



10/25/2022

Dear Bocilla Utilities customer,

In the days after the storm, the utility's employees (and business office) were without power, cellular service or internet access and had also sustained damaged to their homes. However, Destrey and Allen were out on the Island helping to clear the roads of debris and inspecting the main distribution system with the goal of restoring water service as soon as possible.

Once contact was made with Englewood Water District, Bocilla Utilities was informed that EWD had incurred substantial damage and could not provide a date as to when they would be able to re-establish the interconnect with Bocilla Utilities. Using a workspace provided by EWD, Eileen was able to get a status notice out to all the utility's customers.

Meanwhile, Craig was reaching out to Bill Truex, Charlotte County Commissioner and arranging alternatives with Charlotte County Utilities. Due to Craig's efforts and the ingenuity of Destrey & Allen; an emergency interconnect with CCU was established and water service was restored to the Island that same day.

The next day, Destrey and Allen inspected all the service connections and read all the meters on the Island. While doing so, to protect homes from any further damage, they valved off any properties that were actively flowing water and appeared to be visibly leaking or unoccupied. Eileen was also able to get the business office back up and running; and send a Precautionary Boil Water Notice to all BUI customers and residents.

Once EWD was able to re-establish the interconnect and the CCU emergency connection was discontinued, Bocilla Utilities performed its own bacteriological study to further protect its customers before rescinding the Precautionary Boil Water Notice. That study has been completed and the water has been determined to be safe to drink.

If upon arriving at your home there is no water service, it was most likely valved off in your roadside meter box on the utility side of the meter. If you have any issues turning the water back on, please contact our office and we will be happy to assist.

Due to the trying times in the aftermath of Hurricane Ian, Bocilla Utilities will be waiving all late fees for the month of October. If you are experiencing any difficulties whatsoever, please contact our office at (941) 769-0561 or [office@bocillautilities.com](mailto:office@bocillautilities.com).

Thank you, together we will recover and rebuild!

*The Staff of Bocilla Utilities:*

Craig Noden, President

Destrey Robbins, General Manager/Operator

Eileen Montanez, Business Office Manager

Allen Brown, Field Staff