

Polk County Utilities, Florida

UTILITIES ADMINISTRATION MANUAL

Utilities Code Reference Manual 6(A)



Polk County Board of County Commissioners

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	Section Name	Amendment Description
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	Section Name	Amendment Description
4.1.4	Late Fees	Director authority not required to waive late fees
Appendix	Section Name	Amendment Description
Appendix A-100, 17)	Wastewater Pretreatment	Clarified wastewater pretreatment point of reference

Authorization #10 - Amendments Effective October 21, 2020

1.0 General	Section Name	Amendment Description
1.1	Definitions	"ACCEPTANCE" specifies Board of County Commissioner acceptance
2.0 Business Office Procedures	Section Name	Amendment Description
2.0	Business Office Procedures	Update to section name, clarified responsibilities of the business, office hours, etc.
3.0 Business Practices	Section Name	Amendment Description
3.1.1	Residential Service at an Existing Service Location	Specifies that additional fees are required for after-hours services; includes personal identification, documentation requirements necessary to open an account.

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3.0 Business Practices	Section Name	Amendment Description
3.1.2	Non-Residential Service at Existing Location	Reduced business ownership documentation; change of ownership may require review of connection fees
3.1.3	New Service Connection	New applications required to pay connection, service fees, and deposits
3.1.3 A		Easements required for line extensions; Clarifies standard service connection
3.1.3 B		Clarifies the fees charged to commercial customers for line extensions; Maximum number of days for the division to set a meter set at 20 days; Normal sets take place in 2 to 4 business days; clarifies that actual costs incurred by PCU will be due for non-standard connections.
3.2	Account Deposits	Clarifies methodology for calculating residential and commercial deposits
3.2.6	Deposits Based on Credit history	Added a deposit method that may be based on credit history for future services anticipated
3.3.2 C	Name Changes for Existing Account Holders	Clarified process and documentation necessary due to customer death
3.3.6	Account Termination	Added tampering as a reason for account termination; returning customers are responsible for the previous 12 months base charges if returning to the same address
3.4.4	Meter Test	Meter tests typically done in the shop and not in the field
3.4.5	Unauthorized Use or Meter Tampering	Meter tampering only one kind of Unauthorized use... Defined responsible person in such cases; Reduced redundant information; the next person applying for service is responsible for meter installation charges if a meter had to be removed; Defined when law enforcement will be called and describes limit of county responsibility during criminal proceedings

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3.0 Business Practices	Section Name	Amendment Description
3.5.1	Monthly Billing	Monthly billing depicts the current balance due and what the balance will be after the due date
3.5.2	Proration of Bills	New section
3.5.3	Non-Payment Service Disconnections	Specifies and clarifies the polity used for disconnection for non-payment that allows for 1 free leave on for the first offense, only a disconnection charge (half the amount) on the second offense, and that disconnection and reconnection charges are due for the third and subsequent times the account is shut off for non-payment. Further clarifies how deposit increases are calculated and that base charges are due for up to 12 months if a customer is reconnected at the same location.
3.5.4	Returned Checks, disputed credit card charges, and bank drafts	Clarifies the disputed credit card charges are included in this policy. Clarifies that both the disconnection and reconnection fees are due in instances that accounts are disconnected due returned checks, disputed credit card charges and bank drafts.
3.6.2	Drop Box and Self Service Kiosk Payments	Kiosks considered as future payment options
3.6.3	Payments by Automated Bank Draft	Minor grammatical edits
3.6.5	Internet Account Access	Eliminated reference to PIN
3.6.6	Payment Acceptance by Service Providers	New section
4.0 Administrative Policies	Section Name	Amendment Description
4.1.1	Non-beneficial use	Consideration regarding potential leak adjustments
4.1.3	Back Charges/Overbilling	Criteria and consideration regarding limitations (12 months) on back charge and over billing adjustments

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4.0 Administrative Policies	Section Name	Amendment Description
4.2	Connection Charges	Clarification provided regarding payment of connection fees.
4.3	Connection Charge Re-assessments	Clarification regarding potential additional connection fee charges
4.6	Special Rate Adjustments	New sections regarding agreements, rate structures, user type, payment arrangements, and disaster procedures

Authorization #12 - Amendments Effective November 27, 2022

1.0 General	Section Name	Amendment Description
1.1	Definitions	DEVELOPMENT COORDINATION: clarified this staff resides in Utilities

2.0 Business Office Procedures	Section Name	Amendment Description
2.2	Locations and Contact Information	Updated utility webpage address

3.0 Business Practices	Section Name	Amendment Description
3.3.4	Changing Water Meter Size	Request sent to Utilities
3.4.6	Temporary Construction Meters	Approved by Utilities

4.0 Administrative Policies	Section Name	Amendment Description
4.3	Connection Charge Re-assessments	Clarification regarding potential additional connection fee charges

Appendix A-100	Section Name	Amendment Description
1.2	Rates, Fees, and Charge Schedules	Rate tables deleted; superseded by resolutions

Appendix B-104	Section Name	Amendment Description
NA	Application for Commercial Service	Removed annual evaluation increment; based on actual usage

Appendix B-107	Section Name	Amendment Description
NA	Tap Application	Meter set within 15-20 Business days

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 Board agenda item approval.

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

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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.

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 Utilities 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.

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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.

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.

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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.

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.

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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.

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 OFFICE PROCEDURES

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The Utilities Business office is responsible for establishing and maintaining utility accounts, processing utility bills, and collection of utility receivables for Polk County.

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 Office 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>
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

2.3 Hours of Operation

-Offices

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

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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.

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, additional fees will also be assessed. All fees and charges

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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 driver's license or government issued photo identification and social security card are the preferred means of identification. The following are required 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 required. Acceptable forms of documentation are as follows: 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 information:

- A) Business ownership documentation specifying business ownership type
- B) Commercial Application for Reclaim Water Service (If applicable)

When there is a change of business activity, expansion of an existing facility or addition of new facilities that are connected to the Utility system, customer accounts are subject to review for additional connection fees in accordance with Sections 4.2 and 4.3 of this MANUAL.

3.1.3 New Service Connection

New service connections require the payment of applicable connection charges, service connection fees and account deposits.

Service Connection Fees are determined as follows:

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- 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, easements, permits, jack and bores, directional drilling, main taps, and piping. Any cost above the standard service connection fee shall be charged to the applicant. A standard service connection is anticipated to be a whip with a curb stop. 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 by Utilities Customer Service. When a request for service is received, including all applicable forms, documentation, and fees paid, the account shall be set up for connection and the meter installed as soon as possible (less than 20 business days). The following fees shall be assessed for new accounts:

- A new account fee to cover the expenses of setting up the new account
- A meter set fee to pay for the cost of the meter and its installation, and
- A deposit collected in accordance with Section 3.2 of this MANUAL.
- Line extension and/or other costs associated with the new service

Meters which are 2-inches and smaller shall be installed as soon as possible (less than 20 business days) 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 must be 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 or actual costs incurred by the County referred to in 3.1.3 (A) and 3.1.3 B of this MANUAL. All fully executed documents, forms, and other necessary information, together with all fees, as required by Sections 3.1.1 3.1.2, 3.1.3 A and 3.13 B of this MANUAL, shall be provided to PCU.

3.2 Account Deposits

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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.

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.

Non-residential service deposit requirements shall be calculated either by taking the higher of:

- A) The current standard residential deposit, or
- B) Four times the base charge for the meter set on the account, or
- C) 2.5 times the base facility charge plus 2.5 times the highest usage at the current tier one rate. The calculated deposit shall be rounded to the nearest \$100.

Account deposit requirements may be changed in accordance with a separate BOCC approved resolution.

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.

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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.

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.

3.2.6 Deposits Based on Credit History

PCU may establish deposits based on credit history as determined by PCU or by contract with a Third-Party Agency. Once implemented, this process may change or eliminate required forms of identification listed in 3.1.1 and 3.1.2.

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

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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.
- C) Due to death, a request for a name change from a deceased existing account holder's name to a surviving spouse's name or Estate Executor will require a copy of the death certificate listing the requesting party as the survivor or copy of the Will naming the executor. Staff will make the requested name change when requested and put procedures in place to follow up collecting any needed documentation.

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 Utilities Staff 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 Utilities Staff, 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

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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.

Utilities staff 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 business days once the appropriately 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.

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, the return of mailed notices to the customer, or unauthorized (Tampering) use. 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. If any customer that terminates service returns to the same address to reestablish service at a later date, the customer will be required to pay all base facility charges that would have been incurred during the disconnected period up to a maximum of 12 months.

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 cannot be obtained on the scheduled read date, a second attempt will be made within two business days. If PCU is still unable to obtain

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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 Test

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

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.

3.4.5 Unauthorized Use or Meter Tampering

Any case of unauthorized use including 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 a meter, theft of service by straight lining or any evidence of the same by any person on the customer's premises will result in the account holder being assessed the tampering fees in accordance with Polk County Ordinances and Section 125.69 of the Florida

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Statutes, which provides for prosecution of violations of County ordinances. As the county ordinance provides for progressive charges based on number of offences, charges will be levied against each person or organization found tampering.

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 to the new customer.

Section 812.14 of the Florida Statutes, as may be revised periodically, 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. In cases with continued tampering occurs, law enforcement will be called, and charges will be pressed against the account holder or any person suspected of tampering. If all fees are paid to PCU directly prior to the court date, PCU will contact the courts to inform them that payment was received, and prosecution is no longer needed. However, the courts make the ultimate decision if any charges remain against the defendant based on the circumstances.

3.4.6 Temporary Construction Meters

Temporary construction meters must first be approved by Utilities staff . 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.

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

UTILITIES ADMINISTRATION MANUAL

Monthly statements and e-notifications 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 balance will be after the due date.

3.5.2 Proration of Bills

Since rates and usage limits are designed based on a monthly billing cycle, and customers start and terminate services at times that are not consistent with the billing cycle of their service location, PCU prorates its bills to be fair to all customers. Bills are also prorated when there is a rate increase. The base charges are assessed on a 30-day billing cycle based on the number of days between readings for each event. For example, if a customer's account is read on the 30th of the month and they moved in on the 20th of the month and the base charge was \$100 for 30 days, the customer would only be responsible for 10/30 of the base charge or \$33.33 not \$100. Consumption tiers are also adjusted using the assumption that if X amount of usage is allowed at one price for 30 days, how much can be allowed for 10/30 days in each conservation tier. When the days are less than 30 the tiers are reduced and when they exceed 30 days they are increased. Proration only occurs for bills that are out of the AWWA standard range of 27 to 33 days of usage.

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. The second time an account is eligible for shut off, only the disconnect fee will be assessed. Any account subject to disconnection for non-payment a third time and beyond are subject to both the disconnection and

UTILITIES ADMINISTRATION MANUAL

reconnection fee. 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 which is 2.5 times the most recent 6 month averages.

If any customer that terminates service returns to the same address to reestablish service at a later date, the customer will be required to pay all base facility charges that would have been incurred during the disconnected period up to a maximum of 12 months.

3.5.4 Returned Checks, disputed credit card charges 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 be required to pay disconnect charges for the disconnection of service and incur 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.

UTILITIES ADMINISTRATION MANUAL

- B) Returned checks for taps follow the above guidelines except when the meter has been set and the check is not satisfied within 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 PCU's 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.

3.6.2 Drop Box and Self-Service Kiosk Payments

A drop box is located at our main office for customer convenience which accepts checks and money orders. Daily pickups 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.

Self-service Kiosks may be considered as a future payment option for customers

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).

UTILITIES ADMINISTRATION MANUAL

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. Customers may access their accounts, make credit card payments, and obtain other pertinent information.

3.6.6 Payment Acceptance by Service Providers

Polk County may negotiate arrangements with payment service providers for the convenience of the County or its Customers.

4.0 ADMINISTRATIVE POLICIES

4.1 Adjustments to Customer Accounts

4.1.1 Non-Beneficial Use

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 or incident was discovered and proof that the leak was repaired, or incident resolved. Requests may not be considered if all required items are not received by PCU.

A) Leak Adjustments:

Adjustments for leaks will be granted on water and/or wastewater for no more than three consecutive calendar months' 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 or excluding the protested reading(s). Adjustments for leaks will be granted only one time per 18 calendar month period. In the event a second leak occurs within the 18 months that produces a higher consumption and possible adjustment, the division will adjust the difference between the higher and lower adjustment.

B) Irrigation System Malfunction Incident Rate Adjustments :

UTILITIES ADMINISTRATION MANUAL

Adjustments for water loss related to irrigation system malfunctions will not be calculated as a leak adjustment; however, PCU will consider doing a rate adjustment reducing a customer bill from the highest conservation penalty rate to the cost recovery tier rate for all usage 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. Adjustments for irrigation system malfunctions will be granted only one time per 12 calendar month period. In the event additional malfunctions occur within the 12 months that produces a higher consumption and possible adjustment, the division will adjust the difference between the higher and lower adjustment.

Irrigation system leaks may be considered as a leak adjustment when there is sufficient proof based on documentation provided by the customer or audit data retrieved from the meter.

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 average monthly billing. An adjustment of the monthly bill to the average of the monthly billings for the preceding 12 calendar month period, excluding or including the protested reading based on the facts presented, may be authorized.

Adjustments may be granted in lieu reimbursements to customers for extraordinary situations such as incorrect billings and customer costs incurred as a result of actions by PCU.

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 an adjustment should include a letter explaining the request and documentation of the size of the pool.

4.1.3 Back Charges/Overbilling

A) 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

UTILITIES ADMINISTRATION MANUAL

- rate in effect at the time the service was rendered. Back charges are limited to 12 months.
- B) Adjustments for over billing errors are limited to 12 calendar months of correction. All other adjustments for overbilling must be approved by the BOCC unless the overbilling is due to an error that the Utility should have known about. All cases of overbilling shall be reported to the Utilities Director for approval prior to issuing any credits to customers.
- C) Customers who leave the system due to disconnection of services for non-payment or voluntary temporary absence shall be required to pay base facility charges for the periods disconnected up to 12 months.

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. Late fees are adopted by separate resolution.

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 periodically, 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

UTILITIES ADMINISTRATION MANUAL

Water and wastewater connection charges, as revised periodically 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 an industry standard Connection Charge Calculation Methodology. Changes to the Connection Charge Calculation Methodology shall be accomplished by a separate BOCC adopted Resolution.

4.2.2. Minimum Connection Charge

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. Payment of Fees

All water and wastewater connection charges, service charges, and costs shall be paid in full prior to the issuance of the Certificate of Occupancy. When no Certificate of Occupancy is to be issued, such charges shall be paid in full prior to the user'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. Financing of Connection Fees

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 that exceeds 12 months. The interest rate to be charged shall be the rate in effect at the time and agreement is executed with the Board of County Commissioners that is set by the State of Florida Office of the Chief Financial Officer. The rate is set quarterly and is the rate on judgements and decrees.

4.2.5. Failure to Pay Connections Fees

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.

UTILITIES ADMINISTRATION MANUAL

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 for review to determine any potential additional impact to the system(s) and calculate additional connection fees due.

When an existing non-residential customer submits interior or exterior improvement plans to the County, Utilities staff 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, and in accordance with the Connection Charge Calculation Methodology in effect at the time of the current assessment and the procedures established within this Manual.

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 the average of daily flow of 25 percent greater than the capacity currently owned by 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.

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

UTILITIES ADMINISTRATION MANUAL

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 prior to a work order being issued 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.

4.6 Special Rate Arrangements

4.6.1 Agreements for Reclaimed/Effluent disposal

The County may enter into agreements with entities to provide for the beneficial disposal of its reclaimed water supply. This includes industrial and irrigation uses that includes a portion of the usage as disposal method directly benefiting the Utility and a portion that is directly benefiting the customer. These agreements are unique to each service region’s needs and the Board of County Commissioners approves the unique rate structures.

4.6.2 Special Application of Existing Rate Structures

4.6.2.1 Multi-Family Residential per Unit Charge vs Residential Customer Charge

UTILITIES ADMINISTRATION MANUAL

The Utilities Division may apply existing commercial rate structures in a manner to grant rate relief to adversely affected commercial customers that are residential developments. Relief is only granted when the total bill divided by the number of residences behind the master meter results in a rate per unit that exceeds the total bill that a residential customer would pay for the same amount of service. At the digressions of the Utility Director, an account may be billed by varying existing water and wastewater rates that produce the desired result. The overall guiding principle is to make sure that customers in a similar circumstance are charged in an equitable manner compared to other similarly situated customers of the system.

Background: During its existence, Polk County Utilities has acquired, directly or indirectly, several residential developments such as apartment complexes, condominiums, and mobile home parks that have been served as consecutive systems and billed with one master meter, though there are many residential connections behind the master meter. The Utilities has not created multi-family rates, and has historically included these developments as commercial accounts, with base charges that differed by meter size, but all meter sizes using same usage tiers. In 2007, the Utilities Division developed commercial rates based on meter size as well as creating differing tiered conservation structures based on meter size. Since these developments were built under differing regulations, the meter size for each development has not been consistently applied as the rate structure anticipated them to be. Further complicating matter is that several of the developments expanded adding more units; however, the meter size remained the same. With no consistency between meter size and development, as well as the desire not to complicate the rate structures by creating rates for each subdivision, applying the existing rate structure to these developments in a manner to achieve rate equity for all customers is a simple and manageable practice that achieves the same result as implementing and managing several multi-family rate structures.

4.7 Payment Arrangements

PCU is authorized to make payment arrangements with customers to avoid disconnection for non-payment. Payment arrangements on balances over \$10,000 or that will require longer than 12 months to execute require a formalized agreement.

In order for payment plans to remain in effect, the custom must make payments is sufficient amounts to satisfy all future current charges when due and make the agreed payment on the back charge. Failure to keep a payment arrangement will result in service interruption until the total balance is paid or other acceptable arrangements are made...

4.8 Disaster Procedures

UTILITIES ADMINISTRATION MANUAL

During a declared disaster, PCU may suspend shut off for non-payments in order to provide relief to its customers and make staff available for disaster recovery operations. The length of the suspension will be determined based on the circumstances of the emergency, needs of the county, and the discretion of the County Manager or his designee.

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.

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.

RECLAIMED WATER USE ACKNOWLEDGEMENT AND APPLICATION

APPENDIX B-100

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.
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 (check 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 | |

INITIAL WF: _____

WATER: _____ FORCE OFF WF: _____

SEWER: _____ REUSE WF: _____

NAF: _____ (Non-refundable Fee)

SDS: _____ (Non-refundable Fee)

AH: _____

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: _____

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

BANK DRAFT APPLICATION ONLY FORM

APPENDIX B-103

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: _____

Date of Birth: _____ Federal Tax ID No.: _____

SSN: _____

CONTACTS

Name	Phone Number

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 and if actual usage is greater than estimated, additional fees will be assessed in accordance with 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

APPENDIX B-105

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 Phone: _____

Fax: _____ Approximate number of accounts at any given time: _____

Authorized Representatives to initiate and terminate service:

Signature: _____

Name: _____ Title: _____

Signature: _____

Name: _____ Title: _____

Signature: _____

Name: _____ Title: _____

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: _____ STATE: _____ 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: _____

IF OTHER THAN APPLICANT, ACCOUNT TO BE BILLED TO THE FOLLOWING:

APPLICANT: _____
MAILING ADDRESS: _____
CITY, STATE, ZIP: _____
TELEPHONE NUMBER: _____
S.S. # OR TAX ID NUMBER: _____

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 BUSINESS 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 @ _____ EACH= _____

TOTAL AMOUNT DUE: _____

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	Unit
1	Assembly Halls, Auditoriums, and Movie Theaters		
	(a) Without Food Service	3	gpd/seat
	(b) With Food Service	5	gpd/seat
2	Barber Shops	100	gpd/chair
3	Beauty Parlors	05	gpd/station
4	Bowling Alleys		
	(a) Without Food Service	75	gpd/lane
	(b) With Food Service	110	gpd/lane
5	Car Washes		
	(a) Customer Operated Stall Type, with Recycling	1,200	gpd/bay
	(b) Customer Operated Stall Type, w/o Recycling	1,400	gpd/bay
	(c) Automatic Drive Through, with Recycling	2,400	gpd/bay
	(d) Automatic Drive Through, w/o Recycling	5,900	gpd/bay
	(e) Attended Drive Through, with Recycling	2,400	gpd/bay

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY
APPENDIX C-100 WATER CONSUMPTION VALUES

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption	Unit
6	Clubhouses		
	(a) Residential Development Meeting Facility or Community Room (Kitchenette Optional)	100	gpd base, plus 200 gpd/per water closet
	(b) Country Club or Golf	200	gpd base, plus 100 gpd/per water closet
	<ul style="list-style-type: none"> • With Restaurant/Full Service Kitchen (add to or above as applicable) • With Swimming Pool (add to or above as applicable) 	30 200	gpd/seat gpd base, plus 200 gpd/per water closet
7	Commercial Laundries (Store Front)	0.25	gpd/square feet
8	Convenience Stores	360	gpd base plus 200 gpd/per water closet
	With Restaurant	30	gpd/seat
9	Dental Offices	250	gpd/per exam chair
10	Retail Stores		
	(a) Less than 20,000 square feet	360	gpd
	(b) More than 20,000 square feet	0.035	gpd/square feet
	<ul style="list-style-type: none"> • Without Food Service • With Food Service 	0.035	gpd/square feet, plus 500 gpd
11	Detention Centers and Jails	100	gpd/bed

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY**APPENDIX C-100 WATER CONSUMPTION VALUES**

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption	Unit
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
24	Gasoline Stations		
	(a) With Repair Facilities	625	gpd/bay
	(b) Without Repair Facilities	350	gpd/bay

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY
APPENDIX C-100 WATER CONSUMPTION VALUES

Ref. No.	Type of Use or Establishment	Estimated Average Daily Water Consumption	Unit
25	Schools		
	(a) Nursery, Kindergarten, Elementary, & Junior High	15	gpd/student
	(b) Senior High/College Universities	24	gpd/student
	(c) Boarding School	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	0.24	gpd/square feet
	(b) More than 2,000 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.		

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 SUBTOTAL
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)

Fixture Type (WASTEWATER)	Fixture Unit Value	Number of Fixtures	FIXTURE UNIT VALUE SUBTOTAL
Automatic Clothes Washer - Commercial	3		
Automatic Clothes Washer – Residential	2		
Bathroom Group (Lavatory, Tub/Shower, 1.6 gpf Water Closet)	5		
Bathroom Group (Lavatory, Tub/Shower, >1.6 gpf Water Closet)	6		
Bath Tub (with or without Overhead Shower or Whirlpool Attachments)	2		
Bidet	1		
Combination Sink and Tray	2		
Dental Lavatory (Bathroom Sink)	1		
Dental Unit or Cuspidor	1		
Dishwashing Machine (Domestic)	2		
Drinking Fountain	0.5		
Emergency Floor Drain	0		
Floor Drain or Floor Sink (1.5 Inch)	2		
Floor Drain or Floor Sink (2 Inch)	3		
Floor Drain or Floor Sink (2.5 Inch)	4		
Floor Drain or Floor Sink (3 Inch)	5		
Floor Drain or Floor Sink (4 Inch)	6		
Kitchen Sink - Domestic	2		
Kitchen Sink – Domestic with Food Waste Grinder and/or Dishwasher	2		
Laundry Tray (1 or 2 Compartments)	2		
Lavatory (Bathroom Sink)	1		
Shower	2		
Service Sink	2		
Sink	2		
Urinal	4		
Urinal (<= 1 gpf)	2		
Urinal (Non-Water Supplied)	0.5		
Wash Sink (Circular or Multiple) per Each Set of Faucets	2		
Water Closet (Flushometer Type, Public or Private)	4		
Water Closet (Private, 1.6 gpf)	3		
Water Closet (Private, >1.6 gpf)	4		
Water Closet (Public, 1.6 gpf)	4		
Water Closet (Public, >1.6 gpf)	6		

FIXTURE UNIT VALUE TOTAL

NON-RESIDENTIAL CONNECTION CHARGE CALCULATION METHODOLOGY
APPENDIX C-100 (B) ERC Calculation Form
(FINAL)

TOTAL WASTEWATER ERC'S:
FIXTURE UNIT VALUE TOTAL / (14 FIXTURE UNITS PER ERC) = _____

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:

REGIONAL UTILITY SERVICE AREAS

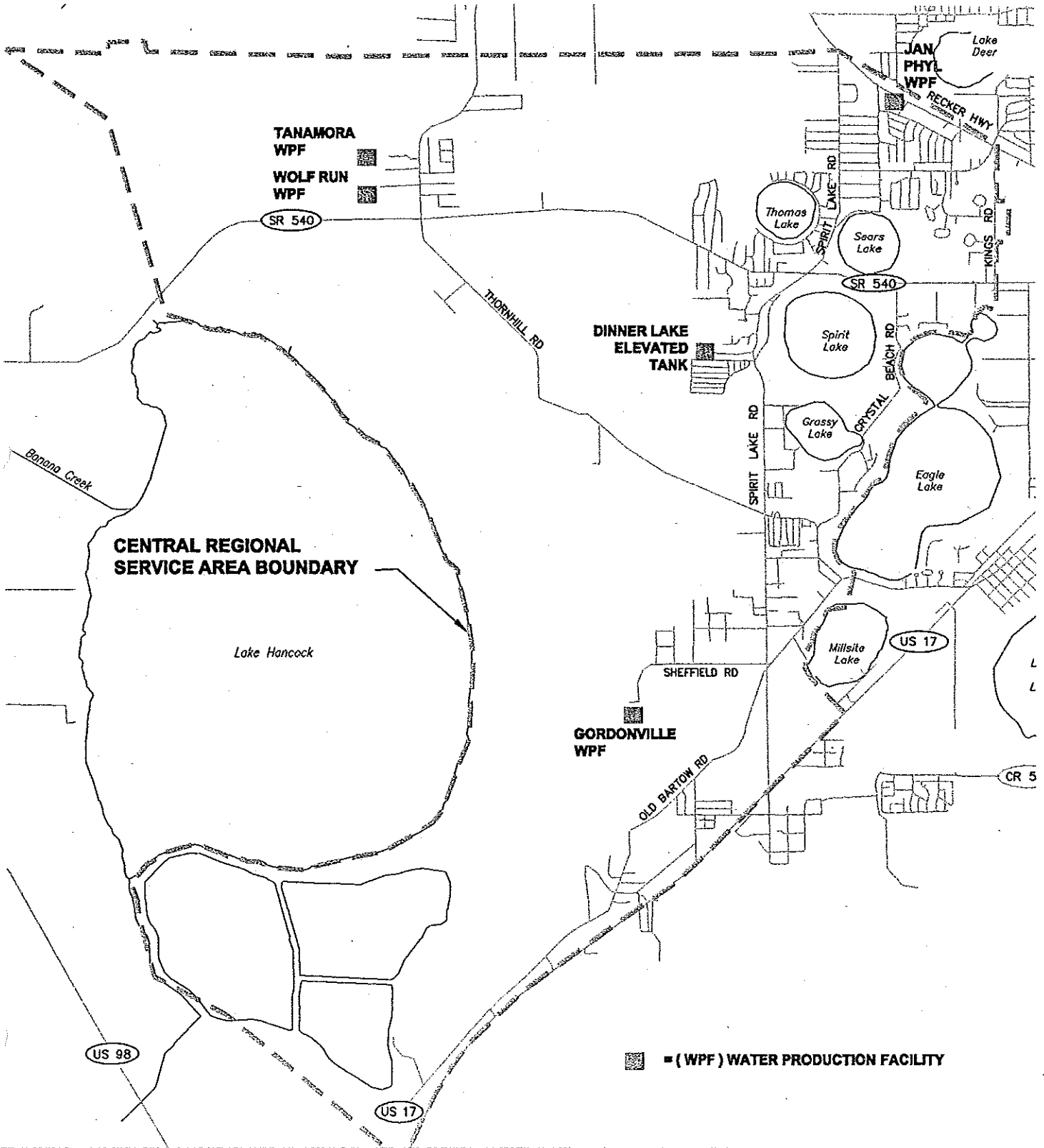
APPENDIX D-100

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)

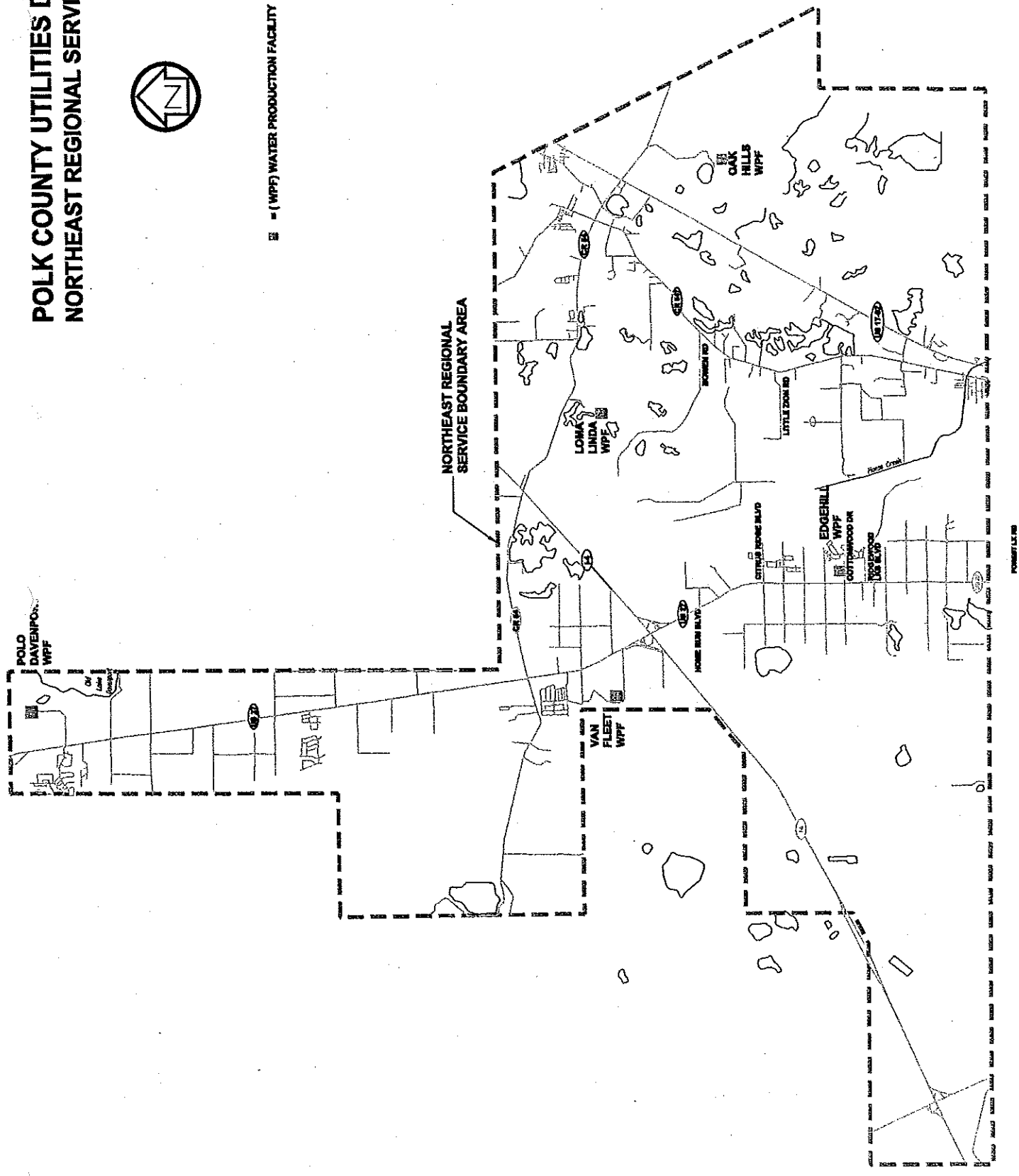
POLK COUNTY UTILITIES DIVISION CENTRAL REGIONAL SERVICE AREA



POLK COUNTY UTILITIES DIVISION NORTHEAST REGIONAL SERVICE AREA



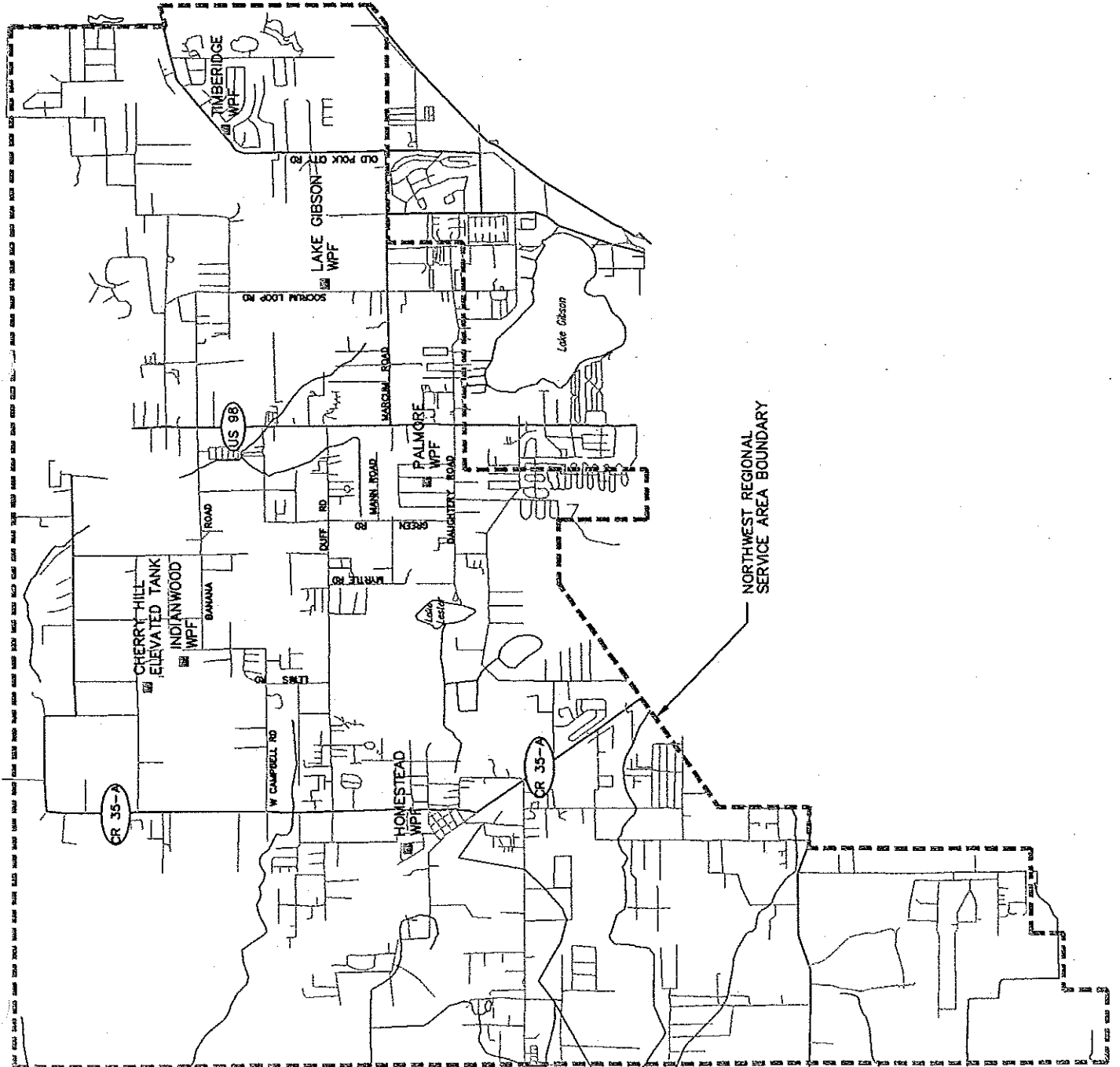
☒ - (WPF) WATER PRODUCTION FACILITY



**POLK COUNTY UTILITIES DIVISION
NORTHWEST REGIONAL
UTILITY SERVICE AREA**



☒ = (WPF) WATER PRODUCTION FACILITY



POLK COUNTY UTILITIES DIVISION SOUTHEAST REGIONAL SERVICE AREA

SOUTHEAST
REGIONAL SERVICE
AREA BOUNDARY



■ = (WPF) WATER PRODUCTION FACILITY

