



WATER TRACKER

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Florida Department of Environmental Protection

Focus On Change | 2024



WHAT IS WATER TRACKER?

- Platform for all water and wastewater facilities.
 - Report event-related status.
 - Submit needs and request resources.
- Used for emergency events.
 - Tropical storms.
 - Hurricanes.
 - Floods.
 - Contamination of source water.
 - Cyber-attacks.
- Used during what we call “Blue Sky” events (a need is requested outside of an emergency related event).



NEED A WATER TRACKER LOGIN?

- Go to <https://flwatertracker.com>.
- Email WATERTracker@FloridaDEP.Gov or call (866) 742-0481 and provide information.
 - Facility identification number.
 - Name.
 - Email address.
 - Phone number.

[Documents](#) [Water Quality](#) [Site Map](#) [Training Videos](#)

[Go Mobile](#)



Welcome to the Florida Department of Environmental Protection's (FDEP) Water Assistance Tracking and Emergency Response (WATER) website! This new system combines FDEP's former StormTracker website and Florida Water/Wastewater Agency Response Network (FlaWARN) event tracker. The overall solution was to create one source for all water and wastewater facilities to report event-related status, and to submit needs and request resources. This new system is designed for all hazard types to include both natural hazards (tropical storms, hurricanes, floods, etc.) and malevolent acts (contamination of finished water or source water, assault, cyber-attack, etc.).

Please log in with your specific username and password.

If you need to have a profile created, please submit the following information to WATERTracker@floridadep.gov. The PWS ID and/or Wastewater Facility ID you will be updating, an email address for your username, and a phone number. A new user email will be sent with a link to create your password.

If you are experiencing difficulties with login either email: WATERTracker@floridadep.gov or call (866) 742-0481

To access a list of helpful documents, [click here](#)

Login

User Name

Password

Send Reset Password Email

Login



HOME PAGE

Hello Alicia Training! Welcome to Florida's WATER Tracker

Thanks for being a [FlaWARN](#) member! [Go Mobile](#)



Event Updates

[Hurricane] **Sprint 15b Test Event (2)** (12/21/2023)

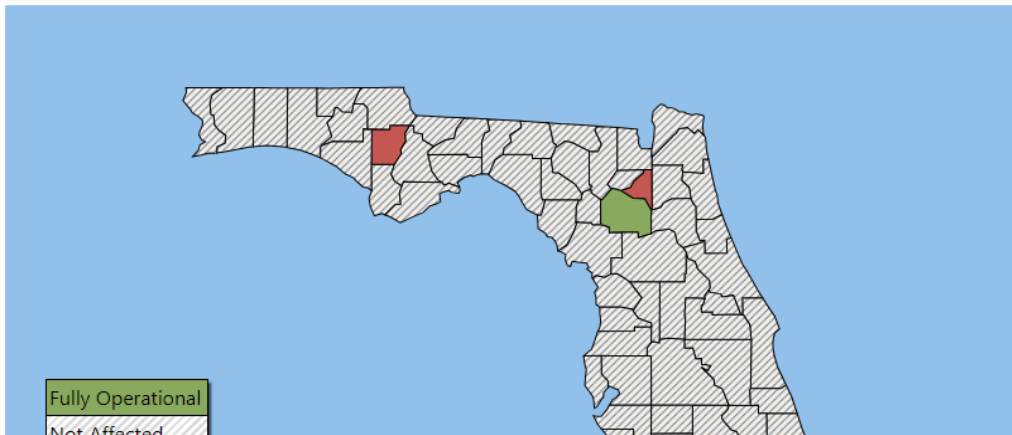
[Tropical Storm] **Sprint 15b Test Event (12/18/2023)**: Tropical Storms are set to prevent impacted facilities with a status of fully operational from entering needs.

Sprint 15b Test Event (2)

Facility Count: 119 Population Served: 247,500

Counties Affected Map

Counties Affected Data



Needs

Resources

Can you help? Facilities/Organizations need the following:

Show Only Selected County

Show 10 entries

Toggle	Event ^	County ⇅	Facility ID ^	Facility/Organization Name ⇅	Has MAA ^	Facility Status ⇅
		Bay	1030050	BAY COUNTY WATER SYSTEM	✓	Fully Operational
		Lee	5360025	BONITA SPRING UTILITIES	✓	Unknown
		Lee	5360325	CAPE CORAL, CITY OF	✓	Unknown
	Sprint 15A Test	Bradford	2041320	GENEVA LAKE ESTATES	✓	Non-Operational



MUTUAL AID AGREEMENTS

- Upload Mutual Aid Agreements (MAA) as soon as you create your account.
- Quicker response for any needs.
- Utilities are more likely to provide resources for your need due to MAA.

The screenshot shows a web application interface for managing Mutual Aid Agreements. At the top, there are navigation tabs: Needs, Resources, Users, Mutual Aid Agreements (selected), Boil Water, and Missions. Below the tabs, there is a 'Show 10 entries' dropdown. A table displays one entry with columns for Action, Signed Date, Mutual Aid Agreement File, Changed On, and Changed By. Below the table, there are navigation buttons: 'Mutual Aid Agreement Document', 'Export', 'Previous', '1', and 'Next'. A red arrow points from the table area to the 'Mutual Aid Agreement Document' button. Below the table, there is a form for adding a new agreement. The form includes a 'Signed Date' field with the value '12/04/2023' and a red asterisk indicating it is required. A red arrow points to this field. There is also a 'Revoked Date' field. A red arrow points to the 'Add' button in the top right corner of the form. Below the form, there is a 'Clear Upload' button and a text instruction: 'Click here or drag and drop a Word Document, PDF or Image file of the Mutual Aid Agreement document. To indicate that there is a hard (non-electronic) copy available, click Add, then click Save without clicking or dragging and dropping a file.' A red arrow points to this instruction area.

Needs Resources Users Mutual Aid Agreements Boil Water Missions

Show 10 entries

Action	Signed Date	Mutual Aid Agreement File	Changed On	Changed By
	03/23/2012	bay county mutual aid agreement-07182019092703.pdf	04/07/2020 22:01	Admin Admin

Showing 1 to 1 of 1 entries

Mutual Aid Agreement Document Export Previous 1 Next

Mutual Aid Agreements

Signed Date ^{*} 12/04/2023

* required

Revoked Date

Clear Upload

Click here or drag and drop a Word Document, PDF or Image file of the Mutual Aid Agreement document. To indicate that there is a hard (non-electronic) copy available, click Add, then click Save without clicking or dragging and dropping a file.

Save Cancel Add



ENTERING RESOURCES

- Add resources you can provide as soon as possible.
- Resources will be assigned to corresponding needs requested.

Needs Resources History

All Resources returned

Resources ? Newly added resources with no Provided quantity will not be saved. Add

Provided	Used	Description	Details	Event	Point of Contact	On Behalf Of	Notes	Last Added By	Last Added On
4		Electrical motors <small>* required</small>	Hp; Phase; Voltage; FL Amps; RPM;	None	Alicia Training (850) 123-4567 (Mobile) watertracker@floridadep.gov	Choose...		Alicia Training	12/11/2023 14:03
1		Electrical motors <small>* required</small>	Hp; Phase; Voltage; FL Amps; RPM;	None	Alicia Training (850) 123-4567 (Mobile) watertracker@floridadep.gov	Choose...			



UPDATE STATUS ICON

- **Update Status** icon: Quick link.

The screenshot shows the Florida's WATER Tracker website interface. At the top, there is a navigation bar with the logo and menu items: Home, Search, Manage, Information, Water Quality, and Training Videos. On the right side of the navigation bar, it says "Alicia Training Logout". Below the navigation bar, there is a welcome message: "Hello Alicia Training! Welcome to Florida's WATER Tracker". On the right side of this message, it says "Thanks for being a FlaWARN member! Go Mobile". In the center of the page, there are three main action buttons: "Find a Facility" (with a magnifying glass icon), "Update Status" (with a checkmark icon), and "Get Help NOW!!" (with a lifebuoy icon). A large red arrow points directly to the "Update Status" button. Below these buttons, there is a section titled "Event Update" with a text box containing "No Event (12/01/2523):".



UPDATE STATUS ICON (2)

- **Update Status** Pop-up:
Fill in the fields.

Update Facility Status [Save] [Cancel]

Choose your Facility *
1030050 - BAY COUNTY WATER SYSTEM

* required

Status *
Fully Operational

* required

Status Comments

Sub-statuses

- Using generator
- Using standby power
- Backup pumping
- Other

Sub-status Description

Facility/Organization Name ^	Has MA
Bay	1034164
BUCKS PIGGLY WIGGLY	



UPDATING STATUS

- Update your **Status**.
- Add **Status Comments**.
- Partially Operational? Check a **Sub-status**.

Facility Details: ID 1030050 BAY COUNTY WATER SYSTEM ? Save Cancel

Address: **3410 TRANSMITTER RD** Facility Type: **COMMUNITY** Primary Source: **SURFACE**
City: **PANAMA CITY (Bay)** Population Served: **30642** Managed By: **Utility Group - US Water Services Corporation**

Current Status ? Status History

Status ^{*}
Fully Operational ▼

^{*} required
Status Changed:
11/14/2023 13:52 by Alicia Galloway via Desktop

Status Comments

Comments Changed:
12/29/2022 13:24 by Roger Thomas Comments History

Sub-statuses

Using generator
 Using standby power
 Backup pumping
 Other

Sub-status Description

Timeline Service Available ▼

Estimated % of Customers with Service
Choose... ▼

FlaWARN Member

Mutual Aid Agreement On File

Parent Type
Choose...

Number of Plants

3 ▲▼	Total
▲▼	Full power
▲▼	Backup or emergency power
▲▼	Without power

Boil Water Notice

Begin Rescinded

Comments

Primary User

There are no primary users for this facility.



ENTERING NEEDS

- Click **Add**.
- Enter the **quantity** of the need(s).
- Add **Description** and any **Details** to describe your need.
- Select an **Event** (if applicable) – this will default to the current event.

Needs Resources History

All Resources Returned Send Open Needs

Needs ? Newly added needs with no Needed quantity will not be saved. **Add**

	Needed	Provided	Description	Details	Event	Point of Contact	On Behalf Of	Other Contact	Notes	Last Added By	Last Added On	
	2		Electrical motors <small>* required</small>	Hp; Phase; Voltage; FL	Sprint 15b Test Ev	Alicia Training (850) 123-4567 (Mobile) watertracker@floridadep.gov	Choose...	Choose...		Alicia Training	12/21/2023 12:02	
	1	1	Crane <small>* required</small>	Lifting requirements,	Sprint 15b Test Ev	Alicia Training (850) 123-4567 (Mobile) watertracker@floridadep.gov	Choose...	Choose...		Alicia Training	12/21/2023 12:00	



GET HELP NOW ICON

- **Get Help NOW** icon: Quick link.


Florida's **WATER Tracker**
Water Assistance Tracking & Emergency Response


Home Search Manage Information Water Quality Training Videos


Alicia Training Logout

? Hello **Alicia Training!** Welcome to Florida's WATER Tracker

Thanks for being a **FaWARN** member! [Go Mobile](#)

 Find a Facility

 Update Status

 **Get Help NOW!!** ←

Event Update

No Event (12/01/2523):



GET HELP NOW ICON (2)

- **Get Help NOW** Pop-Up: Fill in the fields.

Need help? We're listening! Save Cancel

Choose your Facility, Organization, or Utility Group*
1030050 - BAY COUNTY WATER SYSTEM

* required

A team member will contact you or your specified contact.

Point of Contact | Other Contact

User Name
Alicia Training

Mobile Phone
(850) 123-4567 (Mobile)

Email Address
watertracker@floridadep.gov

Add new emails or phone numbers on My Profile

Fields marked with * are required +

Need*
Choose...

* required

Event*
None

* required

Quantity 0 | Provided 0

Details



BOIL WATER NOTICES

- Enter **Begin** date.
- Add a **Caused By-Reason**.
- Upload Boil Water Notice document.
- Don't forget to add a **rescinded** date.

Boil Water Save Cancel Add Delete

Boil Water Event Dates

Begin ^{*} 12/04/2023 Rescinded System-wide

^{*} required Optional

Caused By Add

Documents

File Name	Date Uploaded	Delete
Click here or drag and drop Word/Excel Documents(s), PDF(s) or Image file(s).		

Critical Locations Impacted

- Hospital
- Fire Station
- Police Station
- Other

Comments

Event

Not Associated with an Event

Boil Water Location

Consecutives

ID	Name	Availability
No data available in table		

Showing 0 to 0 of 0 entries Previous Next



GO MOBILE

- Click **Go Mobile**.
 - Link location.
 - Login page.
 - Home page.
- **m.flwatertracker.com**

The screenshot shows the Florida's WATER Tracker website. At the top right, there is a "Go Mobile" link with a red arrow pointing to it. The main content area features a "Login" section with a form for "User Name" (containing "watertracker@floridadep.gov") and "Password". Below the form is a "Login" button and a "Send Reset Password Email" checkbox. To the right of the login form, there is a welcome message: "Welcome to the Florida Department of Environmental Protection's (FDEP) Water Assistance Tracking and Emergency Response (WATER) website! This new system combines FDEP's former StormTracker website and Florida Water/Wastewater Agency Response Network (FlaWARN) event tracker. The overall solution was to create one source for all water and wastewater facilities to report event-related status, and to submit needs and request resources. This new system is designed for all hazard types to include both natural hazards (tropical storms, hurricanes, floods, etc.) and malevolent acts (contamination of finished water or source water, assault, cyber-attack, etc.)." Below this is a note: "Please log in with your specific username and password." and a link to request a profile: "If you need to have a profile created, please submit the following information to WATERTracker@floridadep.gov: The PWS ID and/or Wastewater Facility ID you will be updating, an email address for your username, and a phone number. A new user email will be sent with a link to create your password." At the bottom of the login section, it says: "If you are experiencing difficulties with login either email: WATERTracker@floridadep.gov or call (866) 742-0481".

The navigation menu at the bottom includes: "Florida's WATER Tracker", "Home", "Search", "Manage", "Information", "Water Quality", "Training Videos", "Alicia Training", and "Logout". Below the navigation menu, there is a message: "Hello Alicia Training! Welcome to Florida's WATER Tracker" and "Thanks for being a FlaWARN member! Go Mobile". There are three main action buttons: "Find a Facility" (with a magnifying glass icon), "Update Status" (with a checkmark icon), and "Get Help NOW!!" (with a life preserver icon). A red arrow points to the "Get Help NOW!!" button. At the bottom left, there is an "Event Update" link.

Go Mobile



MOBILE SITE



[Choose Facility/Org/UG](#) [Set Status](#) [Get Help](#) [Outstanding Needs](#) [Offer Help](#) [Boil Water Notices](#) [Mutual Aid Agreements](#) [Manage Users](#) [Facilities Near Me](#) [Training Videos](#) [Logout](#)

Home

Choose your Facility, Organization, or Utility Group

1070685 - BLOUNTSTOWN, CITY OF

Set Status

Get Help

Outstanding Needs

Offer Help


Boil Water Notices

Mutual Aid Agreements

Manage Users

Facilities Near Me

Desktop Site

 Instructions PDF



TEXT UPDATES

- Check **Send texts to this number.**
- Respond to series of texts with your updates and needs.
- WATER Tracker will be updated.

The screenshot shows a user profile update form. On the right side, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button. Below this, there is a 'Phones' section with an 'Add' button. A red arrow points to the 'Add' button. The 'Phones' section contains two entries: 'Main' with phone number (850) 245-8382 and 'Mobile' with phone number (850) 123-4567. Below the phone entries, there is a checkbox labeled 'Send texts to this number' which is checked. A red arrow points to this checkbox. The form also includes fields for 'First Name' (Alicia), 'Last Name' (Training), 'User Name' (watertracker@floridadep.gov), 'Name', 'User is Deactivated', 'Rights' (Manage Facilities, Manage Organizations), 'DOH County', 'Email Distr List', and 'DEP Dist / ACHD'. A 'Change Password' button is at the bottom.



RETURNED RESOURCES

- Resource has been returned to the provider.
- Click the caret to bring up the **double arrow icon**.
- Click the **double arrow icon**.
- **Confirm** return.

Needs Resources History

All Resources Returned Resend Open Needs

Needs ? Newly added needs with no Needed quantity will not be saved. Add

Needed	Provided	Description	Details	Event	Point of Contact	On Behalf Of	Other Contact	Notes	Last Added By	Last Added On
1	1	Excavator <small>* required</small>	Mini or full size	None	Alicia Training (850) 123-4567 (Mobile) watertracker@floridadep.gov	Choose...	Choose...		Alicia Training	12/21/2023 12:10

Actions	Provided	Provided By	Description	Details	Assignment Notes	Point of Contact	Orig. Assigned By	Orig. Assigned Date
	1	1460035 - AUBURN WATER SYSTEM	Excavator	Full, Mid and Mini TB285, 18klb TB260, 12klb TB219, 4klb		Richard Laux (850) 612-4613 (Mobile) rlaux@auburnwatersystem.com	Alicia Galloway	12/21/2023 12:18



QUESTIONS?

Hello Alicia Training! Welcome to Florida's WATER Tracker

Thanks for being a FlaWARN member! [Go Mobile](#)



Find a Facility



Update Status



Get Help NOW!!

Event Updates

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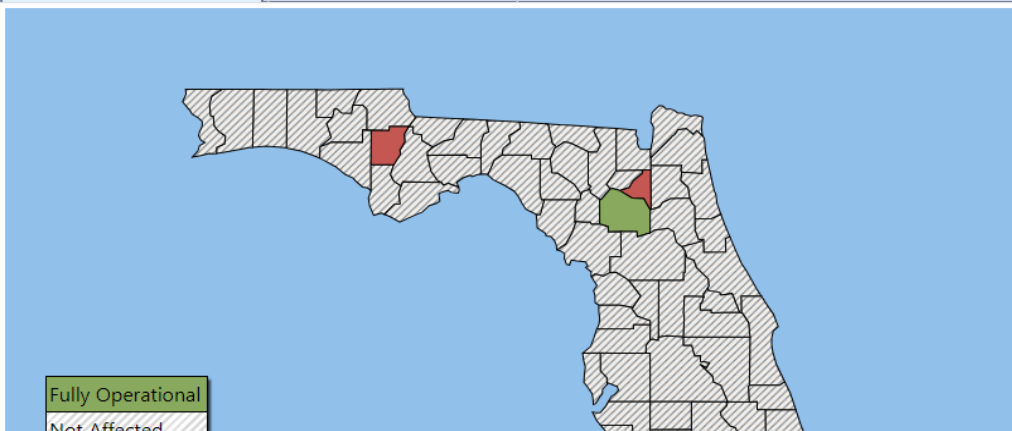
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THANK YOU

Alicia Galloway

Division of Water Resource Management
Source Drinking Water Program
Florida Department of Environmental Protection

Contact Information:

850-245-8382

Alicia.Galloway@FloridaDEP.gov