



# 2024 St. Johns County Utility Department Annual Report

Our *Mission* is to serve our customers by providing safe, reliable drinking water and environmentally responsible wastewater treatment at affordable rates while emphasizing customer service and protecting our environment.

Our *Vision* is to be the best-in-class Utility Department with competitive rates for our customers.



# Community Trust and Well Being



As we reflect on the past year, we are proud to highlight the continued success and resilience of our utility services, which are integral to the health, sustainability, and overall quality of life in our community. At St. Johns County Utility, our core mission remains firmly focused on providing reliable, safe, and clean water, alongside effective wastewater management. These services are not only essential for daily living but also contribute to the growth and well-being of our community.

Throughout the year, we have worked tirelessly to ensure that our utility services are not only efficient and sustainable but also flexible and adaptable to meet the evolving needs of our residents and businesses. In a rapidly changing environment, our commitment to providing high-quality water and wastewater services has remained unwavering, as we continue to invest in infrastructure improvements, technological advancements, and sustainable practices to benefit all who rely on us.

This report provides an overview of our key accomplishments, challenges, and strategic initiatives aimed at enhancing our infrastructure, promoting environmental stewardship, and ensuring that we are well-positioned to serve the community for years to come. We are proud of the progress made, but we remain dedicated to continually improving our services to meet the needs of a growing population.

The St. Johns County Utility Department takes immense pride in being a dependable and trusted partner in the everyday lives of our residents and businesses. We understand the importance of the services we provide, and we are committed to ensuring that you can always rely on us to keep life flowing smoothly—today, tomorrow, and in the future.



Message from  
Director Neal Shinkre

# Financial Stewardship

Our goal is to provide high quality services with minimal interruptions. Our customers interact with us primarily by paying their monthly bill, an automated process for many. We have many types of customers, including single-family and multi-family residences or varying types for commercial or industrial customers.

Each customer has a unique bill that consists of several factors. The billing process begins with developing rates that will cover the cost of service and ends with how much water, wastewater, or reclaimed water services a customer uses during a billing period. Most of our bills have a base charge to cover the fixed costs of operations and a variable component or a metered volume charge that recovers varying costs such as chemicals and power. Commercial or industrial customers also pay for specialized services, including higher volumes of water, additional fire protection coverage, or treatment of unique wastewater byproducts.

The St. Johns County Utility Department aims to have affordable rates compared to the region while maintaining a high level of service and providing capital reinvestment for long-term sustainability. As shown on the regional comparison chart, SJCUD is very competitive compared to other water, wastewater and reclaimed water services provided at typical monthly usage levels.

## St. Johns County FY 2025

### Average Bill

\*per 5,000 gallons

Water: **\$35.05**

Wastewater: **\$46.74**

Total Bill: **\$81.79**

<i>Other Utilities</i>	Water	Wastewater	Total
City of Atlantic Beach	\$19.28	\$41.84	\$61.12
New Smyrna Beach Utilities Commission	\$25.50	\$44.23	\$69.73
City of Orange Park	\$28.09	\$42.12	\$70.21
JEA (3/4 inch meter)	\$25.40	\$47.70	\$73.10
Clay County Utility Authority	\$23.31	\$52.06	\$75.37
City of Green Cove Springs	\$24.82	\$53.42	\$78.24
Volusia County - West S.A.	\$30.60	\$55.37	\$85.97
Nassau County	\$17.71	\$69.26	\$86.97
City of Palatka	\$43.53	\$51.33	\$94.86
City of Jacksonville Beach	\$39.42	\$55.76	\$95.18
Volusia County - East S.A.	\$42.20	\$55.37	\$97.57
City of Daytona Beach	\$39.99	\$58.38	\$98.37
City of St. Augustine	\$42.33	\$58.63	\$100.96
City of Palm Coast	\$52.32	\$50.08	\$102.40
City of Edgewater	\$50.97	\$75.00	\$125.97
City of Flagler Beach	\$83.66	\$62.47	\$146.13
<b>Average of Other Utilities</b>	<b>\$36.82</b>	<b>\$54.56</b>	<b>\$91.38</b>



# Organizational Excellence



St Johns County is finalizing a strategic plan this year to secure a direction to efficiently manage long-term organizational resources.

St. Johns County Utility Department has participated closely with the development of the County's strategic plan and is emphasizing best practices and performance measure development related to daily operations.

The Utility's workforce has invested significantly in advanced information systems and trained employees to proactively utilize technology to enhance levels of service and track targeted strategic plan goals and objectives.

Employees continue to be the most important part of the organization. They have successfully navigated two major storm events in October, managed a high workload throughout the year and developed considerable morale as a team. All Utility staff have been participating in monthly group meetings to promote communication, training and provide division updates on relevant and timely events. Utility and County leaders are encouraging engagement, employee participation and a focus on team building to achieve service excellence throughout the Utility and County.



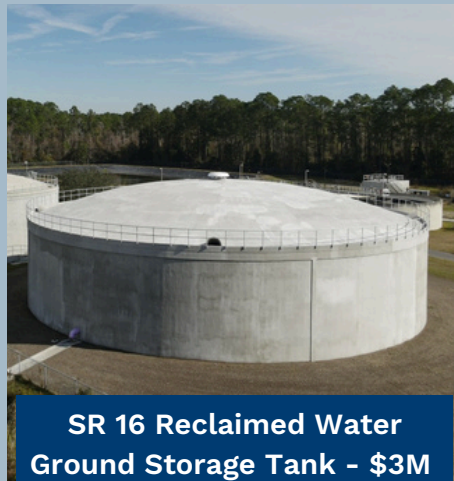
# Economic Prosperity

A significant responsibility of SJCUD is to ensure the proper maintenance of all the infrastructure required to deliver safe and clean drinking water, wastewater, reclaimed water, and provide a source to irrigate the open green space and landscaping that everyone enjoys. The Capital Improvement Plan (CIP) is the tool that staff uses to identify the necessary projects needed for the next twenty years. The CIP helps provide those services and includes equipment replacement projects, projects that will provide additional capacity for new customers, enhance technology to lower costs, and projects that meet the requirements of emerging environmental regulations.

**Some of the major projects that SJCUD will complete in the current 10-year CIP include:**

- **Construction of new water reclamation facilities to provide additional capacity and replace aging facilities to meet upcoming regulatory requirements**
- **High-tech facilities that exceed all environmental regulations and lower the cost of treatment**
- **Construction of a reclaimed water distribution pipe loop to provide an alternative water source for irrigation that will protect the limited supplies of high-quality water used for drinking**
- **Replacement of aging infrastructure throughout St. Johns County to protect the environment and lower costs for all customers.**

## Recent Capital Improvement Projects



**Silverleaf 2209 Forcemain and Reuse Forcemain - \$3.5M**

**SR 16 Reclaimed Water Ground Storage Tank - \$3M**

**SR208 Ground Storage Tank and Pumping Facility - \$6M**

## CIP Project Dashboard



**214 Water Treatment Plant Water Transmission Main - \$1M**



# One Water: Protecting Our Most Precious Resource



There is no single solution to address the water resource challenges we face in St. Johns County; the responsibility to protect this vital resource lies with us all. The St. Johns County Utility Department continues to embrace the philosophy of One Water—the understanding that we all share a single, interconnected water supply. Water moves through various stages in a cycle, including groundwater, surface water, drinking water, reclaimed water, and treated wastewater. By taking a holistic, sustainable, and cost-effective approach, the Utility Department addresses regional water supply and demand issues, reflecting the values of our community, and adapting to ever-evolving conditions.

To protect our water supply, St. Johns County has implemented initiatives such as a conservation rate structure, which incentivizes customers to use less water by offering lower rates for reduced consumption. Additionally, we have adopted a County irrigation ordinance that aligns with the St. Johns River Water Management District’s model, reinforcing the importance of responsible water use. We encourage customers to take part in water conservation by following water saving tips shared through St. Johns County’s social media channels.

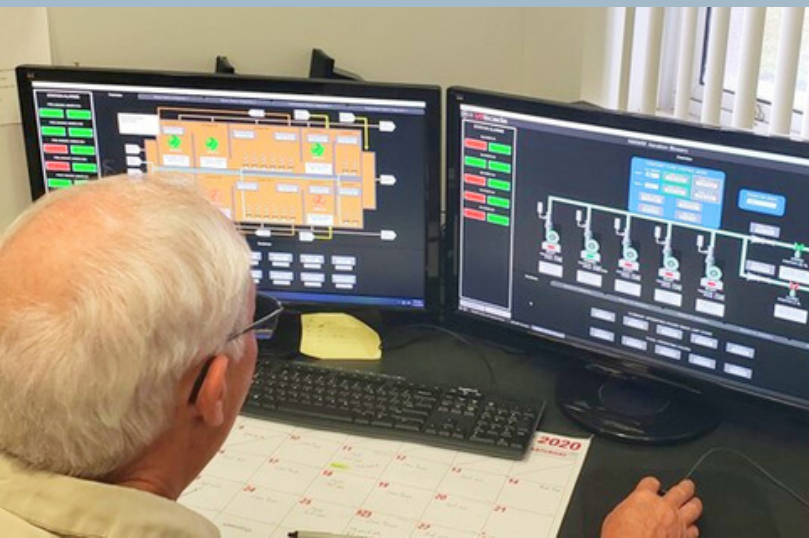
Moreover, the Utility Department continues to expand its robust reclaimed water system, including both distribution and storage networks, to support irrigation needs. With an expanded system, we ensure compliance with important sustainability initiatives, such as Senate Bill 64, which aims to eliminate non-beneficial surface water discharge.

# Customer Service



Customer service is the most visible and tangible measure of success. No business can truly be successful without a total commitment to serving its customers at a high level. SJCUD has a modern contact center phone system that has raised service levels, promoted customer satisfaction, and reduced costs. SJCUD consistently provides services for customers through sophisticated technology such as the Advanced Meter Infrastructure (AMI) system that provides hourly readings of water usage. This advanced system helps SJCUD and customers detect possible leaks or excessive irrigation. SJCUD has a web-based customer portal to view water usage statistics, compare usage against temperature and rainfall, and receive custom usage alerts via email and text.

The portal is also a valuable tool to help residents and businesses conserve and ensure a better water future. The Utility is proud to provide customers with the tools required to promote reducing water use, improving the reliability and sustainability of the water system, and minimizing cost. Customer satisfaction is a mark of distinction that makes the SJCUD a leading Utility provider.



THE FOLLOWING RESOURCES ARE AVAILABLE TO CREATE, REVIEW AND MONITOR YOUR ACCOUNT

---

**How to get in touch with your Utility**  
Monday – Friday  
Hours and Phone Number  
7:30 am to 4:30 pm; 904-209-2700,  
Option 4 or Toll-Free at 877-837-2311

**How to pay your bill**

**Electronic Payments**

[www.sjcfl.us/pay-bill-online](http://www.sjcfl.us/pay-bill-online)

**Payment by Phone**

844-SJCUTIL or 844-752-8845

**Pay by Text or Electronic Statements**

Customers may access this once registered on Invoice Cloud.

**How to Lower Your Bill**

**Irrigate according to SJRWMD guidelines**

[www.sjrwmd.com/wateringrestrictions](http://www.sjrwmd.com/wateringrestrictions)

**Efficient Household Fixtures**

[www.epa.gov/watersense](http://www.epa.gov/watersense)

**Track Your Water Usage**



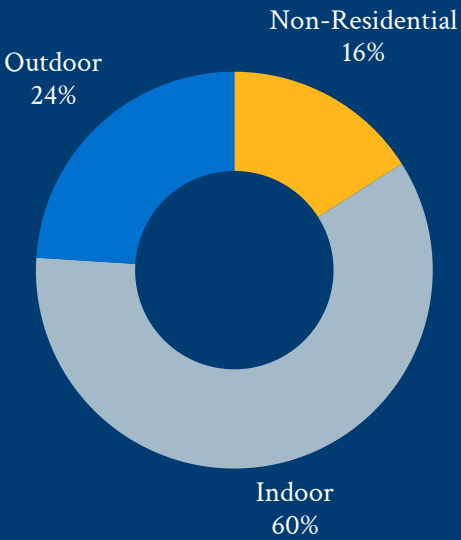


# Every Drop Counts: Conserve Water for a Better Tomorrow

Since living in Florida means enjoying beaches, lakes, rivers, and springs, many residents do not realize the growing need for water conservation. Much of the water in Florida is not readily available for public supply. SJCUD is currently securing our water supply for the next 20 years.

Not only will conserving water help protect Florida's water resources, it will also have a positive impact on your utility bill. The idea is simple; the more you use, the more you pay.

Since 2022, new developments in the SJCUD service area are prohibited from using potable water on lawns and must irrigate with an alternative water source, such as reclaimed water or stormwater. This requirement plus other water conservation efforts will help to lower the per capita water use. To the left is a graph showing recent water use trends in the service area.



Source: SJCUD water meter data

## Water Saving Tips

