



Florida Keys Aqueduct Authority

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Executive Director

Dear Customer,

I wanted to take this opportunity to update you on the water situation that we are experiencing here in the Keys. As you know, we recently endured three very significant breaks in our system. Following the third break, we all suffered a complete loss of water or at the very least significant drops in pressure.

All of our leaks have now been repaired and service has been restored. However, all of us are still seeing reduced pressures at the tap. I am going to attempt to explain what is occurring and what you can expect going forward.

We have customarily pumped between 23 and 26 million gallons per day out of our Florida City location. Prior to Covid, our levels were closer to 19 to 21 million gallons a day. The demands on our system have continued to increase. We have known for some time that our transmission main that runs 130 miles from Florida City to Key West was in desperate need of replacing. Those of you that travel US1 more regularly have seen that the work has already begun. The pipe, in its current condition, is simply not able to support the volume of water or the pressures required to move it, therefore we have been forced to make reductions.

Despite the reduced output from Florida City, we have been able to make gains in our water tanks that are spread throughout our system. These tanks hold reserve water stores so that if there is a break, we can continue to serve a majority of our customers until repairs are completed. By our third and final leak, we had exhausted our reserve supply and that was why we were unable to supply water throughout the repair.

Unfortunately, despite the restoration of our reserves, we do not feel confident that our pipes can continue to handle 23-26 million gallons per day, so we have limited our output to 22 million gallons per day. In order to achieve these reductions and continue to serve all of you, we have had to reduce pressures at our master taps. This is why you are seeing pressures lower than those to which you have become accustomed. I apologize if these reductions in pressures have proven problematic for some of you, but we are making decisions that we believe will allow us to continually serve you, even if it is at lower levels.

We are continuing to make adjustments and get you back to the levels of pressure you have come to expect. I wish I could tell you that this will be a quick fix or even a temporary inconvenience, but I cannot. Rest assured, we are doing our very best and meeting daily to figure ways to better serve you. We thank you for your patience and your assistance in our conservation efforts.


Gregory W. Veliz
Executive Director