

**CUSTOMER RULES
AND REGULATIONS**



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CUSTOMER RULES AND REGULATIONS

The Public Health Security and Bioterrorism Preparedness and Response Act, PL 107-188, June 2002, established new penalties for tampering with a water system:

- **Tampering is a felony punishable by up to 20 years in prison and a \$1,000,000 fine.**
- **Attempted or threatened tampering is a felony punishable by up to 5 years in prison and \$100,000 fine.**

Tampering per PL 107-188 is introducing a contaminant into, or otherwise interfering with the operation of a public water supply with the intention of harming persons. A similar federal law for wastewater is anticipated.

1.0 DEFINITIONS

1.1 “ADMINISTRATOR” – Englewood Water District Administrator.

1.2 “AADF” - Annual Average Daily Flow.

1.3 "APPLICANT" is the owner of real property, a parcel or parcels, who has applied for water/wastewater/reuse water service for said real property.

1.4 “ASSESSMENT” - a fee imposed against any parcel benefited by construction of water/wastewater/reuse water infrastructure.

1.5 “AVAILABILITY” – means that District water and/or wastewater systems(s), which has adequate permitted capacity to serve the parcel, is capable of being connected to any potable water or wastewater installations, to include but not limited to pipes, lines, valves, pumps, fixtures, appliances or apparatus of every kind, within the parcel and meets the following criteria:

1.5.1 For a residential or commercial parcel which has an estimated or actual water usage of less than 1,000 gallons/day, water and/or wastewater service is considered available if service exists in a public easement or right-of-way that abuts a property line of the parcel.

1.5.2 For a residential or commercial parcel which has an estimated or actual water usage of 1,000 gallons per day or more, or for a proposed residential subdivision with 50 lots or less, water and/or wastewater service is considered available if service is within 50 feet of a property line of the parcel or subdivision as accessed via existing right-of-way or utility easement.

1.5.3 For a proposed residential subdivision with more than 50 lots, for a proposed commercial subdivision, and for areas zoned or used for an industrial, or manufacturing purpose or its equivalent, water and/or wastewater service is considered available if service exists within one-fourth mile as measured and accessed via right-of-ways or utility easements.

1.5.4 For purposes of establishing availability, service shall mean the presence of a water main/line or wastewater gravity line, low pressure line, vacuum line or force main as appropriate for service requested.

1.6 “AWWA” - AMERICAN WATER WORKS ASSOCIATION

1.7 “BASE FACILITY CHARGE” - a minimum monthly charge to a Customer for fixed costs that will continue until the property has been reclassified from developed to vacant per county records.

1.8 “BOARD”- Board of Supervisors of the Englewood Water District.

1.9 "CAPITAL CAPACITY CHARGE" (CCC) - a charge imposed on new service to pay for capacity in the following systems:

1.9.1 WATER: (1) Plant Capacity/Transmission Systems with an Allowance for Funds Prudently Invested
(2) Distribution System

1.9.2 WASTEWATER: (1) Plant Capacity/Transmission System with an Allowance for Funds Prudently Invested
(2) Collection System

1.10 "COLLECTION SYSTEM"- gravity lines, low pressure lines, or vacuum lines from the stub-out up to but not including the Lift Station, and/or vacuum lines up to and including the Vacuum Station.

1.11 "CROSS-CONNECTION" - any physical arrangement whereby the District water supply is connected, directly or indirectly, with any other water supply system, wastewater system, drain, conduit, pool, storage reservoir, plumbing fixture, or other device which contains or may contain contaminated water, sewage or other waste or liquid of unknown or unsafe quality which may be capable of imparting contamination to the District water supply as the result of backflow. By-pass arrangements, jumper connections, removable sections, swivel or changeable devices and other temporary or permanent devices through which or because of which backflow could occur are considered to be cross-connections.

1.12 "CUSTOMER" - parcel ownership.

1.12.1 "RESIDENTIAL CUSTOMER" - an Applicant or agent who has made application to the District for water, wastewater and/or reuse water service for a residential unit or units; who has paid the applicable charges or fees; and to whom the District has agreed to supply said water, wastewater and/or reuse water.

1.12.2 "COMMERCIAL CUSTOMER" - an Applicant or agent who has made application to the District for water/wastewater/reuse water service for a non-residential parcel(s) and has paid the applicable charges and fees, and to whom the District has agreed to supply said water/ wastewater/reuse water.

1.12.3 "BULK CUSTOMER" - any Applicant that owns, operates and maintains a water, wastewater or reuse water system which provides service to more than two independent entities. Bulk Customers may include public utilities, or franchised or certificated private utilities.

1.12.4 "TEMPORARY WATER CUSTOMER" - any Customer of the District that accepts water from a hydrant or similar source utilizing a temporary water meter and has not paid Capital Capacity Charges. A temporary water Customer is an exception to the definition which requires ownership of the property serviced.

1.12.5 "RENTAL CUSTOMER" - a tenant who is authorized by the landlord/parcel owner to receive a copy of the monthly utility bill.

1.13 "CUSTOMER'S INSTALLATION" - All pipes, shutoffs, valves, fixtures and appliances or apparatus of every kind and nature which are located on the Customer's side of the "Point of Delivery" and/or "Point of Collection" and used in connection with or forming a part of the installation necessary for rendering service to the Customer's premises, regardless of whether such installation is owned by the Customer or used by the Customer under lease or other agreement. For low pressure wastewater systems, this definition is exclusive of the grinder pump and control panel installed and owned by the District.

1.14 "DELINQUENT BILL" - any dollar amount owed the District which has not been paid within twenty (20) days after the billing date.

- 1.15 “DEVELOPMENT AGREEMENT” – an agreement entered into between EWD and an entity associated with the development of a parcel. Development of land with four (4) or more units and/or requires an extension of utility infrastructure.
- 1.16 “DISTRIBUTION SYSTEM” – water lines providing service directly to Customers.
- 1.17 “DISTRICT” – the Englewood Water District (EWD,) to include its Board of Supervisors, employees and agents.
- 1.18 “ENABLING ACT” – Chapter 2004-439 Laws of Florida re-codifies EWD as an Independent Special District of the State of Florida.
- 1.19 “ERC” - Equivalent Residential Capacity. The average metered consumption of water in gallons per day for a typical single family residential unit in the District. The average wastewater demand in gallons per day for a typical single family residential unit in the District. The wastewater demand is a calculated average percentage of a water ERC.
- 1.20 "EWD" - Englewood Water District
- 1.21 “FLAT RATE SERVICE” – a monthly base facility charge for Customers where service is available however, no connections are established.
- 1.22 "INACTIVE ACCOUNT" – an account for which the property has been liened for non-payment.
- 1.23 “I&I (Infiltration & Inflow) SURCHARGE” – applied when wastewater generated exceeds water consumed as determined by using industry standards for determining I&I contribution to flow.
- 1.24 “LIEN” - a legal claim against specific properties that can be enforced in Court to secure payment. District liens are ‘government’ liens in parity with County taxes.
- 1.25 "LOCK-OUT" - a process whereby a locking device is placed on a water meter to ensure termination of service as a result of non-payment on an account.
- 1.26 “MAIN” - A pipe, conduit or facility used for conveying water, wastewater and/or reuse water.
- 1.27 "METER" - a device that registers flows of water, wastewater and/or reuse water.
- 1.28 “METER RE-INSTALLATION” - The installation of a water meter that was previously removed.
- 1.29 “PARCEL” - Any real property with a unique property identification number assigned by a county for purposes of taxation.
- 1.30 “PAYMENT EXTENSION” – an additional time period for payment to be made granted to a Customer at the sole discretion of the District.
- 1.31 “PAYMENT SCHEDULE” - an agreement between a Customer and the District to pay for fees or services over a period of time.
- 1.32 “PLANT CAPACITY” – treatment capacity as specified by the Department of Environmental Protection.
- 1.33 “POINT OF COLLECTION” - the point of physical connection between the Customer’s wastewater line and the District's line or inlet of wastewater meter.

- 1.34 "POINT OF DELIVERY" - the point of physical connection between the Customers' water and/or reuse water line and the outlet of the District's water meter/meter box.
- 1.35 "RAW WATER" – untreated water from the wellfield to the water treatment plant.
- 1.36 "RE-ACTIVATION" – activation of account service once a delinquent account is paid in full and lien has been satisfied.
- 1.37 "RESIDENTIAL UNIT" – a structure, a room or rooms which provides for independent housekeeping to include sleeping, sanitation and cooking functions. The Residential Unit may be connected to, separate from, within or without another structure.
- 1.38 "REUSE WATER" – reclaimed water which is the final product of the wastewater treatment process which meets all State standards and is suitable for irrigation of land generally accessible to the public.
- 1.39 "SERVICE" - water, domestic wastewater, and/or reuse water service provided by the District to the Customer.
- 1.40 "SERVICE AREA" - The geographical area described in the District's Enabling Act.
- 1.41 "SERVICE FEES" - the rates or charges for a particular service.
- 1.42 "STUB-OUT" - same as "Point of Collection".
- 1.43 "SYSTEM" - everything necessary for the treatment, delivery, and or collection of water, wastewater and/or reuse water.
- 1.44 "TAMPERING" - Any act, direct or indirect, by the Customer, or by others, that will harm any EWD system. Harm would include, but not be limited to: contamination of a system, reduction in operational efficiency, damage to infrastructure, loss of revenues or additional cost to EWD. See PL 107-188 for Federal Definition of Tampering and federal penalties.
- 1.45 "TAMPERING CHARGE"- A charge imposed by the Administrator up to a maximum approved by the Board of Supervisors herein for tampering as defined above. The purpose of a Tampering Charge is to discourage acts which may harm any EWD system.
- 1.46 "TRANSMISSION SYSTEM" – Large water, wastewater, and/or reuse pipe lines.
- 1.47 "TURN ON/TURN OFF" – Customer requested service by which EWD turns water on or off at the meter to avoid loss of water during extended periods of absence or under emergency conditions.
- 1.48 "USAGE" – the amount of flow registered through a meter.
- 1.49 "WASTEWATER" - an untreated domestic sewage and/or commercial water-based waste product.
- 1.50 "WATER" - a potable product of the water treatment plant.
- 1.51 "WATER CONSERVATION CHARGE" – a tiered rate structure placed on water usage to encourage the conservation of water.

2.0 GENERAL POLICIES AND INFORMATION

2.1 These rules and regulations are a part of the rate schedules, applications and contracts of the District, and in the absence of specific agreement to the contrary or action by the Board, apply without modification or change to each and every Customer to whom the District renders service.

2.1.1 In the event that a portion of these rules and regulations are declared null and void for any reason, by any court of competent jurisdiction, such decision shall in no way affect the validity of the remaining portions of the rules and regulations, unless such court order or decision shall so direct.

2.1.2 The District shall provide service to all Customers requiring such service within the territory described in its Enabling Act or acquisition documents upon such terms as are set forth in these rules and regulations. Service may be denied if it will create a financial hardship for the District to make service available.

2.1.3 The Enabling Act authorizes and empowers the District to require and enforce the use of its facilities whenever and wherever they are accessible in accordance with applicable general law and applicable local government comprehensive plans. All developed parcels with potable water and/or wastewater "Customer" installation (to include but not limited to pipes, lines, valves, pumps, fixtures, appliances or apparatus of every kind) within the parcel must connect to the District's water and/or wastewater system when service is available within the shortest connection period as established by the following conditions:

- a. Within 30 days upon the failure of the onsite potable water well or the onsite sewage treatment and disposal system;
- b. As part of the construction of a modification to the Residential Unit or non-residential structure which would cause the onsite potable water well or the onsite sewage treatment and disposal system to be insufficient to provide the necessary capacity to provide service; connection must be made prior to the issuance of the Certificate of Occupancy by the local government responsible for the permitting of such modification; or
- c. Within 365 days after the date of written Notification of Water and/or Wastewater Service Availability. The District will provide written notification by first class mail to each property for which service is available.

NOTE: An existing, developed property with a water and/or wastewater "Customer" installation will be considered connected to the District's system at the expiration of the connection period, **whether actual connection to the central system has been made or not**, with all fees, charges (except monthly usage charges until physically connected) and obligations being incurred per these Customer Rules and Regulations.

2.1.4 The Board may waive connection to an available District system under the following conditions:

- a. Applicant Hardship: If the requirement for connection of a primary residential unit which is classified as one (1) Equivalent Residential Capacity, creates an economic hardship on the part of the property owner, the property owner must contact the associated County with a State Housing Initiative Partnership (SHIP) programs in place. Economic hardship is defined based on the eligibility criteria established by the SHIP as it relates to homeowner rehabilitation assistance. See resolution number 07-02-01 C and contact the Englewood Water District office located at 201 Selma Avenue, Englewood, FL 34223 for more information.
- b. Residential Acreage Exception: If a residential unit which is classified as one (1) Equivalent Residential Capacity, is located on a parcel of land of five (5) acres or more and has an onsite system(s) which is functioning properly in accordance with State and local regulations, such property may be exempt from connection to the District's system(s). If the owner of such property has agreed in writing, to connect to

the District's system(s) or subdivides the property, then the provisions for connection as provided herein shall apply. All other classes of Customers shall be subject to connection to available District system(s) regardless of parcel size.

- c. District Hardship Case Exception: If the requirement for connection would create an economic hardship on behalf of the District.

2.1.5 For Residential and Commercial Customers, the District provides service to a parcel, not an individual. All aspects of District provided service to include, but not limited to, capital improvements, assessments, purchased capacity, liens, legal notice, billings, fees and charges "run with the land."

2.2 "EQUIVALENT RESIDENTIAL CAPACITY" (ERC)

The use of equivalent capacities ensures all Customers are similarly charged for equivalent levels of service. An ERC, as used within this document, is a historically defined gallons-per-day unit of measure specific to the District. ERC units are used to calculate CCCs, assessment fees, monthly base facility fees, and usage charges. The gallons per day (GPD) per one (1) ERC may change from time to time based on District production/treatment data. ERC units calculated and assigned to non-single family residential accounts may also change from time to time as account usage changes. Account capacity requirements will be expressed as ERCs and will be calculated as follows:

- 2.2.1 **A single-family residence by definition is one (1) ERC.** Any individual Residential Unit, to include those within a multi-residential complex (such as a condominium, apartment, townhouse, duplex or other multiplex) will be considered to be single family residences and by definition will be one (1) ERC.
- 2.2.2 As an exception to 2.2.1, a single parcel that is not homesteaded with four (4) or more rental units with common ownership that are served by a master meter shall be considered to be a commercial account. ERCs shall be determined as in subparagraph 2.2.3. Should the applicant/owner reside in one of the units in a multi-residential rental complex, said unit will be considered a single family residence and the remaining units will be considered to be a commercial account. The applicant's residential unit should be separately metered from the commercial account.
- 2.2.3 Capacity requirements for a commercial account will be converted to equivalent residential capacities by dividing the account's metered or estimated (using accepted engineering practice) annual average daily flow (AADF) by the GPD (as assigned herein) for one (1) ERC.
- 2.2.4 The minimum ERC assigned to any parcel or Point of Collection or Point of Delivery shall be one (1) ERC. (A single parcel with a Point of Collection and a Point of Service is 1 ERC for water and wastewater.)

2.3 CAPITAL CAPACITY CHARGES (CCC)

The District bills CCCs to recoup a portion of the cost of capital infrastructure as new Customers utilize available capacity within District systems. CCCs are grouped per section 1.9.

- 2.3.1 Once CCCs are paid, the purchased capacity expressed in ERCs shall become a part of the real property and shall remain with the real property when title is transferred to a new owner.
- 2.3.2 For new development, the District will approve the expected AADF for the development in ERCs based on accepted engineering guidelines or historical flows from similar facilities and will calculate the CCCs. Since the initial developer agreement or request for service is based on an estimate, the ERCs and CCCs are subject to upward adjustment should actual flows within the first five (5) years exceed the initial estimates. The initial estimate and upward adjustment, if needed, are considered to be a one-time billing

event. The estimate and a one-time adjustment minimize the risk for both the Customer and the District. A downward adjustment will not be made unless there is a governmental rezoning or restriction subsequent to the service agreement that would reduce the potential AADF from what was initially envisioned.

2.3.3 CCCs, are a one-time charge for new demand placed upon available system capacity. Also see sections 1.9 and 2.3.

- a. CCCs for new development or expansion/change-of-use of existing facilities are due as of the effective date of the service agreement.
- b. CCCs for existing facilities, when the service is brought to the existing Residential or Commercial facility, may be financed with the District per terms as provided herein.
- c. CCCs imposed by special assessment (typically for distribution or collection lines) shall be due per the terms of the special assessment resolutions which may supersede these Rules.

2.3.4 The terms of a negotiated Development Agreement may be unique to a specific development. However, CCCs under a Development Agreement are typically payable on or before the submittal of the Department of Environmental Protection (DEP) Certification of Completion of Construction. In cases where a DEP Certification is not required, the CCCs will be payable as of the effective date as defined within the Development Agreement.

2.3.5 Also see paragraph 13.2.

2.4 FREE SERVICE

The District will not render, or cause to be rendered, any service without charge.

2.5 POLICY DISPUTE

Any dispute between the District Administrator and the Customer, prospective Customer, or former Customer, regarding the meaning or application of any provision of these rules and regulations shall, upon written request, be resolved by the Board of Supervisors.

3.0 APPLICATION TO ESTABLISH SERVICE

3.1 Service is furnished only after proper application, District approval of said application and payment of all applicable charges and fees. The conditions of such application or agreement are binding upon the Customer and the District. Applications are accepted by the District with the understanding that District approval is subject to service availability.

3.2 Application for initial service for a single-family residence may be made at the District office at 201 Selma Avenue. Transfer of ownership may be initiated on line or by contacting a Customer Service Representative at 941-474-3217 or toll free at 866-460-1080. A Development Agreement will be required for new construction that will require service in excess of four (4) or more ERCs. The applicant shall furnish to the District a documented legal description of the property to include all Parcel Information Numbers (PIN), the street addresses at which service is to be rendered, and the mailing address where the District bill will be sent.

3.3 When District water and wastewater service is available to a parcel, water service will not be provided without wastewater service. Florida law requires connection to central wastewater when available. Also see 2.1.3.

4.0 LIMITATION OF USE

4.1 The use of water, wastewater and/or reuse water service(s) is limited strictly to the parcel or development, for the intended purposes and in the amounts described in the application for service or Development Agreement.

Resale of service or the supplying of service to any other parcel is prohibited, unless authorized in writing by the District.

4.2 In case of unauthorized extension, re-metering, sale, or disposition of service, the Customer's service will be subject to discontinuance until such unauthorized activity is discontinued and full payment of all outstanding amounts due are made.

5.0 CONTINUITY OF SERVICE

5.1 The District will use reasonable diligence to provide continuous service, and having used such reasonable diligence, shall not be liable to the Customer for failure or interruption. The District shall not be liable for any act or omission caused directly or indirectly by strikes, labor troubles, accidents, litigation, breakdowns, shutdowns for emergency repairs or adjustments, acts of sabotage, wars, other governmental interference, acts of God or other causes beyond District's control.

5.2 Customers requiring uniform pressure of water or reuse water shall install, at their expense, the equipment needed to insure uniform pressure.

5.3 Customers requiring a large amount of water in a short period of time shall install, at their expense, adequate interceptor or storage tanks of a type approved by the District.

5.4 Customers requiring continuous service shall have parallel installations. Testing of backflow prevention devices requires a water shutdown of about one (1) hour. For facilities that require an uninterrupted supply of water, and when it is not possible to provide water service from two separate meters, provisions shall also be made for a parallel installation of backflow prevention devices. The District will not accept an unprotected bypass around a backflow prevention device when the device is in need of testing, repair or replacement.

6.0 CUSTOMER'S SYSTEM CONSTRUCTION AND MAINTENANCE

6.1 The Customer's system shall be installed, used and maintained in accordance with standard plumbing practices and State and County building codes, District rules and regulations, and shall comply with all laws and governmental regulations.

6.2 The District shall not be responsible for the maintenance and operation of the Customers' installation. The Customer shall keep all privately owned water, wastewater and/or reuse water pipes, including vacuum air inlets, low pressure lines, gravity lines, backflow assemblies, and all plumbing fixtures in repair and promptly stop all leaks on their premises. However, the District may inspect, test and make repairs on private property to protect District systems, public health or the environment as determined to be necessary in the sole judgment of the District. Actual cost of said inspections, tests or repairs shall be charged to the Customer. Said charges may be waived at the sole discretion of the District.

6.3 The Customer expressly agrees not to utilize any appliance or device which is not properly constructed, controlled and protected or which may adversely affect the service or the system. The District reserves the right to discontinue or withhold service to any Customer utilizing such apparatus or device.

6.4 Private gravity collection systems shall be maintained and repaired to minimize stormwater or groundwater I&I into the system. An I&I surcharge may be applied to the account if the account is determined to be a significant contributor of I&I, relative to their service, to the District's wastewater system.

7.0 NO CHANGE OF CUSTOMERS' INSTALLATION

No changes in the Customer's installation, which will materially affect the proper operation of a District system, shall be made without written consent of the District. The Customer will be liable for any costs resulting from a violation of this rule.

8.0 INSPECTION OF CUSTOMER'S INSTALLATION

All service connections and changes thereto shall be installed and maintained in accordance with all applicable rules including State and County plumbing/building codes and District rules and regulations. The District shall inspect the Customer's initial connection to any District line prior to rendering service. District reserves the right to inspect any Customer Installation from time to time thereafter for proper maintenance and compliance with plumbing/building codes, but assumes no responsibility whatsoever for any portion thereof.

9.0 PROTECTION OF DISTRICT PROPERTY

The Customer shall protect the District's property on the Customer's premises, and shall permit no one but the District's agents, or persons authorized by law, to have access to the District owned property. The Customer shall be liable for a tampering charge, any costs to the District arising out of the willful action, and possible loss of service; also refer to paragraph 23.1. Tampering with the intent to harm persons, under current federal law is subject to imprisonment up to 20 years and fines up to \$1,000,000.

10.0 CROSS CONNECTION AND BACKFLOW PREVENTION PROGRAM

See Resolution Number 16-10-06 B

11.0 ACCESS TO PREMISES

The District shall have access to District property within private property at all reasonable hours for the purpose of meter reading, installing, maintaining, inspecting or removing the District's property, emergency mitigation as required by the sole judgment of the District to protect District systems, public health and/or the environment, and other purposes incident to the performance under or termination of the District's agreement with the Customer, and in such access shall not be liable for trespass. Access to the water meter or other District property shall not be obstructed by animals, bushes, fences or any other condition that would prevent the District's personnel safe access.

12.0 RIGHTS-OF-WAY OR EASEMENTS REQUIRED FOR CUSTOMER'S SERVICE

The Customer shall grant or cause to be granted to the District and without cost to the District, all rights, easements, permits and privileges which are necessary for the rendering of the requested service for the benefit of the Applicant.

13.0 BILLS FOR SERVICE

Bills for water and/or wastewater service and reuse service will be rendered monthly. Bills will be considered received by the Customer when mailed to the service address or other address as designated by the Customer. Non-receipt of bills by the Customer shall not release or diminish the obligation of the Customer with respect to payment thereof.

13.1 At a Customer's request the District will send bills to and receive payment from, an agent or tenant. This accommodation will in no way relieve the owner/principal of liability for charges.

13.2 MONTHLY CHARGES

13.2.1 Single Family Residence - Monthly Base Facility Charges will commence on the effective date of the service agreement. Base Facility Charges for new Customers will be based on purchased capacity expressed in ERCs, Base Facility Charges for long-term Customers will be based on metered usage, Annual Average Daily Flow (AADF) expressed in ERCs. The Base Facilities Charge applied to a monthly bill will be based on the greater of purchased ERCs or usage ERCs. ERCs for purposes of Base Facilities Charges may increase with time due to increased usage, without purchase of additional capacity, CCCs. Daily Flow (AADF) expressed in ERCs.

The Base Facilities Charge applied to a monthly bill will be based on the greater of purchased ERCs or usage ERCs. ERCs for purposes of Base Facilities Charges may increase with time due to increased usage, without purchase of additional capacity, CCCs.

- 13.2.2 Commercial - Monthly usage charges will typically not start until the date of installation of the meter; tap of the wastewater main; or connection to the wastewater stub-out, whichever occurs first. Once a water meter is provided, usage charges will begin for both water and wastewater services, if both are available for use. Rates will be depicted in thousands of gallons increments, and monthly charges will be calculated on a per gallon basis.

13.3 When water and wastewater services are provided, payment for water service shall not be accepted without the concurrent payment for wastewater service. The District may discontinue any service to the Customers' premises for non-payment of any District bill in full. The District shall not re-establish or reconnect service until such time as all billed fees, charges and penalties are paid.

13.4 When the District determines that a Customer has been overcharged or undercharged, the amount in question shall be credited or billed to the Customer.

13.5 WATER/WASTEWATER ADJUSTMENT RULES

Based on circumstances, facts and evidence available, the Administrator may authorize, at his sole discretion, a reduction to the Usage Charge portions of a Customer's bill. There will be no adjustment of water or wastewater Base Facility Charges.

13.5.1 The Water Usage charge portion of the bill may be reduced to the first (lowest) tiered rate and an adjustment may only be granted once every twenty-four (24) months.

- a. The usage must be at least three (3) times the annual average monthly usage, based on the last twelve (12) month consumption history. In cases where the account has been in existence for less than twelve (12) months, the existing monthly history for the parcel will be used.
- b. A twelve (12) month payment schedule may be approved for a balance over \$100.00.

13.5.2 The Wastewater Usage charge portion of the bill may be reduced as follows, based on the Residential, Commercial or Rental Customer's annual average monthly usage, not including the bill in question.

- a. When a known amount of metered water usage is known as a fact to have not entered the wastewater collection system (for example when a Customer reports filling a swimming pool), the measured or estimated amount of water usage known to have not entered the wastewater system may be subtracted from the total metered water gallons for the period for purposes of calculating the wastewater usage charge. There is no limitation on the number of times this adjustment may be utilized based on factual conditions.
- b. When all the conditions/limits within section 13.5.1 are met for a water usage adjustment as defined above, and it is determined or believed by the District that the excess water usage **did not enter** the wastewater collection system, the wastewater usage charge **may** be billed based on the Residential, Commercial or Rental Customer's annual average monthly usage.
- c. When all the conditions/limits within section 13.5.1 are met for a water usage adjustment and it is determined or believed by the District, that the excess water usage **did enter** the wastewater collection system; customer wastewater usage charges **may** be reduced by 50%.

13.5.3 New landscape required by the County to obtain a Certificate of Occupancy or required by code enforcement will be allowed for a 90 day period to establish root systems. During the 90 day period the maximum water usage rate attributable to landscape irrigation will be that cost per 1,000 gallons associated

with the 8,000 to 12,000 gallon usage range. When requesting an adjustment, the Customer must provide proof of County requirement and proof of landscape installation.

13.6 When determined by the Administrator, miscellaneous costs incurred by the District in the day-to-day administration of an individual Customer account may be “passed-on” to the Customer, without markup, as long as the Administrator’s determination is applied consistently to all Customers within the same class. Typical miscellaneous costs may include, but are not limited to, the following:

- a. The cost of obtaining a water-meter reading from another utility to allow wastewater billing by the District.
- b. Credit card associated charges incurred by the District when the Customer elects to utilize a credit card to pay the District.
- c. County document recording fees.

14.0 DISCONTINUATION OF SERVICE

The District may discontinue Service for any of the following reasons:

- a. Non-payment of bill(s), or portions thereof, for service, fees and/or charges as provided for herein.
- b. Willful waste of water and/or reuse water.
- c. Tampering by the Customer or by others with the Customer’s knowledge.
- d. Addition of residential or commercial units without proper application.
- e. Violation of any rule or regulation of the District.

14.1 In addition to discontinuing service, the District has the right to pursue any action of law or equity when any of the forgoing actions occur.

14.2 When service has been discontinued, it will be resumed only after the conditions, circumstances, or practices that caused the service to be discontinued are corrected to the satisfaction of the District, and after payment of all charges due.

14.3 A Customer may request service be turned-on, turned-off on a date certain with written notice 2 full work days (Monday through Friday, less holidays) in advance of the date certain subject to charges as established herein.

14.4 When service is discontinued for any reason, the monthly base facility/availability charge(s) will continue to apply.

14.5 When service has been discontinued due to violations of these rules, the water and/or reuse water meter may be removed at the sole discretion of the District.

15.0 DELINQUENT BILLS

The Customer is responsible for the payment of all service charges, fees, penalties or other amounts owed pursuant to lawful billing by the District. There shall be no liability of any kind against the District for the discontinuance of service due to an Applicant’s or Customer’s failure to pay a bill or portions thereof as required herein. A delinquent bill is defined as any dollar amount owed the District which has not been paid within twenty (20) days of the billing date.

15.1 Payments may be made at the District office, by mail, by bank draft, credit card or other methods that may be established by the District. If an account has not been paid in full within twenty (20) days after the bill date, the account will be considered delinquent and a penalty as established herein shall be added to the account.

15.2 If after forty-five (45) days from the billing date, the delinquent bill remains unpaid, service will be terminated by placing a locking device on the meter. Upon termination, or District personnel arriving at the property for purposes of termination, payment of all charges due, including trip fees, shall be required to re-establish service.

15.3 After one hundred twenty (120) days of non-payment from the billing date, a Notice of Lien will be filed on the property. In addition to delinquent amounts, all associated fees must all be paid in full before service is restored.

16.0 RESTORING SERVICE

When service is discontinued in accordance with Sections 14 or 15, it will be restored within forty-eight (48) hours (exclusive of weekends and holidays) after payment in full of all amounts due as established herein and corrective action has been taken to eliminate any condition in violation of District rules.

17.0 CHANGE OF OWNERSHIP

The District is not a party to the sale of real property within the District. All District fees and charges run with the parcel. It is the responsibility of the Customer to notify the District of the change of ownership date.

17.1 When a Rental Account change of tenant is known, the tenant, landlord or owner shall inform the District prior to the date of change. When the parcel/property is vacated by the tenant, the District must obtain full payment of all fees and charges incurred by the tenant before authorization of a new rental Customer can be established. Billing will remain with the property and ultimate responsibility for payment will be with the account principal, the parcel/property owner.

17.2 When requested for the sale of a property, the District will provide a special meter reading and bill within forty-eight (48) hours of receiving the request (excluding weekends and holidays) and will provide a statement of the amount due for service as of the date specified by the Applicant or Customer. Charge for this service will be made as provide herein.

18.0 UNAUTHORIZED CONNECTIONS

Connections to the District's system(s), unless specifically authorized in writing, are to be made by or under the supervision of the District. Any unauthorized connections shall be subject to immediate discontinuance, without notice. Service shall not be restored until such unauthorized connections have been removed, and until settlement is made in full for all water, and/or wastewater and/or reuse water service estimated by the District to have been used by reason of such unauthorized connection. Customers may also be subject to tampering charges, reimbursement of District costs and other fees and charges may be applied.

19.0 METERS

19.1 In general, a single meter will be required to provide service to a single parcel. In an effort to maintain accountability for consumption, conservation, payment of bills and application of liens, master meters serving multiple parcels with multiple owners will not be allowed. Master meters installed under an executed Master Meter Agreement or a Developer Agreement will remain in effect. A master meter may be allowed at the sole discretion of the District under the following two conditions:

- a. When an owners' association, by recorded legal instrument, is singularly responsible for providing water and wastewater service for all parcels within the association, the association will indemnify and defend the District against any action involving breach, default or negligence by the association providing that the District may lien any or all parcels within the association during any period of association default

or breach as provided by law or as provided by District Rules and Regulations in association with administration of the account.

b. When all parcels served by the master meter have, and continue to have, common ownership and any or all parcels are subject to District lien during any period of contractual default or breach as provided by law or as provided by District Rules and Regulations in association with administration of the account.

19.2 The District shall provide 5/8" to 2" meters at a fee established herein. The meter shall remain the property of the District, and shall be accessible and subject to District control. The location of the meter and backflow device will be designated by the District. The District will make reasonable efforts to accommodate the desires of the Customer when locating the meter and backflow device.

19.3 Maintenance of District owned meters will be the responsibility of the District. Damage to a meter due to Customer's negligent or willful act will make the Customer liable for a tampering charge, all costs to repair or replace the meter and potential loss of service. The Customer shall promptly notify the District of any defects in, or damage to the meter or the service connection. *Please note: the valve on the water meter is only to be operated by the District. District personnel are on-call after hours should an emergency shut-off be required.*

19.4 The District shall test a meter for calibration of flow rates upon request of the Customer. If the meter is found within tolerance levels, a charge to the Customer as provided herein will be made for the test. If the meter is out of tolerance, as established herein, there will be no charge to the Customer for the test or replacement meter.

20.0 ALL WATER THROUGH METER

That portion of the Customer's installation for water or reuse water service shall be so arranged to ensure that all water or reuse water shall pass through the associated meter. Temporary connections are only permitted when a Temporary Water Customer account with a temporary water meter is established with the District. Under no circumstances will any connection be allowed which may permit water or reuse water to by-pass the meter or metering equipment.

21.0 METER ACCURACY

All meters used for measuring quantity of water or reuse water delivered shall be in good mechanical condition, and shall be adequate in design for the type of service that they measure. The District may remove a meter for test, repair and/or maintenance at any time.

21.1 **METER ERROR** - When meter tests are made by the District, the accuracy of the meter shall abide by AWWA standards. If a meter is found to be in error, usage charges for the latest two billing periods will be adjusted based on previous billing history.

21.2 **ESTIMATED BILLS** - If the meter should fail to register for any reason, or if the District personnel should be unable to read the meter for any reason, an estimated bill will be issued. The District may also estimate a bill as an operational cost saving measure, or to accommodate a temporary workforce shortage, or for such other reason as determined by the District. A Customer's bill will not be estimated more than once a quarter when estimated for the sole purpose of reducing operational costs. Previous billing history will be used to calculate the estimated bill.

22.0 FILING OF CONTRACTS

Whenever a Contract for Service, Special Contract or Development Agreement is entered into by the District for the provision of service(s) in a manner not specifically covered by these Rules and Regulations or approved rate schedules, a copy of such contract(s) or agreement(s) shall be filed with the Clerk of the Circuit Court in the County where the service is provided.

23.0 WASTEWATER SERVICE

23.1 The Customer shall not discharge or cause to be discharged, waters, such as storm water, surface water, ground water, roof run-off, surface drainage, or cooling water, into the District's wastewater system. The Customer shall be subject to a tampering charge and possible discontinuation of all service in this event.

23.2 The Customer shall not discharge or cause to be discharged into the District wastewater system any waste harmful to the system to include but not limited to the following:

Gasoline, benzene, naphtha, fuel oil, or other flammable or explosive liquid(s), solid(s), or gas(es)

- a. Pharmaceuticals, toxic or poisonous solids, liquid, or gases in any quantity, either singly or by interaction with other wastes, which would injure or interfere with any waste treatment process, constitute a hazard to humans or animals, create a public nuisance, or create any hazard in the wastewater treatment plant
- b. Any waters or wastes having a pH lower than 5.5 or higher than 9.5 or having any other corrosive property capable of causing damage or hazard to structures, equipment, or personnel of the wastewater facilities.
- c. Any liquid having temperature greater than 150 degrees Fahrenheit
- d. Solid or viscous substances in quantities or of such size capable of causing obstruction to the flow in sewers or otherwise interfering with the proper operation of the wastewater facilities such as, but not limited to, ashes, bones, cinders, sand, mud, straw shaving, metal, glass, rags, feathers, tar, plastics, wood, lint, un-ground garbage, whole blood, manure, hair, diapers, entrails, paper dishes, cups, containers either whole or ground by garbage grinding, excessive grease, paint thinners, floor and paint stripping compounds
- e. Any chemical compounds producing toxic, flammable, or explosive gasses either upon acidification, alkalization, oxidation or reduction
- f. Any waste from industrial processes, hospital procedures or commercial processes containing viable pathogenic organisms

23.3 The maximum allowable values for certain material in, or characteristics of wastewater which, when entering the District's wastewater system and measured at the point of discharge shall be governed by the standards of the U. S. Environmental Protection Agency, the Florida Department of Environmental Protection and the Water Pollution Control Federation. In defining and interpreting these values, references shall be made to Standard Methods for the Examination of Water and Wastewater, American Water Works Association, latest edition. These aforementioned limitations apply to all users within the District's wastewater system. In the event that State and Federal regulatory agency regulations require a specific pretreatment concentration, the regulation more stringent shall apply.

23.4 If any waters or wastes are discharged or are proposed to be discharged into the District's wastewater system which contain or possess the restricted or prohibited characteristics enumerated in these rules, and which in the sole judgment of the District may have a deleterious effect upon the wastewater facilities, process, or receiving waters, or which otherwise create a hazard to life or constitute a public nuisance, the District may:

- a. Reject the wastes,
- b. Require pretreatment to an acceptable condition for discharge to the District's wastewater system
- c. Require control over the quantities and rates of discharge, and/or
- d. Require payment to cover added cost of handling and treating the wastes not covered by wastewater rates and charges under the provisions of District rules
- e. Discontinue service

If the District permits the pretreatment or equalization of waste flows, the design and installation of the facilities and equipment shall be subject to the District's review and approval.

23.5 Grease, oil and sand interceptors shall be provided by the Customer when in the opinion of the District, they are necessary for the proper handling of liquid wastes containing floatable grease in excessive amounts, they are necessary for the proper handling of liquid wastes containing floatable grease in excessive amounts, flammable wastes, sand or other harmful ingredients. All interceptors shall be approved by the District and shall be located as to be easily accessible for cleaning and inspection. The Customer shall be responsible for the proper inspection and maintenance of these interceptors and for the proper removal and disposal, by appropriate means, of the captured material and shall maintain records of the dates and means of disposal of the captured material. These records are subject to review by the District. Licensed waste disposal firms must perform any removal and hauling of the collected materials.

23.6 All facilities with outside grease interceptors shall provide proof of grease removal and quarterly inspections of grease interceptors to the District. Failure to do so may result in discontinuance of service.

23.7 Authorized agents and employees of the District, bearing proper credentials and identification, shall be permitted to enter all properties at regular hours for the purposes of inspection, observation, measurement, sampling, and testing pertinent to discharge to the District system in accordance with the provision of these rules. Authorized personnel may also enter all properties upon which the District holds an easement for the aforementioned purposes. All entry and subsequent work on said easement shall be done in full accordance with the terms of any easement pertaining to the property involved.

23.8 Grease interceptors shall be cleaned as often as necessary to maintain at least 50 percent of their grease retention capacity.

23.9 Where pretreatment or flow-equalizing facilities are provided or required for any water or wastes, they shall be maintained continuously in satisfactory and effective operation by the Customer, at their expense.

23.10 When the District determines that a Customer's discharge may be injurious to the District's systems or may violate these rules, at the District's request, the Customer will install a suitable structure, together with such necessary meters and other appurtenances to facilitate observation, sampling and measurement of the wastes. Such structure shall be constructed at Customer's expense, be accessible and safely located, and shall be constructed in accordance with plans approved by the District.

23.11 The District may require the Customer to provide information needed to determine compliance with this regulation. These requirements may include:

- a. Wastewater discharge peak rate and volume over a specified time period
- b. Chemical analyses of wastewater
- c. Information on raw materials, processes and products affecting wastewater volume and quality
- d. Quantity and disposition of specific liquid, sludge, oil, solvent, or other materials important to wastewater use control
- e. A plot plan of wastewater collection and pretreatment facility location
- f. Details of wastewater collection pretreatment facilities
- g. Details of systems to prevent and control the losses of materials through spills to any District wastewater collection system

23.12 All measurements, tests, and analyses of the characteristics of waters and wastes to which reference is made in this Section shall be determined in accordance with the latest edition of Standard Methods for the Examination of Water and Waste Water published by the American Water Works Association. Sampling methods, locations, times, duration, and frequencies are to be determined on an individual basis subject to approval by the District.

23.13 No statement contained in these rules shall be construed to prevent any special agreement or arrangement between the District and any industrial concern whereby an industrial waste of unusual strength or character may be accepted by the District for treatment.

23.14 The District may require the Customer to supply information concerning processes that have a direct bearing on the kind and source of discharge to the wastewater system. The Customer may withhold information considered confidential, provided that the Customer must establish that disclosure to the District is not necessary and public disclosure of the information in question might result in direct and substantial economic advantage to competitors.

23.15 While performing necessary work on private property, any duly authorized representative(s) or employee(s) of the District shall observe all reasonable safety rules applicable to the premises as established by the user or owner.

23.16 The District reserves the right to refuse waste from any source, to include residential, commercial, or industrial building or activity which does not comply with District rules, utilize District provided water or an approved well connection, supply proper metering of its waste or is not within the District's service area.

23.17 All Residential Units and non-residential structures must connect to the District's wastewater collection system when service is available per section 2.1.3.

23.18 Upon connection to the District's wastewater system, the property owner must abandon its domestic onsite sewage treatment and disposal systems in accordance with local and state regulations. The District shall inspect the abandonment of the onsite domestic sewage system and no connection to the District's wastewater system will be allowed without approval from the District. Properly permitted, constructed and operated "gray water systems" (wastewaters from only the bath, laundry, and non-kitchen sinks) need not be abandoned upon connection to the District wastewater system per FS 381.0065.

23.19 The Customer will be responsible for all costs to connect to the District's vacuum or gravity wastewater system's point of collection. Such costs shall include, but are not limited to: a) the cost to construct the wastewater service lateral from the dwelling to the Point of Collection, and b) abandonment and removal from service of the onsite sewage treatment and disposal systems. The District shall be present to inspect the Customer's connection to the Point of Collection at the time of connection. The District will not be responsible for any costs associated with the maintenance or replacement of the service lines or laterals located on the Customer-side from the Point of Collection.

23.20 For new, low pressure wastewater service, the District shall provide and have installed the grinder pump and control panel, after payment of all applicable charges and fees. The Customer shall be responsible for connecting the gravity line from the house to the pump's wet-well, connecting the discharge line from the pump to the point of service at the edge of property and providing electrical power to a disconnect box adjacent to the control panel. The Customer shall also be responsible for disconnection and abandonment of existing septic tanks as applicable. The District shall own and maintain the grinder pump and control panel. The Customer shall pay the electric bill. The Customer shall provide reasonable access to the District for installation of the grinder pump and control panel. Further access shall be provided per section 11.0 herein. Should the Customer not provide the reasonable access for installation of the grinder pump and control panel, the Customer will be responsible for all costs to connect to the point of service at the edge of property. The Customer provided pump station shall be a private station and the Customer will be responsible for all associated costs.

24.0 RESIDENTIAL REUSE

District personnel must be present at the time of any connection to a residential reuse line. District personnel is not required to be present for connection to a District provided reuse Point of Delivery within a "meter" box. Reuse irrigation systems will not be cross-connected to any potable water system. Standard "hose bib" connections are not

allowed on any District supplied residential reuse system. Reuse shall not enter a Residential Unit or a building that contains a Residential Unit. Reuse water shall not be used to fill swimming pools, hot tubs or wading pools. As a condition of Customer's application for reuse service either with EWD or with a homeowner's association, the Customer shall hold harmless and indemnify the District, its agents, representatives, servants, and employees, and the Customer will be solely responsible for compliance with health and safety requirements as required by the District, FAC 62-610 Part III and other State or Federal requirements that regulate the proper use of Public Access Reuse systems.

25.0 ASSESSMENT AREAS

For the purposes of calculating the amount of the assessment due, the following shall apply:

25.1 The total cost of a service provided to an assessment area may be paid for by those parcels that directly benefit from the service provided. The total cost will be allocated on a per ERC basis to affected parcels.

25.2 Each undeveloped parcel shall be charged at the estimated usage for a planned development or a minimum of 1.0 ERC if a development plan does not exist. A parcel which cannot be developed and is not provided service as part of an assessment area will not be included in the assessment.

25.3 ERCs for developed, non-residential parcels will be calculated per Section 2.2.3 with a minimum of 1.0 ERC per parcel.

25.4 A residential unit that historically uses 1000 gallons per day or less of water will be assessed to be 1.0 ERC.

25.5 A residential unit that has a historical 12 month average consumption of water in excess of 1000 gallons per day (GDP) may be assessed in excess of 1 ERC per residential unit in accordance with historical usage per Sections 2.2.2 or 2.2.3 if provided for in the Board approved resolution establishing the assessment area.

25.6 Any parcel capable of being provided service shall be assessed a minimum of 1.0 ERC. The minimum ERCs assigned to any Residential Unit shall be 1.0 ERC.

25.7 If the service provided under a special assessment has been constructed for a parcel, and the parcel is later combined with other parcels, there shall be no refund or credit for any prior payments of assessment charges for the eliminated parcel. The prior-payments shall be compensation for construction of the "abandoned" service. If the service has NOT been constructed at the time the parcel is combined with other parcels, any prior payments of assessment or capital capacity charges will be credited to the consolidated parcel. There will be no cash refunds.

25.8 After project completion and after final assessment adjustments have been made (or there is a determination that no adjustments will be made) to the initial assessment estimates of affected parcels, which parcels are affected and cost per parcel, the assessment will be closed. All future new connections will be billed using Capital Capacity Charges and CCC rules in effect at the time of connections.

26.0 SUSTAINABLE WATER SUPPLY

Whereas the Surficial and Intermediate Aquifers are the raw water supply sources for the District's lime-softening water treatment plant and reverse osmosis water treatment plant, and whereas the Intermediate Aquifer has limited recharge capacity, it is appropriate that the District take reasonable precautions to ensure these shallow aquifers remain sustainable sources of raw water supply for the District.

26.1.1 The District in coordination with the Southwest Florida Water Management District and the Sarasota County Health Department will not allow any irrigation well to be drilled or the conversion of a potable water well to an irrigation well within one mile of an existing District water supply well head, unless the

District determines through District accepted hydrologic models, that the irrigation well will have no detrimental impacts on the aquifer or any wetlands. A detrimental impact is defined as any impact that will limit the District's ability to obtain the maximum, sustainable wellfield production.

- 26.1.2 The District will utilize an "inverted" water usage rate schedule to encourage water conservation. As water usage increases, the rate schedule, cost per 1000 gallons, shall increase. In that irrigation is an elective use of water, the lowest water rates essential to health and sanitation shall not be applicable to potable water meters dedicated to irrigation usage.
- 26.1.3 During periods of sustained drought and increased demand for irrigation, the Board may further restrict by resolution, the hours available for irrigation beyond Water Management District restrictions.

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27.0 SERVICE FEES AND CHARGES

A. WATER RATES - Water Customers per ERC/month. Note: May increase a maximum of 5% annually effective October 1 of each fiscal year.

- 1. Base Facility Charge \$16.89 /ERC/month
- 2. Usage Charges
 - 0-6,000 = \$2.01/1,000 gallons
 - 6,001-8,000 = \$2.68/1,000 gallons
 - 8,001-12,000 = \$5.35/1,000 gallons
 - 12,001-18,000 = \$8.91/1,000 gallons
 - Over 18,000= \$13.92/1000 gallons
- 3. Dedicated Irrigation and Temporary Meters Usage Charges
 - 0-12,000 = \$5.35/1000 gallons
 - 12,001-18,000 = \$8.91/1000 gallons
 - Over 18,000 = \$13.92/1000 gallons

B. WASTEWATER RATES – Wastewater Customers per ERC/month. Note: May increase a maximum of 5% annually effective October 1 of each fiscal year.

- 1. Base Facility Charge \$24.58/ERC/month
- 2. Usage Charge per ERC/month
 - All Usage = \$3.12/1,000 gallons
 - a. Inflow & Infiltration (I&I) 50% Surcharge 1.5 times the total wastewater bill
- 3. Wastewater Only (no water meter) \$18.61
 - Use 196-gal X 365 days/12 = 5,962 gal/month/ERC to calculate Usage, plus Base Charge.

C. WHOLESALE RATES – Note: May increase a maximum of 5% annually effective October 1 of each fiscal year.

- 1. Wholesale Water Rates
 - a. Capital Capacity Charges Paid for Service \$3.99/1000 gallons
 - b. No Capital Capacity Charges Paid for Service \$3.99/1000 gallons to increase \$1.37 February 1, 2019
(Res#18-01-23 B)
- 2. Government/ Bulk Rate \$3.99/1000 gallons
- 3. Wholesale Wastewater Rates – Master meters and non-District collection systems
 - Capital Capacity Charges Paid for Service – Treatment & Disposal Charge
 - a. Billing off Water Meter \$5.53/1000 gallons
 - b. Billing off Wastewater Meter \$6.91/1000 gallons
 - No Capital Capacity Charges Paid for Services – Treatment & Disposal Charge
 - a. Billing off Water Meter \$7.81/1000 gallons
 - b. Billing off Wastewater Meter \$9.76/1000 gallons

D. REUSE WATER (a wastewater treatment product) Note: May increase a maximum of 5% annually effective October 1 of each fiscal year.

- a. Usage to Isolated Pond \$0.28/1000 gallons
- b. Pressurized Usage \$0.38/1000 gallons

E. MISCELLANEOUS FEES

1. NEW SERVICE APPLICATION FEE \$25.00
2. LATE PAYMENT (on past due balances exceeding \$10.00)
 - a. \$5.00 or 1.5% of Cumulative Balance, whichever is greater
3. RETURN CHECK CHARGE
 - a. Standard Check or Bank Draft returned, canceled, or stopped payment. Same as Florida Statue 68.065

\$0 to \$50.00	\$25.00
\$50.01 to \$300.00	\$30.00
Over \$300.00	\$40.00 or 5% whichever is greater
 - b. Internet or Online Item Return. Same as Florida Statute 68.065

\$0 to \$50.00	\$25.00
\$50.01 to \$300.00	\$30.00
Over \$300.00	\$40.00 or 5% whichever is greater
4. ADDITIONAL METER OR REPLACEMENT METER – Actual Cost
 (after Capital Capacity Charge is paid)
5. TEMPORARY WATER CUSTOMER
 - a. Meter Deposit \$750.00
 - b. Rental (monthly) \$ 30.00
 - c. Usage Irrigation and Temporary Meter Rates
 - d. Trip Charge (each) \$ 30.00
 - e. Tap (Administration Fee) \$500.00
6. FIRE LINE – Note: No Capital Capacity Charge
 - a. Administration Fee \$500.00
 - b. Monthly Availability Charge Line Diameter of Service Line (1/12 * monthly water base facility charge per ERC * meter equivalent factor):

2" (meter equivalent factor of 8)	\$11.26
3" (meter equivalent factor of 15)	\$21.11
4" (meter equivalent factor of 25)	\$35.19
6" (meter equivalent factor of 50)	\$70.38
8" (meter equivalent factor of 80)	\$112.60
10" (meter equivalent factor of 115)	\$161.86
12" (meter equivalent factor of 215)	\$302.61
7. TAMPERING with EWD Property
 - a. First Offense \$ 500.00 plus cost of replacing damaged property
 - b. Second Offense \$1000.00 plus cost of replacing damaged property
 - c. Third and Subsequent Offenses \$1500.00 plus cost of replacing damaged property
8. RESEARCH & COPIES
 - a. Recording Fee-First Page \$12.00
 - b. Recording Fee-Additional Pages \$8.50 each
 - c. One Side All copies will be charged at the maximum allowable
 - d. Two Side by Florida State Statue Chapter 119, Section 7
 - e. Minutes of Meeting (uncertified)
 - f. Minutes of Meeting (certified)
 - g. Research or Monitoring (1 hour) \$20.00/hour
 - h. Large Maps \$1.00/page
 - i. Blue Prints \$1.00/page

j. Auto Cad Disk	\$5.00/each
k. FAX Request	\$1.00/page
l. Mailing Labels & Computer Time	\$30.00 + \$15.00/hour
m. Bid Documents	As Advertised
 9. PLAN REVIEW/INSPECTION	 \$300.00 includes first and second review \$150.00 for each additional review
 10. CONSTRUCTION REVIEW	 1% of construction cost: Minimum \$500.00
 11. SERVICE TURN ON OR OFF AT OWNER'S REQUEST	
a. 48-hour notice (1 on/1 off annually)	No Change
b. Additional with 48-hour notice	\$30.00 (Monday-Friday 7 a.m. to 5 p.m.)
c. Less than 48-hour notice	\$100.00
d. After working hours and weekends	\$100.00 (Monday-Friday AFTER 5 p.m. and all day Saturday & Sunday)
e. Holidays	\$145.00
 12. ACCOUNT RE-ACTIVATION (7:00 a.m. to 5:00 p.m. Monday-Friday)	
a. Lock removal	
Disconnection/turn off non-payment	\$30.00/trip
Re-connection/turn on non-payment	\$30.00/trip
b. Meter re-installation plus cost of new meter if applicable	
During regular working hours	\$90.00
 13. PAYMENT DEADLINE EXTENSION	 \$10.00/each occurrence
 14. SERVICE CALL OUTS	
a. During regular working hours	\$30.00/trip (Monday-Friday 7:00 a.m. to 5 p.m.)
b. After working hours and weekends	\$100.00/trip (Monday-Friday AFTER 5:00 p.m.)
c. Holidays	\$145.00
d. Sewer Repair	Actual Cost
 15. METER TEST WITHIN TOLERANCE	
a. 5/8", 1" or 1 1/2" meters	\$185.00
 16. SEWER CAP/UNCAP CHARGE	 \$30.00/each occurrence
 17. SPECIAL BILL/METER READ	 \$30.00/each
 18. TESTING/INSPECTIONS	
a. Un-certified Fire Flow Test	\$175.00/each
b. Service Tie-in (initial)	No Charge
c. Service Re-inspection	\$30.00/each
d. Service Locate	No Charge
 19. FINANCING TERMS FOR CAPITAL CAPACITY CHARGES (See Section 2.3.3)	
a. Interest	5%
b. Term	15 years
c. Down Payment	None

20. INITIAL METER INSTALLATION FEE

a. The standard District meter shall be a Neptune T-10 Radio Read. Meters 5/8” and 1” in size will typically, be placed in trafficable non-metal boxes. Meters larger than 1” will only be above ground. There will be an additional Customer cost for an above-ground. Reduced Pressure Backflow Assembly (RPBA) provided by a plumber.

b. District installed service & box. There will be an additional Customer cost for an above-ground Reduced Pressure Backflow Assembly (RPBA) provided by a plumber.

District Installed with Short Tap

Size	
5/8” meter	\$1,255.00
1” meter	\$1,585.00
1 1/2” meter	\$2,080.00
2” meter	\$2,335.00

District Installed with Long Tap

Size	
5/8” meter	\$1,970.00
1” meter	\$2,015.00
1 1/2” meter	\$2,910.00
2” meter	\$3,160.00

c. Developer installed service & box (using District provided meter). There will be an additional Customer cost for a RPBA as required. The Charge includes the cost of a District provided meter.

Size	
5/8” meter	\$340.00
1” meter	\$400.00
1 1/2” meter	\$520.00
2” meter	\$615.00

3.0” and larger meters (service, meter vault and backflow device provided and installed by customer.)

21. CLEARING METER BOX OBSTRUCTIONS - Will be billed at Actual Cost minimum \$30.00

22. CAPITAL CAPACITY CHARGES per ERC

a. Water

1. Plant Capacity/Transmission System	\$1,751.00
2. Distribution System	\$1,200.00

b. Wastewater

1. Plant Capacity/Transmission System	\$2,754.00
2. Collection System	\$5,817.00

23. AGRF per ERC

a. Water	\$329.00
b. Wastewater	\$580.00

28.0 EFFECTIVE DATE

These Customer Rules and Regulations of the Englewood Water District shall become effective upon the date of passage hereof and shall supersede the revised December 3, 2015 Customer Rules and Regulations of the Englewood Water District and any other rules, resolutions and regulations of the District over the same subject matter in conflict with the foregoing Customer rules and regulations from the effective date hereof.