
UTILITIES ADMINISTRATION MANUAL
SUMMARY OF CHANGES

Authorization #1 - Amendments Effective March 31, 2012

2.0 Business Offices	Section Name	Amendment Description
2.2	Locations and Contact Information	Updated utility webpage address
3.0 Business Practices		
3.4.4	Meter Field Test	Clarified criteria for meter testing charges
3.6.1	Walk-in Payments	Updated utility payment locations
3.6.2	Drop Box Payments	Updated drop box location information
4.0 Administrative Policies		
4.1.4	Late Fees	Director authority not required to waive late fees
Appendix		
Appendix A-100, 17)	Wastewater Pretreatment	Clarified wastewater pretreatment point of reference

Polk County Utilities, Florida

UTILITIES ADMINISTRATION MANUAL

Utilities Code Reference Manual 6(A)



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August 2016

UTILITIES ADMINISTRATION MANUAL

1.0 GENERAL

This MANUAL establishes the business and administrative policies used by Polk County Utilities (PCU) to conduct business with its present and future customers.

1.1 Definitions

Except where specific definitions are used within a specific section, the following terms, phrases, words, and their derivations shall have the meaning given herein when consistent with the context. Words used in the present tense include the future tense, words in the plural number include the singular number, and words in the singular number include the plural number. The word “shall” is mandatory, and the word “may” is permissive.

AWWA: the American Water Works Association. Any reference to AWWA Standards shall be taken to mean the most recently published revision unless otherwise specified.

ACCEPTANCE: the formal acceptance of a utility system by Polk County in open session by way of agenda item approval, as prepared and presented by PCU.

BOARD: the Polk County Board of County Commissioners, Polk County, Florida.

BOARD OF COUNTY COMMISSIONERS (BOCC): the Polk County Board of County Commissioners, Polk County, Florida.

BUILDING DIVISION: the Polk County Building and Codes Division.

COMMERCIAL: see **NON-RESIDENTIAL**.

CONNECTION CHARGES: fees charged by PCU, as based on an Equivalent Residential Connection, to pay for the replacement of potable water and wastewater capacity.

CONSTRUCTION PLANS: the drawings submitted to Polk County for approval for construction of utility systems.

COMPREHENSIVE PLAN: the Polk County Comprehensive Plan.

CONTRACTOR: the person, firm, or corporation licensed by the State of Florida with whom a contract for work has been made by owner, developer, or County.

CONVEYANCE AND OWNERSHIP OF UTILITY SYSTEMS: all utility system components to be owned by PCU shall be conveyed to PCU by proper bill of sale immediately after the Board’s written acceptance of the construction of said utility system.

COUNTY: the Polk County Board of County Commissioners, Polk County, Florida and its employees.

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COVER SHEET: the first sheet in a set of engineering drawings or plans.

CUSTOMER or USER: any person or entity which receives, or may receive, utility service provided by PCU.

CUSTOMER SERVICE: the Customer Service entity within Polk County Utilities.

DEVELOPER: the person, firm, or corporation engaged in developing or improving real estate for use or occupancy.

DEVELOPMENT COORDINATION: personnel located within the Growth Management Department that are responsible for the coordination of utility issues related to development activities.

DIRECTOR: the person who is responsible for the day to day administration and management of Polk County Utilities.

DRAWINGS: engineering drawings or plans prepared by engineer.

ENGINEER: an individual currently licensed to practice engineering in the State of Florida.

EQUIVALENT RESIDENTIAL CONNECTION (ERC): the unit of measurement used by PCU to estimate the utility service capacity usage of all classes of utility system users using a single family residential detached dwelling unit as a common denominator. One water ERC shall equate to the estimated gallons per day of potable water to be used and one wastewater ERC shall equate to the estimated gallons per day of wastewater to be generated. The daily flow rate for water and wastewater ERC's shall be as established by the Polk County Comprehensive Plan.

EXCLUSIVE PROVIDER: except as otherwise provided herein and approved by PCU, PCU shall be the exclusive provider of utility service within a PCU RUSA.

FACILITY: any part of a utility system that is to be owned, operated, and/or maintained by PCU.

FLORIDA ADMINISTRATIVE CODE (F.A.C.): the Florida Administrative Code.

FDOT: the Florida Department of Transportation.

INSPECTOR: a County employee or consultant that is qualified and authorized to perform inspections on behalf of PCU.

LAND DEVELOPMENT CODE (LDC): the Polk County Land Development Code.

LATERAL: the gravity based piping system that conveys wastewater from the customer's property to a PCU gravity wastewater collection main.

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MANUAL: this document entitled: “Polk County Utilities Administration Manual”.

NON-RESIDENTIAL: a land development project intended for construction of infrastructure improvements for non-residential unit(s) and/or use(s). Non-residential units and/or uses include all units/uses that are not individually metered single family dwellings, including, but not limited to: commercial, industrial, institutional, short-term rental, and other business enterprises, and all master-metered residential developments, such as duplex, triplex, quadruplex, apartment, condominium, and other multifamily units/complexes, mobile home parks, recreational vehicle parks, etc.

OPERATIONS: the Operations and Maintenance entity of Polk County Utilities.

OWNER: the legally recognized owner, or authorized representative, of real property within Polk County.

POINT OF CONNECTION: the point of attachment on a PCU potable water, wastewater, or reclaimed water main of a customer’s potable water service, reclaimed water service, gravity wastewater lateral piping, gravity main, or force main.

POINT OF SERVICE: the downstream side of the potable water or reclaimed water meter that serves the customer. Also, the point at which the customer’s gravity wastewater lateral, gravity main, or force main piping crosses the customer’s property boundary nearest to the receiving PCU main.

POLK COUNTY UTILITIES (PCU): the Polk County entity which has the responsibility of administering, operating, and maintaining the potable water, wastewater, and reclaimed water facilities and infrastructure owned and/or operated by the County.

POLK COUNTY UTILITIES EASEMENT: an easement as specified in the Utilities Standards and Specifications Manual that is dedicated to the use of PCU. Conveyance of any PCU easement not depicted on a recorded plat shall be by separate easement document in recordable form approved by PCU.

POTABLE WATER SYSTEM: the pipes, structures, equipment, processes, land, and appurtenances thereto, required to operate and maintain a system to treat, pump, store, distribute, and meter potable water.

PLANS: drawings as defined herein above.

RECLAIMED WATER SYSTEM: the pipes, structures, equipment, processes, land, and appurtenances that are required to operate and maintain a system which produces and distributes reclaimed water for irrigation purposes and other authorized uses.

RECORD DRAWINGS: drawings prepared by a Florida licensed professional engineer or Florida licensed professional land surveyor providing information, both written and drawn, as to the actual locations, elevations, and alignments of valves, fittings, hydrants, manholes, pipes, etc.

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REFERENCE MANUAL 6(A): this Manual, the Polk County Utilities Administration Manual, adopted by reference herein.

REFERENCE MANUAL 6(B): the Polk County Utilities Standards and Specifications Manual, adopted by reference herein.

REFERENCE MANUAL 6(C): the Polk County Utilities Cross-Connection Control Policy Manual, adopted by reference herein.

REFERENCE MANUAL 6(D): the Polk County Utilities Reclaimed Water Policy Manual, adopted by reference herein.

REFERENCE MANUAL 6(E): the Polk County Industrial Wastewater Pre-Treatment Policy Manual, adopted by reference herein.

REFERENCE MANUAL 6(F): the Polk County Utilities Water Conservation Policy Manual, adopted by reference herein.

REFERENCE MANUAL 6(G): the Polk County Utilities Fats, Oils, and Grease Policy Manual, adopted by reference herein.

REGIONAL UTILITY SERVICE AREA: an established area for the purpose of planning and the provision of utility service to existing and future PCU customers. Because of the large size and topographic diversity of Polk County, it is not practical to construct a single unified or a completely interconnected system of utility facilities. Therefore, a series of separate utility systems is provided as needed in accordance with reasonable and acceptable engineering standards and economic principles.

RESIDENTIAL: a single-family residential dwelling unit served by an individual meter, not including a short-term rental unit.

SERVICE: the pressurized piping system that conveys potable water or reclaimed water from a corresponding PCU main to the meter that serves the customer's property.

SHORT-TERM RENTAL: a dwelling unit which is made available more than three times a year for periods of fewer than 30 days or one calendar month at a time, whichever is less, for use, occupancy or possession by the public, regardless of the form of ownership of the unit. Dwelling units commonly referred to as "timeshares," "vacation rentals," and "holiday rentals" which possess the above characteristics are included within this definition.

SPECIFICATIONS: the construction specifications contained in the Polk County Utilities Standards and Specifications Manual.

STANDARDS: the design standards contained in the Polk County Utilities Standards and Specifications Manual.

SURVEYOR: an individual currently licensed to practice surveying in the State of Florida.

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UTILITIES CUSTOMER SERVICES: the Utilities Customer Services entity of Polk County Utilities.

UTILITY SERVICE: the provision of potable water, wastewater, and/or reclaimed water service to a customer.

UTILITY SYSTEM: potable water, reclaimed water, and wastewater transmission mains, distribution mains, pipes, fittings, valves, hydrants, services, meters, pumps, pump stations, production facilities, treatment facilities, and miscellaneous related appurtenances.

WASTEWATER SYSTEM: the structures, equipment, processes, land, and appurtenances thereto, required to operate and maintain a system to collect, convey, and treat wastewater and dispose of the effluent and sludge. Wastewater systems do not include storm water facilities.

WORK: the labor, materials, equipment, supplies, services, and other items necessary for the execution, and completion of the utility system.

2.0 BUSINESS OFFICES

2.1 Establishment

PCU shall operate a main business office and may add, move, or close satellite business offices for the convenience of customers or any sound business reason. Changes to business office locations shall be approved by the Utilities Director and the County Manager's Office. A virtual office may be maintained for the convenience of customers.

2.2 Locations and Contact Information

MAIN OFFICE

Utilities Administration Building
1011 Jim Keene Boulevard, CR 540
Winter Haven, Florida 33880
Local Calls: (863) 298-4100
Toll Free Calls: (800) 301-6039
utilities@polk-county.net

VIRTUAL OFFICE

Web Page: <http://www.polk-county.net/utilities.aspx>
To use, select: "Click Here to Pay Your Polk County Utility Bill".

Or to use the Interactive Voice Response Phone System:

Dial (863) 298-4100

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2.3 Hours of Operation

Main Office

8:00 a.m. – 4:30 p.m., Monday – Friday
 Excluding Board of County Commissioners
 Scheduled Holidays

Virtual Office

24 hours a day
 7 days a week

2.4 Service Capabilities

SERVICE AVAILABLE	MAIN OFFICE	SATELLITE OFFICE	VIRTUAL OFFICE
Talk by phone to a Customer Service Representative	YES	As Designated	NO
Talk in Person to a Customer Service Representative	YES	As Designated	NO
Open a new Account or Establish a new service	YES	As Designated	NO
Close or make changes to your account	YES	As Designated	NO
Obtain Account Information	YES	As Designated	YES
Make a Credit or Debit Card Payment	YES	As Designated	YES

3.0 BUSINESS PRACTICES

3.1 Obtaining Service

All services and laterals plus their extensions shall be installed perpendicular from the point of connection on the corresponding PCU main to the Customer’s desired point of service. The Customer shall be financially responsible for all costs to design, permit, and install any extension of a PCU main that is necessary to comply with the above requirement. The main size shall be in accordance with PCU’s minimum main size requirements as stated in the “Utilities Standards and Specifications Manual”. Should an easement or additional public right-of-way be needed, the Customer shall be financially responsible for obtaining the appropriate Polk County Utilities Easements and/or additional public rights-of-way.

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3.1.1 Residential Service at an Existing Service Location

Existing service connections are processed at the Utilities Customer Service's New Services Desk located at the main office or a satellite office. When a request for service is received, including all applicable forms and documentation with all fees paid, the account will be set up for connection the next business day or upon the date requested. A new account charge to cover the expenses of setting up the new account and to turn on the meter(s) will be assessed and a deposit collected in accordance with Section 3.2 of this MANUAL. If the customer requests that the meter be turned on outside of normal business hours due to an emergency, a fee including an overtime charge will also be assessed. All fees and charges described herein shall be in accordance with a separate BOCC approved resolution. Two forms of identification will be required to set up a new service including a photo-identification. A state issued drivers license and social security card are the preferred means of identification. The following documents and forms, located in the Appendix of this MANUAL, shall be required to be fully executed in order to establish a new service:

- A) Application for Service (For water only, wastewater only, or water and wastewater customers)
- B) Application for Reclaimed Water Service (Only if reclaimed water is currently available at the service location)
- C) Two forms of Identification

When a new customer applies for connection to an existing service, verification of the initiation date may be provided in the form of a copy of the residential rental agreement, business lease agreement, or mortgage document (must be in account holder's name), and/or electric service start date (must be in account holder's name). A new account/processing charge shall be paid for each account initiated. Additional charges for same day service, if requested, along with other applicable fees shall be assessed.

3.1.2 Non-Residential Service at an Existing Service Location

In addition to the requirements for residential customers, non-residential customers must provide the following additional information:

- A) Business ownership documentation specifying business ownership form
- B) List of Officers and Directors
- C) Occupational License
- D) Annual Report as filed with the Department of State
- E) Commercial Application for Reclaim Water Service (If applicable)

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3.1.3 New Service Connection

New service connections shall require the payment of applicable connection charges and service connection fees.

Service Connection Fees are determined as follows:

- A) Residential: Residential connection applications must be completed by the customer and signed. Residential connection charges are calculated by Customer Service. Additional fees for line extensions shall be calculated based on actual costs and may include, but not limited to, permits, jack and bores, directional drilling, main taps, and piping. Any cost above the standard service connection fee shall be charged to the applicant. If residential connections have special conditions or problems, Customer Service will complete the connection application with the proper charges.
- B) Non-Residential: Connection charges for non-residential connections shall be calculated in accordance with Sections 4.2 and 4.3 of this MANUAL.

New service connections shall be processed at the Utilities Customer Services' New Services Desk located at the Utilities Administration Building. When a request for service is received, including all applicable forms and documentation, and fees paid, the account shall be set up for connection and the meter installed usually within ten business days. A new account fee to cover the expenses of setting up the new account and a meter set fee to pay for the cost of the meter and its installation, shall be assessed and a deposit collected in accordance with Section 3.2 of this MANUAL. Meters which are 2-inches and smaller shall be installed within a reasonable time period after an application for new service is received by Customer Service and the required fees and charges are paid to PCU. Installation of meters larger than 2-inches, which are approved by PCU, shall be coordinated through PCU and installed by the Developer's Contractor.

All fees and charges described herein shall be established by a separate BOCC approved resolution. All fully executed documents, forms, and other necessary information, as required by Sections 3.1.1 and 3.1.2 of this MANUAL, shall be provided to PCU. Two forms of identification, including a photo-identification, shall be required to set up a new service. A state issued drivers license and social security card shall be the preferred means of identification.

3.2 Account Deposits

The PCU standard for establishing deposits shall be that deposits will be calculated to recover two and one-half times the average monthly bill of the customer. Account deposit requirements may be changed in accordance with a separate BOCC approved resolution.

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New account deposit requirements for residential customers shall be based on two and one-half times the average monthly billing for all residential customers. This shall be calculated periodically and adjusted as determined appropriate. Newly calculated deposit requirements shall only apply to new customers and customers shut off for non-payment after the date the new deposit rate is effective.

New service account deposit requirements for non-residential customers shall be calculated as two and one half times the projected average monthly bill as determined in the connection fee calculations provided by the Development Review Staff within the Growth Management Department.

Existing service deposit requirements for non-residential customers shall be calculated either by taking the higher of:

- A) The current standard residential deposit,
- B) Four times the base charge for the meter set on the account, or
- C) Two and one-half times the highest monthly billing from the preceding 12 calendar month period from the previous customer at that location if it is a similar use or as calculated by the Development Review Staff within the Growth Management Department.

3.2.1 Blanket Deposits

Blanket deposits are accepted for companies and individuals with long term multiple services. Deposits are held on a master account, thereby eliminating the need to place a deposit for each individual service address. Blanket deposits may be evaluated and revised as necessary based on the number of average active accounts and/or credit history.

3.2.2 Record of Deposits

PCU shall issue a receipt of deposit to each applicant from whom a deposit is received, and shall provide means whereby a depositor may establish claim if the receipt is lost. A record of each deposit will be maintained until refunded.

3.2.3 Transfer of Deposits

Deposits are non-transferable, except as provided for in Section 3.31 of the MANUAL, and will be applied to the final bill upon disconnection of service.

3.2.4 Refund of Deposits

If service is not connected or after termination of service, PCU shall refund the customer's deposit in excess of unpaid bills for service furnished.

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3.2.5 Good Credit Deposit Refunds

If a customer maintains a 24 month perfect payment history, the customer's deposit will be refunded by applying it to their current billing.

3.3 Customer Requested Changes to Service

3.3.1 Transfer of Service on Residential Accounts

Residential customers relocating within a PCU service area may transfer their service and deposit to their new residence, provided the following guidelines are met:

- A) A request for a deposit transfer must be requested by the customer on file.
- B) A maximum five calendar day grace period exists between opening the new service and closing the previous service.
- C) The deposit transfer will be made to an account being established in the same name.
- D) All appropriate charges must be paid at the time of the transfer.
- E) The customer must have had a good credit record with PCU (no disconnections due to nonpayment and no bad checks) for the preceding twelve months.
- F) The transfer of the old deposit will be accompanied by a change to the current deposit limit as established by a separate BOCC approved resolution, if applicable.

3.3.2 Name Changes for Existing Account Holders

A name change on an account will be granted only in the case of the following circumstances:

- A) An existing customer (account holder) requesting a name change on their account due to a change in marital status is required to provide PCU with a copy of their marriage license or other legal documentation confirming the name change.
- B) A request for a name change on an account due to a divorce settlement where properties are awarded to one spouse will require copies of said divorce decree document. Alternatively, a notarized statement (forms are available at our service offices) from the existing account holder relinquishing the deposit and responsibility for the account balances to the new account holder, and a notarized statement from the new account holder accepting the responsibility for the account will also be accepted, along with a completed deposit application.

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- C) Due to death, a request for a name change from a deceased existing account holder's name to a surviving spouse's name will require a copy of the death certificate listing the requesting party as the survivor.

3.3.3 Temporary Disconnection for Seasonal Absence

At the request of a residential customer, service may be temporarily disconnected to accommodate a seasonal absence. A temporary disconnection charge is incurred when the service is shut off and locked. Monthly base charges will be assessed to each service at the location. Upon the request of the customer, service will be restored on the date requested (or nearest business day before requested date). A reconnection charge will be incurred when service is restored.

3.3.4 Changing Water Meter Size

PCU will consider upgrading/downgrading existing water meters upon receipt of a written request from the customer to the Utilities Customer Services Section which states their existing meter size and the desired new meter size. The request shall be forwarded to the Development Review (Utilities Engineering) Staff within the Growth Management Department for review and comment. If the request is found to be approvable, they will notify the Utilities Customer Services Section to proceed if the meter size is two inches or less. If the meter size requested is larger than two inches and approved by the Development Review (Utilities Engineering) Staff within the Growth Management Department, the Utilities Customer Services Section shall inform the customer of the approved meter size and instruct the customer to hire a contractor to install the new meter and approved cross connection control assembly in accordance with the "Utilities Standards and Specifications Manual" of the Polk County Utilities Code. The installation of the meter must be coordinated with PCU by the customer so the new meter can be inspected and incorporated into the billing system.

The Development Review Staff within the Growth Management Department will review and assess the appropriate fees and charges to be collected. In the case of two inch and smaller meters, a work order to upgrade or downgrade a meter shall be executed on the same day that all charges are paid to PCU. The new meter will be installed within 20 calendar days once the appropriate sized meter is obtained by PCU.

3.3.5 Relocating Meters

Meters shall be set in accordance with a development's record drawings and the "Utilities Standards and Specifications Manual" of the Polk County Utilities Code. PCU may consider relocating a meter upon receipt of a written request from the customer that specifies the desired location and provides an appropriate justification. If approved by PCU, the appropriate charges will be assessed by PCU and collected from the customer prior to relocating the meters.

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3.3.6 Account Termination

Existing accounts may be terminated by PCU at the request of the customer, due to nonpayment, bankruptcy, a new customer applying at the same address, or the return of mailed notices to the customer. A customer may request that the account be terminated in person, by mail, email, fax, or telephone only after providing sufficient proof of identification. A charge will be assessed for same day termination requests.

3.4 Meter Policies

3.4.1 Meter Readings

For the purpose of billing, PCU will electronically read each metered service location one time each month in order to obtain an actual reading of the meter odometer. Services are read by cycle number, route number, and sequence number.

If a regular reading can not be obtained on the scheduled read date, a second attempt will be made within two business days. If PCU is still unable to obtain the reading, the customer's reading will be estimated based on the customer's last three calendar months of consumption.

3.4.2 Obstructed Meters

PCU will assess a charge for a covered or obstructed meter, or when access by PCU staff is prevented in the following circumstances:

- A) Access to a meter is denied to PCU by a locked fence around the utility service;
- B) Access to a meter by PCU is prevented by placing or permitting an animal to be on the premises; or
- C) Access to a meter by PCU is prevented by any other physical condition at the service location.

3.4.3 Meter Reading Verification

PCU shall electronically read each meter monthly for scheduled readings. If the customer requests verification of the reading, PCU will provide rechecks and access a premise visit charge. A premise visit charge will be waived if the reading is found to be incorrect after verification.

3.4.4 Meter Field Test

At the customer's request, PCU will provide an onsite meter accuracy test for meters that are over two calendar years old. The meter must test within a 97 – 103% accuracy range to be deemed accurate.

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Should any meter fail the standard accuracy test, no testing charge will be assessed, and adjustments will be made to billing as necessary.

If the meter is deemed accurate due to the test results, the customer will be assessed a meter test charge.

All new water meters are supplied by the manufacturer and are certified to meet accuracy standards. Therefore, if a request for an accuracy test is made and the meter is found to be accurate, a meter test charge will be assessed.

3.4.5 Meter Tampering

Any case of tampering with a meter installation, cutting locks or straps on services that have been terminated or disconnected for nonpayment, interference with the proper working of service, theft of service by any person on customer's premises, or any evidence of the same will result in the account holder being assessed the minimum tampering charge for the first occurrence, in accordance with Section 125.99 of the Florida Statutes, which provides for prosecution of violations of County ordinances. Each conviction of a tampering violation is punishable by up to a \$500 fine and 60 calendar days in the County jail. PCU may also fine customers for tampering in accordance with a separate BOCC approved resolution. As this is a progressive charge based on number of offences, charges will be levied against each person or organization found tampering, not each service location.

In addition to the tampering charges, the customer will pay the reconnection charges, replacement costs of damaged parts and/or equipment, and the PCU estimated cost of water and/or wastewater usage not recorded, based on the current rates.

When a meter has been removed for tampering and a new customer applies for service, the appropriate charges for installation of a meter will be assessed.

Section 812.14 of the Florida Statutes, as may be revised from time to time, further provides for prosecution of any person(s) who willfully alter, tamper with, knowingly make any connection with, use or receive the benefit from, etc., a public utility service.

3.4.6 Temporary Construction Meters

Temporary construction meters must first be approved by the Development Review Staff within the Growth Management Department. Temporary construction meters will be billed in accordance with the non-residential 2-inch or 4-inch meter rate, plus consumption. Temporary service may not exceed a period of six calendar months for a 2 inch meter or 45 calendar days for a 4 inch meter without submitting a time extension request to PCU at least 10 business days in advance.

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3.4.7 Irrigation Meters

It shall be PCU's policy that either reclaimed water or the lowest quality water available from PCU shall be used for irrigation purposes. If reclaimed water is available to the customer, irrigation utilizing potable water shall be prohibited. All water supplied by PCU that is used for irrigation, regardless of its source, shall be metered.

3.5 Billing and Collection Practices

3.5.1 Monthly Billing

Monthly statements and e-notification are produced within two calendar weeks of the meter being read. The statement shows the prior balance and the detailed charges for the current billing as well as what the bill will be after the due date.

3.5.2 Late Payment Charge

Unpaid utility accounts will be assessed late charges and rendered a final notice for payment on the 21st day after the billing date. This notice will state the past due amount, the late charge assessed, and the date payment must be received to avoid termination/disconnection of service (seven calendar days from date of notice). Upon customer request, one late charge per 12 calendar month period may be waived on an account as a courtesy. Accounts with an overall general bad credit history may be denied this courtesy.

3.5.3 Non- Payment Service Disconnections

If an account remains unpaid seven days after the date of the final notice for payment (28 calendar days after the original billing date), the account will be eligible for disconnection. Each account is reviewed individually. Accounts that have been active for at least one calendar year, with no previous disconnections during the past 12 calendar months, no returned checks, and no amounts due for over 60 calendar days, will be given a one-time courtesy exemption from the scheduled disconnection and charges, and will be notified by mail of this one-time exemption. Accounts for which payments are received in the drop box, via internet, or Interactive Voice Response System (IVR) prior to the start of business on the scheduled disconnection day will also be excused. Accounts with a balance of less than \$40 and less than 30 calendar days past due will not be considered for shut off.

Upon disconnection, the account will be assessed a disconnection charge. Restoration of service to a disconnected account will not be made until all delinquent balances and charges, together with a reconnection charge, are paid in the office or specific payment arrangements are made by the account holder with PCU. Two or more scheduled disconnections during a 12 calendar month period may result in an increased deposit being required of the customer.

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3.5.4 Returned Checks and Bank Drafts

Each check or bank draft returned to PCU without payment will be charged against the customer's account, together with a returned check charge. The customer is notified of a returned check/bank draft by mail and allotted five business days from the date of the letter to pay the check/bank draft and returned check charge with cash, money order, or credit card. If a returned check is payment for a reconnection or deposit, the customer is notified by door hanger and interruption of service will occur immediately. Failure to redeem a returned check by the date referenced in the letter will result in disconnection of utility service. If service is disconnected for nonpayment, the customer will incur the applicable reconnection charges to restore service after the charges are paid in full.

If the check/bank draft and returned check charges are not satisfied by customer, the account will be terminated seven calendar days after the disconnection of service. The balance of the account (including the returned check amount) will be forwarded to a collection agency within the time frame allowed in accordance with collection guidelines.

- A) Returned checks for payment of new deposits, or reconnection charges charged due to nonpayment will result in the service being disconnected the next business day after the returned check is received, and another reconnection charge is then incurred. All charges must be paid before service is restored.
- B) Returned checks for taps follow the above guidelines except when the meter has been set and the check is not satisfied with ten business days, a work order will be placed to remove the meter, and an additional meter installation charge will be required to reset the meter. If the meter has not been set, all work orders will be held until all charges are satisfied.
- C) Three or more returned checks/bank drafts will result in the account being placed on "check violation" and the account must be paid by cash, money order, or credit card. Accounts in "returned check violation" status will be subject to increased deposits. Accounts will remain on "returned check violation" until a clean credit history is maintained for one calendar year and the customer requests that their account status be reviewed.

3.6 Customer Payment Options

3.6.1 Walk-In Payments

Customer payments are accepted at our main office and other County approved payment locations Monday through Friday, during normal business hours. Payments are accepted in cash, check, money order, or credit card form. PCU accepts VISA, MasterCard, and American Express debit and credit cards.

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3.6.2 Drop Box Payments

A drop box is located at our main office for customer convenience which accepts checks and money orders. Daily pick ups will occur at 8:00 a.m. each business day and will be posted that same day. Payments received after 8:00 a.m. will be applied the next business day.

3.6.3 Payments by Automated Bank Draft

PCU offers customers the ability to pay bills by automatic bank draft. Applications for this service can be obtained at PCU offices, by fax, or e-mail. When a completed application is received, PCU will work directly with the bank to set up the monthly automatic bank draft, and advise the customer on the utility billing through monthly statements. The statement will notify the customer of the amount of their bill, the amount to be deducted from the bank account (total amount due), and the date payment will be deducted from the bank account (due date). The bank will also advise their customer through the monthly bank statement of all bank draft payments.

3.6.4 Interactive Voice Response System (IVR)

PCU offers 24-hour telephone account access to customers. By dialing into the Interactive Voice Response System, customers may access their account information, make credit card payments, and obtain other pertinent information.

3.6.5 Internet Account Access

PCU offers customer Internet account access to their accounts. By requesting a pin number by e-mail and logging onto the website, customers may access their accounts, make credit card payments, and obtain other pertinent information.

4.0 ADMINISTRATIVE POLICIES

4.1 Adjustments to Customer Accounts

4.1.1 Non-Beneficial Use

A) Leaks:

PCU will consider individual accounts for adjustments when non-beneficial consumption is reported by the customer. The customer must provide PCU with a written request for an adjustment due to non-beneficial use, together with a statement explaining how the leak was discovered and proof that the leak was repaired. Requests may not be considered if all required items are not received by PCU.

Adjustments for non-beneficial use will be granted on water and/or wastewater for no more than two consecutive calendar months'

UTILITIES ADMINISTRATION MANUAL

consumption. If granted, the monthly bill(s) will be adjusted to the average of the monthly consumption for the preceding 12 calendar month period, including the protested reading(s). Adjustments for non-beneficial use and rate adjustments will be granted only one time per 18 calendar month period.

B) Irrigation Systems:

Adjustments for water losses related to irrigation systems will not be considered for consumption adjustment; however, PCU will consider doing a rate adjustment reducing a customer bill from the highest conservation penalty to the cost recovery tier if a customer can provide PCU with a written request to do so with proof that they have repaired their irrigation system and reduced their irrigation level to their typical pattern.

C) Other Adjustments:

Upon receipt of a written claim by a customer that metered water was not received, the DIRECTOR may authorize an adjustment to the monthly billing. Where PCU finds that because of a casualty to a line or other fixture, the customer did not receive beneficial use of the metered water, an adjustment of the monthly bill to the average of the monthly billings for the preceding 12 calendar month period, including the protested reading, may be authorized.

4.1.2 Non-Residential Wastewater Charges due to Pool Fills or Other Non-Wastewater Producing Uses

Any non-residential monthly wastewater charge that is based on metered water service will be considered for a wastewater credit adjustment due to a pool fill or other use in which wastewater is not produced once per 12 calendar month period. Documentation to support the customer's request for adjustment request should include a letter explaining the request and documentation of the size of the pool.

4.1.3 Back Charge

Adjustments for beneficial usage of services and flow will be applied when service has been rendered but not billed. Charges will be calculated at the rate in effect at the time the service was rendered.

Adjustments for over billing errors are limited to 12 calendar months of correction. All other adjustments must be approved by the BOCC.

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4.1.4 Late Fees

Upon customer request, one late charge per 12 calendar month period may be waived on an account as a courtesy. Accounts with an overall general bad credit history may be denied this courtesy.

4.1.5 Liens and Remedies for Non-Payment of Service

Subject to the provisions of F.S. 125.485, if the fees, rates or charges for the services and facilities of the PCU water, wastewater and reclaimed water systems shall not be paid as and when due, and shall be in default for 30 days or more, then the unpaid balance thereof, together with attorneys' fees and costs, may be recovered by the COUNTY in a civil action, by recording of a Notice of Lien, by referring the delinquent account to a collection agency, or a combination thereof. In the event the delinquent account holder is the owner of the property to which utility service was provided, a Notice of Lien, in such form as the Board of County Commissioners shall determine appropriate, may be filed in the office of the Clerk of the Circuit Court of Polk County, Florida and shall be recorded as other liens are recorded. Any such lien, upon recording, shall be constructive notice of such lien and may be foreclosed or otherwise enforced by the COUNTY by action or suit in equity. Any lien provided for in this section shall accrue interest at the statutory rate, as provided for in F.S. 687.01 and F.S. 55.03 as amended from time to time, from the date of recording. Such interest as provided for in this Section shall also constitute a lien against the property assessed of equal dignity to that of the underlying lien.

4.2 Connection Charges

- 4.2.1 Water and wastewater connection charges, as revised from time to time by a separate Resolution adopted by the BOCC and made part of the "Utilities Administration Manual", shall be imposed for each structure that requires an individual Building Permit and/or Certificate of Occupancy to be issued by the Building Official, regardless of ownership unless exempted by State or Federal statutes. All other connections to the PCU system shall also be subject to connection charges. The purpose of these charges shall be to offset the costs of providing utility service. The charges shall be based on the structure's or connection's estimated amount of required utility service capacity as determined by PCU utilizing the Connection Charge Calculation Methodology contained in the "Utilities Administration Manual". Changes to the Connection Charge Calculation Methodology shall be accomplished by a separate BOCC adopted Resolution.
- 4.2.2. A minimum of one (1) ERC shall be assessed for each portion of a development, business, structure, or other use that requires the issuance of a building permit. Calculations above one (1) ERC shall be rounded up to the nearest quarter of an ERC, i.e., 1.25, 1.50, 1.75, etc.
- 4.2.3. All water and wastewater connection charges, service charges, and costs shall be paid in full no later than the date of issuance of the Certificate of Occupancy.

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When no Certificate of Occupancy is to be issued, such charges shall be paid in full prior to the use's connection to a PCU utility system. For residential subdivisions, connection charges may not be paid and service may not be obtained prior to plat approval.

- 4.2.4. Only prospective customers seeking connection to the PCU system as a result of government mandate or court order may, upon proper application and in accordance with law, pay applicable connection charges over a period of time pursuant to Board policy and administrative procedures.
- 4.2.5. Nonpayment of connection charges as set forth herein may result in penalty charges, liens being placed upon the property receiving service, and/or discontinuation of service.

4.3 Connection Charge Re-Assessments

When a new customer application for an existing non-residential service is received, Customer Service shall forward the application to the Development Review Staff within the Growth Management Department for its review and connection fee assessment for any potential additional impact to the system(s).

When an existing non-residential customer submits interior or exterior improvement plans to the Growth Management Department, the Development Review Staff within the Growth Management Department shall review the existing connection fee amounts on file and assess additional connection fees as required.

If it is found that the system will incur additional impacts, the new applicant or existing customer shall be required to pay all additional connection charges at the time of service in accordance with the Connection Charge Calculation Methodology in effect at the time of the current assessment and the procedures established within this Manual unless otherwise specified in a Utilities or Developer's Agreement. In the NERUSA, connection charges shall be due upon Level 2 approval unless otherwise specified in a Utilities or Developer's Agreement.

The County reserves the right to review, on an annual basis, any customer's actual water use based on water meter records. If PCU finds that the maximum moving three month average daily flow is a minimum of 25 percent greater than the capacity currently paid for the customer (i.e., connection charge paid), PCU shall bill the customer for the additional water and wastewater connection charges due. The additional connection charges will be computed based on the prevailing connection charge rates in effect at the time of review and in accordance with the provisions set forth in this MANUAL. The additional connection charges will be paid in accordance with the provisions set forth in this MANUAL.

UTILITIES ADMINISTRATION MANUAL

4.4 Specialized Services

4.4.1 Premise Visit

When a visit to the meter location is requested by the customer and the visit is outside of the normal and routine preventative maintenance service provided by PCU, a premise visit charge shall be assessed.

4.4.2 Same Day and Overtime Service

Any service calls requested by a customer before 2:30 p.m. for that same day, or service calls that require PCU to provide service outside of normal business hours, will result in an additional same day or overtime service charge, as applicable.

4.4.3 Emergency After Hours Service Turn-Ons

Requests for the turn-on of service after normal business hours will be granted only when “emergency” circumstances exist. Nonpayment of utility bills does not constitute an emergency.

4.4.4 Walk Through Service

The walk-through service is available to realtors and potential customers so they may test the plumbing fixtures in a property they may be purchasing or leasing. This service requires a premise visit charge to be paid in the office before a work order is initiated for the next business day, excluding Fridays and days before a holiday. Turn-ons and shut-off will take place within a 24-hour period.

Emergency turn-on of service will incur a premise visit charge and overtime service charge, in addition to any charges applicable to the service being turned off as a result of disconnection for nonpayment, new customer, or temporary disconnection for absence.

4.5 Unlawful Discharges into Wastewater Systems

No person shall discharge or cause to be discharged any storm water, surface water, ground water, roof runoff, subsurface drainage, contaminated cooling water, swimming pool filter backwash, water softener, filter backwash, polluted industrial process waters, or any un-metered liquids to any PCU wastewater collection or transmission system. Any property owner or customer that allows or causes such a discharge to occur shall cease such discharge immediately upon formal notice by PCU. PCU shall charge the property owner or customer for all estimated flows resulting from such discharge. Additional enforcement actions shall be taken in accordance with this MANUAL and regulatory rules and regulations as adopted by separate Resolutions as adopted by the BOCC.

UTILITIES ADMINISTRATION MANUAL

APPENDIX A-100

1.0 RATES, FEES, AND CHARGES

1.1 BULK RATE SERVICE

PCU provides bulk rate service to other utilities at the current rates as established by County resolution, or by agreement.

1.2 RATE, FEE, AND CHARGE SCHEDULES

Rates, fees, and charges shall be adopted by separate County resolution or ordinance and shall be amended to meet the needs of PCU. The schedules made part of this Manual shall be amended from time to time by separate BOARD approved resolutions.

SERVICE CHARGES AND PENALTIES

- 1) New Account Charge or Administrative Charge
3/4 – 2-inch Meter.....\$55.00
Larger than 2-inch Meter\$70.00

- 2) Same Day or Overtime Charge.....\$80.00

- 3) Late Payment Charge.....\$6.00
or 5% or payment due, whichever is greater

- 4) Returned Check or Draft Charge
For checks \$50.00 or less.....\$25.00
For Checks \$51.00 to \$300.00.....\$30.00
For Checks \$301.00 or more..... \$40.00
or 5% of face value, whichever is greater

- 5) Premise Visit Charge\$60.00

- 6) Disconnection for Nonpayment Charge
Less than 2” meter\$60.00
2” meter and above.....\$105.00

- 7) Temporary Absence Disconnection Charge
3/4-inch Meter Only.....\$60.00
Though services is shut off the customer continues to pay the monthly base charge

- 8) Service Restoration/Reconnection Charge
Less than 2” meter\$60.00
2” meter and above\$105.00

UTILITIES ADMINISTRATION MANUAL

APPENDIX A-100

- 9) Meter Installation Charge
- | | |
|-------------------------------|-------------|
| 3/4-inch Meter..... | \$450.00 |
| 1-inch Meter..... | \$550.00 |
| 1-1/2-inch Meter..... | \$900.00 |
| 2-inch Meter..... | \$1,415.00 |
| Larger than 2-inch Meter..... | Actual Cost |
- 10) Temporary Meter Installation Charge
- | | |
|--------------------------------------|----------|
| 2-inch Meter on Hydrant..... | \$105.00 |
| Installation Requiring Line Tap..... | \$195.00 |
- 11) Meter Exchange Charge (for Size Change)
- | | |
|-------------------------------|-------------|
| 3/4-inch Meter..... | \$450.00 |
| 1-inch Meter..... | \$550.00 |
| 1-1/2-inch Meter..... | \$900.00 |
| 2-inch Meter..... | \$1,415.00 |
| Larger than 2-inch Meter..... | Actual Cost |
- 12) Meter Test Charge
- | | |
|-------------------------------|-------------|
| 3/4-inch Meter..... | \$90.00 |
| Larger than 2-inch Meter..... | Actual Cost |
- 13) Penalty for Meter Tampering/Theft of Service \$100.00 up to \$1,000.00
plus damage repair and replacement costs
- | | |
|----------------------------|------------|
| 1 st Infraction | \$100.00 |
| 2 nd Infraction | \$500.00 |
| 3 rd Infraction | \$1,000.00 |
- 14) Penalty for Obscured Meter.....\$60.00
- 15) Penalty for Connection to Other Potable Water Supply System\$500.00
- 16) Penalty for Cross-Connection.....\$500.00
- 17) Wastewater Pretreatment Rates, Charges, and Fees shall be applied pursuant to Section 12.0, contained in Reference Manual 6(E), “Industrial Wastewater Industrial Pretreatment Policy Manual”, Polk County Utilities Code, most recent edition.
- 18) Relocate Meter.....\$175.00
Above 3/4” – time/labor materials

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- 19) Water Audit\$75.00
- 20) Reclaimed Water Follow-up Inspection\$60.00
- 21) Cross Connection Control Assembly Test (Municipal Charge)
 - ¾” to 2” Meter\$90.00
 - 2” Meter and above.....Actual Cost
- 22) Deposits
 - Residential
 - Water.....\$75.00
 - Wastewater.....\$110.00
 - Reuse.....\$40.00
 - Combined Services..... add amounts above for each service at customer location
 - Commercial
 - Two and one-half times the estimated monthly bill for all services at the service location

Residential Water, Wastewater, and Reclaimed Water Rates

RESIDENTIAL WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 6.89	\$ 7.23	\$ 7.59	\$ 7.97	\$ 8.37
Usage Block Ranges (in thousands of gallons)	-	-			
0 – 3	\$ 1.30	\$ 1.37	\$ 1.44	\$ 1.51	\$ 1.59
4 – 10	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
11 – 20	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
21 – 30	\$ 5.19	\$ 5.45	\$ 5.72	\$ 6.01	\$ 6.31
31 – 40	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
Over 40	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
RESIDENTIAL WASTEWATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 25.68	\$ 26.96	\$ 28.31	\$ 29.73	\$ 31.22
Usage per thousand gallons up to 7,000 gallons	\$ 4.61	\$ 4.84	\$ 5.08	\$ 5.33	\$ 5.60

UTILITIES ADMINISTRATION MANUAL

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RESIDENTIAL RECLAIMED WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Reuse Water Base Charge	N/A	N/A	N/A	N/A	N/A
Usage Block Ranges (in thousands of gallons)					
0 – 20	\$ 1.00	\$ 1.05	\$ 1.10	\$ 1.16	\$ 1.22
21 – 30	\$ 3.00	\$ 3.15	\$ 3.31	\$ 3.48	\$ 3.65
31 – 40	\$ 4.00	\$ 4.20	\$ 4.41	\$ 4.63	\$ 4.86
Over 40	\$ 6.00	\$ 6.30	\$ 6.62	\$ 6.95	\$ 7.30

COMMERCIAL/MULTI-FAMILY WATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
5/8" & 3/4" Base Charge					
	\$ 10.33	\$ 10.85	\$ 11.39	\$ 11.96	\$ 12.56
5/8" & 3/4" Usage Block Ranges (in thousands of gallons)					
0 – 15	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
16 – 30	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
31 – 60	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 60	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
1" Base Charge					
	\$ 17.21	\$ 18.07	\$ 18.97	\$ 19.92	\$ 20.92
1" Usage Block Ranges (in thousands of gallons)					
0 – 25	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
26 – 50	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
51 – 100	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 100	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
1-1/2" Base Charge					
	\$ 34.43	\$ 36.15	\$ 37.96	\$ 39.86	\$ 41.85
1-1/2" Usage Block Ranges (in thousands of gallons)					
0 – 50	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
51 – 100	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
101 – 200	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 200	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

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2" Base Charge	\$ 55.08	\$ 57.83	\$ 60.72	\$ 63.76	\$ 66.95
2" Usage Block Ranges (in thousands of gallons)					
0 – 80	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
81 – 160	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
161 – 320	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 320	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
3" Base Charge	\$ 103.28	\$ 108.44	\$ 113.86	\$ 119.55	\$ 125.53
3" Usage Block Ranges (in thousands of gallons)					
0 - 150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
151 - 300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
301 - 600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
4" Base Charge	\$ 172.14	\$ 180.75	\$ 189.79	\$ 199.28	\$ 209.24
4" Usage Block Ranges (in thousands of gallons)					
0 - 250	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
251 - 500	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
501 - 1,000	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 1,000	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
6" Base Charge	\$ 344.28	\$ 361.49	\$ 379.56	\$ 398.54	\$ 418.47
6" Usage Block Ranges (in thousands of gallons)					
0 - 500	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
501 - 1,000	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
1,001 - 2,000	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 2,000	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
8" Base Charge	\$ 550.85	\$ 578.39	\$ 607.31	\$ 637.68	\$ 669.56
8" Usage Block Ranges (in thousands of gallons)					
0 - 800	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
801 - 1,600	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
1,601 - 3,200	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 3,200	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

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10" Base Charge	\$ 791.89	\$ 831.48	\$ 873.05	\$ 916.70	\$ 962.54
10" Usage Block Ranges (in thousands of gallons)					
0 - 1,150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
1,151 - 2,300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
2,301 - 4,600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 4,600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
12" Base Charge					
\$1,481.35	\$1,555.42	\$1,633.19	\$1,714.85	\$1,800.59	
12" Usage Block Ranges (in thousands of gallons)					
0 - 2,150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
2,151 - 4,300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
4,301 - 8,600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 8,600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

COMMERCIAL/MULTI-FAMILY WASTEWATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge 5/8" & 3/4" Meter					
\$ 38.52	\$ 40.45	\$ 42.47	\$ 44.59	\$ 46.82	
Base Charge 1" Meter					
\$ 64.20	\$ 67.41	\$ 70.78	\$ 74.32	\$ 78.04	
Base Charge 1-1/2" Meter					
\$ 128.40	\$ 134.82	\$ 141.56	\$ 148.64	\$ 156.07	
Base Charge 2" Meter					
\$ 205.44	\$ 215.71	\$ 226.50	\$ 237.82	\$ 249.71	
Base Charge 3" Meter					
\$ 385.21	\$ 404.47	\$ 424.69	\$ 445.93	\$ 468.23	
Base Charge 4" Meter					
\$ 642.01	\$ 674.11	\$ 707.82	\$ 743.21	\$ 780.37	
Base Charge 6" Meter					
\$1,284.03	\$1,348.23	\$1,415.64	\$1,486.43	\$1,560.75	
Base Charge 8" Meter					
\$2,054.44	\$2,157.16	\$2,265.02	\$2,378.27	\$2,497.18	
Base Charge 10" Meter					
\$2,953.26	\$3,100.92	\$3,255.97	\$3,418.77	\$3,589.71	
Base Charge 12" Meter					
\$5,521.20	\$5,797.26	\$6,087.12	\$6,391.48	\$6,711.05	
Usage Charge Per 1,000 Gallons					
\$ 4.61	\$ 4.84	\$ 5.08	\$ 5.34	\$ 5.60	

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COMMERCIAL/MULTI-FAMILY RECLAIMED WATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Reclaimed Water Base Charge	N/A	N/A	N/A	N/A	N/A
Usage Block Ranges (in thousands of gallons)					
0 - 20	\$ 1.00	\$ 1.05	\$ 1.10	\$ 1.16	\$ 1.22
21 - 30	\$ 3.00	\$ 3.15	\$ 3.31	\$ 3.48	\$ 3.65
31 - 40	\$ 4.00	\$ 4.20	\$ 4.41	\$ 4.63	\$ 4.86
Over 40	\$ 6.00	\$ 6.30	\$ 6.62	\$ 6.95	\$ 7.30

Bulk Priority	\$ 0.74	\$ 0.78	\$ 0.82	\$ 0.86	\$ 0.90
Bulk Interruptible	\$ 0.31	\$ 0.33	\$ 0.35	\$ 0.37	\$ 0.39

RESIDENTIAL CONNECTION FEES

Effective Date	6/1/2008	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	91.0%	5%	5%	5%	5%
Type of Residence					
Single Family Detached Units on Lots of 1.0 Acre or Less	\$ 2,340	\$ 2,457	\$ 2,580	\$ 2,709	\$ 2,844
Single Family Detached Units on Lots of More than 1.0 Usable Acre	\$ 3,511	\$ 3,687	\$ 3,871	\$ 4,064	\$ 4,268
Multi-family Units Including Apartments, Condos, Duplexes, Triplexes, etc.	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Mobile Homes on Lots of Less Than 6000 Square Feet	\$ 1,404	\$ 1,474	\$ 1,548	\$ 1,625	\$ 1,707
Mobile Homes on Lots of 6000 Square Feet or More	\$ 2,340	\$ 2,457	\$ 2,580	\$ 2,709	\$ 2,844
Park Model RVs	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Destination RVs *	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
All other RVs Including Transient RVs	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Effective Date	6/1/2008	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	1.0%	5%	5%	5%	5%
Type of Residence					

UTILITIES ADMINISTRATION MANUAL

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Single Family Detached Units on Lots of 1.0 Acre or Less	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Single Family Detached Units on Lots of More than 1.0 Usable Acre	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Multi-family Units Including Apartments, Condos, Duplexes, Triplexes, etc.	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
Mobile Homes on Lots of Less Than 6000 Square Feet	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
Mobile Homes on Lots of 6000 Square Feet or More	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Park Model RVs	\$ 1,898	\$ 1,993	\$ 2,093	\$ 2,197	\$ 2,307
Destination RVs *	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
All other RVs Including Transient RVs	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195

* NOTE:

A Destination RV must be: (1) Sited on a lot owned in fee simple by the user; (2) Sited in a park that is a platted subdivision; (3) Sited on a lot 3,000 square feet or larger; and (4) Sited in a park that does not have a dump station or undivided interest lot sales or time share lot sales. This category of user is subject to inspection by Polk County Utilities to ensure that Destination RVs are not transient RVs. Destination RV lots used by Transient RVs will be subject to a 1.0 ERC sewer connection charge.

COMMERCIAL CONNECTION FEES

Water Connection Fees

Commercial Water Connection Fees will be assessed in accordance with the PCU approved Connection Fee Calculation Methodology as contained within the Polk County Utilities Code. 360 gallons per day shall be considered to be the potable water usage of an Equivalent Residential Connection (ERC).

Wastewater Connection Fees

Commercial Wastewater Connection Fees will be assessed in accordance with the PCU approved Connection Fee Calculation Methodology as contained within the Polk County Utilities Code. 270 gallons per day shall be considered to be the wastewater flow generated by an Equivalent Residential Connection (ERC).

RECLAIMED WATER USE ACKNOWLEDGEMENT AND APPLICATION

Appendix B-100

Applicant: _____

Billing Address: _____

Service Address: _____

Telephone Number: _____

Polk County Utilities processes reclaimed water that is available for certain purposes specified in Chapter 62-610, F.A.C., and the Polk County Utilities Code. Applicant acknowledges and agrees to comply with all applicable requirements, including but not limited to the following:

1. Use of reclaimed water shall be in strict compliance with all applicable laws and regulations.
2. The owner of the property where reclaimed water service is provided is responsible for the irrigation system downstream of the service connection (valve or meter).
3. Applicant agrees that in order for Polk County Utilities to inspect reclaimed water irrigation systems, or to monitor the quality of the potable water system, Polk County Utilities shall have the right to enter the premises of the reclaimed water customer, without further notice or consent, for the purpose of inspection and/or testing.
4. Applicant must have a permanent in-ground irrigation system which has been inspected by Polk County Utilities personnel and meets the following requirements:
 - a. Hose bibs, faucets, or other connections that could permit usage of reclaimed water for any other purpose than to supply in-ground irrigation systems are not allowed.
 - b. Irrigation systems may not be connected to any other source of water, including public or private potable water systems, lakes, streams, ponds, or wells, (potable or non-potable), etc.: except that bulk-interruptible customers may, after complying with certain specific conditions, utilize their own irrigation wells and storage ponds as backup supply. Interconnections to neighboring irrigation systems are not allowed.
 - c. The irrigation system must be maintained in good working condition and must be adjusted properly to minimize spray onto roads, common sidewalks, gutters, neighboring property, or impervious surfaces that allow run-off. Over spray into swimming or wading pools is not allowed.
5. Reclaimed water may not be piped into any building that also receives potable water from any source.
6. Reclaimed water may not be used for bathing, drinking, or other sanitary purposes.
7. Reclaimed water may not be used to fill swimming pools, wading pools, hot tubs, or any other body of water where immersion might occur, except that Bulk-interruptible customers may fill reclaimed water storage ponds in accordance with applicable rules and regulations.
8. No person may operate valves or other Polk County Utilities owned and operated appurtenances, tamper with, alter, connect to, or damage the reclaimed water transmission/distribution system without written permission of the Utilities Director.

RECLAIMED WATER USE ACKNOWLEDGEMENT AND APPLICATION

Appendix B-100

9. Polk County Utilities may discontinue service, temporarily or permanently, for any violation of law or regulation in the installation, operation and maintenance of the reclaimed water irrigation system, or for the convenience of Polk County Utilities.
10. It is advisable to schedule irrigation at times when the least human or animal contact is likely.
11. Polk County Utilities does not guarantee the supply or quality of the reclaimed water. Reclaimed water may not be available during certain hours, may be temporarily shut off without notice for repairs, maintenance, or other reasons, and supply quantities may be limited.
12. Polk County Utilities assumes no liability for any damage caused by or resulting from customer use of the reclaimed water.
13. Applicant agrees to pay for the reclaimed water at the prevailing rate according to the customer classification indicated (circle one):
 Retail Bulk-priority Bulk-interruptible
14. Description of intended use: _____
15. Area size (acres) of irrigation site: _____

I ACKNOWLEDGE THE TERMS AND CONDITIONS OF USE AND AGREE to comply with the terms and conditions of use as set forth above, and which may be amended from time-to-time. WITNESSETH:

Signature of Applicant

Signature of Witness

Print Name

Print Name

Print Address

Print Address

Date

Date

APPLICATION FOR WATER AND/OR WASTEWATER SERVICE

Appendix B-101

WINTER HAVEN OFFICE: 1011 JIM KEENE BLVD
MAILING ADDRESS: PO BOX 2019 BARTOW, FL 33831
CUSTOMER SERVICE: PH: (863) 298-4100 Fax: (863) 298-4111

Please read and complete the information below. Indicate exactly how you would like the name on the account (one (1) name only). The following information is needed to establish your account with Polk County Utilities.

Please Print Legibly Please make checks payable to: Polk County Utilities

Customer Name: _____

Service Address: _____ City: _____ Zip: _____

(Please verify address is correct as additional charges could be incurred for corrections and/or trip charges)

Mailing Address (if different): _____

City: _____ State: _____ Zip: _____

Social Security# / Passport: _____ Driver's License #: _____

Local Phone: (_____) _____ Other Phone: (_____) _____

Date of birth _____ Spouse's Name: _____

Number of Occupants: _____ Purchase or Lease Date: _____

Date for Service to Begin: _____

Are you or your spouse a current or previous customer of Polk County Utilities? Yes ___ No ___

If yes, please provide service address or account number: _____

E-Mail address: _____

Polk County Utilities does require a deposit to establish an account. The deposit is non-negotiable or transferable between individuals. By this application the customer recognizes that Polk County Utilities is not responsible for loss or damage as a result of initiating service. It is further understood, failure to pay Polk County Utilities for services rendered could result in interruption of service and all associated fees would be required to reinstate said service. The Department reserves the right to assess late fees for payments rendered after the due date. Unfortunately, we are unable to provide the exact time of service connection.

Signature: _____ Date: _____ Owner [] Tenant []

If Agent, Print Name: _____ Phone: (_____) _____

Blanket Deposit Master Account # (if applicable) _____

Credit Card # _____ EXP: _____ MC / VISA / AMEX

Last 3 digits on the back of the Card: _____ Billing Zip Code for Card: _____

APPLICATION FOR WATER AND/OR WASTEWATER SERVICE

Appendix B-101

FOR OFFICE USE ONLY

CUSTOMER ID: _____

LOCATION ID: _____

CSR: _____

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Phone | <input type="checkbox"/> Transfer Existing Customer |
| <input type="checkbox"/> Mail | <input type="checkbox"/> Blanket Deposit |
| <input type="checkbox"/> Office | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Fax | |
| <input type="checkbox"/> Drop Box | |

WATER: _____	INITIAL WF: _____
SEWER: _____	FORCE OFF WF: _____
NAF: _____	REUSE WF: _____
SDS: _____	(Non-refundable Fee)
AH: _____	(Non-refundable Fee)

AUTHORIZATION FOR NAME CHANGE FORM

Appendix B-102

Date: _____

Re: Service Address _____

Account Number _____

Please let this letter serve as authorization to transfer the deposit of \$_____ in
the name of _____.

Located at _____

to _____.

I, _____, accept responsibility for the service, as
well as the deposit and all billings (past due, current, and future).

Our signature, as well as the notarization at the bottom of this page, gives Polk
County Utilities the authority to change the name on this account as of this date.

Signed: _____

Social Security Number: _____

Driver License Number: _____

Date of Birth: _____

Signed: _____

Social Security Number: _____

Drivers License Number: _____

Date of Birth: _____

NOTE: NOT VALID UNLESS NOTARIZED

BANK DRAFT APPLICATION ONLY FORM

Appendix B-103

What Is Automatic Bank Draft?

Automatic Bank Drafting is an efficient payment alternative to paper checks. When you use our Automatic Bank Drafting process, you authorize our company to electronically collect a pre-authorized amount from your checking account to pay a bill. So instead of writing a check every month, your bank will automatically make the payment. It's that simple.

Why Use Automatic Bank Draft?

Consumers and companies both benefit from Automatic Bank Drafting. As a consumer, you'll save time preparing your payment, save money on postage and check fees, improve your budgeting, eliminate the chance for late fee, and save time balancing your bank statement.

Questions Frequently Asked:

How long will it take after I fill out the enrollment form to begin paying my bill by Automatic Bank Drafting?

Enrollment is immediate. However, remember to keep making monthly payments until you see the confirmation message on your utilities statement, usually within 30 days.

Why do I need to attach a pre-printed, voided check to the enrollment form?

Attaching a pre-printed, voided check is required to ensure all bank account information is correct. It helps to avoid mistakes that may slow down the process.

What if I plan to change banks?

If you plan to change banks, just call our office promptly. You will be instructed to complete and sign a new enrollment form, attach a voided check from your new account and return it to us.

Will I continue to receive a monthly utility bill?

Yes, you will continue to receive your bill as usual. You will know the exact date and amount of payment before it is deducted from your account. If you have a question about your bill, you will need to call Polk County Utilities within 15 days of your bill date and get it resolved.

Who will have control over my account?

You are the only person who has control over your account. When you sign up to pay your bill by Automatic Bank Drafting, you are not giving Polk County Utilities control over your

BANK DRAFT APPLICATION ONLY FORM

Appendix B-103

account, you are simply authorizing for your utility bill payment to be made each month to Polk County utilities.

Automatic Bank Draft Service

We are pleased to offer Automatic Bank Draft service to you at no additional cost. Automatic Bank Draft can save you time and postage, as well as ensure that your monthly payment is made on time. Polk County Utilities will work directly with your bank and still keep you advised of your utility billing through a monthly statement. This statement will notify you of the amount of your utility bill, the amount to be deducted from your account (Total Amount Due), and the date (Due Date) payment will be deducted from your account. Your bank will also advise you through your monthly bank statement of all bank draft payments.

Paying by Automatic Bank Draft is especially convenient for people who travel, those who have multiple accounts to manage, or anyone with a hectic schedule. This method can benefit you by saving you the time to prepare and mail regular monthly payments. Paying by Automatic Bank Draft lets Polk County Utilities and your bank do this work for you.

Enrolling in our Automatic Bank Draft service is easy. Just complete and sign the attached authorization form. Return this form and a “voided” check from the account you wish to have drafted to Polk County Utilities. After you return these items to us, you will need to review your next bill to see if you will need to pay by check or not. After the first bill has been automatically deducted from your checking account all subsequent bill payments will be automatically deducted from your bank account on the due date shown on the monthly statement you receive from Polk County Utilities. Inquiries regarding bill amounts will need to be made within 15 days after the bill date. You may sign up for or discontinue the Automatic Bank Draft service anytime.

For additional information or if you have any questions about the new Automatic Bank Draft payment method, please call our customer service office at (863) 298-4100 or 1-(800) 301-6039 toll free, Monday-Friday, 8:00 a.m. – 5:00 p.m.

BANK DRAFT APPLICATION ONLY FORM

Appendix B-103

***** Fax to: 863-298-4111 *****

AUTOMATIC BANK DRAFTING APPLICATION

Please Print

Customer Name: _____

Service Address: _____

City, State, Zip: _____

Home Phone: _____ Work Phone: _____

Polk County Utilities Account Number: _____

BANK INFORMATION:

Banking Institution Name: _____

Branch Address: _____

Routing Number (9 digit number in lower left corner of your check): _____

Checking Account Number: _____

(Return a voided check with application)

I authorize Polk County Utilities to initiate utility bill payment deduction from my checking account in the banking institution listed above. **I have attached a voided check.**

I understand the payment will be initiated approximately on the bill due date (20 days after the bill date). If the due date does not fall on a business day, the charge will be initiated on the first business day following the due date. I also understand any bill disputes or inquiries must be made with Polk County Utilities within 15 days of bill date.

This authorization is to remain in full force and in effect until Polk County Utilities and my banking institution have received written notification of its termination in such time and in such a manner as to afford both Polk County Utilities and my banking institution a reasonable opportunity (estimated to be 30 days) to act upon such termination.

I understand it is my responsibility to make sure there are sufficient funds in the account at all times to make the required payments.

Signature: _____ Date: _____

Signature: _____ Date: _____

NOTE: If joint account, both parties must sign.

APPLICATION FOR COMMERCIAL SERVICE

Appendix B-104

THIS APPLICATION MUST BE COMPLETED AND SIGNED BY AN AUTHORIZED PERSON.

Account Name: _____

_____ **Service Address** _____ **Date for Service to Begin**

Mailing Address: _____

_____ **Business Phone:** (____) _____ - _____

Have you ever been a commercial customer of Polk County Utilities before? YES _____ NO _____

Business Name: _____

Business Address: _____

Owner Name: _____

DOB: ____/____/____ **Federal Tax I.D. #:** _____

SS#: _____ - _____ - _____

CONTACTS

Name & Title	Phone #
_____	(____) _____ - _____
_____	(____) _____ - _____

I understand that utility charges are due when rendered and will pay all costs, charges and expenses, including reasonable attorney's fees for the collection of all unpaid balances. Deposits are based on usage and are subject to periodic review and adjustments. Customer signature indicates acknowledgement that connection fees will be evaluated by staff at least annually and if actual usage is greater than estimated, additional fees will be assessed in accordance with peak 3-month actual usage, the appropriate Ordinance, and current rates at that time.

_____ **Authorized Signature, Title, & Driver License** _____ **Date**

***** Fax to: 863-298-4111 *****

OFFICE USE ONLY

Account# _____ CSR _____
Water _____ Cash _____ WF _____
Sewer _____ Check/MO _____ NAF _____ C C _____
SDS _____ IVR _____

APPLICATION FOR COMMERCIAL SERVICE

Appendix B-104

COMMERCIAL QUESTIONNAIRE

Name of Business _____

What was facility previously used as? _____

What will facility be used for now? _____

How many restrooms? _____ Is there a kitchen facility? _____

Is any construction necessary? _____ If so, what _____

We will contact you within 3 business days with your deposit quote.

OFFICE USE ONLY

Comments:

Deposit Quoted by: _____

_____ Date

INITIAL BLANKET DEPOSIT ACCOUNT APPLICATION

MAIN OFFICE: 1011 JIM KEENE BLVD

MAILING ADDRESS: PO BOX 2019 BARTOW, FL 33831

CUSTOMER SERVICE: (863) 298-4100

FAX (863) 298-4111

Please read and complete the information below. Indicate exactly how you would like the name to read on the account. The following information is needed to establish your account with Polk County Utilities.

PLEASE PRINT LEGIBLY

PLEASE MAKE CHECKS PAYABLE TO: POLK COUNTY UTILITIES

Customer (Billing) Name: _____

Mailing Address:

City: _____ State: _____ Zip: _____

Identification: If Business, Tax ID: _____ Individual, SSN: _____

Contact Phone: (____) _____ Other: (____) _____

Fax (____) _____ Approximate number of accounts at any given time: _____

Authorized Representatives to initiate and terminate service:

Name (please print) Signature Title

Name (please print) Signature Title

Name (please print) Signature Title

INITIAL BLANKET DEPOSIT ACCOUNT APPLICATION

Polk County Utilities does require a deposit to establish an account with the Department. The blanket deposit program was designed to enable companies and individuals with multiple services the convenience of holding a deposit on a "master" account. When service is/is not needed an authorized individual can fax a turn on/off request and the Administration Fee will be billed into the account (in case of turn on). By this application the customer recognizes that Polk County Utilities Department is not responsible for loss or damage as a result of initiating service. It is further understood, failure to pay Polk Count Utilities for services rendered could result in interruption of service and all associated fees (including additional deposit or termination from the blanket deposit program) would be required to reinstate said service. The Department reserves the right to assess late fees for payments rendered after the due date.

For Office Use Only

DEPOSIT AMOUNT: \$ _____ MASTER
ACCT# _____

REQUEST FOR TERMINATION

Appendix B-106

ACCOUNT NUMBER

SERVICE ADDRESS

DATE SERVICE TO BE TURNED OFF: ____/____/____

*PCU MUST HAVE THIS NOTICE 24 BUSINESS HOURS BEFORE DATE REQUESTED OR ADDITIONAL FEES WILL BE CHARGED.

FORWARDING ADDRESS INFORMATION:

ACCOUNT NAME

TELEPHONE NUMBER

STREET NAME

CITY

ST

ZIP

I HEREBY REQUEST THAT MY SERVICE WITH POLK COUNTY UTILITIES BE TERMINATED ON THE DATE REQUESTED. I UNDERSTAND MY DEPOSIT WILL APPLY TO MY FIANL BILL. ANY BALANCE DUE/REFUNDS WILL BE MAILED TO THE ABOVE ADDRESS.

SIGNATURE

DATE

TAP APPLICATION

Appendix B-107

POLK COUNTY UTILITIES
RESIDENTIAL
STAFF INITIAL _____

CUSTOMER SERVICE—ACCOUNT INFORMATION

CUST ID # _____	WSR# _____
LOC ID# _____	ROUTE# _____
WS# _____	CYCLE# _____
SS# _____	SUB# _____
RS# _____	S/T/R# _____
	W/O# _____

APPLICANT INFORMATION

APPLICANT: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

S.S. # OR TAX ID NUMBER: _____

<p>IF OTHER THAN APPLICANT, ACCOUNT TO BE BILLED TO THE FOLLOWING: NAME: _____ MAILING ADDRESS: _____ CITY, STATE, ZIP: _____ TELEPHONE NUMBER: _____ SS# OR TAX ID NUMBER: _____</p>

SERVICE INFORMATION:

SUBDIVISION NAME: _____

UNIT _____ BLOCK _____ LOT _____ LOT SIZE _____

TYPE OF UNIT _____

STREET ADDRESS: _____

CITY, STATE, ZIP: _____

WTR SYSTEM: _____ ERC'S: _____

SWR SYSTEM: _____ ERC'S _____

BY: _____ DATE: _____

NOTE: WATER METER SET WILL TAKE 15-20 WORKING DAYS UNLESS ABNORMAL CONDITIONS EXIST

TAP APPLICATION

Appendix B-107

WATER CONNECTION FEES ESCROW YES NO :

_____ CONNECTIONS @ _____ EACH= _____
_____ METER INSTAL @ _____ EACH= _____
_____ WATER DEP @ _____ EACH= _____
_____ NEW ACCT @ _____ EACH= _____

SEWER CONNECTION FEES ESCROW YES NO :

_____ CONNECTIONS @ _____ EACH= _____
_____ SEWER DEP @ _____ EACH= _____

OTHER FEES OR CHARGE:

_____ SURCHARGE @ _____ EACH= _____
_____ DIRECTIONAL BORE REQUIRED @ _____ = _____

TOTAL AMOUNT DUE: _____

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

**APPENDIX C-100 (B) ERC Calculation Form
(FINAL)**

PLEASE TYPE OR PRINT CLEARLY IN BLACK INK

Date: _____

Project Name: _____

PCU Project File Number: _____

NOTE: The project's Civil Engineer shall not execute this Final ERC Calculation Form.

Architect's/Mechanical Engineer's (Plumbing) Name:

Architect's/Mechanical Engineer's (Plumbing) Address:

By signing and sealing this form, the project's design professional above certifies to PCU that he/she has made a professional level determination of the water and wastewater ERC's to be generated by the proposed project.

Architect's/Mechanical Engineer's (Plumbing): SEAL:

SIGNATURE: _____ DATE: _____

LDD/PCU Reviewer: _____ Date: _____

Approved: _____ Denied/Resubmit: _____

Comments:

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

**APPENDIX C-100 (B) ERC Calculation Form
 (FINAL)**

Fixture Type (WATER)	Fixture Unit Value	Number of Fixtures	FIXTURE UNIT VALUE TOTAL
Bath Tub	4		
Bidet	2		
Combination Fixture	4		
Dishwashing Machine (Domestic)	2.75		
Drinking Fountain	0.75		
Laundry Tray (1 or 2 Compartments)	4		
Lavatory (Bathroom Sink)	2		
Shower	3		
Shower (Temperature Controlled)	3		
Sillcock/Hose Bib	5		
Service Sink	2.5		
Sink (Domestic)	3		
Urinal	15		
Water Closet (Flushometer Blowout Type)	35		
Water Closet (Flushometer Tank Type)	1.6		
Water Closet (Flushometer Siphonic Type)	25		
Water Closet (Tank Type, Close Coupled)	3		
Water Closet (Tank Type, One Piece)	6		
FIXTURE UNIT VALUE TOTAL			

TOTAL WATER ERC'S:

FIXTURE UNIT VALUE TOTAL / (30 FIXTURE UNITS PER ERC) = _____

A minimum of one (1) Water ERC shall be assessed for each portion of a development, business, structure, or other use that requires the issuance of a building permit. Calculation results above one (1) ERC shall be rounded up to the nearest quarter of an ERC, i.e., 1.25, 1.50, 1.75, etc.

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

**APPENDIX C-100 (B) ERC Calculation Form
(FINAL)**

A minimum of one (1) Wastewater ERC shall be assessed for each portion of a development, business, structure, or other use that requires the issuance of a building permit. Calculation results above one (1) ERC shall be rounded up to the nearest quarter of an ERC, i.e., 1.25, 1.50, 1.75, etc.

- a) For trench type drains, add one fixture unit value (per trap size) for every 10 linear feet of trench drain.
- b) A showerhead over a bath tub or whirlpool bath tub does not increase the wastewater fixture unit values.
- c) See Chapters 6 and 7 of the Florida Plumbing Code for methods of computing unit values of fixtures not listed or for rating of devices with intermittent flows.
- d) Trap size shall be consistent with the fixture outlet size.
- e) For the purpose of computing wastewater loads, water closets or urinals shall not be rated at a lower fixture unit value unless the lower values are confirmed by third party test results.

NOTES:

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

APPENDIX C-100 WATER CONSUMPTION VALUES

Mixed Uses Shall Be Added Independently Using Categories Below.
 All Non-Residential Uses Shall Be Assigned a Minimum of 1 ERC = 360 gpd of Water Usage.

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption
1	Assembly Halls, Auditoriums, and Movie Theaters (a) Without Food Service (b) With Food Service	3 gpd/seat 5 gpd/seat
2	Barber Shops	100 gpd/chair
3	Beauty Parlors	105 gpd/station
4	Bowling Alleys (a) Without Food Service (b) With Food Service	75 gpd/lane 110 gpd/lane
5	Car Washes (a) Customer Operated Stall Type, with Recycling (b) Customer Operated Stall Type, w/o Recycling (c) Automatic Drive Through, with Recycling (d) Automatic Drive Through, w/o Recycling (e) Attended Drive Through, with Recycling	1,200 gpd/bay 1,400 gpd/bay 2,400 gpd/bay 5,900 gpd/bay 2,400 gpd/bay
6	Clubhouses (a) Residential Development Meeting Facility or Community Room (Kitchenette Optional) (b) Country Club or Golf • With Restaurant/Full Service Kitchen (add to (a) or (b) above as applicable) • With Swimming Pool (add to (a) or (b) above as applicable)	100 gpd base, plus 200 gpd/per water closet 200 gpd base, plus 100 gpd/per water closet 30 gpd/seat 200 gpd base, plus 200 gpd/per water closet
7	Commercial Laundries (Store Front)	0.25 gpd/square feet
8	Convenience Stores With Restaurant	360 gpd base plus 200 gpd/per water closet 30 gpd/seat
9	Dental Offices	250 gpd/per exam chair

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

APPENDIX C-100 WATER CONSUMPTION VALUES

Mixed Uses Shall Be Added Independently Using Categories Below.
 All Non-Residential Uses Shall Be Assigned a Minimum of 1 ERC = 360 gpd of Water Usage.

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption
10	Retail Stores	
	(a) Less than 20,000 square feet	360 gpd
	(b) More than 20,000 square feet Without Food Service	0.035 gpd/square feet
	With Food Service	0.035 gpd/square feet, plus 500 gpd
11	Detention Centers and Jails	100 gpd/bed
12	Factories and Heavy Industrial Facilities	
	(a) Without Showers and Without Industrial Waste	25 gpd/shift/employee
	(b) With Showers and Without Industrial Waste	30 gpd/shift/employee
13	Funeral Homes	940 gpd
14	Hospitals	300 gpd/bed
15	Hotels/Motels	
	(a) Without Food Service and/or Meeting Facilities	160 gpd/room
	(b) With Food Service and/or Meeting Facilities	250 gpd/room
17	Houses of Worship	
	(a) Without Kitchen Facilities	3 gpd/seat
	(b) With Kitchen Facilities	5 gpd/seat
18	Laundromats	400 gpd/washing machine
19	Light Industrial Use Without Industrial Waste	15 gpd/shift/employee
20	Nursing, Rest, Halfway, Rehabilitation, and Boarding Homes	150 gpd/bed
21	Office Buildings	
	(a) General Offices	0.24 gpd/square feet
	(b) Medical Offices	200 gpd/per exam room
22	Parks	
	(a) Without Toilets	5 gpd/person
	(b) With Toilets	10 gpd/person

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY

APPENDIX C-100 WATER CONSUMPTION VALUES

Mixed Uses Shall Be Added Independently Using Categories Below.
 All Non-Residential Uses Shall Be Assigned a Minimum of 1 ERC = 360 gpd of Water Usage.

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption
24	Gasoline Stations (a) With Repair Facilities (c) Without Repair Facilities	625 gpd/bay 350 gpd/bay
25	Schools (a) Nursery, Kindergarten, Elementary, & Junior High (b) Senior High/College Universities (c) Boarding School	15 gpd/student 24 gpd/student 75 gpd/student
26	Stadiums and Athletic Fields	3 gpd/seat
27	Supermarkets	0.15 gpd/square feet roofed area
28	Theater, Dinner Type	24 gpd/seat
29	Warehouses (a) Less than 2,000 square feet (b) More than 2,000 square feet	0.24 gpd/square feet 0.24 gpd/square feet, plus 200 gpd/ water closet
30	Veterinary Office Clinic	200 gpd/per exam room
31	Miscellaneous Non-Residential Uses: A minimum of 1.0 ERC per unit will be assigned in the absence of actual water consumption data for small commercial establishments with one or two water closets, such as but not limited to: a) Appliance Stores; (b) Book Stores; (c) Camera and Hobby Shops; (d) Card Shops; (e) Gift Shops; (f) Hardware Stores; (g) Jewelry Stores; (h) Paint Stores; (i) Record and Tape Stores; (j) Clothing Stores; (k) Travel Agencies; and (l) Similar non-residential establishments not listed herein.	

REGIONAL UTILITY SERVICE AREAS

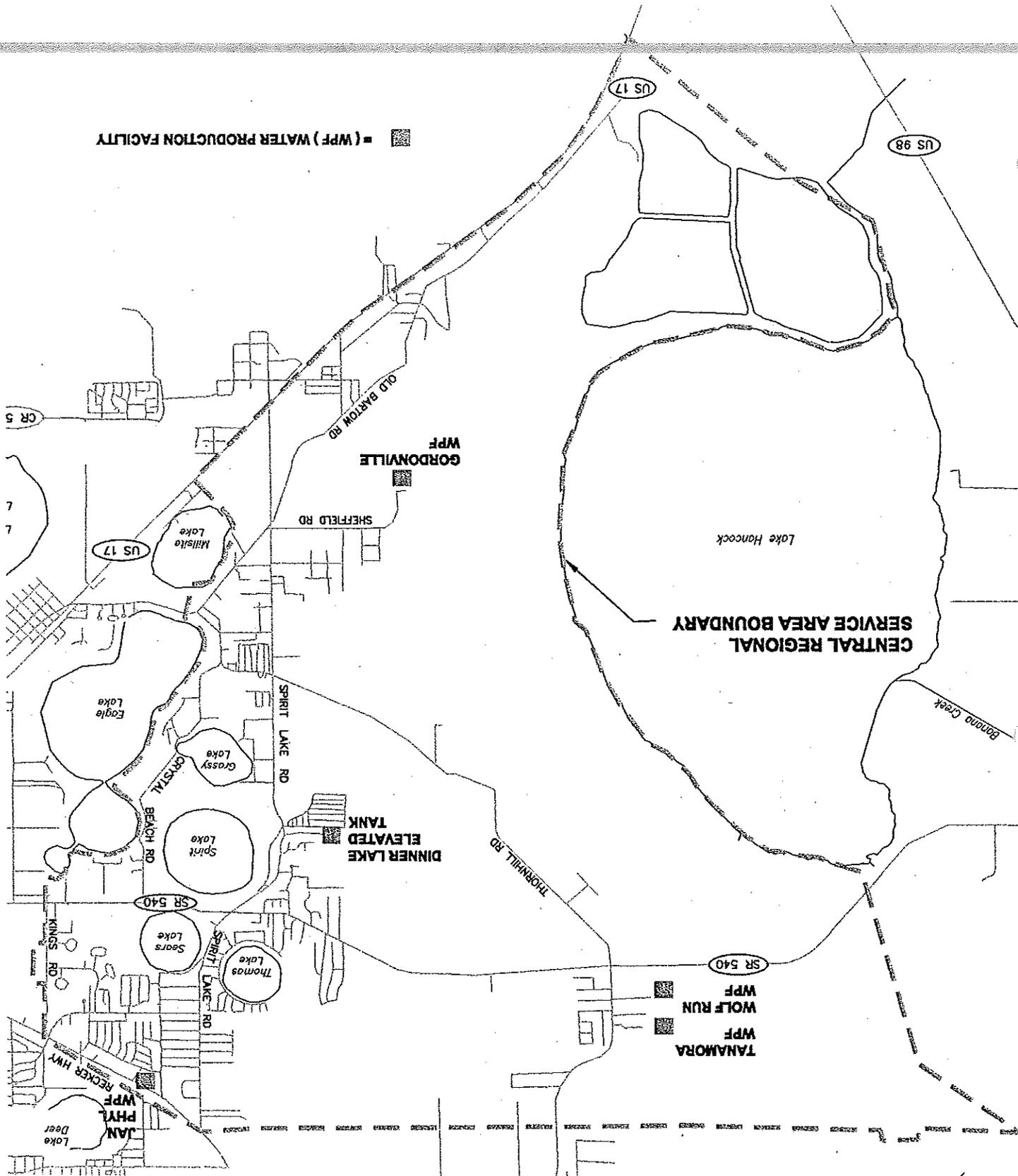
Appendix D-100

Because of the large size and topographic diversity of Polk County, it is not practical to construct a single unified or a completely interconnected system of utility facilities. Therefore, individual Regional Utility Service Areas (RUSAs) were established for the purpose of planning for the provision of utility service to existing and future PCU customers. Within these RUSAs, PCU has the exclusive right to provide public potable water, reclaimed water, and wastewater utility service. Changes to the boundaries of the Regional Utility Service Areas shall be accomplished in accordance with State Statutes.

Each of the RUSAs is hereby described by the attached boundary maps and/or legal descriptions.

- D-100-A Central Regional Utility Service Area (CRUSA)
- D-100-B East Regional Utility Service Area (ERUSA)
- D-100-C Northeast Regional Utility Service Area (NERUSA)
- D-100-D Northwest Regional Utility Service Area (NWRUSA)
- D-100-E Southeast Regional Utility Service Area (SERUSA)
- D-100-F Southwest Regional Utility Service Area (SWRUSA)

**POLK COUNTY UTILITIES DIVISION
CENTRAL REGIONAL SERVICE AREA**

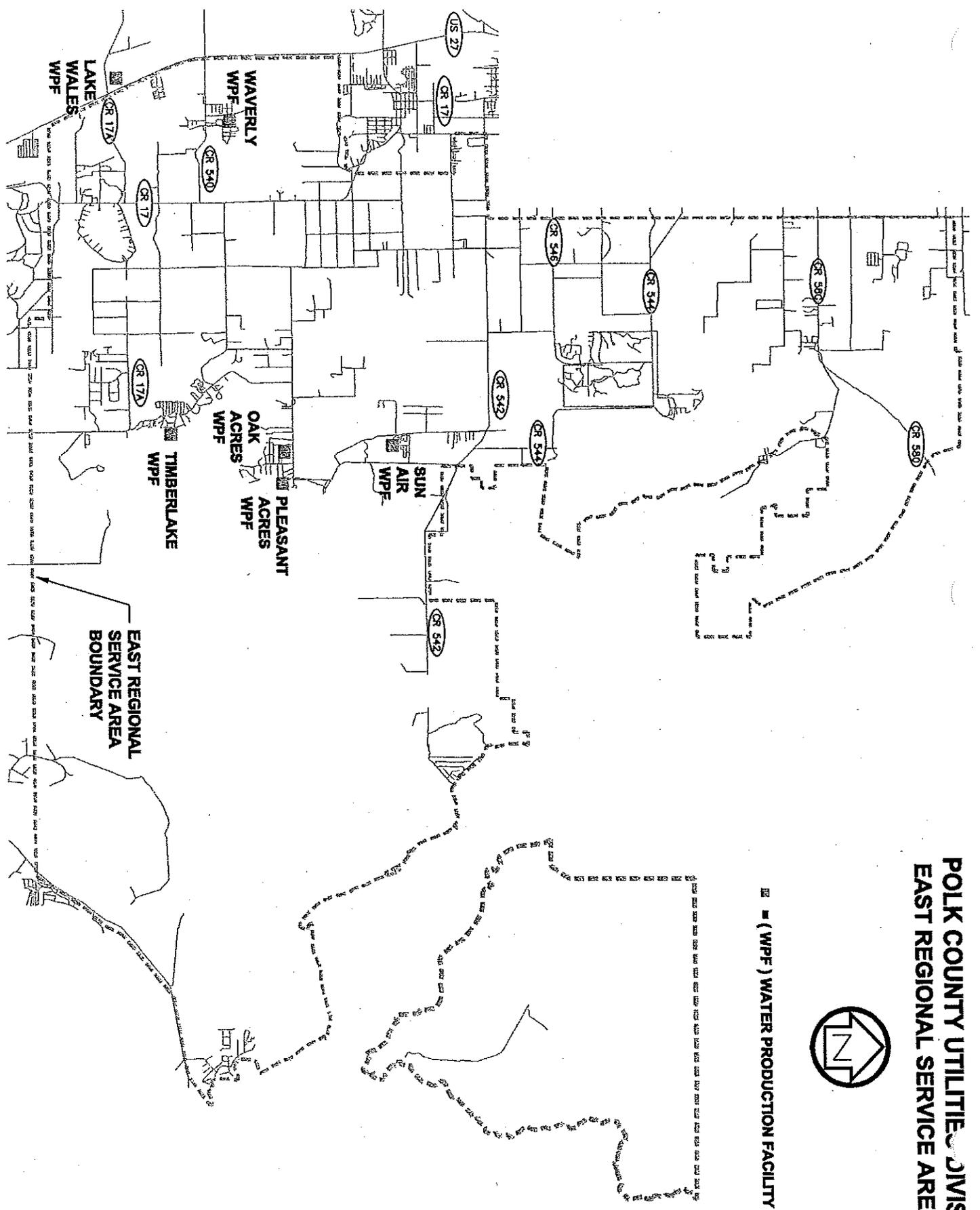


■ = (WPF) WATER PRODUCTION FACILITY

POLK COUNTY UTILITIES DIVISION EAST REGIONAL SERVICE AREA



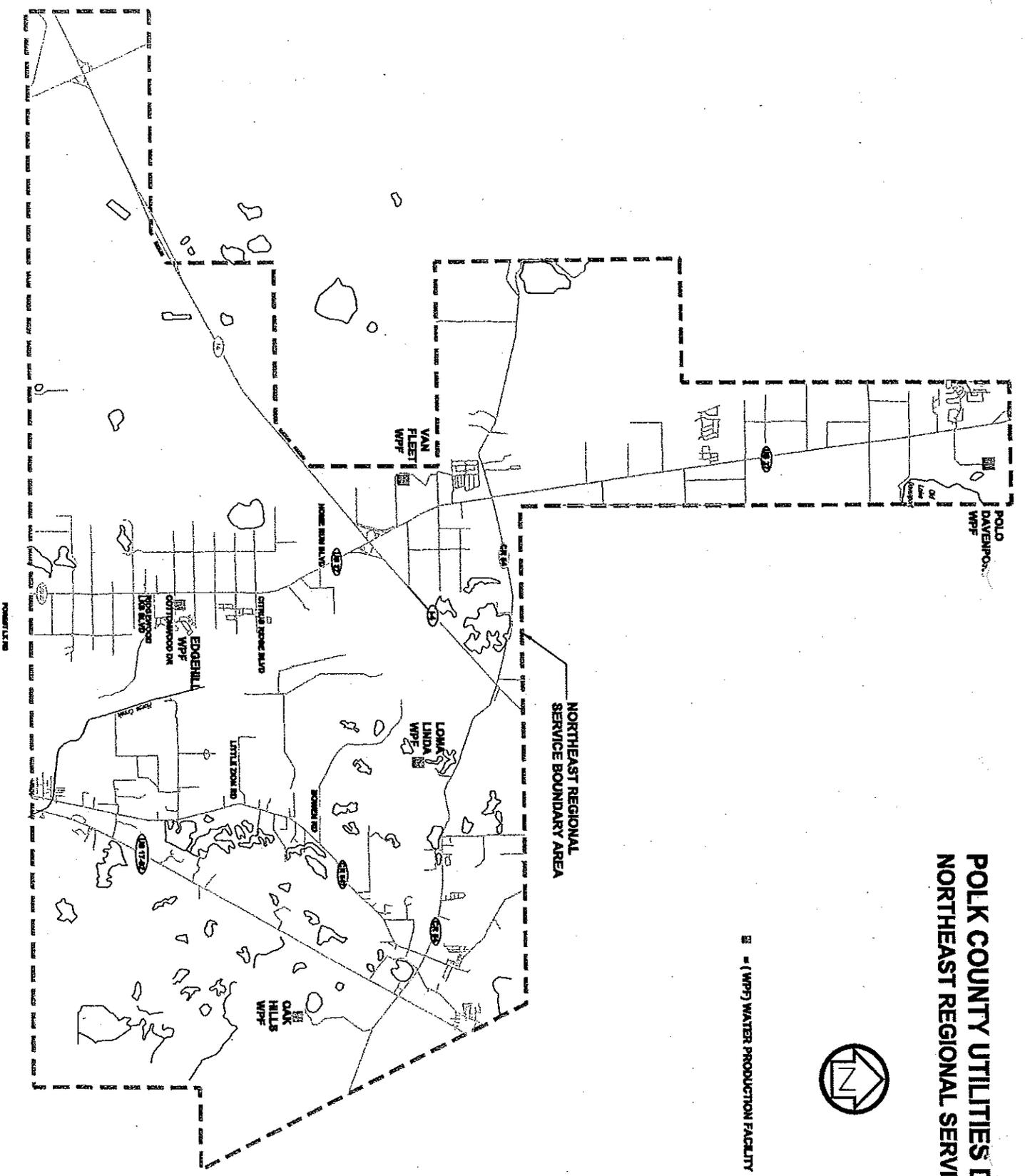
■ (WPF) WATER PRODUCTION FACILITY



**POLK COUNTY UTILITIES DIVISION
NORTHEAST REGIONAL SERVICE AREA**



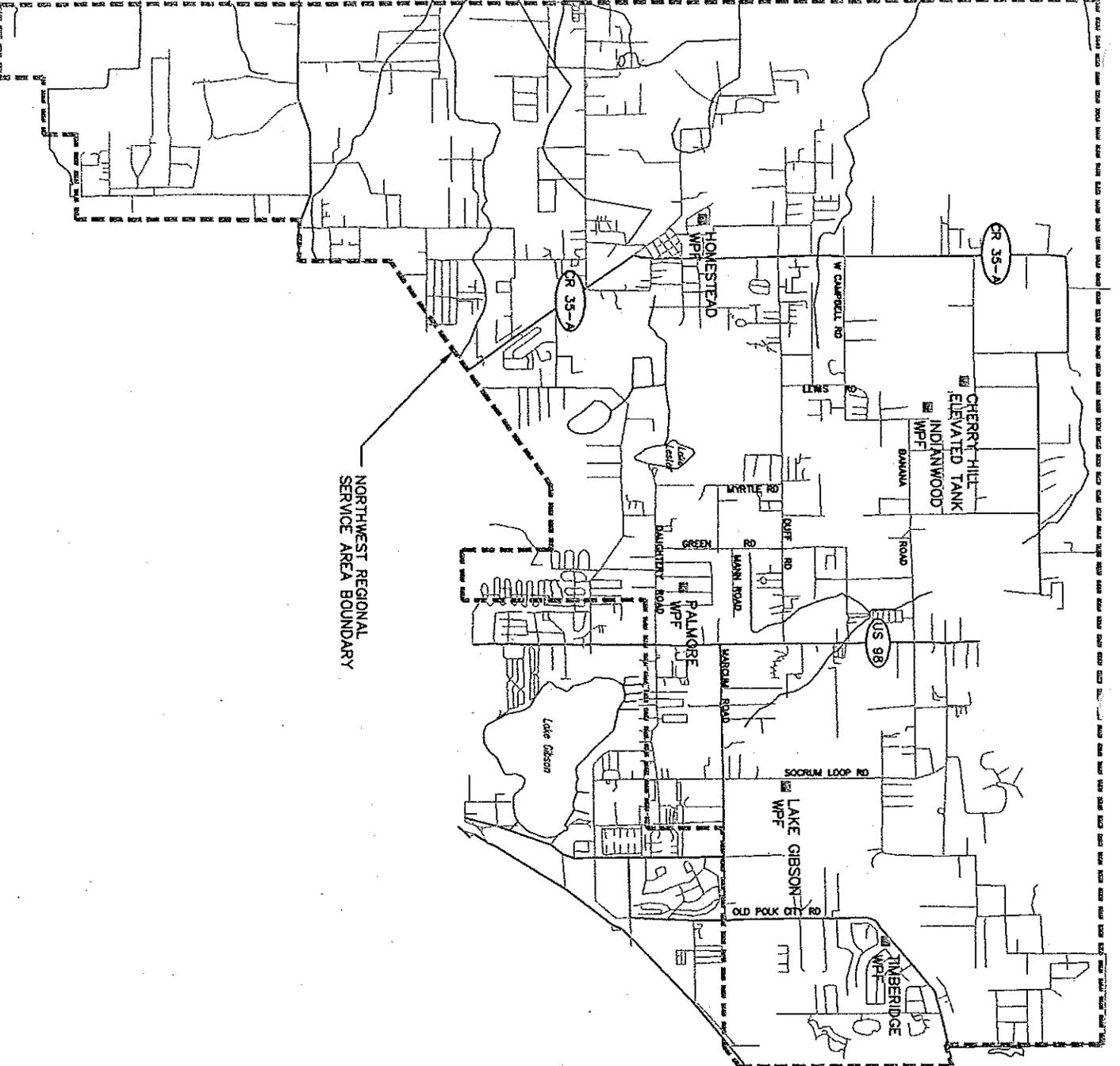
☐ = (WPP) WATER PRODUCTION FACILITY



**POLK COUNTY UTILI S DIVISION
NORTHWEST REGIONAL
UTILITY SERVICE AREA**



WPF (WPF) WATER PRODUCTION FACILITY

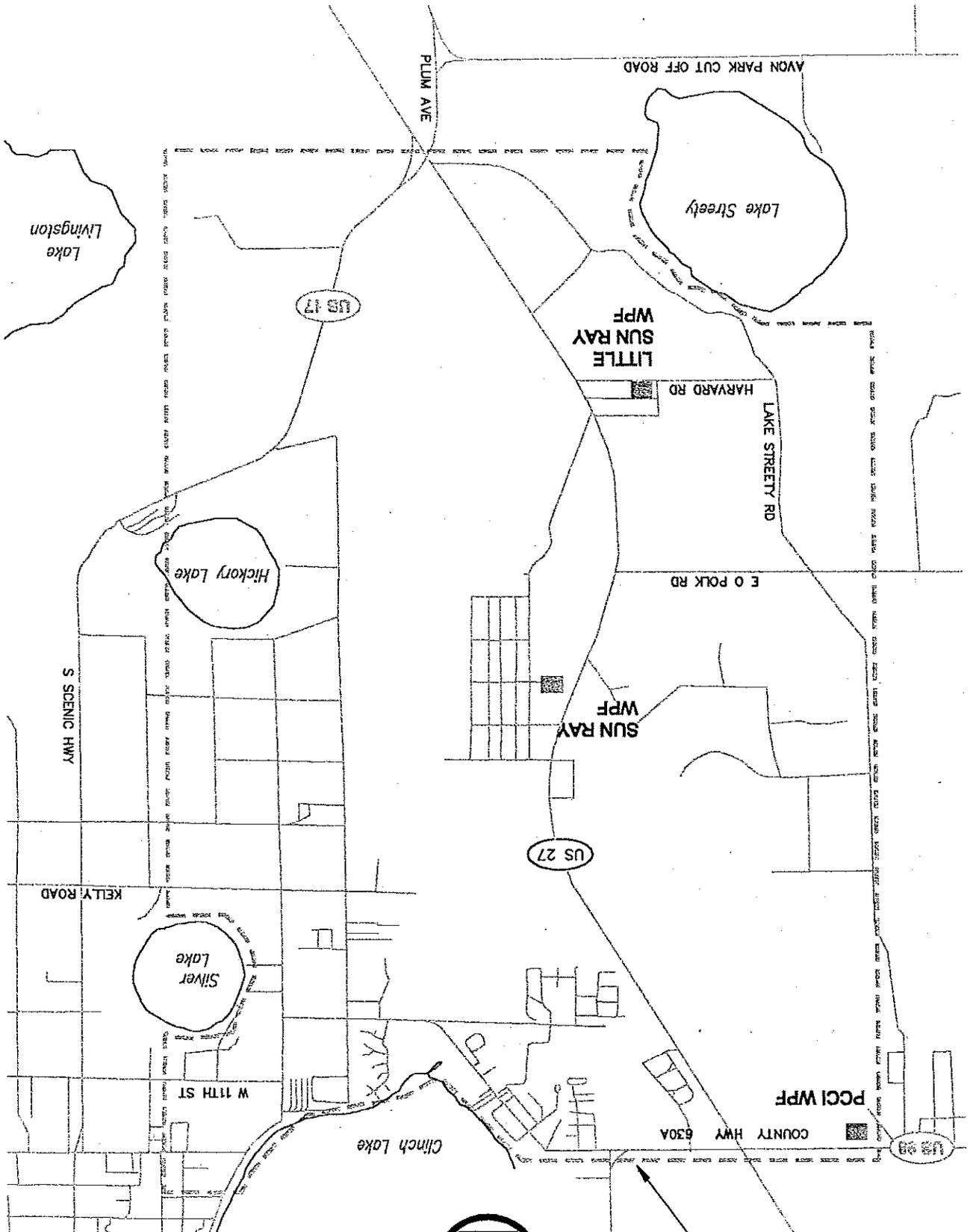


**POLK COUNTY UTILITIES DIVISION
SOUTHEAST REGIONAL SERVICE AREA**



■ = (WPF) WATER PRODUCTION FACILITY

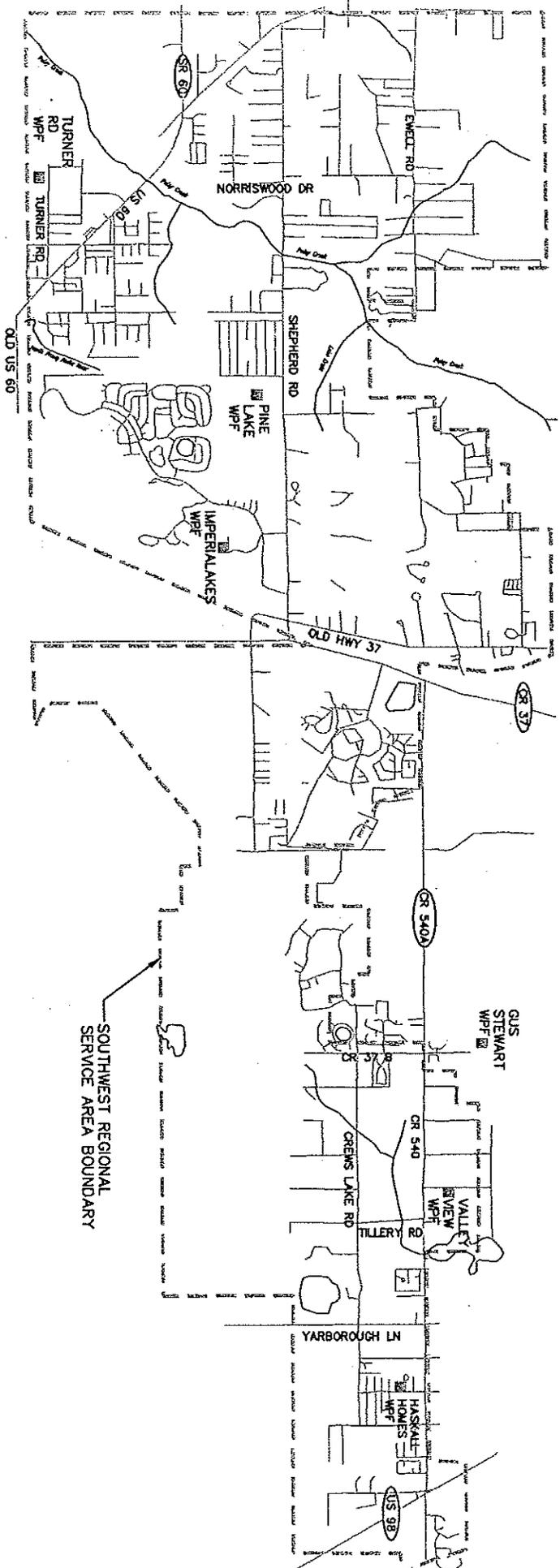
**SOUTHEAST
REGIONAL SERVICE
AREA BOUNDARY**



**POLK COUNTY UTIL S DIVISION
SOUTHWEST REGIONAL
UTILITY SERVICE AREA**



☐ (WPF) WATER PRODUCTION FACILITY



SOUTHWEST REGIONAL
SERVICE AREA BOUNDARY