



2025

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 a best-in-class Utility Department, delivering competitive rates and dependable service to our customers.



Community Trust & Well Being

St. Johns County's Strategic Plan reflects a shared commitment to high quality services, environmental protection, and smart investment in the infrastructure that supports a strong quality of life for residents.

The Utility Department plays an important role in this effort by delivering safe and reliable water, wastewater, and reclaimed water services that protect public health and the environment. Every day, the Utility Department helps homes, businesses, schools, and essential services function smoothly by providing the water systems the community depends on.



Silo Rd. Repair, Distribution Department

These systems support everything from drinking water and sanitation to fire protection, irrigation, and environmental stewardship. By maintaining dependable systems, the Utility Department helps protect local waterways, preserve natural resources, and keep neighborhoods healthy and livable.

Public trust is built through consistency, transparency, and service. By listening to customers and responding to community needs, the Utility Department remains committed to supporting the wellbeing of St. Johns County today and into the future.



Information Technology Team

Financial Stewardship

Fiscally Sound, Financially Stable

The St. Johns County Utility Department provides the water, wastewater, and reclaimed water services residents and businesses depend on every day. A key priority is delivering reliable service while keeping monthly bills predictable and affordable.

Most customers experience the Utility Department through their monthly bill. That bill reflects how much water is used and includes the costs required to operate and maintain the system, from energy and staffing to customer service and emergency response.

Rates are designed to fairly distribute costs across all customers so everyone pays their share for the services they receive. This approach helps keep the system financially stable while providing consistent service to homes, apartments, businesses, and industrial users.

As shown in the comparison table, St. Johns County's average monthly utility bill remains below the regional average. This demonstrates the Utility Department's commitment to responsible financial management and delivering strong value to customers.

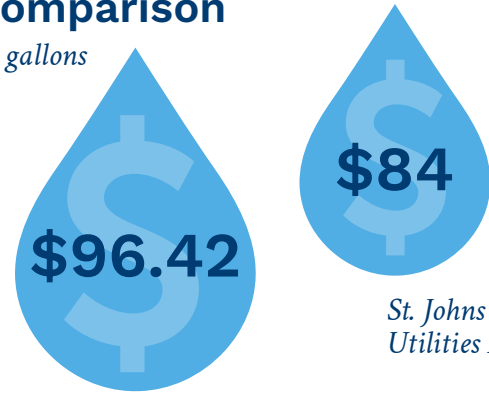
St. Johns County is 10% below the regional average cost.

[Track Your Water Usage](#)



Average Monthly Utility Bill Comparison

Per 5,000 gallons



Regional Average of Other Utilities

St. Johns County Utilities Department

St. Johns County FY 2026
Water: \$36.02 | Wastewater: \$47.98
Total Bill: \$84.00

Other Utilities	Water	Waste Water	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)	\$26.58	\$49.22	\$75.80
Clay County Utility Authority	\$29.76	\$51.73	\$81.49
City of Green Cove Springs	\$27.79	\$56.10	\$83.89
Volusia County - West S.A.	\$31.79	\$57.59	\$89.38
Nassau County	\$24.39	\$95.50	\$120.19
City of Palatka	\$43.54	\$51.33	\$94.86
City of Jacksonville Beach	\$41.47	\$61.44	\$102.91
Volusia County - East S.A.	\$43.89	\$57.59	\$101.48
City of Daytona Beach	\$38.44	\$58.68	\$97.12
City of St. Augustine	\$43.31	\$59.99	\$103.30
City of Palm Coast	\$61.02	\$58.41	\$119.43
City of Edgewater	\$50.97	\$75.00	\$125.97
City of Flagler Beach	\$82.49	\$63.37	\$145.86
Average of Other Utilities	\$38.64	\$57.78	\$96.42

Organizational Excellence

Leadership within the Utility Department is guided by a clear structure and a unified approach to managing essential public services. As an enterprise fund of St. Johns County, the Utility Department operates with defined governance, financial oversight, and operational accountability to ensure water, wastewater, and reclaimed water services are delivered reliably every day.

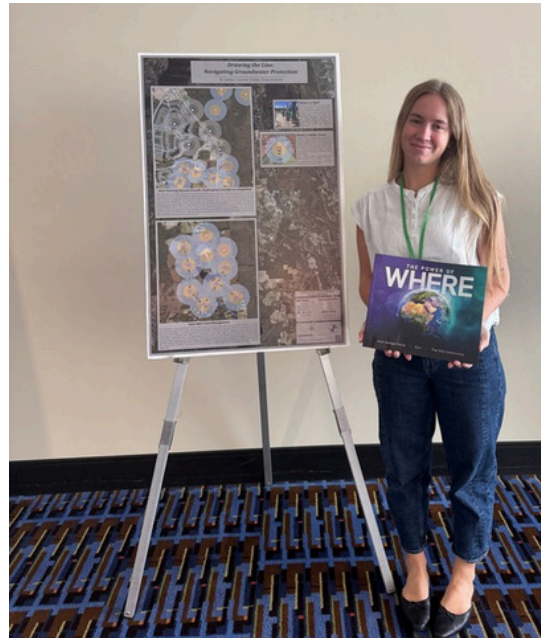
This organizational framework supports regulatory compliance, long range planning, and the coordination of complex infrastructure projects. From engineering and treatment operations to customer service and field crews, each division plays a specific role in keeping systems functioning safely and efficiently.

Leadership is all around us.

By aligning strategy, resources, and daily operations, the Utility Department is able to respond to changing demands, maintain critical assets, and continuously improve how services are delivered across the County.



Utilities Leadership with County Administrator



Award Winning GIS Team



Water Conservation Proclamation



Staff explains equipment during SJC 101



[Learn more about SJC 101 Citizen Academy](#)

Economic Prosperity: Planning for Today and Tomorrow



Engineering team hard at work.



[SR 207 Water Reclamation Facility](#)

A core responsibility of the Utility Department is building and maintaining the infrastructure that delivers drinking water, wastewater, and reclaimed water services across St. Johns County. This includes treatment plants, storage tanks, pipelines, pump stations, and distribution systems that must be continually upgraded to meet growing demand and changing regulatory standards.

Long term planning is guided by the Capital Improvement Plan, or CIP, which maps how projects are identified, prioritized, and delivered over a twenty-year horizon. Through the CIP, the Utility Department replaces aging equipment, expands system capacity, and invests in new technologies that improve performance and efficiency.

These investments ensure the Utility Department can support continued growth, meet environmental and regulatory requirements, and operate reliably for decades to come.

The current 10-year Capital Improvement Plan includes major projects such as:

- Construction of new water reclamation facilities to increase treatment capacity
- Development of advanced treatment facilities to improve performance and efficiency
- Expansion of reclaimed water distribution systems
- Replacement of aging infrastructure across the county

Recent Capital Improvement Projects

- **Marsh Landing Electrical Improvements**

\$2 Million

- **SR 16 Wastewater Process Improvements**

\$2 Million

- **Northwest WRF 2 MG Ground Storage Tank**

\$3 Million

- **Northwest WRF Facility Expansion to 3.75 MGD**

\$6 Million

- **Multiple Wellfield Expansion Projects**

\$4 Million

- **Hastings Water Treatment Plant Improvement Projects**

\$5 Million

Expanding Your Utility and Community

In 2016, the Utility Department gained the Town of Hastings' water and wastewater systems, marking an important step in extending County services to new customers and communities. Since that transition, service has been standardized, regulatory compliance strengthened, and system performance improved for Hastings customers.



Hastings smoke testing system evaluation



North Beach GIS asset identification



FOG: Fats, oils, grease routine systems check

More recently, the Utility Department expanded service in the North Beach area, welcoming approximately 1,400 additional customers into the County utility system. This transition allows customers in the area to receive the same level of service, customer support, and operational standards provided throughout St. Johns County.

As new communities are brought into the system, the Utility Department works to ensure a smooth transition, consistent service, and long-term reliability. These expansions reflect the County's commitment to supporting growth while maintaining dependable water and wastewater services for all customers.

Customer Service



Customer Service Team assisting residents

Customer service is one of the most visible ways customers experience the Utility Department. A strong focus on service helps ensure questions are answered quickly, issues are resolved efficiently, and customers have the information they need to manage their accounts.

Customer Service operates a modern contact center that supports high call volumes while improving response times and overall satisfaction. Customers can reach representatives by phone, make payments electronically, and manage their accounts through online and mobile tools.

Advanced Metering Infrastructure, or AMI, allows customers to view hourly water use through a secure web portal. This gives customers the ability to monitor trends, receive alerts, and better understand how and when water is being used in their home or business.

These tools make it easier for customers to stay informed, manage their usage, and control their monthly bills.



[Customer Service Spotlight Videos](#)

[Customer Service Hours](#)

Monday to Friday
7:30 a.m. to 4:30 p.m.

Phone: 904-209-2700, Option 4
Toll-Free: 877-837-2311

Electronic Payments:

[Pay Water Bill Online](#)

Payment by Phone:

844-SJCUTIL (844-752-8845)

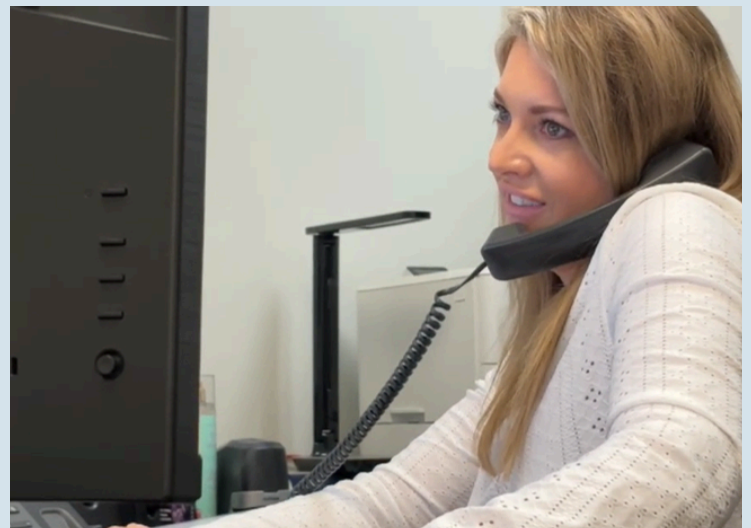
[Pay by Text and Electronic Statements:](#)
Available through Invoice Cloud upon customer registration.



[Irrigation Guidelines](#)



[Pay Water Bill Online](#)



Customer Service Team answering calls

St. Johns County Saves Water



Doing More with Less in 2025

In 2025, the St. Johns County Utility Department advanced water conservation through targeted community outreach and expanded reclaimed water use, helping reduce demand on drinking water supplies while protecting local waterways.

Evaluating Water Use to Support Conservation

By analyzing publicly available water use data and research tools developed by the University of Florida Institute of Food and Agricultural Sciences, the County identified neighborhoods with higher than average outdoor irrigation demand. A test community received tailored conservation messages encouraging small changes to watering schedules and irrigation practices. Water demand declined in the months that followed, showing that data driven education can lead to measurable savings.

Expanding Reclaimed Water Use

Construction continued on the State Road 207 Water Reclamation Facility, which will supply reclaimed water for landscape irrigation and reduce the need to use drinking water for outdoor watering. Over the next 20 years, this project is expected to prevent more than one million pounds of nutrients from entering the Matanzas River, supporting long term water quality and ecosystem health.

Together, these efforts demonstrate how education, technology, and reclaimed water are being used to conserve resources and support a more sustainable future for St. Johns County.

[Water Saving Tips](#)

