



# Boil Water Notification Standard Operating Procedure

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Transforming Practice into Policy  
Town of Century, Florida

Prepared by: Allen Fowler, Water and Wastewater Operator, Clearwater Solutions

Date: April 15, 2025

# Intent

- This SOP transforms current operational practices into a formal policy framework aligned with Chapters 62-555 and 62-560 of the Florida Administrative Code.

It ensures consistent response to water quality incidents, compliance with public health standards, and improved transparency and accountability.

# Boil Water Notice (BWN) Triggers

- A BWN must be issued for:
  - - Fecal coliform/E. coli detection
  - - Zero/low water pressure
  - - Watermain breaks
  - - Flooded wells
  - - Disaster-related events
  - (Surface water triggers not currently applicable)
- Prepared by: Allen Fowler,  
Water and Wastewater Operator,  
Clearwater Solutions
- Date: April 15, 2025

# Customer Notification Procedure

- Notification must occur within 24 hours by:
    - - Posting signs, flyers, or door hangers
    - - Posting on the Town website
    - - Newspaper announcement
  - If lasting over 3 business days, provide an update.
  - Rescission must use the same notification methods.
- Prepared by: Allen Fowler,  
Water and Wastewater Operator,  
Clearwater Solutions
  - Date: April 15, 2025

# BWN Process Overview

- 1. Town notifies Operations
  - 2. Operations drafts and submits BWN to DEP, DOH, and Clerk
  - 3. Clerk implements customer notifications
  - 4. Operations provides updates
  - 5. Rescind BWN after required testing and residuals
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# Rescinding a BWN

- A BWN is rescinded only after:
  - - Achieving required chlorine residuals
  - - Two consecutive days of absent bacteriological results
  - - Proper sampling (upstream, downstream, source)
  - - Official notice sent to DEP, DOH, and Town Clerk
- Prepared by: Allen Fowler,  
Water and Wastewater Operator,  
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# Record Retention

- Maintain:
  - - SOP document (share with DEP/DOH)
  - - All BWNs, rescissions, and lab results for 5 years
  - Ensure documents are accessible and updated as required.
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