



October 31, 2024

Dear Bocilla Utilities Customer,

Now that restoration of the Island is underway, the utility has notifications and recommendations all its customers need to be aware of.

In the days following Hurricane Milton, as service was being restored to the Island by Englewood Water District, utility staff once again dug up and uncovered all the water meter boxes. If there was any indication that water was flowing to a visibly damaged or unoccupied property, the water was valved off at one of two locations.

The first location would be the Homeowner Shut-off Valve on the homeowner's side of the meter. The utility has been installing these complimentary shut-off valves as it replaced older meters, for use by its customers. This is a PVC ball valve; located inside the round box, approximately 1 to 2 feet from the utility's square meter box. In the ON position the valve handle is parallel with the pipe and water is flowing, in the OFF position the valve handle is perpendicular to the pipe.

Bocilla Utilities highly recommends that the water be valved off using this shut-off (in addition to shutting off the water at the house) whenever the home is going to be unoccupied or unattended. The Homeowner Shut-off Valve should also be utilized as part of your preparations whenever a storm is approaching, as it is the customer's responsibility to secure their property against damage and water loss prior to inclement weather and/or evacuation orders. If you do not have a Homeowner Shut-off Valve at the meter, a residential plumber can install one for you.

The second location would be at the meter itself, inside the utility's square meter box. This is a brass valve adjacent to the meter. Again, in the ON position the valve handle is parallel with the pipe and water is flowing, in the OFF position the valve handle is perpendicular to the pipe. A screwdriver or wrench may be needed to turn this valve. The homeowner or a plumber can restore service utilizing this valve upon completion of repairs.

As homes and properties are being cleaned up, it is important to keep the utility's water meter boxes clear of any and all debris. Utility staff has already dug out all the meter boxes and has begun their inventory of damaged boxes and missing lids. Therefore, it is the homeowner's (and their contractor's) responsibility to make sure the boxes remain clear, uncovered and accessible to utility staff at all times. If utility staff must remove debris from the meter box to gain access, the customer will be charged.

Lastly, effective immediately, Bocilla Utilities will be assessing Visitation Fees (currently \$25.00 or \$50.00 after hours). Rule 25-30.460 (2)(a) of the Florida Administrative Code provides that a premises visit charge can be assessed whenever Staff is called to initiate service, turn the water off at the meter, turn the water back on at the meter, or investigate a service issue and it is found to be the customer's responsibility. A Visitation Fee is also charged when payment is made on site in lieu of disconnection for non-payment.

Should you have any questions, or require any assistance whatsoever, please do not hesitate to contact us at (941) 769-0561 or office@bocillautilities.com.

Your cooperation is greatly appreciated. Together we will rebuild once again!

Craig, Destrey, Chris & Eileen
The Staff of Bocilla Utilities

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