

Riverwood Community Development District

Severn Trent Services, Management Services Division 210
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WASTEWATER TREATMENT SYSTEM EMERGENCY SITUATIONS STANDARD OPERATING PROCEDURE (SOP)

Residents are encouraged to report any unusual situations involving the Wastewater Treatment System.

Residents should never attempt to fix problems involving the Wastewater Treatment System themselves.

REGULAR HOURS

During regular business hours (M-F 8:00AM to 4:00PM) residents can report the problem directly to the Wastewater Treatment Plant:

- Sheryl Nowicki Plant Operator 239-340-3040

AFTER HOURS

For after-hours situations residents need to report the problem by using one of these:

- **24-HOUR HOTLINE PHONE NUMBER** 239-707-2299
- **GUARDHOUSE PHONE NUMBER** 941-764-6822

Guardhouse personnel will then call one of the following Severn Trent personnel (listed by priority) who will be assigned to follow up on correcting the problem:

- Sheryl Nowicki Plant Operator 239-340-3040
- Robert Edge Project Manager 239-289-4829

REPORTING

To ensure that a notice of a problem has been received, residents reporting a problem should leave their name and telephone number with their message and request a return telephone call.

Severn Trent personnel will notify the resident that the problem has been reported.