

Utilities Department Quarterly Meeting Update



Jan. 13, 2026



CHARLOTTE COUNTY
FLORIDA

A large, stylized graphic in the background features a yellow sun with rays and a green leaf, both partially obscured by a light blue wave-like shape.

Key Performance Indicators

Updates from September through November 2025



CHARLOTTE COUNTY
FLORIDA

Purchased and Produced Water

Purchased Water from Water Authority

Fiscal Year	Total Gallons Purchased	Change from previous year
2026	882,780,000 (to date)	TBD
2025	4,740,643,000	↑ 1.2%
2024	4,682,490,000	↑ 4.8%



Water Produced at Burnt Store Water Treatment Plant

Fiscal Year	Total Gallons Purchased	Change from previous year
2026	52,218,728 (to date)	TBD
2025	291,308,155	↑ 4.7%
2024	278,058,136	↑ 3.3%



Average Reclaimed Distributed

Fiscal Year	Average Utilized by Customers (in millions of gallons a day)	Change from previous year
2026	144,908,000	TBD
2025	106,199,000	↑ 15.5%
2024	91,890,000	↓ 12.4%



Water Distribution

Recent Quarter Service Leaks and Water Main Breaks

	Total Service Leaks and Water Main Breaks	Service Leaks and Water Main Breaks Caused by Contractor	Percentage Caused by Contractor
September	68	37	54%
October	69	52	75%
November	65	32	49%



Contractor Hits: Jan. 1 – Nov. 30, 2025

Wastewater Collection

Number of Events	Repair cost
155	\$385,008.86

Water Distribution

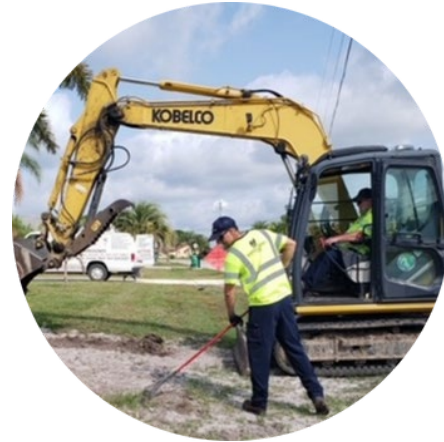
Number of Events	Repair cost
304	\$740,344.00

There are approximately 77 directional drilling contractors operating in Charlotte County.



Water Service Installs

Month	Requests	Installed
September	96	136
October	112	159
November	112	72
Totals	320	367
Currently in the que	137	



Wastewater/Reclaim Events

Recent Quarter Spills

	Sanitary Sewer Spills	Due to Contractor	Estimated Gallons Not Recovered	Reclaim Spills	Due to Contractor	Estimated Gallons Not Recovered	Low Pressure Sewer Calls After Hours
September	3	1	1,524	0	-	-	167
October	2	2	3,649	0	-	-	244
November	3	2	803	0	-	-	254

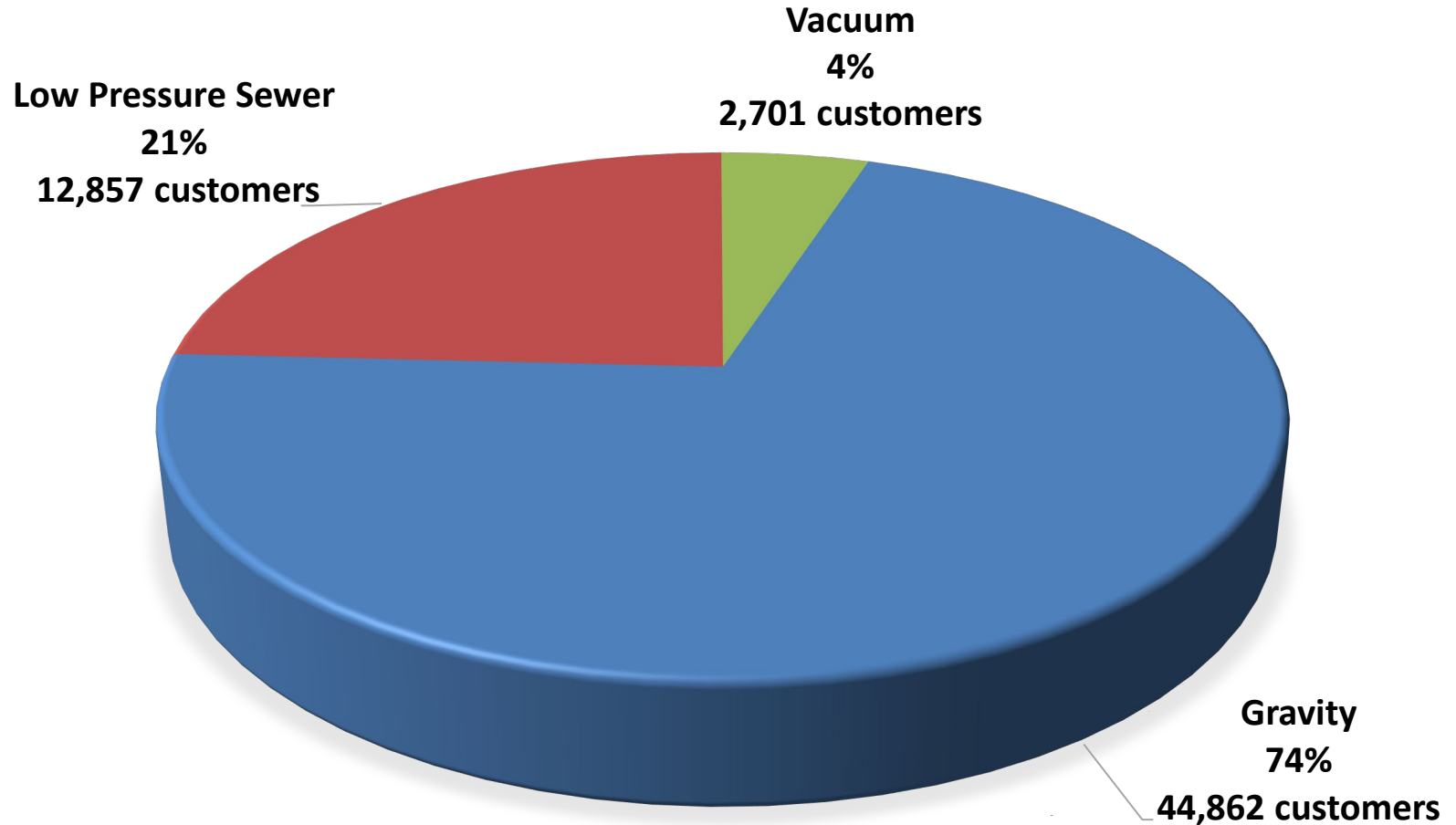


Sanitary Sewer Overflows:

Recent Quarter SSOs

Source of Sanitary Sewer Overflow	Number of events	Cause of Sanitary Sewer Overflow	Number of events
Low-pressure sewer main	3	Contractor	5
Force main	3	Equipment failure	1
Low-pressure sewer blow-off	1	Power failure	0
Manhole	1	Break in line	0
Low-pressure sewer service line	0	Infiltration and inflow	0
Lift station	0	Damaged equipment	0
Low-pressure sewer tank	0	Debris build up	0
Gravity lateral	0	Other	2
Air release valve	0		
Total:	8	Total:	8

Customers Per Sewer System Type



Water Reclamation Facilities

Average Percent of Plant Capacity Treated



Burnt Store Permitted capacity: 0.5 MGD			East Port Permitted capacity: 6 MGD			Rotonda Permitted capacity: 2 MGD			West Port Permitted capacity: 1.2 MGD		
Fiscal Year	Average Capacity	Change from previous year	Fiscal Year	Average Capacity	Change from previous year	Fiscal Year	Average Capacity	Change from previous year	Fiscal Year	Average Capacity	Change from previous year
2026	74% to date	TBD	2026	76% to date	TBD	2026	66% to date	TBD	2026	63% to date	TBD
2025	84%	↑ 9%	2025	88%	↓ 2%	2025	68%	↑ 2%	2025	65%	↑ 1%
2024	75%	↑ 13%	2024	90%	↑ 6%	2024	66%	↑ 8%	2024	64%	↑ 2%

Equivalent Residential Connections (ERCs) Water Reclamation Facilities

WRF	12-month Average Daily Flow	Available ERCs	Paid for Capacity	New connections to plant (Jan '25 - Nov. '25)	Estimated Time to Exceed Capacity (based on 3-year average)
Burnt Store	0.336 MGD	40	2,002	398	Discussed in Burnt Store Expansion Update
East Port	5.476 MGD	3,341	456	344	35 months
West Port	0.760 MGD	4,130	106	338	Discussed in Projects Update
Rotonda	1.398 MGD	3,994	5	200	186 months



Equivalent Residential Connections (ERCs) Water Treatment Plants

WTP	Monthly Average Daily Flow	Available ERCs	Paid for Capacity	New connections to plant (Jan '25 - Nov. '25)	Estimated Time to Exceed Capacity (3-year average)
Burnt Store	0.900 MGD	16,666	1,915	402	388 months
Peace River Allocation: 16.1 MGD	15.164 MGD	4,656	477	1,407	26 months



Connections Made

Homes and businesses connecting to Charlotte County's infrastructure.

Timeframe	Total connections
January – November 2025	3,609



Miscellaneous Data

	Utility Line Locates	Vacant Positions	Customer Service Response Time
September	4,251	33	1 minute 5 seconds
October	4,986	34	53 seconds
November	3,478	56* (*includes newly Board approved positions)	28 seconds



A large, stylized graphic in the background featuring a yellow sun with rays on the left, a light green leaf on the right, and a light blue curved shape at the bottom. The word "Questions?" is centered over this graphic in a blue, sans-serif font.

Questions?

