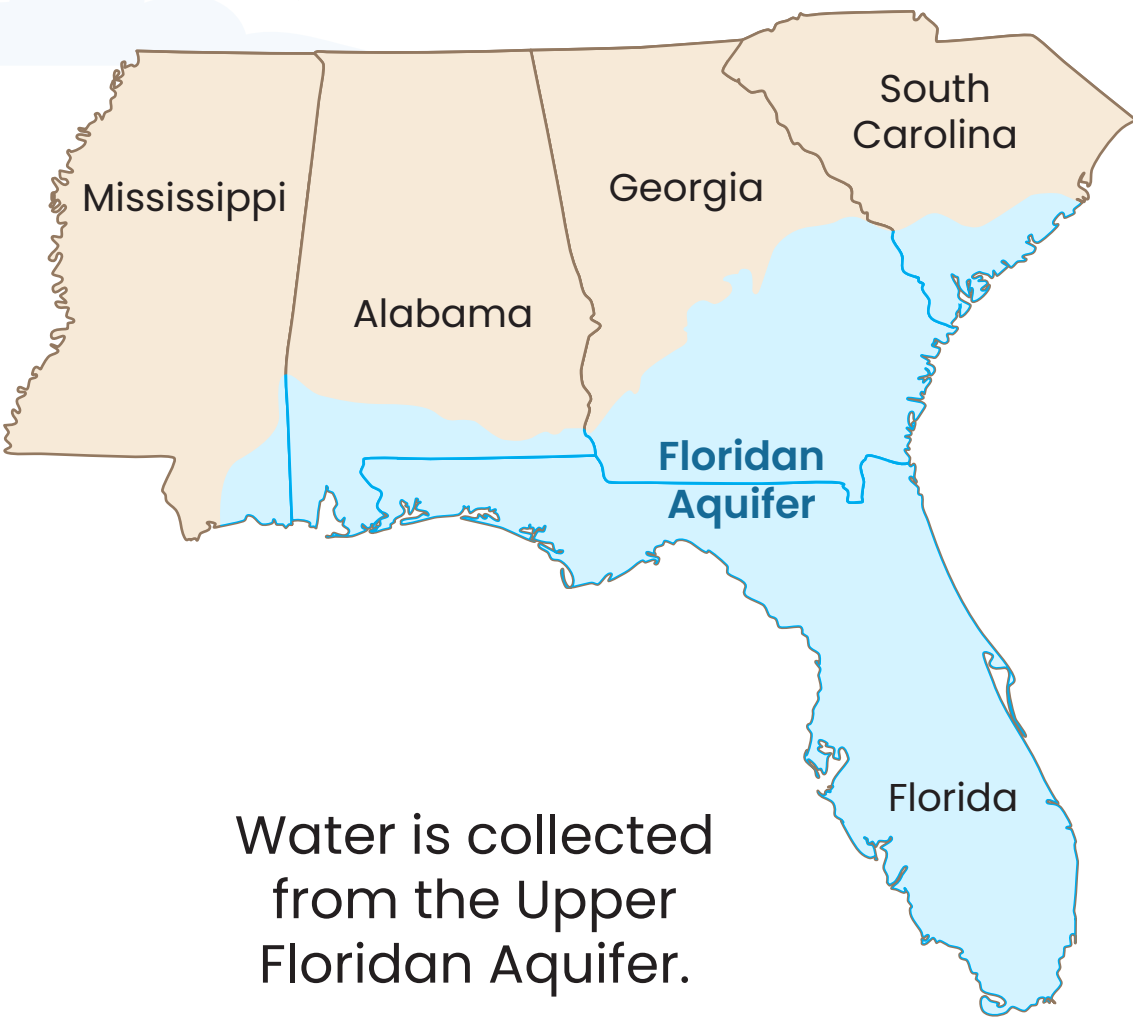
Are we missing any? Add them here!

HOW YOUR WATER GETS TO YOUR TAP

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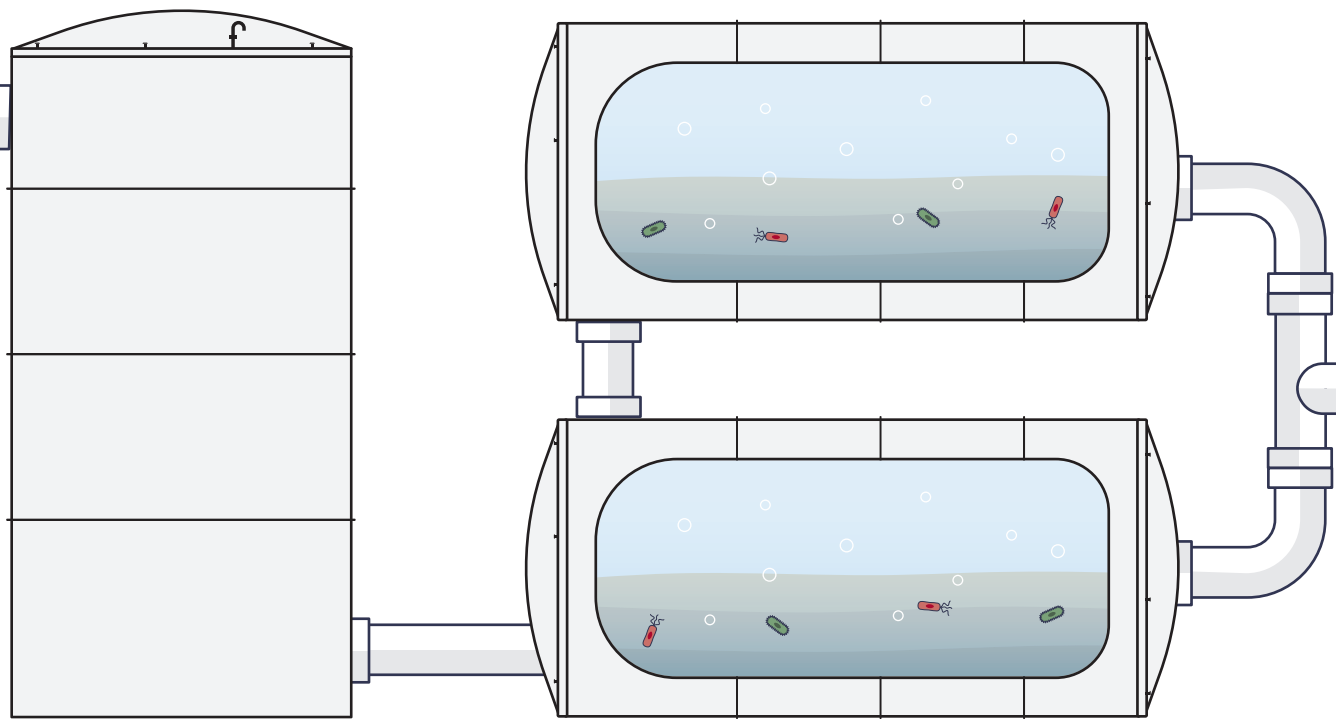


Step 1: Water intake



Water is collected from the Upper Floridan Aquifer.

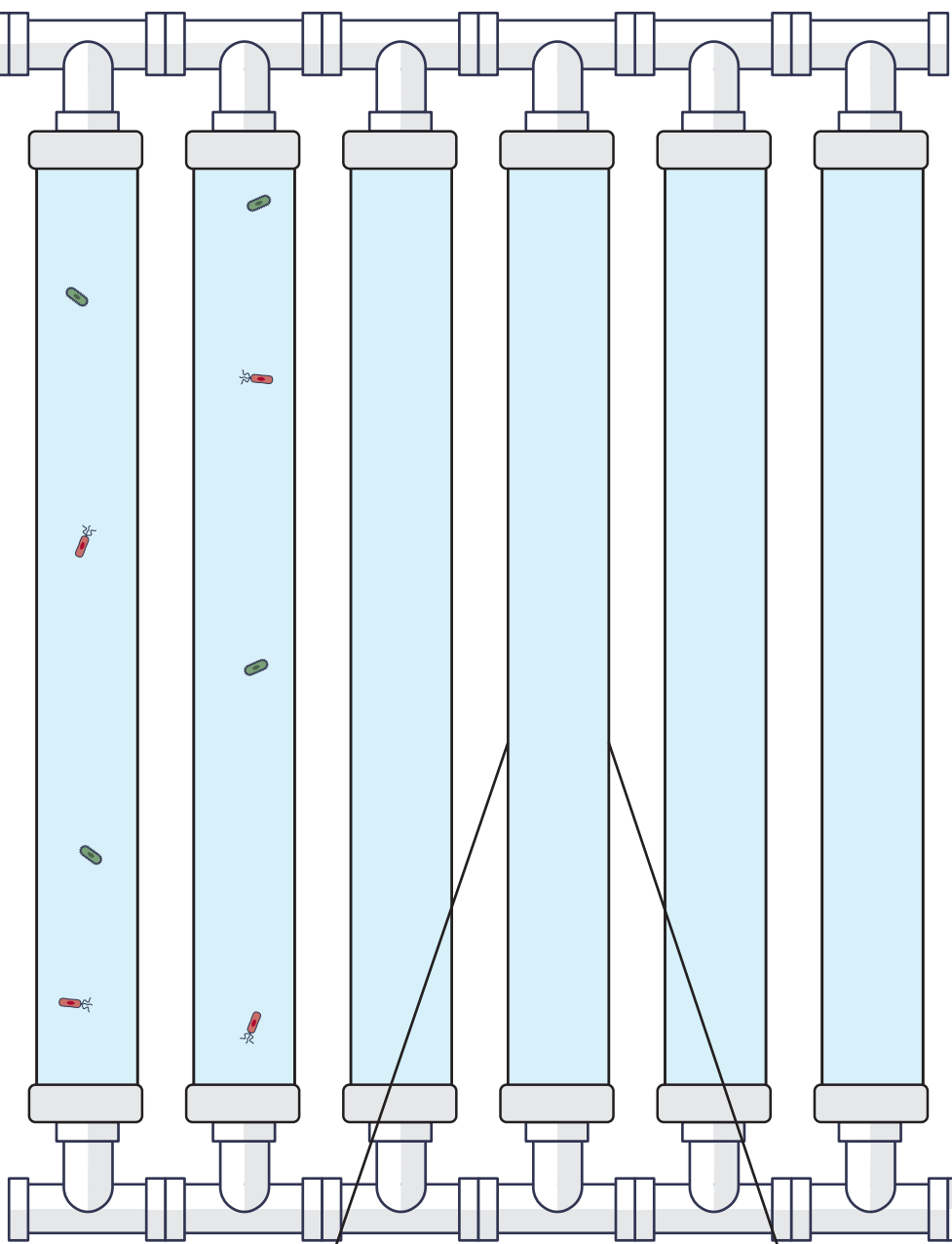
Step 2: Pretreatment to remove sand and medium-sized particles



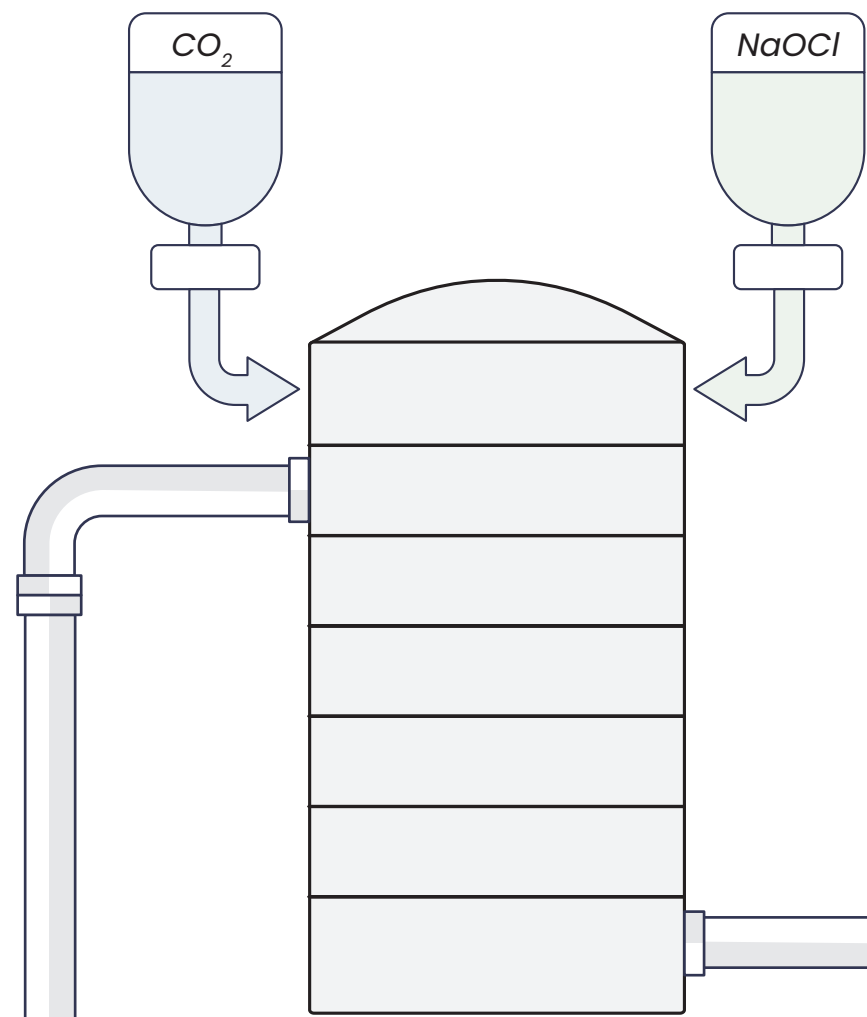
Water is run through filters to remove large particles, like sand and grit.

Step 3: Filtration

Water then flows through additional filters (nanofiltration membranes) to remove smaller particles, like salt and bacteria.

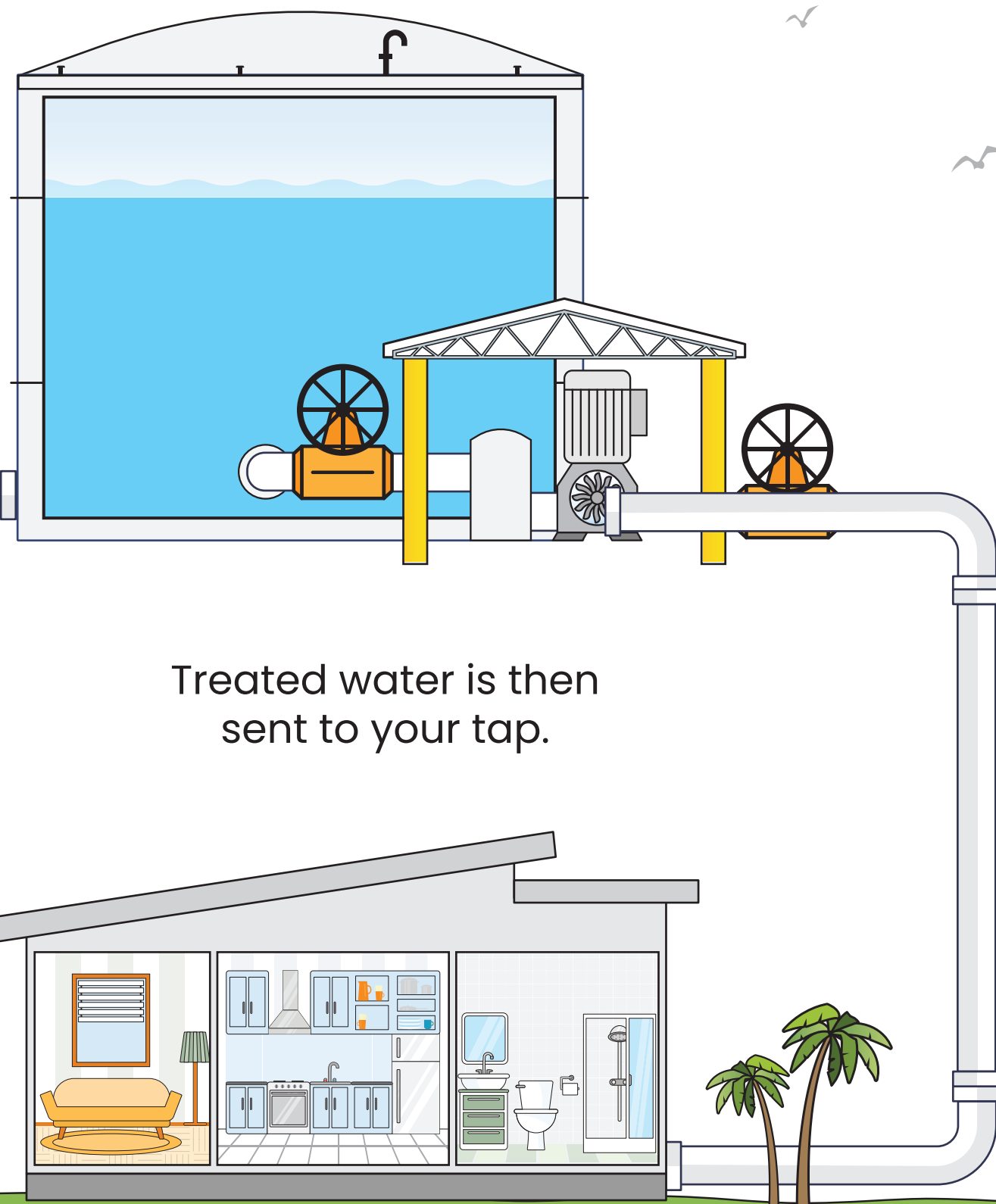


Step 4: Odor control and disinfection



We add chlorine to kill any remaining bacteria, viruses, and parasites.

Step 5: Distribution



Treated water is then sent to your tap.

surficial aquifer

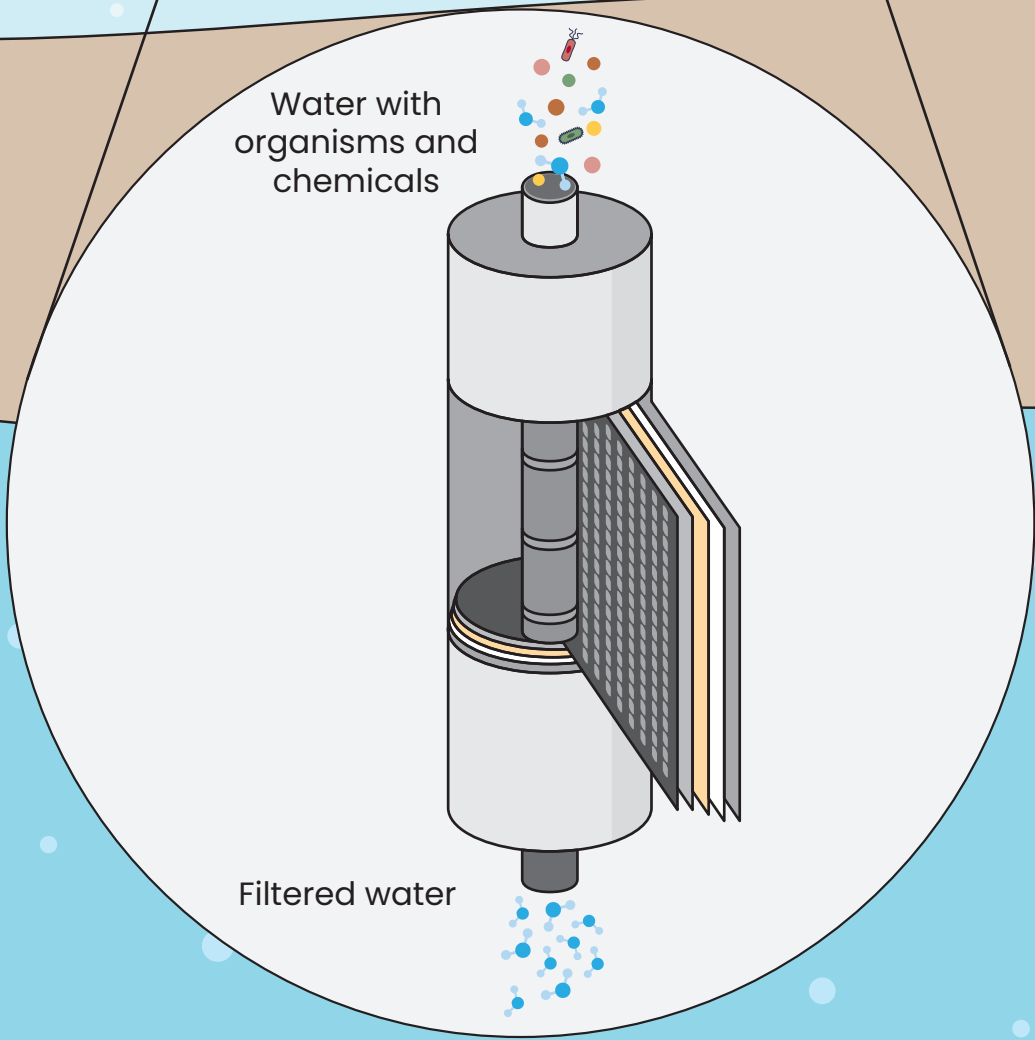
intermediate aquifer

clay confining layer

Floridan Aquifer

2 Wellfields
16 Wells
(CUP 12.84 MGD)

2 Treatment Plants
(25.7 MGD Capacity)



Water with organisms and chemicals

Filtered water

928mls
Transmission
and distribution mains

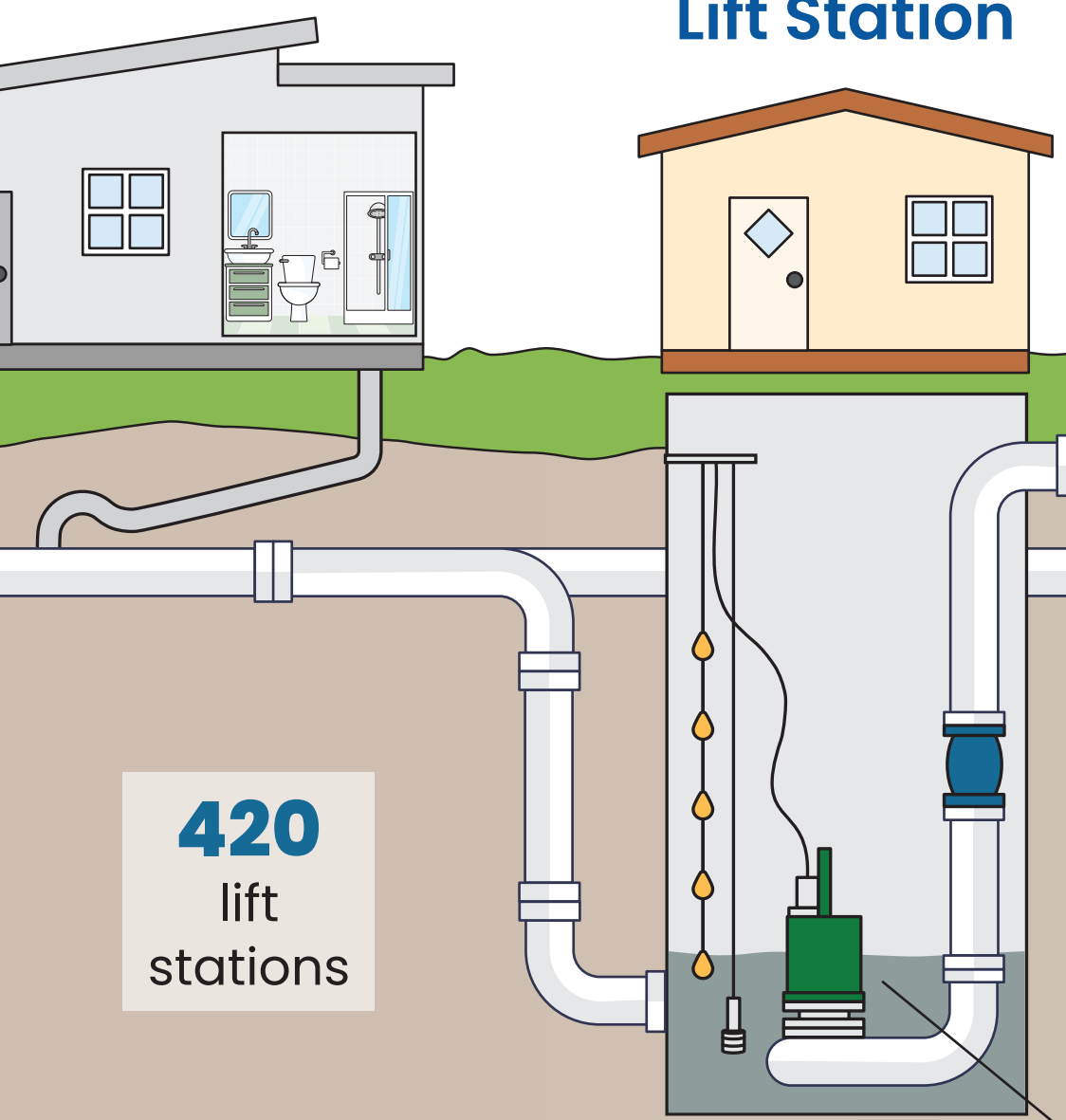
55k
Active
Accounts

HOW WE RECLAIM WATER



Step 1: Collection

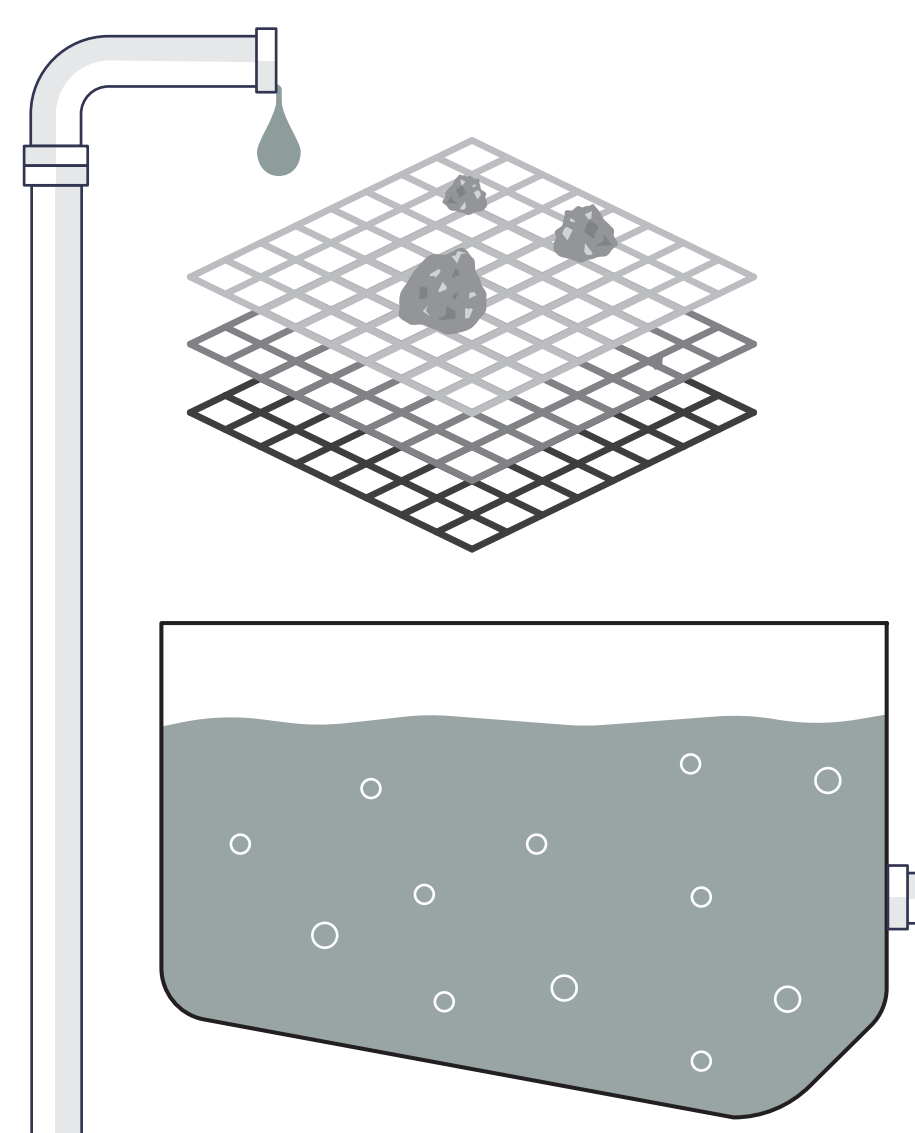
We collect wastewater from your property. Lift stations (pumps) and/or gravity are used to carry wastewater to the treatment plant.



420 lift stations

Step 2: Pre-treatment

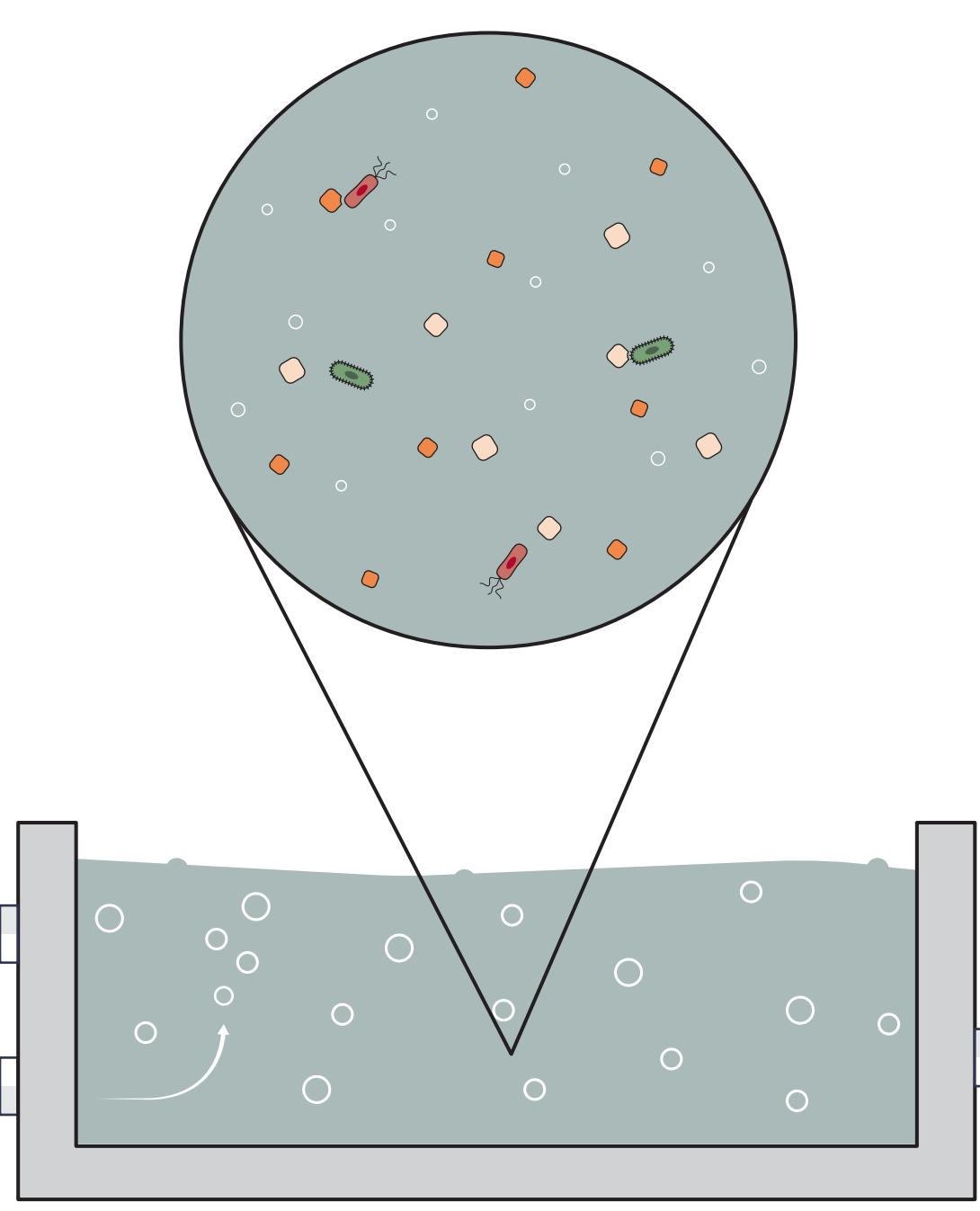
Wastewater is run through screens to remove large debris.



Nearly 600 miles of sewer collection main

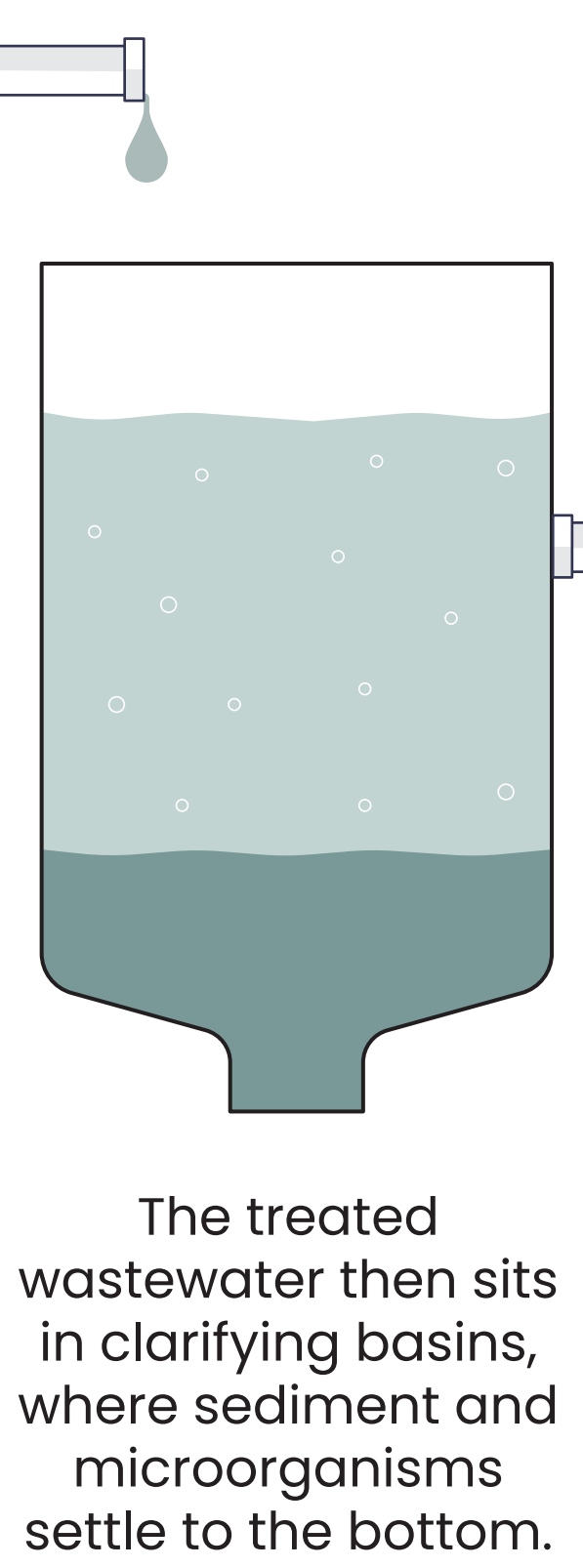
Step 3: Secondary treatment (aka biological treatment)

Microorganisms help break down solid organic waste (like human waste and food).
Oxygen (O₂) is added to speed up this process.



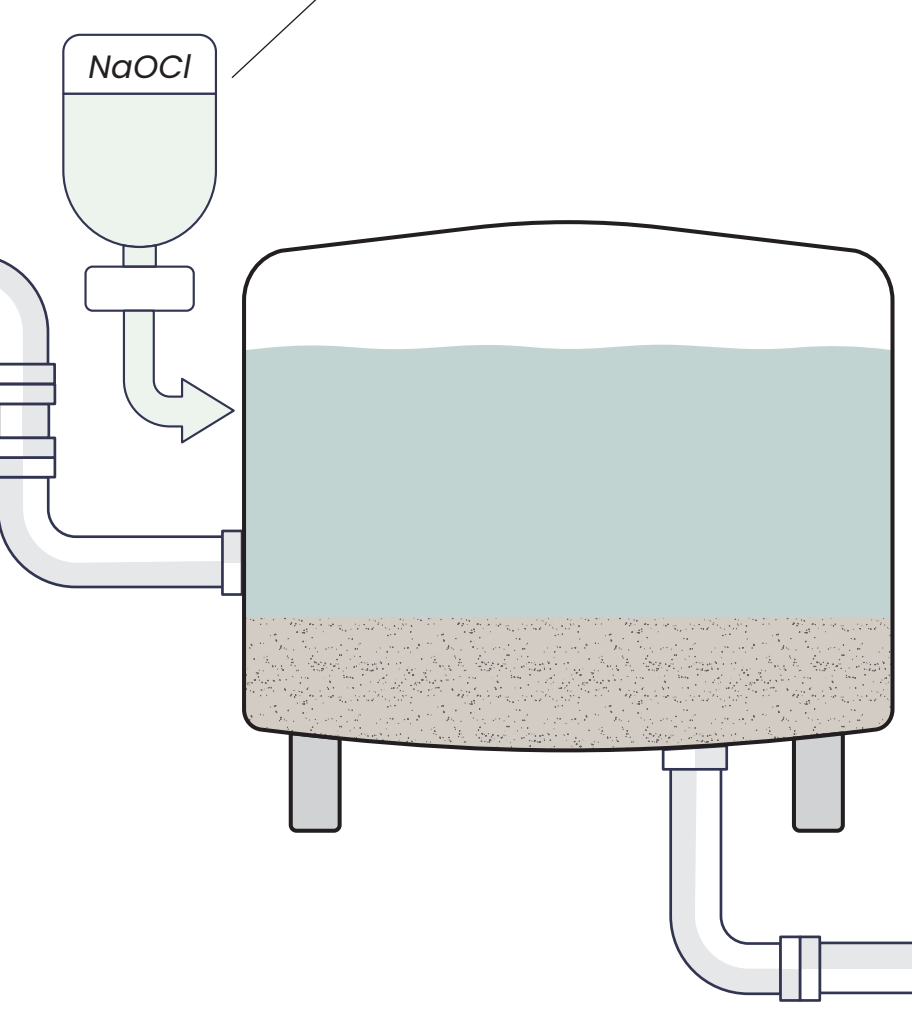
4 wastewater treatment plants

Step 4: Clarification



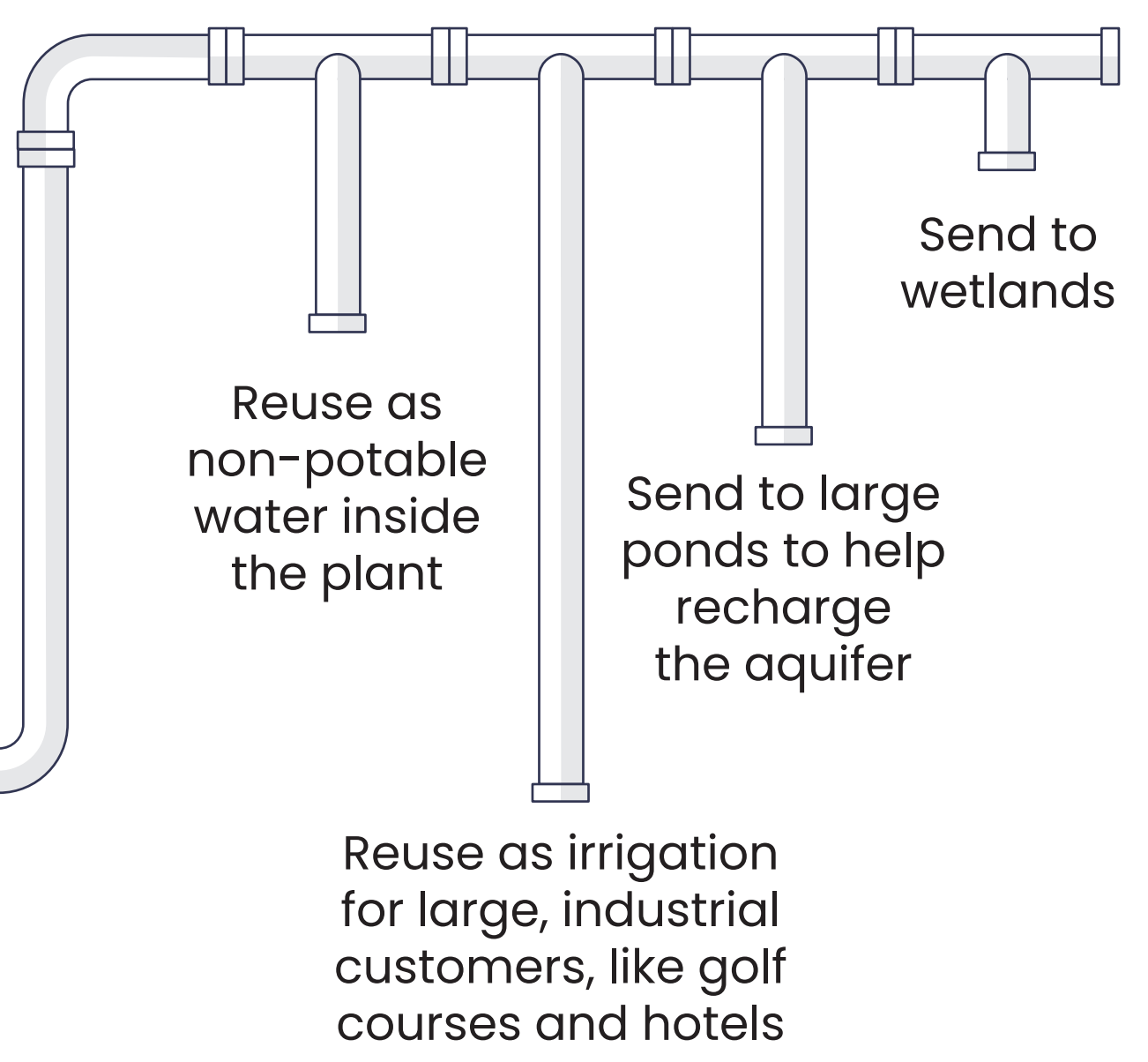
Step 5: Filtration & disinfection

Treated water is filtered through layers of sand.
Chlorine is added to disinfect the water.



Step 6: Safely return water to environment

We safely return the treated water to the environment in one of four ways:



Treated wastewater meets **Advanced Wastewater Treatment Standards** for safe recycling.

2.2B gallons of wastewater treated annually from 34,000 customers