City of Cocoa

65 Stone Street
Cocoa, FL 32922

Meeting Agenda - Final

Tuesday, April 2, 2019

5:30 PM

Utility Workshop

Cocoa City Council Chambers

City Council

I. OPENING MATTERS:

19-128 Agenda for Utility Workshop being held on Tuesday, April 2, 2019.

Attachments: 04-02-2019 Utilities Workshop.pdf

CALL TO ORDER

INVOCATION

PLEDGE OF ALLEGIANCE

ROLL CALL

II. WORKSHOP TOPICS:

II.1 19-110 Informational Item - Utility Handbook Updates.

Attachments: CURRENT - Utilities Handbook
CURRENT - Exhibit A Rates Fees and Charges
CURRENT - Exhibit B Customer Service Policy Manual
PROPOSED - Utility Service Policy and Procedures Handbook
PROPOSED - Utility Schedule of Fees, Rates,& Charges
SUMMARY OF CHANGES - Utility Handbook
SUMMARY OF CHANGES - Utility Schedule of Rates, Fees, and Charges
PRESENTATION - Utility Handbook April 2019

II.2 Presentation of Utilities System by Jack Walsh, Utilities Director

III. ADJOURNMENT

NOTICE TO THE PUBLIC:

Pursuant to Section 286.0105, Florida Statutes, the City hereby advises the public that: if a person decides to appeal any decision made by the City Council with respect to any matter considered at its meeting or hearing, that person will need a record of the proceedings and for such purpose, affected persons may need to assure that a verbatim record of the proceedings is made, and such record shall include the testimony and evidence upon which the appeal is to be based. This notice does not constitute consent by the City for the introduction or admission into evidence of otherwise inadmissible or irrelevant evidence, nor does it authorize challenges or appeals otherwise not allowed by law.

City Code Section 2-54 requires that an affirmative vote of a majority of a quorum present shall be necessary to enact an ordinance or adopt any resolution; except that two-thirds of the membership of the Council is required to enact an emergency ordinance. All ordinances require two readings, entitled first reading and second reading and public hearing, prior to adoption.

Members of the public speaking on public hearing items, though entitled to be heard by the City Council, are not entitled to an immediate response by either administrative staff members or Council once the public hearing is closed; however, Council discussion may or may not include a response. No question by the public should be addressed directly by the Administrative staff.

Public debate by individual speakers from the audience on public hearing items shall be limited to three (3) minutes. Representatives of recognized groups shall be limited to ten (10) minutes; and total debate on a single issue shall be limited to thirty (30) minutes. Only one presentation per person per issue shall be allowed.

A Council member may add an item to the agenda during the meeting only at the time the agenda is approved. If the item requires action by the Council, then it may be added to the agenda by an affirmative vote of the Council, and written documentation must be submitted at the time the item is added to the agenda.

This agenda is posted on the Municipal Bulletin Board and at the Central Brevard Library and Reference Center in Cocoa for public review.

A Council member may add an item to the agenda during the meeting only at the time the agenda is approved If the item requires action by the Council then it may be added to the agenda by an affirmative vote of the Council and written documentation must be submitted at the time the item is added to the agenda.

This agenda is posted on the Municipal Bulletin Board and at the Central Brevard Library and Reference Center in Cocoa for public review. This is a public meeting. All interested parties may attend. The facility wherein this public meeting will be held is accessible to the physically handicapped. In accordance with the Americans With Disabilities Act, persons needing assistance to participate in any of these proceedings should contact the City Clerk of the City of Cocoa, listed below, at least 48 hours prior to the meeting: Carie Shealy, City Clerk, 65 Stone Street, Cocoa, by telephone at (321) 433-8484 or via email at cshealy@cocoafl.org.

65 Stone Street
Cocoa, FL 32922

City of Cocoa

Legislation Details (With Text)

File #:	19-128	**Version:**	1	**Name:**	
Type:	Agenda			**Status:**	Agenda Ready
File created:	3/28/2019			**In control:**	City Council
On agenda:	4/2/2019			**Final action:**	
Title:	Agenda for Utility Workshop being held on Tuesday, April 2, 2019.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	04-02-2019 Utilities Workshop.pdf				

Date	Ver.	Action By	Action	Result

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AGENDA

CITY OF COCOA

Utilities Workshop

DATE: April 2, 2019	LOCATION: City Council Chambers
TIME: 5:30 P.M.	65 Stone Street, Cocoa, FL 32922

I. OPENING MATTERS:

Pledge of Allegiance
Invocation
Roll Call

II. WORKSHOP TOPICS:

1. Overview and Recommended Changes to the Utilities Handbook (19-110)
2. Presentation of Utilities System by Jack Walsh, Utilities Director

III. ADJOURNMENT.

This is a public meeting. All interested parties may attend. The facility wherein this public meeting will be held is accessible to the physically handicapped. In accordance with the Americans With Disabilities Act, persons needing assistance to participate in these proceedings should contact the City Clerk of the City of Cocoa, listed below, at least 48 hours prior to the meeting:

Carie Shealy, MMC, City Clerk, 65 Stone Street, Cocoa
321-433-8484 – cshealy@cocoafl.org

Legislation Details (With Text)

File #:	19-110	**Version:**	1	**Name:**	
Type:	Informational Item			**Status:**	Agenda Ready
File created:	3/7/2019			**In control:**	City Council
On agenda:	4/2/2019			**Final action:**	
Title:	Informational Item - Utility Handbook Updates.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	CURRENT - Utilities Handbook CURRENT - Exhibit A Rates Fees and Charges CURRENT - Exhibit B Customer Service Policy Manual PROPOSED - Utility Service Policy and Procedures Handbook PROPOSED - Utility Schedule of Fees, Rates,& Charges SUMMARY OF CHANGES - Utility Handbook SUMMARY OF CHANGES - Utility Schedule of Rates, Fees, and Charges PRESENTATION - Utility Handbook April 2019				

Date	Ver.	Action By	Action	Result

CITY COUNCIL AGENDA ITEM

Memo Date: March 8, 2019
Agenda Date: April 2, 2019
Prepared By: Jessica Dovale, Utility Support Service Manager
Through: Rebecca Bowman, Finance Director
Requested Action:

Informational Item - Utility Handbook Updates.

BACKGROUND:

On November 10, 1994, the Cocoa City Council adopted the Utilities Handbook and it's exhibits for the purpose of formalizing operating policies and procedures for the City's Utility System. The Utilities Handbook is updated periodically, through Council adoption, to reflect current practices, update rates, or to further clarify policies and procedures. The handbook and its exhibits are an extremely useful tool used to govern the relationship between the City and its utility customers. On many occasions the policies within the handbook have been cited enabling customer disputes to be settled with a fair and consistent approach that are applicable to all customers in the same manner.

Attached to this agenda is a copy of the current 1) Utility Handbook, 2) Exhibit A Rates, Fees, & Charges, and 3) Exhibit B Customer Service Policy Manual. These three documents contain high level utility topics most frequently asked by customers or explained by Staff. However, not all of the

current utility practices or concerns utility customers have are outlined in these documents.

Also attached to this agenda is a copy of the proposed 1) Utility Service Policy and Procedures Handbook and the 2) Utility Schedule of Utility Fees, Rates, & Charges. The revised Utility Service Policy and Procedures Handbook merges the contents of the current Utility Handbook along with Exhibit B Customer Service Policy Manual into one comprehensive document. It serves as a thorough handbook providing extensive detail on many utility topics that were not previously documented in the utility handbook but have been in practice for many years. Along with documenting many current utility procedures and rates, these two attachments include proposed changes on specific utility topics and rates that Staff is requesting Council to review.

To summarize the major changes proposed, a summary of changes for the *Utility Handbook* and *Utility Schedule of Rates, Fees, and Charges* are both attached to this agenda for Council to review and consider. These are the items Staff will present to Council for discussion.

STRATEGIC PLAN CONNECTION:

N/A

BUDGETARY IMPACT:

Budgeted	N/A
If not budgeted, is amendment/transfer attached?	N/A

RECOMMENDED MOTION:

Information Only.

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Exhibit A: RATES, FEES, AND CHARGES
Exhibit B: CUSTOMER SERVICE DIVISION POLICY MANUAL

Appendix 1: CONTACT LIST (Utilities Department telephone numbers)
Appendix 2: BACTERIOLOGICAL TESTING PROCEDURES BY PRIVATE LABORATORIES
Appendix 3: *Florida Statutes 812.14 Trespass and larceny with relation to utility fixtures.*

SECTION 1 RIGHTS AND RESPONSIBILITIES

1.1 APPLICATION FOR SERVICE

Prior to making application for new service requiring utility construction, the customer should contact the City of Cocoa (hereinafter "City") Engineering Division for requirements and costs associated with constructing a new utility service. The general requirements are described in the City's *Technical Provisions for the Construction of the Water Distribution System, the Water Reclamation System, and the Wastewater Collection System* (hereinafter "*Technical Provisions*") and Standard Detail Drawings which are available from the Engineering Division.

Application for water, waste water, or reclaimed water service from the City is made through the Customer Service Division located at City Hall, 65 Stone Street, Cocoa, Florida. A customer or a duly authorized agent may apply for service by mail, over the telephone or internet, or in person, with proper identification. By applying for service, the customer agrees to abide by all current and future provisions of this *Utilities Handbook* (hereinafter "Handbook").

1.2 RIGHT OF WAY AND ACCESS

As a condition of service, the customer grants to the Utilities Department all rights and privileges necessary for the rendering of service. Utilities Department employees must have access at all times to the City's facilities located on the customer's premises. Access is limited to the installation, operation, maintenance, inspection, and/or removal of utility appurtenances. Failure to provide access to Utilities Department personnel is grounds for discontinuance of service. The Utilities Department is not liable for trespass during the performance of these activities. Vehicles or large movable objects that block access to the utilities right-of-way may be towed at the customer's expense.

1.3 RELOCATION OR ADJUSTMENT OF UTILITIES

Standard residential 3/4" and 1" meter relocations or adjustments with no concrete or asphalt open cuts, no site restoration work, and less than ten feet in length will be performed by the City at a cost as provided in Exhibit A Rates, Fees, and Charges.

Residential 3/4" and 1" meter relocations or adjustments that require a permit, concrete or asphalt open cuts, site restoration work, or are longer than ten feet will

require a cost estimate from the Engineering Division and the customer will be required to pay that cost prior to the work being performed by the City.

The City will not relocate or adjust 3/4" and 1" residential meters within subdivisions currently being developed or within one year of acceptance by the City. The owner must contact the developer who shall have its utility contractor relocate the meter under the direct supervision of the Utilities Department.

When relocation or adjustment of the City's facilities is necessary for a multifamily or commercial building due to a change in the customer's operation or construction or due to a customer's request, such relocation or adjustment will be designed by an engineer and constructed by a utility contractor provided by and paid for by the customer. The relocation or adjustment will be in accordance with Section 2.2 Utility Extension Policy & Procedure.

In the event that relocation of a customer's point of service (see Section 1.5) is required by the City, a new on-site service line may be installed by a licensed plumber at no cost to the customer. The customer will provide the necessary access to the property for such an installation and will assume responsibility for same upon relocation.

The relocation work or connection of the customer's facilities will be warrantied for any defects in the construction for a period of one year. The City however will not be responsible for cost associated with damage caused by natural disasters, breaks, acts of God, misuse of the facilities, or any other cause beyond the control of the Utilities Department.

1.4 LIMITS OF LIABILITY

The Utilities Department will use reasonable diligence to provide dependable service but **DOES NOT GUARANTEE** continuous and uninterrupted service.

The City is not liable for want of supply or for any occurrence, act, or omission caused directly or indirectly by mechanical failure of equipment and/or facilities; repairs or adjustments to its system; riots, strikes, civil unrest, insurrections; accident; litigation; interference by Federal, State, or municipal governments; acts of God; acts of the public enemy; or any other cause beyond the control of the Utilities Department. The City reserves to itself full discretion in reducing the amount of water available, in serving some customers to the exclusion of others, or, if necessary, in discontinuing water, reclaimed water, or waste water services.

1.5 CUSTOMER FACILITIES

The City is not responsible or liable for the customer's utility system beyond the following points of service:

- Water: the meter and/or backflow prevention assembly
- Reclaimed Water: the meter and/or curb stop
- Waste water: the City's sewer cleanout or the property line
- Fire Protection/Suppression Systems: the meter, backflow prevention assembly, and the bottom fitting in the ground downstream of the double detector check valve.

The City does not assume any responsibility for or liability arising because of the condition of plumbing or apparatus on the premises of the customer. Metered water is the property of the customer. The Utilities Department is not liable for loss or damage to any person or property whatsoever resulting directly or indirectly from the use or misuse or presence of metered water on the customer's premises.

1.6 Florida Statute 812.14 TRESPASS AND LARCENY WITH RELATION TO UTILITY FIXTURES

The entire text of Florida Statute 812.14 is contained in Appendix 3. In summary, it is unlawful to willfully alter or tamper with a utility meter, pipe, or other property belonging to the utility; to connect to the utility without the utility's consent; or to use the utility without paying for the service. At its discretion, the City may prosecute in criminal and/or civil court any person who violates this Statute.

SECTION 2 EXTENSION OF UTILITY SYSTEMS

2.1 UTILITY SERVICE

2.1.1 Requirements

A customer desiring service that requires a main extension shall follow the Utility Extension Procedure contained in this Article. The water meter must be set along the frontage of the property being served. This includes flag lots and ingress/egress easements. Existence of a private utility easement across adjacent properties does not eliminate the requirement for a water main extension across the frontage of the property. The water meter must remain with the property for which it is originally set. It must not be relocated or transferred to another property.

Water main extensions must be completed and accepted by the Utilities Department and cleared by the Florida Department of Environmental Protection (FDEP) prior to furnishing utility service. Main extensions may be required to eliminate service line crossings at major roads or to eliminate services connected to water transmission mains. Water mains and reclaimed water mains must extend across the entire frontage of all properties to be serviced and across all vehicle entrance ways of new subdivisions. Off-site interconnections or tie-ins may be required, as deemed necessary by the Engineering Division, to insure system integrity and eliminate dead-end systems.

Sewer mains must be extended, at the greatest depth possible, up to the nearest lot line or across all entrance drives or streets. In areas where no gravity sewer exists, the customer may be required to install a sewage pump station that meets the City's specifications. Construction costs due to pumping capacity and manhole/wetwell depths greater than customer requirements may be offset by the City. Location, depth, and capacity of the pump station must be approved by the Utilities Department. Pump station sites are to be deeded to the City and should be 50 feet by 50 feet in size unless otherwise approved by the Engineering Division. Privately operated sewage pump stations may be permitted if operation and maintenance are provided by the owner.

2.1.2 Costs

Main extensions are at the expense of those desiring service. The customer shall engage private engineering and construction contractor services at his/her own expense.

All plans and specifications are subject to the City's approval. The City reserves the right to over-size or to require minimum sizes for any main extension or utility installation.

2.1.3 Policy Exceptions

Special cases that do not conform to normal conditions to which these policies apply may be appealed to the City Manager. The City Manager, or a designee, may grant exceptions to the policies to provide relief in cases where extenuating circumstances justify such action. Exceptions are granted only on a case-by-case basis and are not to be considered a change of policy or as setting a precedent.

2.1.4 Conformance with Technical Provisions

All utility system installations and extensions must be constructed in conformance with the latest revision of the *Technical Provisions* and Standard Detail Drawings in effect at the time plans were approved by the City. If over six months has elapsed since the plans were approved by the City, all installations must conform to the revision of the *Technical Provisions* and Standard Detail Drawings in effect as of the date of the pre-construction conference. The materials and installation as described in the *Technical Provisions* and Standard Detail Drawings take precedence over the engineer's plans unless approved in writing by the Engineering Division. The *Technical Provisions*, Standard Detail Drawings, and a schedule of rates, fees, and charges are available at the Engineering Division located at 351 Shearer Boulevard, Cocoa, Florida.

The constructed facilities are subject to inspections by City representatives for compliance with the City's *Technical Provisions*, Standard Detail Drawings, plans, and specifications. Ample notice and opportunity for inspection of new facilities, pipe, fittings, connections, and thrust blocks must be provided by the contractor. All required testing must be performed by the contractor in the presence of a City representative.

2.2. UTILITY EXTENSION POLICY & PROCEDURE

2.2.1 Utility Extension Policy

The City will accept for operation and maintenance utility extensions constructed for the purpose of providing service to areas within the franchise boundaries of the City. Utility extensions include water distribution systems, firelines, waste water collection

systems, and reclaimed water distribution systems. The City is not obligated to accept any extension or render service until the requirements contained in this section have been met.

A Utility contractor is required for all main extensions and the main extension up to the point of service for the fire line system. A fire line contractor is required for the installation from the point of service for the fire line system and the DCDA

2.2.2 Utility Extension Procedure

Prior to any utility extension in the City's service area, the City must review the plans. A Plan Review Charge is collected in accordance with Exhibit A Rates, Fees, and Charges. A check made payable to the City of Cocoa must be submitted with the plans for review.

2.2.2.1 Initial Submittal

The City will perform a preliminary review of plans. Send one set of plans that have been prepared, signed, and sealed by an engineer registered in accordance with Florida Statutes to the Engineering Supervisor. The set must include water and or waste water and or reclaimed plans showing the location of the mains, distance off proposed pavement, size and type of mains, size and type of services, fire hydrant with hydrant tees, gate valve locations, restrained pipe lengths, proposed length of pipe, locations of other utilities; manholes, laterals, slope, water and sewer calculations, fire flow calculations, *Technical Provisions;* and Standard Detail Drawings.

The City will send a letter to the engineer of record requesting revisions to the plans, if necessary, or advising that the plans are acceptable and instructing the engineer of record to submit the (revised) plans for final review.

2.2.2.2 Final Submittal

Send three sets of plans and FDEP permit applications that have been prepared, signed (all with original signature), and sealed by an engineer registered in accordance with Florida Statutes to the Engineering Supervisor. See above 2.2.2.1

If the mains will be installed within Florida Department of Transportation (FDOT) right-of-way, a FDOT permit application must also be submitted. (See Section 2.2.2.4 FDOT Permit.)

The City will review the final set of plans and, once acceptable, the Engineering Division will approve the plans. Then a set of plans and the permit applications will be sent to the Utilities Director for approval. Then the Engineering Secretary will advise the engineer of record to pick up the approved plans and submit them to FDEP.

2.2.2.3 FDEP Permit

FDEP requires that the City's *Technical Provisions* and Standard Detail Drawings are included with the plans. The engineer of record is responsible for submitting the approved set of plans and permit application to FDEP.

2.2.2.4 FDOT Permit

FDOT requires a permit for work within FDOT right-of-way that requires open cutting or crossing of pavement or sidewalks. The permit application is prepared by the engineer of record and submitted to the Engineering Division. The owner/developer shall sign the City's **Construction Agreement** and the owner/developer shall have the City's **Hold Harmless and Indemnification Agreement** signed by all contractors and subcontractors that will provide preparation, installation, and clean-up of the utility work within the FDOT right-of-way. The agreements must be approved by the City Manager. Then the permit application will be signed by the Utilities Director or designee and forwarded to FDOT.

2.2.2.5 Requirement Letter

The City will send a requirement letter to the engineer of record once the City has received the FDEP permit. The requirement letter outlines all the items necessary for acceptance of the utility extension and lists the fees and charges due including impact fees, meter charges, and backflow prevention assembly charge.

2.2.2.6 Payment of Charges

Prior to preconstruction for the new utility system, payment of the following charges is required: Jumper Meter Installation Charge, all Painting Charges, and Fire Protection Service Charge.

Connection Charges must be paid with the meter installation charge.

The Meter Installation Charge can be paid before or after utility system acceptance. However, the meter will not be installed until the utility system has been

accepted for service by the Utilities Department. The customer should allow two to four weeks after the utility system is accepted for meter installation.

2.2.2.7 Preconstruction Meeting

A preconstruction meeting is required prior to installation of a utility extension. The utility contractor and his/her field Superintendent is required to attend this meeting and provide proof of registration as a State-certified underground utility contractor. The meeting is held in the Utilities Administration Building at 351 Shearer Blvd., Cocoa. The utility contractor is responsible for arranging the meeting time with the Inspection Supervisor. It is recommended that the engineer of record and the project owner attend this meeting. The preconstruction meeting will cover the schedule for payment of fees and charges, materials and installation, the contractor's installation schedule, inspection, testing, and acceptance of the utility system.

2.2.2.8 Material Inspection

An inspection of all material is required before it is installed. The utility contractor is responsible for scheduling this inspection with an Engineering Inspector.

2.2.2.9 Wet Taps

All wet taps will be performed by a private tapping contractor that must be on the City's list of approved tapping contractors.

2.2.2.10 Open Ditch Inspection

After the utility extension has been installed, an open ditch inspection is required prior to backfilling the trench. The utility contractor is responsible for scheduling this inspection with an Engineering Inspector. The Inspector will check pipe installation and conformance with plans and specifications.

2.2.2.11 Pressure Test and Chlorination

After the utility extension has been installed and backfilled, all mains shall be swabbed. Foam swabs shall be flushed through the new mains. The swabbing shall be done by the contractor under the direct supervision of the Engineering Inspector . After swabbing, a pressure test is required. The water system is tested at 150 psi for two hours to test for leakage and structural soundness. The first hour is to be witnessed by the utility contractor; the last hour is to be witnessed by the City's Engineering

Inspector and the utility contractor. The utility contractor is responsible for scheduling this test with an Engineering Inspector.

After the pressure test is successfully completed, the water line and appurtenances must be chlorinated. Disinfection will conform to the applicable provisions of American Water Works Association Specification C-651. The chlorine solution must remain in the pipe for at least 24 hours before flushing. No flushing is allowed between bacteriological sampling. All Chlorinated water is required to be de-chlorinated prior to discharge.

2.2.2.12 Bacteriological Testing

A bacteriological test will be performed by a private laboratory in accordance with the City's "Bacteriological Testing Procedures By Private Laboratories" (Appendix 2).

2.2.2.13 FDEP Clearance

Clearance from FDEP is required before the temporary jumper can be removed. The engineer of record shall submit to the City a completed FDEP form "Certification of Construction Completion and Request for a Letter of Clearance to Place a Public Drinking Water Facility into Service" (Clearance Form) and, if a general permit was obtained from FDEP, as-built drawings that have been signed (original signature) and sealed by the engineer of record.

The City will attach a copy of the FDEP permit, pressure test sketch showing the sample points, bacteriological test results, and a copy of the as-built drawings, if required, to the Clearance Form. The Clearance Form is then approved by the Utilities Director and mailed to FDEP. Submittal of the Clearance Form by the engineer of record to the City is time sensitive since the bacteriological test results cannot be older than 60 days by the time they are received by FDEP.

2.2.2.14 Final Inspection

After all tests of the utility extension have been successfully completed, a final inspection must be scheduled. The final inspection consists of checking for concrete valve pads, blue reflectors at the fire hydrants, meter boxes installed to grade, curb stops properly installed in the meter boxes, service line locations marked on the curb, all valves are open, and proper paint used on items that require painting. The utility contractor is

responsible for scheduling this inspection with an Engineering Inspector. It is recommended but not required that the utility contractor be present for the final inspection. The City will send a letter to the utility contractor if any discrepancies are found.

2.2.2.15 Acceptance of Utility Extension

After the utility extension has been properly installed and successfully tested in accordance with the Utility Extension Policy, and after all required documents described below have been received by the City, the City will send a letter of acceptance to the owner.

2.2.2.16 As-Built Drawings

The City requires three sets of as-built drawings ("as-builts") signed (all with original signature) and sealed. The as-builts can be certified by a Florida-registered surveyor or the engineer of record as to the accuracy of the information supplied. The engineer of record must certify that the utility extension has been installed in accordance with the approved plans and specifications. The information provided on the as-built drawings must conform to the City's latest *Technical Provisions* and Standard Detail Drawings.

2.2.2.17 Bill of Sale; Maintenance Bond/Security.

The Bill of Sale conveys ownership of the utility extension to the City so the City can operate and maintain the system. The City's Bill of Sale form must be completed by the owner of the project and submitted to the City. In addition, the City reserves the right to require a maintenance bond or some other security covering the utility extension for a period of up to two (2) years depending on the specifications of a particular extension. The bond or other form of security must be in a form deemed acceptable to the City.

2.2.2.18 Easement

If the utility extension is installed on private property, a Water Line and Ingress/Egress Easement is required. The Water Line Easement is to be a 15-feet-wide surveyed easement centered over the utility extension. The Ingress/Egress Easement is usually for the entire property and allows the City to enter the property to operate and

maintain the water line. The City's Easement form must be completed by the owner of the project and submitted to the City. The City sends the Easement to the Brevard County Clerk of Court for recording.

2.2.3 Non-Accepted Systems

The City is not obligated to repair or to provide field locations on any system that has not been accepted for operation and maintenance. No connections will be made to and no meters will be installed on any system until after the system is accepted and all applicable charges have been paid to the City.

2.2.4 Private Utility Systems

Private utility systems are generally discouraged by the City. However, in those cases where a privately-owned and maintained system has been permitted, the owner of such system must file an affidavit of ownership and maintenance with the City. This affidavit must include the owner's name, address, telephone number, and after-hours emergency telephone number.

City inspectors have the right to inspect any portion of the private system for excessive leakage or non-approved connections. Any deficiencies noted must be corrected within ten days of written notice by the City.

2.3 FIRE PROTECTION SYSTEM REQUIREMENTS

The City provides water service for fire protection. On public, commercial, and multifamily residential fire protection systems, the City requires a double check detector assembly (DCDA), the size of which has been determined by a private fire protection system Engineer. The City is responsible for operating and maintaining its water system up to and including the DCDA piping leg and in-ground 90-degree or 45-degree fitting on the customer's side of the DCDA. The City has determined the point of service for the fire line system to be the gate valve installed at the fitting upstream of the DCDA. A fire line contractor is required for the installation of the DCDA.

The fire protection system design must include a safety factor of five psi. Materials for and installation of the DCDA shall be in accordance with Section 2.2 Utility Extension Policy & Procedure and the City's current *Technical Provisions* and Standard Detail Drawings.

The City charges a Fire Protection Service Charge in accordance with Exhibit A Rates, Fees, and Charges. The customer must pay the first year's Fire Protection Service Charge prior to the preconstruction meeting for the utility extension.

For new systems, the Contractor will test the DCDA and provide the backflow certification to the City's Engineering Division. If the test fails, the customer's contractor must have the DCDA repaired by a licensed backflow technician and re-test the DCDA.

The City charges a Fire Line Painting Charge in accordance with Exhibit A Rates, Fees, and Charges. The customer must pay the Fire Line Painting Charge prior to the preconstruction meeting for the utility extension. After acceptance, the City will paint the fire line.

For existing fire protection systems, the Water Field Operations is responsible for operating, maintaining, repairs, and testing of the existing DCDA. Customers requiring repair, maintenance, operation, or testing of the existing DCDA shall contact Water Field Operations located at 351 Shearer Boulevard, Cocoa, Florida.

Private fire line contractors are prohibited from operating, maintaining, repairing, and testing DCDA owned, operated, and maintained by the City of Cocoa except as authorized by Water Field Operations. The City will not be responsible for any cost incurred by the customer for unauthorized work on the DCDA.

SECTION 3 POTABLE WATER SERVICE

3.1 REQUIREMENTS AND REGULATIONS

3.1.1 Potable Water Service Policy

Properties within the City's franchise area are eligible for connection to the potable water system on a first-come first-served capacity-available basis. As deemed necessary by the Utilities Director, some projects may require off-site improvements or hydraulic studies to assess the impact of the proposed service on existing customers. All costs for studies or off-site improvements will be paid by the customer.

3.1.2 Resale of Water

Water service obtained from the City is to be used by the customer only, for the purpose specified in the application for service, and cannot be resold. Water service is furnished directly to the customer through the City's individual meter. It is for the customer's sole use and is not to be re-metered by the customer for the purpose of selling water service at a profit to lessees, tenants or others. Re-metering for the purpose of equitable distribution of water and sewer service costs is allowed so long as the charges reflect the amount charged by the City.

3.1.3 Subserving by Customer

The customer will not build or extend water lines across or under a street, alley, lane, court, avenue, across property lines or in any other way in order to furnish service through one meter to more than one property. Serving more than one property is not allowed even though such adjacent property is owned by the customer. An exception to this policy may be requested in writing from the Utilities Director. Written consent for the exception will be given only when such adjacent properties are operated as one integral unit under the same name for carrying on parts of the same business. When and if such consent is given, the customer must obtain any necessary State, county, or municipal permits. All construction must be in accordance with applicable codes, installed by duly licensed professionals, and subject to applicable inspection procedures. Service is furnished only to the property immediately adjacent to the meter. If the customer subdivides a property that has a single water service (meter), the existing water service will be used to serve the property immediately adjacent to the meter. The remaining

subdivided properties must be provided with individual service lines and meters at the owner's expense. A water main extension may be required in order to provide service to the customer's subdivided property. If a main extension is required in order to provide service to a property, refer to Section 2.2 Utility Extension Policy & Procedure.

3.1.4 Customer Facility Requirements

All on-site service lines and plumbing are to be installed in accordance with these requirements and regulations and in compliance with the latest guidelines of local codes and inspection authorities. All installations must be inspected and approved by an authorized inspector as required by law. The Utilities Department may deny service to any new or altered installation or it may disconnect service to any existing installation that, in the opinion of the Utilities Department, constitutes a hazard to the public, to other customers, or to its employees.

3.1.5 Backflow Prevention Assemblies

Backflow prevention assemblies are to be installed to provide protection to the water system and to comply with local and State regulatory authorities and the City's Cross-Connection Control and Backflow Prevention Policy contained herein (Section 3.2).

3.1.6 Curb Stops

The City is responsible for the use and maintenance of the water service lines up to and including the backflow prevention assembly. The curb stop is a mechanism used by the City to regulate the flow of water to the meter and is City property. It is the City's option to grant permission to the customer to turn the curb stop on or off for emergency repairs or after-hour turn-on when water is running. The curb stop is not designed to be used as a faucet and frequent use may damage the device. A damaged curb stop will be repaired or replaced at the discretion of the City. The customer may be charged the actual cost of repair or replacement at the discretion of the City.

It is recommend that a customer have a shut off valve installed downstream of the meter and backflow preventer, at the customer's expense. A house valve is also recommended. A house valve is an in-line connection and handle on the water service line from the meter to the house. It is usually located on the exterior of the house near an outside faucet or hose bib but can be located internally near a water heater or clothes

washer hookup. By turning the handle, the customer can shut off the water supply to the house in an emergency or to make repairs.

3.1.7 Individual Meters

Individual meters are required for all new residential service connections with the following exceptions:

- High-rise (three stories or greater) condominiums
- Short-term rental units and travel trailer parks
- Special cases as approved in writing by the Utilities Director

3.1.8 Sizing of Meters

Water meters will be sized according to the guidelines stated in the American Water Works Association manual M22, Sizing Water Lines and Meters. The engineer of record shall complete the calculation for sizing the meter. The engineer shall provide the calculations to the Utilities Department for approval. If deemed necessary by the Utilities Department, the owner shall provide to the Utilities Department access to the property to evaluate the water usage requirements. The minimum size meter, as calculated, will be installed. No over-sizing of meters will be permitted.

3.1.9 Upsizing of Water Meters

If requested by a commercial or multifamily residential customer and justified according to Section 3.1.8 Sizing of Meters, the customer may replace an existing meter with a larger meter. Installation of upsized service piping shall be in accordance with Section 1.3 Relocation or Adjustment of Utilities. The customer shall be required to bring the service up to current standard requirements at the customer's expense. Current standard requirements may include, but are not limited to, installation of a backflow prevention assembly and conversion of below-ground to above-ground installation in accordance with the *Technical Provisions*. Meters will not be upsized for billing purposes.

3.1.10 Separation of Meters

A commercial or multifamily residential customer who desires to install individual 3/4" meters in lieu of an existing master meter 1" or larger may be allowed to do so in accordance with Section 1.3 Relocation or Adjustment of Utilities. A commercial or multifamily customer who desires to install meters for the purpose of establishing a

separate billing of non-irrigation flows may do so as long as the flows do not enter the waste water collection system. Installation of the service shall be in accordance with Section 1.3 Relocation or Adjustment of Utilities. In either case, the customer is responsible for reconnection of individual plumbing to the new meters. Payment of impact fees will not be required unless the use of the property has changed and will result in increased water demands. Other charges may apply.

3.1.11 Temporary Irrigation Meters

At the sole discretion of the Utilities Director, temporary irrigation meters may be installed and utilized. The temporary irrigation meters may be in the form of temporary construction meters as described in this Handbook. Each temporary irrigation meter request will be evaluated on a case-by-case basis and each granting shall include a specified time period. Permanent irrigation meters will not be permitted.

3.1.12 Temporary Construction Meters

Temporary construction meters are subject to the following requirements:

- Temporary construction meters will have a specified time period of 90 days. Extensions of time maybe granted if requested in writing with proper justification.
- Temporary construction meters will be located, at the discretion of the Utilities Department, on the nearest acceptable fire hydrant or 2" blow-off and secured by a chain and lock.
- Temporary construction meters will be installed for construction purposes only. Meters permanently mounted on spray trucks for tank filling purposes are exempt from these restrictions. Meters mounted on water trucks are subject to these restrictions.
- Temporary construction meters will not be utilized for irrigation purposes or for domestic supply purposes.
- Temporary construction meters will be removed or relocated only by Utilities Department personnel.
- Repairs necessitated by abuse of a temporary construction meter will be charged against the customer's deposit.

3.1.13 Temporary Jumper Meters

A temporary jumper meter shall be installed at a tie-in valve of all new water main extensions. All swabbing, flushing, and testing operations will be accomplished through the jumper meter. The jumper meter is to be used only for the swabbing,

flushing, and testing of the new water main extension. It shall not be used as a construction meter for the project. If any utility contractor or subcontractor connects to the new system, whether it has a jumper meter or not, the connection will be disconnected and the utility contractor will be billed for an illegal connection. This may lead to a delay in the acceptance of the water system for service, thereby delaying the permanent meter installation.

The jumper meter installation shall be in accordance with the City's Standard Detail Drawings. It shall consist of 2" galvanized pipe and fittings, a 3" meter supplied by the City (paid for by the developer or contractor), and a 2" double check valve supplied by the contractor. The contractor shall install the jumper meter assembly. All tie-in valves shall be locked by the contractor with the chains and locks supplied by the City. After installation of the jumper meter assembly, the contractor shall have the 2" backflow prevention assembly tested by a State-licensed backflow testing company to assure that it is functioning properly. A copy of the testing report must be supplied to the City.

3.2 CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION

3.2.1 Cross-Connection Control Policy

The potable water supply must be protected from the possibility of contamination. Non-potable sources of water or harmful substances must be prevented from entering the potable water system. The Utilities Department promotes the avoidance, prevention, and elimination of cross-connections. It provides for a continuing program of cross-connection education, prevention, detection, and control. This program is intended to prevent water that has passed from the public distribution system into the private plumbing and fire protection systems from re-entering the public system. The City charges an annual Cross Connection Control Program Administration Charge, in accordance with Exhibit A Rates, Fees, and Charges, to administer this ongoing program required by federal and state regulations.

3.2.2 Rules and Standards

The most current edition of the following codes, rules, and standards are adopted as a part of Cocoa's Cross-Connection Control Program:

- Florida Administrative Code (FAC) 62-550.200(22) defining cross-connections; FAC 62-555.360 prohibiting cross-connections and providing a routine Utilities Department program for the detection and prevention of cross-connections; FAC 62-610 establishing rules for reclaimed water systems serving potable water customers.
- Florida Building Code Plumbing Volume, Section 608.8, requiring identification of potable and non-potable water distribution systems either by color marking or metal tags.
- American Water Works Association (AWWA) manual M14 providing recommendations for organizational background for a cross-connection control program.
- The Foundation for Cross-Connection Control and Hydraulic Research (University of Southern California) manual *Cross Connection Control* for the approval of backflow prevention assemblies.
- The Code of Ordinances of the City of Cocoa, Chapter 22, setting forth rules for alternative water service and providing for discontinuance of water service to properties not in compliance with the rules.

3.2.3 Backflow Prevention

The Water Field Operations is responsible for the education and training of personnel for the testing, installation, and maintenance of all backflow prevention assemblies (including fireline backflow devices). This division records material and equipment installation and inspection data. Surveys are performed at the premises of existing and new customers to detect actual or potential cross-connections.

The customer is liable for the initial installation cost of a backflow prevention assembly, which cost must be paid in advance of installation.

The City maintains backflow prevention assemblies that meet the City's requirements and charges an annual Backflow Assembly Testing & Maintenance Charge in accordance with Exhibit A Rates, Fees, and Charges.

3.3 RATES, FEES, AND CHARGES

3.3.1 Policy

Prior to obtaining utility service, the customer must pay all required connection charges, impact fees, and deposits. No free connections or service not in accordance with the established rate schedule will be furnished. In the event water or related services are requested in a form that is not addressed by City Code or this Handbook, the City Manager or designee will establish charges that are in accordance with the City's bond

covenants. All users of the utility services provided by the City will pay rates, fees, and charges as established from time to time by the City Council by resolution. See Exhibit A Rates, Fees, and Charges for a complete listing, details, and specific amounts.

3.3.2 Fire Protection Service Charge

The City charges an annual Fire Protection Service Charge for all fire lines in the City's water system. This charge covers testing and maintenance of the fire line and backflow prevention assembly. Prior to the preconstruction meeting for installation of a new fire line, the first year's charge must be paid. After the initial payment, the charge is billed monthly on the water bill.

3.3.3 Impact Fees

Water service customers who require new connections or increased meter size must pay a non-refundable, non-transferable impact fee based on the number of Equivalent Residential Connections (ERC's). For water, an ERC is defined as an average daily flow of 265 gallons per day. ERC's are determined in accordance with the following schedule:

Unit Description	ERC/Unit
Single Family Residence	1.00 ERC
Apartment or Condo: 1 Bath	0.80 ERC
Apartment or Condo: 2 or more Bath	1.00 ERC
Hotel/Motel	0.60 ERC

Commercial, Industrial, Institutional and Residential not Previously Described: Estimated flows (gallons per day) divided by 265 gallons per day equals the number of ERC's.

The Engineering Division or designee may utilize the following methods to formulate an estimate:

1. Flow submitted on Brevard County's Concurrency Evaluation form or FDEP construction permit application as calculated and certified by a registered engineer or architect.

2. Flow calculated from data contained in Florida Administrative Code 64E-6.008, Table I "For System Design".

3. Metered flow data documented by the most recent 12-month flow history of four similar establishments.

3.3.4 Miscellaneous Water Service Charges

Additional charges related to water service are established from time to time by the City Council by resolution and include the following:

- meter calibration
- temporary construction meter installation
- temporary jumper meter installation
- meter installation
- standard meter relocation
- service line installation
- spray truck meter installation
- meter change-out
- backflow prevention assembly installation
- new fire hydrant
- hydrant residual flow test
- backflow prevention assembly testing & maintenance
- water used during construction
- plan review and construction inspection
- fire line painting (finish coat)
- meter station painting (finish coat)
- Port Canaveral access
- Cross-Connection Control Program administration

3.3.5 Administrative Charges

Additional charges related to customer service are established from time to time by the City Council by resolution and include the following:

- **Non-Payment Processing Charge.** Charge for processing turn-offs for non-payment. This charge covers the administrative and field service costs to collect the delinquent amount.
- **Meter Removal Charge.** If a meter is removed for non-payment or tampering, a Meter Removal Charge will be billed at the time of removal and must be paid prior to obtaining further service.
- **Check Service Charge.** For returned checks or bank drafts, this charge covers the cost of processing the returned item.
- **Administrative Service Charge.** A non-refundable charge will be made for establishing service to new or transferred accounts.
- **Tampered Meter Charge**. When a meter has been turned off for non-payment and the lock or cap has been removed, broken, or tampered with and the water has been turned back on by the customer, the customer will be charged on the next bill. Legal action may also be taken at the discretion of the Utilities Director. See Appendix 3: F.S. 812.14.
- **Unmetered (illegal) Usage Charge.** City staff will estimate the volume of water illegally used. That usage (minimum of 100,000 gallons) plus incidental costs to end the illegal usage and investigate the incident will be billed to a customer found to have an unmetered connection to the City's water system. Legal action may also be taken at the discretion of the Utilities Director. See Appendix 3: F.S. 812.14.
- **Late Payment Charge.** All bills not paid by the due date will incur a Late Payment Charge.
- **Customer-Requested Re-read Charge.** A charge on the bill for a customer-requested re-read of the meter. If the meter was read incorrectly, this charge will be waived.
- **Recording Cost Recovery Charge.** This charge is billed to the property owner to recover the actual amount paid by the City to Brevard County to record legal

documents such as a Lien or Release of Lien. The amount billed may be adjusted administratively to match Brevard County's fee schedule.

- **Trip Charge.** This cost recovery charge is billed after each trip to perform a field service requested by the customer other than (a) to initiate or relocate service (covered by other charges), (b) for a customer-requested re-read, and (c) to turn off/turn on for leak repair (courtesy of the City).
- **Meter Lock Charge.** This cost recovery charge is billed to the customer to recover the costs to install a padlock, instead of a pin lock, when requested by the customer or when required to deter meter tampering.
- **Telephone (Credit Card) Processing Charge.** This cost recovery charge is billed to the customer to recover the administrative in-house costs for a customer service representative to process a credit card payment received over the telephone. It does not recover the fee charged by the credit card company.

3.3.6 Connection Charges

The following charges are determined by cost estimate developed by the Engineering Division or designee and may apply to connections for service: permit fees to other agencies, over-sizing of service lines, asphalt or concrete restoration, and density testing for FDOT open cuts.

3.3.7 Area-Specific Connection Charges

All developers in areas subject to a connection charge who apply for water meters must pay to the City the area specific connection charge per ERC. The area-specific connection charge must be paid at the time the meter application is made:

-

All area-specific connection charges are available for review at the office of the Engineering Division located at 351 Shearer Boulevard, Cocoa, Florida.

3.3.8 Deposits

A deposit is required for all water and sewer customers of the City except as specified below. Interest on deposits is credited to customer accounts quarterly. Upon termination of the account, any deposit held by the City will be applied against the final bill. Any remaining balance will be forwarded to the customer of record.

3.3.8.1 Single-family Residential Customers:

A new single-family residential customer must pay a deposit unless he/she:

A. Has been a customer of any water utility in the United States within 120 days of application to the City; and
B. Can provide a letter of reference from the utility showing that he/she has met the following criteria:
    1. Has been a customer for a minimum of 12 consecutive billings; and

2. During the last 12 billings, had none of the following:
   - Involuntary processing for non-payment or
   - Two or more dishonored checks.

A current single-family residential customer transferring service to a new location on the City's system will not be required to pay a deposit if he/she meets the following criteria:

A. Has been a customer of the City for a minimum of 12 consecutive billings; and
B. During the last 12 billings, had none of the following:
   - Involuntary processing for non-payment or
   - Two or more dishonored checks.

A current single-family residential customer who does not have a deposit on his/her account will be billed a deposit if within any consecutive 12-month period:

A. The service is processed for non-payment or
B. Two or more checks are dishonored.

A deposit on a single-family residential account will be applied to the active account when the following criteria are met:

A. The customer has been a customer for and has paid a minimum of 12 consecutive billings; and
B. During the last 12 billings, had none of the following:
   - Involuntary processing for non-payment or
   - Two or more dishonored checks.

3.3.8.2 Commercial and Multifamily Dwelling Accounts:

A. A deposit is required for all commercial and multifamily dwelling accounts metered by a master meter, without exception. Deposit requirements are reviewed when an existing customer terminates service or if service has been terminated by the City for non-payment to determine if the deposit requirement is adequate. The new customer will be required to place a deposit equal to two and one-half times the average monthly billing based on the previous six months billings. The City may periodically review commercial deposits. If the deposit exceeds two and one-half times the average monthly billing based on the previous six months billings, the amount in excess of two and one-half times the average monthly billing may be applied to the bill. If the deposit is less than two and one-half times the average monthly billing based on the previous six months billings, the City has the option of billing the difference.

B. The deposit requirement for a multifamily dwelling account with individual meters is the same as the deposit requirement for a single-family residential account.

C. A deposit received for a commercial account will be returned only upon termination of the account.

3.3.8.3 Government Entities

All government entities are exempt from the deposit requirement.

3.3.9 Customer Accounts

Customers are billed on a cyclical basis twelve times per year at approximately monthly intervals. The Fixed Monthly Charge (base rate) is prorated. Bills are due twenty days after the billing date. Failure to receive a bill will not avoid the necessity of payment. Should the bill not be paid in time to be credited to the account prior to the following month's billing, the subsequent bill will indicate the amount due for the current month and the unpaid charges from the previous month (noted as "previous balance"). Delinquent notices are courtesy reminders that are sent to all customers with outstanding balances not paid within 45 days of the date of the original bill. Delinquent notices carry a past due date that is seven days from the billing date of the delinquent bill. If the past due amount on a delinquent statement is not paid by the past due date, service will be processed for non-payment. Once service has been processed for non-payment, the full amount outstanding (current charges plus previous charges) must be paid before service will be restored. A Non-payment Processing Charge will be charged to the customer on the next bill to cover the administrative and field service costs to collect the delinquent amount.

CITY OF COCOA UTILITIES HANDBOOK
EXHIBIT A
RATES, FEES, AND CHARGES

(A) WATER SERVICE AND CONSUMPTION CHARGES

1. Fixed monthly charge. *Effective 10/01/18*

	Inside Cocoa	Outside Cocoa
0.75 inch meter	$15.66	$17.23
1.00 inch meter	$37.92	$41.71
1.50 inch meter	$68.78	$75.66
2.00 inch meter	$172.03	$189.23
3.00 inch meter	$412.97	$454.27
4.00 inch meter	$619.45	$681.40
6.00 inch meter	$1170.12	$1287.13
8.00 inch meter	$1626.18	$1788.80
10.00 inch meter	$2082.05	$2290.26

2. Usage rate per thousand gallons. *Effective 10/01/18*

	1st Tier	2nd Tier	3rd Tier	4th Tier
Inside Cocoa	$3.26	$6.24	$8.13	$10.95
Outside Cocoa	$3.59	$6.86	$8.94	$12.05
0.75 inch meter	0-6	7-12	13-24	over 24
1.00 inch meter	0-15	16-30	31-60	over 60
1.50 inch meter	0-42	43-84	85-168	over 168
2.00 inch meter	0-102	103-204	205-408	over 408
3.00 inch meter	0-420	421-840	841-1680	over 1680
4.00 inch meter	0-690	691-1380	1381-2760	over 2760
6.00 inch meter	0-3300	3301-6600	6601-13200	over 13200
8.00 inch meter	0-12000	12001-24000	24001-48000	over 48000
10.00 inch meter	0-21000	21001-42000	42001-84000	over 84000

(B) FIRE PROTECTION SERVICE CHARGE (monthly rate) *Effective 10/01/18*

	Inside City	Outside City
1. Public fire protection Fire hydrant	$24.66	n/a
2. Unincorporated areas Hydrant charge	n/a	$2.44

3. Private fire protection – includes annual testing of fire line backflow prevention assembly

Size	Inside	Yearly	Outside	Yearly
Up to 4" private fire main	$65.74	$788.88	$72.30	$867.60
6" private fire main	$80.57	$966.84	$88.64	$1,063.68
8" private fire main	$105.11	$1,261.32	$115.63	$1,387.56
10" private fire main	$129.64	$1,555.68	$142.61	$1.711.32

(C) WATER SERVICE IMPACT FEE *effective 10/01/18*

Effective October 1, 2012, the water impact fee shall be $1,750.00 per equivalent residential connection (ERC). If a single-family residence (SFR) has a physical connection to a live reclaimed water distribution system that serves the entire property at the time the impact fee is due for the property requiring service, the water impact fee is $1,300 per ERC.

Meter Size	ERC	Reclaimed Water Not Available	Reclaimed Water Available
0.75 inch (SFR only)	1.00	$1,750	$1,300
0.75 inch (not SFR)	1.00	$1,750	$1750
1.00 inch	2.50	$4375	$4,375
1.50 inch	6.00	$10,500	$10,500
2.00 inch	13.00	$22,750	$22,750

For meters larger than 2”, the impact fee will be calculated case by case.

Unit description	ERC/unit	Reclaimed Water Not Available	Reclaimed Water Available
Single Family Residence	1.00	$1,750	$1,300
Apartment or Condo: 1 Bath	0.80	$1,400	$1,400
Apartment or Condo: 2 or more Bath	1.00	$1,750	$1,750
Hotel/Motel	0.60	$1,050	$1,050

(D) MISCELLANEOUS WATER SERVICE CHARGES

1. Meter Calibration Charge. Any customer of the City's water service shall be charged to calibrate the customer's meter if the meter is found to be functioning correctly (by registering flows not in excess of 103% of actual use) as follows:

3/4" to 2" meter	$50.00
3" and larger meter	$175.00

2. Temporary Construction Meter Installation Charge. Any customer requiring the installation of a 2" temporary meter for construction purposes on a fire hydrant or water truck shall pay a refundable deposit of $750.00 and a non-refundable installation/relocation charge of $50.00 each time to install or relocate the temporary meter.

3. Temporary Jumper Meter Installation Charge. All new water main extensions require a 3” temporary jumper meter for swabbing, flushing, and testing of the new water main. The developer or contractor shall pay a refundable deposit of $750.00 and a non-refundable installation/ relocation charge of $50.00 each time to install or relocate the temporary jumper meter.

4. Meter Installation Charge. Any residential customer requiring the installation of a new meter shall pay according to the following schedule:

3/4" meter only/existing service line	$260.00
1.0" meter only/existing service line	$320.00
1.5" meter only/existing service line	$560.00
2.0" meter only/existing service line	$650.00

5. Standard Meter Relocation Charge. Any residential customer requiring a standard relocation or adjustment of an existing meter shall pay according to the following schedule:

3/4" meter only/existing service line	$260.00
1.0" meter only/existing service line	$320.00

Meters larger than 1.0" require an estimate from the Engineering Division.

6. Service Line Installation Charge. Any customer requiring the installation of a service line shall pay according to the following schedule:

<u>Short service</u>	
3/4" short service line only	$500.00
1.0" short service line only	$520.00
<u>Long service</u>	
3/4" long service line only	$690.00
1.0" long service line only	$710.00
Directional Push	$420.00
Open cut	estimated by Engineering Division

7. Spray Truck Meter Installation Charge. Spray truck meters are not considered temporary meters. The customer shall pay a non-refundable charge of $315.00 for installation of a meter on a spray truck and a $750.00 refundable deposit. The customer is responsible for providing the current reading to the Customer Service Division monthly for billing. The truck must be made available at least once every three months for an actual reading by the Field Services Division.

8. Meter Change-out Charge. Any customer requiring the removal of a meter and replacement with a meter of a different size shall pay 30.00 for material.
Any customer requiring the removal of a meter found to be functioning correctly that is less than 10 years old and replacement with a new meter of the same size shall pay $100.00 for material and labor plus the meter calibration charge, if applicable.

9. Backflow Prevention Assembly Installation Charge. Any customer requiring the installation of a **reduced pressure** backflow prevention assembly shall pay according to the following schedule:

3/4" meter	$400.00
1.0" meter	$430.00
1.5" meter	$690.00
2.0" meter	$800.00

Any customer requiring the installation of a **double-check** backflow prevention assembly shall pay according to the following schedule:

3/4" meter, residential (new customers)	$160.00
3/4" meter, non-residential	$360.00
1.0" meter	$370.00
1.5" meter	$650.00
2.0" meter	$740.00

NOTE: Larger meters and other installations are estimated on a case-by-case basis. Impact fees and special connection charges for this category are in addition to all other applicable costs listed herein.

10. New Fire Hydrant Charge $175.00
The City recovers the cost of flowing, turning, and painting (finish coat) each newly installed or relocated fire hydrant. The City will flow the hydrant to obtain the initial flow data, turn it to face the direction specified by the fire department of the jurisdiction in which it is installed, and apply the final coat of paint as described in the *Technical Provisions*. This charge covers the City's labor, materials, and equipment.

11. Hydrant Residual Flow Test Charge $100.00
The City charges a hydrant residual flow test charge for any customer requiring such a test. The City will flow the designated hydrant and will provide the customer with the flow and residual pressure information. This charge covers the City's labor, materials, and equipment.

12. Backflow Prevention Assembly Testing & Maintenance Charge (monthly) on non-residential accounts

¾" to 2" backflow prevention assembly	$5.42
3" to10" backflow prevention assembly	$14.60

13. Water Used During Construction Charge
The Tier 1 rate per thousand gallons plus the base rate for a 2" meter at the time the water is used.

14. Plan Review and Construction Inspection Charge $500.00
Exempt from this charge are individual home owners building a single family residence.

15. Fire Line Painting Charge (finish coat) $400.00
The City charges a fire line painting charge for all newly installed and relocated fire lines. The City and/or its contractor will apply the final coat of paint as described in the *Technical Provisions*. This charge covers the City's labor, materials, and equipment.

16. Meter Station Painting Charge (finish coat) $400.00
The City charges a meter station painting charge for all meter stations. The City and/or its contractor will apply the final coat of paint as described in the *Technical Provisions*. This charge covers the City's labor, materials, and equipment.

17. South Mainland Connection Charge
129A $887.98 per ERC
129B $789.77 per ERC

(E) ADMINISTRATIVE CHARGES

1. Non-payment Processing Charge $50.00

2. Meter Removal Charge $150.00

3 Returned Payment $25 if the face value does not exceed $50; $30 if the face value is more than $50 but does not exceed $300; $40 if the face value is more than $300; or 5% of the face amount of the return, whichever is greater.

4. Administrative Service Charge $30.00

5. Tampered Meter Charge $30.00 each instance

6. Unmetered (illegal) Usage Charge
Estimated usage (minimum 100,000 gallons) plus incidental costs

7. Late Payment Charge $5.00 or 1.5% per month (18% per annum), whichever is greater

8. Customer-Requested Re-read Charge $30.00

9. Recording Cost Recovery Charge (Adding and Removing) $10.00 first page; $8.50 each subsequent page
Note: This charge is subject to change, with no action required by City Council, to match Brevard County's fee schedule.

10. Trip Charge (for customer-requested field service)
During business hours $30.00
After business hours $75.00

11. Meter Lock Charge (for use of a padlock) $35.00
(Res. 2007-27 effective March 13, 2007)

12. Telephone (Credit Card) Processing Charge $2.00 per transaction
This charge covers the administrative in-house costs for a customer service representative to process a credit card payment received over the telephone. It does not recover the fee charged by the credit card company.

(F) DEPOSITS

1. Single-family Residential Account and Multifamily Dwelling Account with individual meters: water deposit = $40.00; sewer deposit inside City = $50.00; sewer deposit outside City = $60.00.

2. Commercial and Multifamily Dwelling Account with a master meter (e.g., motel, apartment building, office, trailer park): two and one-half times the average monthly billing based on the previous six months billings.

(G) EXISTING FRANCHISE AGREEMENTS

To the extent that any water rate, fee, or charge adopted by resolution or ordinance of the City Council is in conflict with a rate, fee, or charge set forth in an existing water franchise agreement between the City of Cocoa and any other government entity, the rate, fee, or charge set forth in the conflicting franchise agreement shall apply to customers which are subject to said agreement.

(H) BILLING FEES

The Customer Service Division bills and collects for certain utility services on behalf of other entities in accordance with interlocal agreements. The City charges other entities billing fees for the administrative cost of providing these services. Billing Fees shall be reviewed for adjustment on an annual basis to reflect the change in Consumer Price Index – All Urban Consumers effective on the first day of October each year.

Effective 10/01/18

Billing of 1st service	$1.12/month/bill
Billing of additional services	$0.48/additional service/month/bill

Water, wastewater and reclaimed water fixed monthly charges and usage rates as amended in Resolution 2016-87 Section 4 shall be automatically adjusted annually by a five (5) percent increase to said charges. The annual adjustment shall be effective on October 1 of each year beginning with the first adjustment on October 1, 2016 and ending with the last adjustment on October 1, 2025. Notwithstanding, the annual adjustment permitted under Resolution 2016-87 Section 4 shall be subject to suspension or reduction by the City Council on an annual basis prior to the effective date of the automatic annual adjustment.

CITY OF COCOA UTILITIES HANDBOOK
EXHIBIT B
CUSTOMER SERVICE DIVISION POLICY MANUAL

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REVISED October 2013

1. NEW ACCOUNTS

In compliance with our Identity Theft Program, any customer establishing a new account will be asked to present a driver's license and social security number for identification and fill out a New Service Application. The social security number is used only for identity verification and as a tool for debt collection. Another form of picture identification may be acceptable if the customer does not have a driver's license. In the event the customer wishes to request new service by mail, telephone, email, facsimile, or online (www.cocoafl.org City Services | Utilities Customer Service | New Service), the New Service Application must be notarized and legible copies of the customer's driver's license and social security card must be submitted. If the copies are illegible or the application not notarized, the paperwork will be returned to the customer, delaying the connection process. If you are an existing customer and wish to transfer service and we do not have identification on file, you will be required to fill out an application for service and provide identification.

2. MULTI-UNIT PROPERTIES

Accounts of multi-unit properties with one meter serving more than one unit must be carried in the owner's name.

3. DEPOSIT

If applicable, a customer is billed a deposit on the first bill. If a customer has a previous bad debt, the City requires that the deposit be paid up front when the account is established.

If a residential account is processed for non-payment and the account no longer has a deposit, a new deposit will be billed to the account. Commercial accounts processed for non-payment will have their deposits reviewed and updated.

4. TRANSFER OF DEPOSIT

A customer requesting a deposit transfer will be allowed a period of 14 days when service will be on at both locations under the same deposit. All past-due charges must be paid before making a transfer. After 14 days, the deposit at the previous address will be transferred to the new account and the old account will be terminated.

Businesses, condominiums, and apartments require new deposits. However, if a business is sold and deposits are included in the sale of the property, the City will transfer the deposit upon receipt of a notarized letter from the original depositor. The City has the option to review the deposit and adjust the amount for current charges.

A name can be changed on an existing account in the event of death, divorce or marriage. In the case of death, a name on the account can be changed to the surviving spouse with a copy of the death certificate or to the beneficiary of the estate with a copy of the will. In the case of divorce, the customer must present a notarized letter authorizing the name change or the customer may come into the office and sign the existing deposit over to the ex-spouse. (To change the name on the account in the case

of marriage, present a marriage certificate and drivers license.) If the account is in good credit standing, the City will accept the same amount of deposit already on the account.

5. NEW CUSTOMER

It is the responsibility of the new customer to notify the City that he/she will occupy a business or residence that presently is being provided service by the City's utility system and to establish a new account.

6. UNAUTHORIZED WATER USAGE

When utility services are provided to a property with no active utility account (e.g. vacant or abandoned property), a utility account will be activated in the name of the property owner, as reflected in the records of the Brevard County Property Appraiser, and the property owner shall be responsible for any rates, fees, and charges accrued for the services provided to the property. If a property owner can properly demonstrate that it is not receiving the benefit of the utility service (i.e. property is being leased to tenant), and the account is 30 days or more in arrears, the City shall discontinue utility service to the property until the party receiving the benefit of the utility service establishes a new account consistent with the requirements of this policy manual. The property owner is responsible for supplying the City with a notarized lease of who is receiving benefit. If the property owner is in the office, an appropriate picture I.D. will suffice._ Property owners who are unable to demonstrate that another party is receiving the benefit of the utility service on their property shall remain responsible for any rates, fees and charges accrued as a result of utility services provided to their property.

Prior to the City activating a new utility account in the name of a tenant renting a particular property, the property owner shall be responsible for paying any outstanding debt for utility services provided to the property from which the owner directly benefited. Further, any tenant applying for utility services on a particular property shall be responsible for paying any outstanding debt, deposits and administrative fees for any utility services incurred by that same tenant on any property.

If no one claims responsibility for the water usage and the account remains delinquent, the meter will be removed.

7. TRIP CHARGE

Seasonal customers are encouraged to turn off/turn on the water supply at the house valve. If a customer insists that the City turn off/turn on the service, a Trip Charge will be added to the monthly bill subsequent to each trip…one to turn off the service and one to turn on the service. A Trip Charge will be billed for any customer-requested field service except to initiate or relocate service (covered by other charges), for customer-requested re-read (see #12), and to turn off/turn on for leak repair (courtesy of the City).

8. SEASONAL CUSTOMERS

All (property owners) on seasonal accounts, occupied part of the year will be billed a monthly base charge for all services provided to the property. The monthly base charges are the fixed availability costs of supplying the service to the customer and/or the annual cost of service. Seasonal customers should not request the account be temporarily terminated. If this occurs, the account will be back billed for up to one year base charges and administration fees.

9. METER CHANGE CONSUMPTION

If a meter is removed and a new meter installed for any reason between billing periods, the combined consumption recorded on both the old and new meters will be billed to the customer on the next regular billing date.

10. WATER RUNNING

The City is not responsible for investigating, informing, or prosecuting due to theft, water loss on the customer's side of the meter. As a courtesy, the City makes a reasonable effort to inform the customer of water loss on the customer's side if noticed during routine meter reads or maintenance.

When the City turns on water service and the field service representative notices that the meter is turning, the water will be immediately turned off and a notice will be left advising the customer why the water is not turned on. When requesting service to be turned on, it is the responsibility of the customer to make sure all valves, faucets, and hoses are turned off. In the event the City does not detect the running water, the City is not responsible for water loss or damage.

11. MULTIPLE METERS

If more than one meter (with the same service) is located at any one property, an account will be established for each meter. Each account will be subject to impact fees, connection charges, deposits, administrative charges, minimum consumption, and other applicable charges for the particular meter as set forth in Exhibit A: Rates, Fees, and Charges.

12. CUSTOMER-REQUESTED RE-READ

If a customer feels that a meter has been read incorrectly, the customer may request a special meter reading ("re-read") for a minimal charge as set forth in Exhibit A Rates, Fees, and Charges. If an incorrect reading has been made, the customer will not be charged for the re-read and will be issued a corrected bill with the corrected reading. If a leak on the customer's side is discovered at the time the City performs the re-read, the customer will be notified. If the billed reading was correct, the customer will be billed a Customer Requested Re-read Charge on the next monthly bill. Under no circumstances does the City reimburse customers for reading their own meter.

13. HIGH/EXCESSIVE CONSUMPTION

There are a variety of circumstances which may cause a customer to have an isolated water bill in excess of the customer's normal range for monthly water consumption. These can include, but are not limited to, plumbing leak, faulty toilet, faulty hot water tank, hose bib left on, and water theft. Once the high consumption bill has been received by the customer and upon receipt of a completed High Consumption Water Credit Application ("Application"), the City may make an adjustment to the water bill in accordance with this policy.

To qualify as excessive consumption, the customer's water consumption must be at least 50% greater than the most recent six-month average and the calculated credit must be over $50.00 for the billing period in question. Pool fills, including those caused by defective pool equipment and those necessitated by pool repairs do not qualify for the high consumption water credit.

Sewer bills may be adjusted down to the customer's average, if it is determined that the excess water did not go through the sewer system, depending on the circumstances and type of service. Customers served by a sewer utility other than the City of Cocoa must contact the other sewer utility to determine their policy on adjustments.

Cocoa reuse water bills with high consumption may be recalculated to allow a once a year credit due to leak. The 30,000 gallons which is included in the base rate shall be divided into the high consumption. That figure will then be multiplied by the current base rate to calculate the adjusted billing. The reuse high consumption credit will follow the same guidelines as the water high consumption credit.

It is the customer's responsibility to correct the problem causing the excessive consumption as soon as it is discovered. Water loss is an expense to the City and the high consumption credit is a courtesy to assist the customer with an extraordinarily high water bill. It is not intended to compensate for the customer's failure to correct plumbing problems. A residential account that is a primary residence will not be limited to the number of high consumption credits allowed in a lifetime, but each instance will be reviewed by City management to determine the validity of the request. The same policy will be applied to all Governmental accounts however excessive repetitive leaks will not be eligible for high consumption credits. All commercial accounts will be limited to a maximum of two per lifetime. The number of adjustment follows the customer, not the property

The customer must submit a High Consumption Water Credit Application to the Customer Service Division. The Application is available by calling 321/433-8400 or on line (www.cocoafl.org City Services | Utilities Customer Service | High Consumption Credit Application). Documentation that the problem causing excessive consumption has been corrected must accompany the request. High consumption of an unknown cause may qualify for the high consumption credit under certain circumstances to be determined by City management.

Upon receiving the Application, the City will calculate the credit on the customer's most recent six month average. The adjusted billing will be based on **all** of the consumption over the average to bill at the **FIRST tier rate**. If the customer can provide documentation that the leak was not detected immediately and the high consumption ran into the second month's bill, they may receive another adjustment for this same incident, but will not receive an adjustment into the third month. The City will adjust for excessive consumption for one incident on no more than two consecutive bills.

Application for the high consumption credit does not affect the due date of the bill. Therefore, to avoid late fees and loss of service, payment or application for payment extension must be made by the date indicated on the bill.

14. PAYMENT EXTENSION

In the event that a customer has difficulty paying a monthly water bill, a payment extension may be granted. The customer must visit the Customer Service Division and provide current identification before water service has been discontinued and request a payment extension from management. A payment extension may be granted for up to a four-month period depending on the amount due and the individual circumstances. If a payment extension is granted, the customer must sign the payment extension form with the terms and duration of the agreement. The customer must also agree to pay the current bill with the extended amount. Failure to fulfill the terms of the agreement will result in discontinuance of service until payment is received in full. A customer is allowed only one payment extension per twelve-month period. However, due to unforeseen and unusual circumstances, management may grant more than one payment plan or extension per year.

15. ADJUSTMENTS

The City is not responsible for the customer's plumbing system beyond the point of service (the meter and backflow prevention assembly). If a customer has excessive water loss on his/her side of the meter that was not processed through Cocoa's sewer system and repair or correction has been made within a month, the City may adjust the Cocoa sewer bill to reflect the average sewer bill. The customer must submit proof of the repair. If the high consumption falls between two billing cycles, the City will adjust both sewer bills down to the average of those two months.

In the case of a misapplied payment, the customer must furnish the City with a copy of the front and back of the canceled check, credit card statement or a cash receipt. A payment extension will be granted if time is needed to produce the document. An adjustment will be made upon verification.

For a customer of Cocoa's waste water system, the City will allow one pool fill sewer adjustment per twelve-month period. The customer must submit in writing the request for the pool fill sewer adjustment within 30 days of the date of the bill for which an adjustment is requested. The City will adjust a sewer bill to reflect the customer's average sewer consumption.

Adjustments for incorrect billing and credit adjustments may be made up to, but not exceeding, a period of 12 months.

16. ESTIMATED BILL

If a meter reader is unable to read a meter because of a bad dog, scratched case, car over meter, weather conditions, or personnel shortages, the City will estimate the water consumption for the month. If we are able to obtain a reading, the next months current reading will reflect any adjustments. In the case where cars or other obstacles prevent reading for two months in a row, the customer will be sent a letter to remove the obstacle before the process of towing or removing of the meter begins. These processes are at a cost to the customer. The City does not reimburse customers for reading their own meter.

If a reading does not fall within a reasonable range of a customer's average, the City may choose to average the current month's bill and send a field service representative out for a re-read. If the re-read is a true reading, the City will make a reasonable effort to inform the customer of the situation and the true reading will be reflected on the next bill.

17. STUCK METER

If the City suspects that a meter may be malfunctioning or stuck, a letter is sent to the customer to inquire about the change in water usage. If a customer indicates that the property is occupied, the City will send a maintenance crew to check out the meter and replace it, if necessary.

When a meter is stuck or malfunctioning, the City will back bill the customer with the average monthly consumption for the months that the meter did not register correctly. The back billing may go back 12 months. Although the City makes every reasonable attempt to detect a stuck meter as soon as possible, it is difficult for the City to determine if the zero consumption is due to vacancy or meter malfunction. Therefore, the City depends on the customer to inform the Customer Service Division if he/she is billed zero consumption on an active account.

18. RETURNED CHECKS / BANK DRAFTS / E CHECKS / CREDIT CARDS ELECTRONIC CHECKS

If a customer's payment is returned to the City as unpaid due to insufficient funds, closed account, incorrect account number or for some other reason, the City will send a letter advising the customer of this situation. The customer has ten days from the date of the letter to replace the payment with cash or a money order. A Service Charge will be applied to the next bill. If the returned payment was originally presented to the City for services that were turned off for non-payment or in the process of turn off for non-payment, to pay large past due balances in order to transfer water accounts or to prevent or restore a meter removal, the City may immediately disconnect or remove the water service without notification to the customer, waiving the 10-day grace period. To restore service on meter removals, only cash or money order will be accepted as payment to restore service. All accounts with two returned payments within one year will be made a cash only account up to one year from the date of the last return.

A check that is incorrectly filled out does not reflect payment received and may be returned to the customer. It is the customer's responsibility to make arrangements to ensure that substitute payment will reach the City before the due date. All delinquent procedures and service charges will apply.

If a customer's check is returned due to bank error, the customer will be charged the Service Charge to cover the City's cost of processing. It is the customer's responsibility to recover the service charge from his/her banking institution.

19. NUMBER OF BILLING UNITS

The number of billing units is based on the number of kitchen facilities. Occupancy is not a determining factor in the billing unit.

20. FINAL METER READING

When a customer terminates service, the City will take a final meter reading and prepare a bill from the last regular meter reading date to the final meter reading date. The Fixed Monthly Charge (base rate) is prorated. The deposit, if any, will be applied to the outstanding amount owed. Any excess deposit will be refunded. Charges in excess of the deposit will be billed. The customer is responsible for supplying the City with a correct forwarding address and for making timely payment of any final charges due.

21. LIEN FOR DELINQUENCY

As promulgated in detail in the City of Cocoa Code of Ordinances, all past due and outstanding utilities rates, fees, and charges assessed shall be a lien upon the property with which such rates, fees, and charges are associated. The owner of every building, premise, lot, or house shall be obligated to pay the fee for all services provided for his/her premises, which obligation may be enforced by the City by action of law or suit to enforce the lien in the same manner as the foreclosure of mortgages. In the event of such action, the City shall be entitled to recover all court costs and reasonable attorney fees for such collection. In the case that a tenant in possession of any premises or building shall pay said charges, it shall relieve the land owner from such obligation and

lien; but the City shall not be required to look to any person whatsoever other than the owner for the payment of such charges.

All lien searches should go through the City Clerks office.

22. COLLECTION

In the event that a customer has an outstanding balance on another City account, the City will transfer the outstanding balance to the current account. All delinquency procedures and service charges will apply.

Ordinance 21-2004: The City shall be entitled to recover all costs, including but not limited to reasonable attorney's fees and/or collection service charges, incurred in collecting delinquent utility fees and charges. Any fee or charge due under this section which shall not be paid when due may be recovered by referring the account to a third party collection agency and/or by bringing an action at law. In addition to any other remedies or penalties provided by this section, failure of any user of the City's utility system to pay said charges promptly when due shall subject such user to discontinuance of such service. The City Manager or the City Manager's designee is hereby empowered and directed to enforce this provision as to any and all delinquent users.

23. DELINQUENT ACCOUNTS

An account not paid by the cut-off date will be subject to non-payment processing and the associated charges will apply. Payment must reach the Customer Service Division by 3:30 p.m. to ensure turn-on on the same day~~.~~ Payment on a delinquent cut-off after 5:00 p.m. may be deposited in the after-hours drop box and turn-on will be scheduled for the next business day. A customer, who makes a payment in the drop box, automated phone system or online should call 321/433-8400 the following business day to insure the reconnection of the service. Delinquent turn-on will be scheduled according to route efficiency. Delinquent turn-on after hours is prohibited.

Failure to receive payment by 9:00 a.m. of the cut-off date will trigger the Non-payment Processing Charge even if payment is made before the physical turn-off has been completed. This charge is to compensate the City for actual costs incurred for administrative processing, field services, scheduling and drive time, **regardless if the water is physically turned off.**

If an account has been processed for non-payment of utility services and the customer has not attempted to make the payment or a payment plan has not been approved, the City may proceed with the meter removal process. As a courtesy, a meter removal letter will be sent to the customer allowing 10 days in which to pay all delinquent charges. If there is still no payment received, or payment plan executed, the meter will be removed and the meter removal fee will be applied to the account. Failure to receive this notice does not void the meter removal fee. If payment is made electronically, credit card, or by check to prevent a meter removal and the funds ~~is~~ are returned as insufficient, the

City will proceed in removing the meter without further notification and the account becomes "cash only".

If the debt has been paid in full, the meter will be re-installed in 1-3 business days.

If no payment was received, the address will be checked for illegal connections monthly. If an illegal connection is discovered, the customer will be assessed an illegal connection fee of 100,000 gallons for each incident.

See Utility Handbook section 1.6, Florida Statute 812.14 Trespass and Larceny With Relation To Utility Fixtures. It is unlawful to willfully alter or tamper with a utility meter, pipe, or other property belonging to the Utility. At the City's discretion, the City may prosecute in criminal and/or civil court any persons who violate this Statute.

24. NON-PAYMENT PROCESSING FOR MASTERED METERED MULTI-ACCOUNTS

It is the policy of the City to make every reasonable effort to avoid termination of service to residential/commercial occupants due to non-payment by the owner, manager or operator.

Procedure:

1. When a multi-residential/commercial customer on a master meter appears on the cut-off list, every reasonable effort will be made to inform the occupants of the pending termination by means of the following:
    a) At least two written notices posted in each accessible common area and at each point of access to the structure or structures 15 days prior to termination.
    b) The number of notices and the specific areas posted will be noted on the work order for tracking purposes.

2. The notice(s) shall inform the occupants of the following in plain language using clear wording in English and in bold type:
    a) The date that the service will be terminated.
    b) Any occupant has the right to enter into a special agreement with the City to pay the delinquent amount to avoid termination of service. In such cases, the City shall not be liable to reimburse the tenants for any fees paid and any reimbursement shall be a matter solely between the tenant and the owner.
    c) Instructions of what the occupants are required to do in order to prevent termination.
    d) The amount due to avoid termination of services.
    e) The title and phone number of the Utility Billing contact who can assist the occupants in continuing services.

3. The City will notify the Health Department, the Fire Department and Code Enforcement of the pending termination of service.

4 Reasonable efforts will be made to obtain payment from the delinquent customer prior to service termination.

5. If no tenant is able/willing to pay the delinquent bill and the bill remains unpaid 15 days after the notification, the City Manager's office will be notified and service will be terminated on the scheduled termination date.

25. APPEAL PROCESS

In the event that a customer would like to challenge a City policy or procedure, the following process has been established. It is the City's policy that each preceding step must be completed before advancing to the next step.

A. The customer should first discuss the concern or complaint with the Customer Service Representative.
B. If the Customer Service Representative cannot resolve the issue, the customer may appeal to the Senior Customer Service Representative.
C. If the Senior Customer Service Representative cannot resolve the issue, the customer may appeal to the Customer Service Supervisor.
D. If the Customer Service Supervisor cannot resolve the issue, the customer may appeal to the Utility Customer Service Manager *in writing*.
E. If the Utility CUSTOMER SERVICE Manager cannot resolve the issue, the customer may appeal to the Finance Director *in writing*.
F. At this point, if the issue has not been resolved, a *written request* may be made to the Utilities Director. The Utilities Director will respond to the customer in writing.
G. The customer may appeal the decision of the Utilities Director *in writing* to the City Manager.
H. The City Manager will render a decision in writing. The City Manager's decision shall be deemed the final decision of the City.

Utility Service Policy and Procedures Handbook

Adopted by the Cocoa City Council
Adopted as of (date)
Policy #1000 Rev. 0
Effective as of (date)

City of Cocoa
65 Stone St.
Cocoa, FL 32922
Phone 321-433-8400 * Fax 321-433-8408
customerservice@cocoafl.org

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Introduction

The policies and procedures contained in this document are intended to define the relationship between the account holder of utility services including water (potable and reclaimed), wastewater, storm water, and solid waste collection and the City of Cocoa. These policies are, by notification of and availability to all customers, made part of the contract for service entered into by the account holder. By contracting for service, the account holder acknowledges the applicability of these policies and procedures listed in this document as well as those either expressly written or not written in the City of Cocoa Utility Service Policies and Procedures Handbook and the City of Cocoa Utilities Technical Provisions and Standard Details and agrees to abide by them.

Section 1 – City of Cocoa Municipal Utilities

A. Establishment
The City of Cocoa (City) owns and operates water and wastewater utilities in accordance with applicable State and Federal regulatory requirements and under permits issued by the State of Florida. These policies, as amended periodically, are adopted by the Cocoa City Council to govern the relationship between the City and its utility customers. Operational authority of the Utilities Department (Department) rests with the City Manager while the City Council retains governing authority of the utilities. The terms Department and City may be used interchangeably in this document.

B. Authority
The enactment of standard utility policies requires the approval of the City Council. As fee schedules, rates and other specific policies are updated, it will be the responsibility of the City Manager or their designees to ensure this policy manual is revised in accordance with City Council action. The City Manager is authorized as the hearing or grievance officer for customers.

Prior to an item appearing before the City Council, all grievances should be heard by and submitted through the appeal process to the Deputy Finance Director and/or Utilities Director for review and recommendation to the City Manager for possible resolution.

C. Office and Service Hours
City Hall is located at 65 Stone St. and is open from 8 a.m. to 5 p.m. Monday through Friday except for municipal holidays. Service work for unusual conditions may be arranged at other times upon customer request and may require an additional fee.

A 24-hour drop box is available for customer's convenience on the south side of City Hall. Payment made at the drop box after 8:00 a.m. are posted the next business day.

Emergency restoration work is performed 24 hours a day, seven days a week. Please call us at 321-433-8400 for emergency service. Reconnection due to disconnection of service for nonpayment is not considered an emergency. Dispatch for reconnection of services that were disconnected due to nonpayment, or similar instances, will result in additional fees being assessed to the account holder.

D. Scope & Intent
The intent of these policies is to provide the customer, and the employees of the City a helpful guide which uniform procedures for providing utility service. This policy is not meant to be all–inclusive but offers direction and guidance. The City desires to treat its citizens and rate payers in a fair and nondiscriminatory manner, while recognizing that each customer has distinct needs and requirements.

These policies and procedures have been established as guidelines for the day-to-day operations of the City of Cocoa Public Utilities. These are intended to be used and referred to by the City Council and any employees or agents of the City for determining actions and procedures to be followed with respect to city utilities.

These policies and procedures may be periodically revised through recommendation by the City Manager and with approval of the City Council. City of Cocoa utility services are regulated by the City of Cocoa Code of Ordinances, general utility law, and Florida State Statutes. Policies adopted and amended by the City Council are available on file with the City Clerk.

Employees of the City have been empowered and trained to use these policies to deliver high quality service to customers. Employees are expected to deal with each situation with empathy and understanding, listening carefully to the needs and requirements of individual customer. Ultimately, the City Manager is the final authority on these policies. However, every customer has the right to appeal any decision before the City Council. See section *Customer Rights Prior to Discontinuance of Services* for details.

These policies are not meant as a substitute for personal initiative on the party of the employees but to serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of the City.

E. Application of Policies

These policies apply to every customer and/or applicant for utility service and may be revised, amended, supplemented, or otherwise changed periodically by action of the City Council.

F. Customer Request for Policies

A summary of this a few of the policies in this handbook, Utility Service Request Terms & Conditions Addendum, is to be available, or offered to, all applicants for service. Customers may obtain a full copy of the City of Cocoa Utility Service Policies and Procedures Handbook from City Hall, City Clerk's Office, in accordance with public records dissemination Florida Statute Chapter 119, or on the City's website. Customer may also request a verbal explanation of policies and are encouraged to see answers to any questions by contacting City Hall, Utility Customer Service.

G. Utility Bill Messages and Inserts

Utility bill messages and inserts shall be reserved for utility rate or water quality related information. On occasion the City Manager may approve unrelated messages or inserts on a case by case basis. Messages will be scheduled in order of priority and request. Any water or sewer utility increase of rates, charges, or fees shall provide notice of the proposed increase to each customer of the utility through the utility billing process, per Florida Statute Chapter 180.136.

Section 2 – Extension of Utility Systems

A. Utility Service

Requirements - A customer desiring service that requires a main extension shall follow the Utility Extension Procedure contained in this Article. The water meter must be set along the frontage of the property being served. This includes flag lots and ingress/egress easements. Existence of a private utility easement across adjacent properties does not eliminate the requirement for a water main extension across the frontage of the property. The water meter must remain with the property for which it is originally set. It must not be relocated or transferred to another property.

Water main extensions must be completed in accordance with the Utility Extension Policy and accepted by the Utilities Department and cleared by the Florida Department of Environmental Protection (FDEP) prior to furnishing utility service. Main extensions may be required to eliminate service line crossings at major roads or to eliminate services connected to water transmission mains. Water mains and reclaimed water mains must extend across the entire frontage of all properties to be serviced and across all vehicle entrance ways of new subdivisions. Off-site interconnections or tie-ins may be required, as deemed necessary by the Engineering Division, to insure system integrity and eliminate dead-end systems and are the sole expense of the requesting party.

Sewer mains must be extended, at the greatest depth possible, up to the nearest lot line or across all entrance drives or streets. In areas where no gravity sewer exists, the customer may be required to install a sewage pump station that meets the City's specifications. Construction costs due to pumping capacity and manhole/wet well depths greater than customer requirements may be offset by the City. Location, depth, and capacity of the pump station must be approved by the Utilities Department. If a pump station is to be publicly owned, the pump station sites are to be deeded to the City and should be 50 feet by 50 feet in size unless otherwise approved by the Engineering Division. Privately operated sewage pump stations may be permitted if operation and maintenance are provided by the owner.

Costs - Main extensions are at the expense of those desiring service. The customer shall engage private engineering and construction contractor services at his/her own expense. All plans and specifications are subject to the City's approval. The City reserves the right to over-size or to require minimum sizes for any main extension or utility installation.

Policy Exceptions - Special cases that do not conform to normal conditions to which these policies apply may be appealed to the City Manager. The City Manager, or a designee, may grant exceptions to the policies to provide relief in cases where extenuating circumstances justify such action. Exceptions are granted only on a case-by-case basis and are not to be considered a change of policy or as setting a precedent.

Conformance with Technical Provisions - All utility system installations and extensions must be constructed in conformance with the latest revision of the *Technical Provisions* and Standard Detail Drawings in effect at the time plans were approved by the City. If over six months has elapsed since the plans were approved by the City, all installations must conform to the revision of the *Technical Provisions* and Standard Detail Drawings in effect as of the date of the pre-construction conference. The materials and installation as described in the *Technical Provisions* and Standard Detail Drawings take precedence over the engineer's plans unless approved in writing by the Engineering Division. The *Technical Provisions*, Standard Detail Drawings, and a schedule of rates, fees, and charges are available at the Engineering Division located at 351 Shearer Boulevard, Cocoa, Florida.

The constructed facilities are subject to inspections by City representatives for compliance with the City's *Technical Provisions*, Standard Detail Drawings, plans, and specifications. Ample notice and opportunity for inspection of new facilities, pipe, fittings, connections, and thrust blocks must be provided by the contractor. All required testing must be performed by the contractor in the presence of a City representative.

B. Utility Extension Policy & Procedure

Utility Extension Policy - The City will accept for operation and maintenance utility extensions constructed for the purpose of providing service to areas within the franchise boundaries of the City's utilities systems. Utility extensions include water distribution systems, firelines, waste water collection systems, and reclaimed water distribution systems. The City is not obligated to accept any extension or render service until the requirements contained in this section have been met.

The City does not allow City owned and maintained utilities to be installed on private commercial properties with the exception of water meters, fire line detector check valves, and sewer force main check valves.

A Utility contractor is required for all main extensions and the main extension up to the point of service for the fire line system. A fire line contractor is required for the installation from the point of service for the fire line system and the DCDA.

Utility Extension Procedure - Prior to any utility extension in the City's service area, the City must review the plans. A Plan Review Charge is collected in accordance with the Schedule of Rates, Fees, and Charges. A check made payable to the City of Cocoa must be submitted with the plans for review.

Initial Submittal - The City will perform a preliminary review of plans. Send one set of plans that have been prepared, signed, and sealed by an engineer registered in accordance with Florida Statutes to the Engineering Supervisor. The set must include water and or waste water and or reclaimed plans showing the location of the mains, distance off proposed pavement, size and type of mains, size and type of services, fire hydrant with hydrant tees, gate valve locations, restrained pipe lengths, proposed length of pipe, locations of other utilities; manholes, laterals, slope, water and sewer calculations, fire flow calculations, per the Florida Fire Prevention Code, Hydraulic Analysis Report, *Technical Provisions;* and Standard Detail Drawings.

The City will send a letter to the engineer of record requesting revisions to the plans, if necessary, or advising that the plans are acceptable and instructing the engineer of record to submit the (revised) plans for final review.

Final Submittal – Send three sets of plans and FDEP permit applications that have been prepared, signed (all with original signature), and sealed by an engineer registered in accordance with Florida Statutes to the Engineering Supervisor.

If the mains will be installed within Florida Department of Transportation (FDOT) right-of-way, a FDOT permit application must also be submitted. FDOT permit application requirement can be obtained from the Engineering Division.

The City will review the final set of plans and, once acceptable, the Engineering Division will approve the plans. Then a set of plans and the permit applications will be sent to the Utilities Director for approval. Then the Engineering Secretary will advise the engineer of record to pick up the approved plans and submit them to FDEP.

FDEP Permit – FDEP requires that the City's Technical Provisions and Standard Detail Drawings are included with the plans. The engineer of record is responsible for submitting the approved set of plans and permit application to FDEP.

FDOT Permit - FDOT requires a permit for work within FDOT right-of-way that requires open cutting or crossing of pavement or sidewalks. The permit application is prepared by the engineer of record and submitted to the Engineering Division. The owner/developer shall sign the City's Construction Agreement and the owner/developer shall have the City's Hold Harmless and Indemnification Agreement signed by all contractors and subcontractors that will provide preparation, installation, and clean-up of the utility work within the FDOT right-of-way. The agreements must be approved by the City Manager. Then the permit application will be signed by the Utilities Director or designee and forwarded to FDOT.

Requirement Letter – The City will send a requirement letter to the engineer of record once the City has received the FDEP permit. The requirement letter outlines all the items necessary for acceptance of the utility extension and lists the fees and charges due including impact fees, meter charges, and backflow prevention assembly charge.

Payment of Charges – Prior to preconstruction for the new utility system, payment of the following charges is required: Jumper Meter Installation Charge, all Painting Charges, and Fire Protection Service Charge.

Connection Charges must be paid with the meter installation charge.

The Meter Installation Charge can be paid before or after utility system acceptance. However, the meter will not be installed until the utility system has been accepted for service by the Utilities Department. The customer should allow two weeks after the utility system is accepted for meter installation.

Preconstruction Meeting – A preconstruction meeting is required prior to installation of a utility extension. The utility contractor and his/her field Superintendent is required to attend this meeting and provide proof of registration as a State-certified underground utility contractor. The meeting is held in the Utilities Administration Building at 351 Shearer Blvd., Cocoa. The utility contractor is responsible for arranging the meeting time with the Inspection Supervisor. It is recommended that the engineer of record and the project owner attend this meeting. The preconstruction meeting will cover the schedule for payment of fees and charges, materials and installation, the contractor's installation schedule, inspection, testing, and acceptance of the utility system.
Material Inspection – An inspection of all material is required before it is installed. The utility contractor is responsible for scheduling this inspection with an Engineering Inspector.

Wet Taps – All wet taps will be performed by a private tapping contractor that must be on the City's list of approved tapping contractors.

Open Ditch Inspection – After the utility extension has been installed, an open ditch inspection is required prior to backfilling the trench. The utility contractor is responsible for scheduling this inspection with an Engineering *Inspector. The Inspector will check pipe installation and conformance with plans and specifications.*

Pressure Test and Chlorination – After the utility extension has been installed and backfilled, all mains shall be swabbed. Foam swabs shall be flushed through the new mains. The swabbing shall be done by the contractor under the direct supervision of the Engineering Inspector . After swabbing, a pressure test is required. The water system is tested at 150 psi for two hours to test for leakage and structural soundness. The first hour is to be witnessed by the utility contractor; the last hour is to be witnessed by the City's Engineering Inspector and the utility contractor. The utility contractor is responsible for scheduling this test with an Engineering Inspector.

After the pressure test is successfully completed, the water line and appurtenances must be chlorinated. Disinfection will conform to the applicable provisions of American Water Works Association Specification C-651. The chlorine solution must remain in the pipe for at least 24 hours before flushing. No flushing is allowed between bacteriological sampling. All Chlorinated water is required to be de-chlorinated prior to discharge.

Bacteriological Testing – A bacteriological test will be performed by a private laboratory in accordance with the City's Bacteriological Testing Procedures by Private Laboratories.

FDEP Clearance – Clearance from FDEP is required before the temporary jumper can be removed. The engineer of record shall submit to the City a completed FDEP form "Certification of Construction Completion and Request for a Letter of Clearance to Place a Public Drinking Water Facility into Service" (Clearance Form) and, if a general permit was obtained from FDEP, as-built drawings that have been signed (original signature) and sealed by the engineer of record.

The City will attach a copy of the FDEP permit, pressure test sketch showing the sample points, bacteriological test results, and a copy of the as-built drawings, if required, to the Clearance Form. The Clearance Form is then approved by the Utilities Director and mailed to FDEP. Submittal of the Clearance Form by the engineer of record to the City is time sensitive since the bacteriological test results cannot be older than 60 days by the time they are received by FDEP.

Final Inspection – After all tests of the utility extension have been successfully completed, a final inspection must be scheduled. The final inspection consists of checking for items such as; concrete valve pads, blue reflectors at the fire hydrants, meter boxes installed to grade, curb stops properly installed in the meter boxes, service line locations marked on the curb, all valves are open, and proper paint used on items that require painting. The utility contractor is responsible for scheduling this inspection with an Engineering Inspector. It is recommended but not required that the utility contractor be present for the final inspection. The City will send a letter to the utility contractor if any discrepancies are found.

Acceptance of Utility Extension – After the utility extension has been properly installed and successfully tested in accordance with the Utility Extension Policy, and after all required documents described below have been received by the City, the City will send a letter of acceptance to the owner.

As-Built Drawings – The City requires three sets of as-built drawings ("as-builts") signed (all with original signature) and sealed. The as-builts can be certified by a Florida-registered surveyor or the engineer of record as to the accuracy of the information supplied. The engineer of record must certify that the utility extension has been installed in accordance with the approved plans and specifications. The information provided on the as-built drawings must conform to the City's latest *Technical Provisions* and Standard Detail Drawings.

Bill of Sale; Maintenance Bond/Security – The Bill of Sale conveys ownership of the utility extension to the City so the City can operate and maintain the system. The City's Bill of Sale form must be completed by the owner of the project and submitted to the City. In addition, the City reserves the right to require a maintenance bond or some other security covering the utility extension for a period of up to two (2) years depending on the specifications of a particular extension. The bond or other form of security must be in a form deemed acceptable to the City.

Easement – If the utility extension is installed on private property, a Water Line and Ingress/Egress Easement is required. The Water Line Easement is to be a 15-feet-wide surveyed easement centered over the utility extension. The Ingress/Egress Easement is usually for the entire property and allows the City to enter the property to operate and maintain the water line. The City's Easement form must be completed by the owner of the project and submitted to the City. The City sends the Easement to the Brevard County Clerk of Court for recording.

Non-Accepted Systems – The City is not obligated to repair or to provide field locations on any system that has not been accepted for operation and maintenance. No connections will be made to and no meters will be installed on any system until after the system is accepted and all applicable charges have been paid to the City.

Private Utility Systems – All utilities located on private commercial properties will be owned, operated, and maintained by the property owner. The City does not allow City owned and maintained utilities to be installed on private commercial properties with the exception of water meters, fire line detector check valves, and sewer force main check valves.

City inspectors have the right to inspect any portion of the private system for excessive leakage or non-approved connections. Any deficiencies noted must be corrected within ten days of written notice by the City.

C. Fire Protection System Requirements

The City provides water service for fire protection. On public, commercial, and multifamily residential fire protection systems, the City requires a double check detector assembly (DCDA), the size of which has been determined by a private fire protection system Engineer. The City is responsible for operating and maintaining its water system up to and including the DCDA piping leg and in-ground 90-degree or 45-degree fitting on the customer's side of the DCDA. The City has determined the point of service for the fire line system to be the gate valve installed at the fitting upstream of the DCDA. A fire line contractor is required for the installation of the DCDA.

The fire protection system design must include a safety factor of five psi. Materials for and installation of the DCDA shall be in accordance with Section 2.2 Utility Extension Policy & Procedure and the City's current *Technical Provisions* and Standard Detail Drawings.

The City charges a Fire Protection Service Charge in accordance with Exhibit A Rates, Fees, and Charges. The customer must pay the first year's Fire Protection Service Charge prior to the preconstruction meeting for the utility extension.

For new systems, the Contractor will test the DCDA and provide the backflow certification to the City's Engineering Division. If the test fails, the customer's contractor must have the DCDA repaired by a licensed backflow technician and re-test the DCDA.

The City charges a Fire Line Painting Charge in accordance with Exhibit A Rates, Fees, and Charges. The customer must pay the Fire Line Painting Charge prior to the preconstruction meeting for the utility extension. After acceptance, the City will paint the fire line.

For existing fire protection systems, the Water Field Operations is responsible for operating, maintaining, repairs, and testing of the existing DCDA. Customers requiring repair, maintenance, operation, or testing of the existing DCDA shall contact Water Field Operations located at 351 Shearer Boulevard, Cocoa, Florida.

Private fire line contractors are prohibited from operating, maintaining, repairing, and testing DCDA owned, operated, and maintained by the City of Cocoa except as authorized by Water Field Operations. The City will not be responsible for any cost incurred by the customer for unauthorized work on the DCDA.

Section 3 – Rights and Responsibilities

A. Right of Way and Access
As a condition of service, the account holder grants to the Utilities Department all rights and privileges necessary for the rendering of service. Utilities Department employees and contracted representatives must have access at all times to the City's facilities located on the customer's premises. Access is limited to the installation, operation, maintenance, inspection, and/or removal of utility appurtenances. Failure to provide access to Utilities Department personnel is grounds for involuntary discontinuance of service. Any advance notice to the customer or occupant of work performed on the customer's premise will be at the discretion of the City. The Utilities Department is not liable for trespass during performance of these activities. Vehicles or large movable objects that block access to the utilities right-of way may be towed at the customer's expense.

B. Relocation or Adjustment of Utilities
Standard residential 3/4" and 1" meter relocations or adjustments with no concrete or asphalt open cuts, no site restoration work, and less than ten feet in length will be performed by the City at a cost as provided in the Schedule of Fees, Rates & Charges.

Residential 3/4" and 1" meter relocation or adjustments that require a permit, concrete or asphalt open cuts, site restoration work, or are longer than ten fee will require a cost summary estimate from the Engineering Division and the account holder will be required to pay that cost prior to the work being performed by the City.

The City will not relocate or adjust a 3/4" and 1" residential meters within subdivisions currently being developed or within one year of acceptance by the City. The owner must contact the developer who shall have its utility contractor relocate the meter under the direct supervision of the Utilities Department.

When relocation or adjustment of the City's facilities is necessary for a multifamily or commercial building due to a change in the customer's operation or construction or due to a request, such relocation or adjustment will be designed by an engineer and constructed by a utility contractor provided by and paid for by the customer.

In the event that relocation of a customer's point of service is required by the City, a new on-site service line may be installed by a licensed plumber at no cost to the customer. The customer will provide the necessary access to the property for such and installation and will assume responsibility for same upon relocation.

The relocation work or connection of the customer's facilities will be warrantied for any defects in the construction for a period of one year. The City; however, will not be responsible for cost associated with damage caused by natural disasters, breaks, acts of God, misuse of the facilities, or any other cause beyond the control of the Utilities Department.

C. Limits of Liability & Continuity of Service
The Utilities Department will use reasonable diligence to provide dependable service but **DOES NOT GUARANTEE** continuous and uninterrupted service.

The City is not liable for want of supply or for any occurrence, act, omission caused directly or indirectly by mechanical failure of equipment and/or facilities; repairs; or adjustments to its system; riots, strikes, civil unrest, insurrections; accident; litigation; interference by Federal, State, or municipal governments; act of God; acts of the public enemy; or any other cause beyond the control of the Utilities Department. The City reserves to itself full discretion in reducing the amount of water available, in service some customers to the exclusion of others, or, if necessary, in discontinuing water, reclaimed water, or waste water services.

All reasonable efforts are made to assure continuity of services to customers. Although the City uses its good faith effort to see that utilities are delivered safely, the City is not responsible for any damage caused by interruption of utility services. The customer understands that instances may occur where service is interrupted beyond the control of the City and that no compensation will be rendered for such loss of service.

D. Account Holder Responsibility for Piping and Leakage

The account holder shall be defined as the person contracting service until or unless the contracted service is voluntarily or involuntarily discontinued. In the absence of any active contract for service the property owner shall be the account holder. See subsection *Revert to Property Owner* for details.

The City is only responsible for correcting leaks on the main water system and up to and including the water meter.

The City is not responsible or liable for the account holder's utility system beyond the following points of service:

- Water: the meter and/or backflow prevention assembly
- Reclaimed Water: the meter and/or curb stop
- Waste water: the City's sewer cleanout or the property line
- Fire Protection/Suppression Systems: the meter, backflow prevention assembly, and the bottom fitting in the ground downstream of the double detector check valve.

The City does not assume any responsibility for, or liability arising because of, the condition of water and/or sewer piping, plumbing or any apparatus on the premises of the account holder and/or property owner. Water pulled across any of the points of service listed above immediately becomes metered water. Metered water that is knowingly or unknowingly either used, lost, leaked, or stolen is considered consumption and is the property and responsibility of the account holder.

The City does not assume any responsibility for, or liability arising because of, any loss or damage to any person or property whatsoever resulting directly or indirectly from the use or misuse or presence of metered water on the account holder's premises.

The account holder is responsible for leakage in the piping on his/her property on his/her side of the water meter at the point of connection to the meter and/or backflow prevention assembly, if applicable, and will be charged for water and/or sewer based on water use as indicated on the meter.

The account holder is responsible for monitoring and safeguarding any intentional or unintentional consumption of water, regardless of any conditions or circumstances known or unknown to the account holder and/or property owner, that may contribute to water loss, leak, or theft of water.

The City is not responsible for investigating, informing, or prosecuting due to water leaks, loss, or thefts on the customer's side of the water meter. As a courtesy the City makes a reasonable effort to inform the customer of excessive or active water usage, if noticed, during routine meter reads or maintenance. It is the customers responsibility to regularly monitor their water meter usage/flow rate indicator for symptoms of water loss.

When a customer requests the water meter to be turned on it is the responsibility of the customer to make sure all valves, faucets, hoses, and any other appliances that demand water are turned off prior to the City representative turning the meter on. If the City representative notices the meter flow rate indicates active water use when turning on the water meter, the meter will be immediately turned back off and a reasonable attempt to leave a notice that the meter was turned off will be made. In the event the City does not detect any active water flow, the City is not responsible for any water loss or damage.

For details regarding system operations for the City of Cocoa, please refer to the City of Cocoa Utility Service Policies and Procedures Handbook, the City of Cocoa Utilities Technical Provisions and Standard Details and/or City of Cocoa Code of Ordinances.

Section 4 – Requirements and Regulations

A. Potable Water Service Policy
Properties within the City's franchise area are eligible for connection to the potable water system on a first-come first-served capacity-available basis. As deemed necessary by the Utilities Director, some projects may require off-site improvements or hydraulic studies to assess the impact of the proposed service on existing customers. All costs for studies or off-site improvements will be paid by the customer.

B. Resale of Water
Water service obtained from the City is to be used by the customer only, for the purpose specified in the application for service, and cannot be resold. Water service is furnished directly to the customer through the City's individual meter. It is for the customer's sole use and is not to be re-metered by the customer for the purpose of selling water service at a profit to lessees, tenants or others. Re-metering for the purpose of equitable distribution of water and sewer service costs is allowed so long as the charges reflect the amount charged by the City.

C. Sub serving by Customer
The customer will not build or extend water lines across or under a street, alley, lane, court, avenue, across property lines or in any other way in order to furnish service through one meter to more than one property. Serving more than one property is not allowed even though such adjacent property is owned by the customer. An exception to this policy may be requested in writing from the Utilities Director. Written consent for the exception will be given only when such adjacent properties are operated as one integral unit under the same name for carrying on parts of the same business. When and if such consent is given, the customer must obtain any necessary State, county, or municipal permits. All construction must be in accordance with applicable codes, installed by duly licensed professionals, and subject to applicable inspection procedures. Service is furnished only to the property immediately adjacent to the meter. If the customer subdivides a property that has a single water service (meter), the existing water service will be used to serve the property immediately adjacent to the meter. The remaining subdivided properties must be provided with individual service lines and meters at the owner's expense. A water main extension may be required in order to provide service to the customer's subdivided property. If a main extension is required in order to provide service to a property, refer to section *Utility Extension Policy & Procedure*.

D. Customer Facility Requirements
All on-site service lines and plumbing are to be installed in accordance with these requirements and regulations and in compliance with the latest guidelines of local codes and inspection authorities. All installations must be inspected and approved by an authorized inspector as required by law. The Utilities Department may deny service to any new or altered installation or it may disconnect service to any existing installation that, in the opinion of the Utilities Department, constitutes a hazard to the public, to other customers, or to its employees.

E. Backflow Prevention and Cross-Connection Control
Backflow prevention assemblies are to be installed to provide protection to the water system and to comply with local and State regulatory authorities and the City's Cross-Connection Control and Backflow Prevention Program.

The potable water supply must be protected from the possibility of contamination. Non-potable sources of water or harmful substances must be prevented from entering the potable water system. The Utilities Department promotes the avoidance, prevention, and elimination of cross-connections. It provides for a continuing program of cross-connection education, prevention, detection, and control. This program is intended to prevent water that has passed from the public distribution system into the private plumbing and fire protection systems from re-entering the public system. The City charges an annual Cross Connection Control Program Administration Charge, in accordance with the Schedule of Rates, Fees, and Charges, to administer this ongoing program required by federal and state regulations.

The most current edition of the following codes, rules, and standards are adopted as a part of Cocoa's Cross-Connection Control Program:

 Florida Administrative Code (FAC) 62-550.200(22) defining cross-connections; FAC 62-555.360 prohibiting cross-connections and providing a routine Utilities Department program for the detection and prevention of cross-connections; FAC 62-610 establishing rules for reclaimed water systems serving potable water customers.

 Florida Building Code Plumbing Volume, Section 608.8, requiring identification of potable and non-potable water distribution systems either by color marking or metal tags.

 American Water Works Association (AWWA) manual M14 providing recommendations for organizational background for a cross-connection control program.

 The Foundation for Cross-Connection Control and Hydraulic Research (University of Southern California) manual *Cross Connection Control* for the approval of backflow prevention assemblies.

 The Code of Ordinances of the City of Cocoa, Chapter 22, setting forth rules for alternative water service and providing for discontinuance of water service to properties not in compliance with the rules.

The Water Field Operations is responsible for the education and training of personnel for the testing, installation, and maintenance of all backflow prevention assemblies (including fireline backflow devices). This division records material and equipment installation and inspection data. Surveys are performed at the premises of existing and new customers to detect actual or potential cross-connections.

The customer is liable for the initial installation cost of a backflow prevention assembly, which cost must be paid in advance of installation.

The City maintains backflow prevention assemblies that meet the City's requirements and charges an annual Backflow Assembly Testing & Maintenance Charge in accordance with Exhibit A Rates, Fees, and Charges.

F. Curb Stops

The City is responsible for the use and maintenance of the water service lines up to and including the backflow prevention assembly. The curb stop is a mechanism used by the City to regulate the flow of water to the meter and is City property. It is the City's option to grant permission to the customer to turn the curb stop on or off for emergency repairs or after-hour turn-on when water is running. The curb stop is not designed to be used as a faucet and frequent use may damage the device. A damaged curb stop will be repaired or replaced at the discretion of the City. The customer may be charged the actual cost of repair or replacement at the discretion of the City.

It is recommend that a customer have a shut off valve installed downstream of the meter and backflow preventer, at the customer's expense. A house valve is also recommended. A house valve is an in-line connection and handle on the water service line from the meter to the house. It is usually located on the exterior of the house near an outside faucet or hose bib but can be located internally near a water heater or clothes washer hookup. By turning the handle, the customer can shut off the water supply to the house in an emergency or to make repairs.

G. Individual Meters

Individual meters are required for all new residential service connections with the following exceptions:

☐ High-rise (three stories or greater) condominiums
☐ Short-term rental units and travel trailer parks
☐ Special cases as approved in writing by the Utilities Director

H. Sizing of Meters

Water meters will be sized according to the guidelines stated in the American Water Works Association manual M22, Sizing Water Lines and Meters. The engineer of record shall complete the calculation for sizing the meter. The engineer shall provide the calculations to the Utilities Department for approval. If deemed necessary by the Utilities

Department, the owner shall provide to the Utilities Department access to the property to evaluate the water usage requirements. The minimum size meter, as calculated, will be installed. No over-sizing of meters will be permitted.

I. Upsizing of Water Meters
If requested by a commercial or multifamily residential customer and justified according to Section 3.1.8 Sizing of Meters, the customer may replace an existing meter with a larger meter. All calculations must be completed by a licensed engineer or architect. The calculations for upsizing must be submitted to the Engineering Division for review and approval. Installation of upsized service piping shall be in accordance with Section *Relocation or Adjustment of Utilities*. The customer shall be required to bring the service up to current standard requirements at the customer's expense. Current standard requirements may include, but are not limited to, installation of a backflow prevention assembly and conversion of below-ground to above-ground installation in accordance with the *Technical Provisions*. Meters will not be upsized for billing purposes. Additional fees and charges may apply.

J. Separation of Meters
A commercial or multifamily residential customer who desires to install individual 3/4" meters in lieu of an existing master meter 1" or larger may be allowed to do so in accordance with section *Relocation or Adjustment of Utilities*.

A commercial or multifamily customer who desires to install meters for the purpose of establishing a separate billing of non-irrigation flows may do so as long as the flows do not enter the waste water collection system. Installation of the service shall be in accordance with section *Relocation or Adjustment of Utilities*. In either case, the customer is responsible for reconnection of individual plumbing to the new meters. Payment of impact fees will not be required unless the use of the property has changed and will result in increased water demands. Other charges may apply.

K. Temporary Irrigation Meters
At the sole discretion of the Utilities Director, temporary irrigation meters may be installed and utilized. The temporary irrigation meters may be in the form of temporary construction meters as described in this Handbook. Each temporary irrigation meter request will be evaluated on a case-by-case basis and each granting shall include a specified time period. Permanent irrigation meters will not be permitted.

L. Temporary Construction Meters
Temporary construction meters are subject to the following requirements:

 Temporary construction meters will have a specified time period of 90 days. Extensions of time maybe granted if requested in writing with proper justification.

 Temporary construction meters will be located, at the discretion of the Utilities Department, on the nearest acceptable fire hydrant or 2" blow-off and secured by a chain and lock.

 Temporary construction meters will be installed for construction purposes only. Meters permanently mounted on spray trucks for tank filling purposes are exempt from these restrictions. Meters mounted on water trucks are subject to these restrictions.

 Temporary construction meters will not be utilized for irrigation purposes or for domestic supply purposes.

 Temporary construction meters will be removed or relocated only by Utilities Department personnel.

 Repairs necessitated by abuse of a temporary construction meter will be charged against the customer's deposit.

M. Temporary Jumper Meters
A temporary jumper meter shall be installed at a tie-in valve of all new water main extensions. All swabbing, flushing, and testing operations will be accomplished through the jumper meter. The jumper meter is to be used only for the swabbing, flushing, and testing of the new water main extension. It shall not be used as a construction meter for the project. If any utility contractor or subcontractor connects to the new system, whether it has a jumper meter or not,

the connection will be disconnected and the utility contractor will be billed for an illegal connection. This may lead to a delay in the acceptance of the water system for service, thereby delaying the permanent meter installation.

The jumper meter installation shall be in accordance with the City's Standard Detail Drawings. It shall consist of 2" galvanized pipe and fittings, a 3" meter supplied by the City (paid for by the developer or contractor), and a 2" double check valve supplied by the contractor. The contractor shall install the jumper meter assembly. All tie-in valves shall be locked by the contractor with the chains and locks supplied by the City. After installation of the jumper meter assembly, the contractor shall have the 2" backflow prevention assembly tested by a State-licensed backflow testing company to assure that it is functioning properly. A copy of the testing report must be supplied to the City.

Section 5 – Establishing Service

A. New Connection to the Water/Sewer Distribution Systems
Properties within the City's franchise area are eligible for connection to the potable water system on a first-come first-served capacity-availability basis. The City of Cocoa Engineering Department plans, designs, and obtains permits for the drinking water transmission and distribution, waste water collection, and reclaimed water distribution systems. As deemed necessary by the Utilities Director, some projects may require off-site improvements or hydraulic studies to assess the impact of the proposed service on existing customers. All costs for studies or off-site improvements will be paid by the customer. The general requirements are described in the City's Technical Provisions and Standards Details.

A new customer connecting to water and/or sewer system (new construction) may apply for the desired service obtaining a cost summary from the Engineering Department. Once the cost quote is available, the customer shall pay for the new connection by contacting the Customer Service Division. Upon payment, work orders are entered for Engineering to install the new connection.

B. New Connection to the Reclaimed Water Distribution System
Any utility account holder within the City of Cocoa limits and in good standing may request the City to install and operate a City approved irrigation/reclaimed water meter at any property owned by such account holder, provided that the City has reclaim mains available to serve the account.

Prior to the installation of a new in-ground irrigation system to be connected to the City's reclaimed water system, or connection of an existing system to the City's system, the account holder shall request the City to install and operate a city-approved reclaimed water meter. The account holder is responsible for connecting their system to the account holder side of the meter and for allowing inspection of all connections by City staff prior to the turn on of the meter. All irrigation/reclaimed water meters, meter boxes, pipes and other equipment furnished or used by the City in installing any such irrigation meter shall be and remain the property of the City. Prior to installation of any such irrigation/reclaimed water meter, the account holder shall pay to the City all charges as specified in the schedule of rates, fees, and charges established and modified periodically by the City Council.

A new customer connecting to the reclaimed water system may apply for the desired service, if available, as outlined in the Reclaimed Water Application and through contacting the Water Reclamation Facility at 321-433-8749.

C. Contracting Utility Service to Existing Connections
Anyone may apply for water and/or sewer service to a property within the appropriate service area provided they are the owner, owner's agent, or a prospective tenant of the property to be served.

The Customer Service Division (hereafter referred to as City) must treat all applicants in an equal and non-discriminatory manner, without regard to race, sex, age, ethnicity, national origin, disability, mental illness or ability, sexual orientation, gender, gender identity/expression, sex characteristics, religious, creed, political opinions, or marital status.

A new Application for Utility Services must be submitted for every water/sewer connection, including transferring service to a new location, regardless of prior connections to an existing address or account holder history PRIOR to receiving utility service. A Service Initiation Fee, in accordance with the current schedule of rates, fees, and charges, will be due for the processing of any new application. See subsection *Connection & Installation Fees & Charges* for details.

D. Utility Application Processing
Persons wishing to establish water/sewer service will be required to complete an Application for Utility Services. If not applying in person, the Application for Utility Services form must be notarized. **All** persons requesting utility services must provide the following information:

- Full name
- Mailing Address

- Service Address
- Home, Cell & Work Phone Numbers
- Email Address (if available)
- One valid form of government issued identification with photo – Ex. Valid driver's license, passport, alien registration card, or state issued photo ID (identification will be scanned into the system for attachment to the applicant's account for identification purposes)
- A second form of identification such as anything that has your name embossed and/or printed on it, excluding debit/credit cards, such as social security card, insurance card, voter's registration, passport, vehicle registration, etc.
- Names of adult persons living in household (if applicable)

Property Owner as Account Holder:

- Proof of Property Ownership if different than Brevard County Property Appraiser's website.
- If property owner is unavailable, please provide Power of Attorney.

Non-Property Owner as Account Holder:

- Notarized, Valid Rental Agreement between the prospective tenant and property owner. The property owner's signature must be notarized; however, if prospective tenant and property owner both appear in person and provide government photo identification, neither signature needs to be notarized.

- If an agreement is not available or has expired, a notarized Letter of Authorization Application of Utilities Service found in the appendix and completed by the property owner or authorized agent.
    - If authorized agent please provide Power of Attorney, Property Management Agreement, etc.

- If property owner is deceased please provide death certificate and documentation verifying survivorship (i.e. Last Will and Testament, Trust, Probate, etc.).

Property owners shall provide a closing statement or deed to verify ownership. Property owners may have utilities connected at more than one location as long as all accounts remain current. Any property owner's prior debt for utility services at any location and/or a property owner's outstanding account balance at the service location applied for, may prevent a property owner, their agent, and/or a tenant from establishing new service until account(s) are paid in full. See subsection *Prior Utility Debts* for details.

Non-Property Owners shall provide the City with a notarized copy of a valid lease/rental, or a copy of a valid lease/rental agreement that contains an electronic signature with certificate of authenticity, or a notarized Letter of Authorization Application of Utility Service and may be limited to one service location at any given time. The non-property owner's utility account will be set up in the name or names specified in the lease/rental/occupancy agreement. A property management agreement shall be required for agent's acting on behalf of the property owner. In the event that any person named in the lease has an outstanding utility debt with the City, that debt shall be paid in full prior to service connection. See subsection *Prior Utility Debt* for details. If any notarized lease/rental/letter of authorization for occupancy agreement and/or property management agreement cannot be provided, an Application for Utility Services may be denied.

Master Metered Multi-Unit Residential and Commercial Properties collectively serviced by a single master meter shall have the account held in the name of the property owner.

Private fire protection "fireline" systems shall have the account held in the name of the property owner and shall remain active at all times.

E. Time and Place of Application

Persons requesting utility services at existing connections can complete an Application for Utility Services and submit all required documentation to City Hall in person between 8:00 a.m. and 4:30 p.m. Monday through Friday, by mail (65 Stone St. Cocoa, FL 32922), e-mail (customerservice@cocoafl.org), online (www.cocoafl.org Departments |

Water Customer Service | Online Forms), or via facsimile (321-433-8408). However, in the event service is requested electronically and in order to verify identity, the Application for Utility Services must be notarized, and legible copies of a valid government issued identification document (driver's license, passport, state identification card, military identification card, etc.) must be submitted. If the copies are illegible or the application not notarized, the paperwork shall be returned to the applicant, delaying the connection process. If applications and subsequent documentation are sent electronically by e-mail or fax or by mail, it is the responsibility of the customer to follow-up and ensure Customer Service has received the documents.

No service will be connected until all application procedures have been completed and any fees/balances, if applicable, are paid in full. Completed applications submitted the day of requested service may be processed; however, utility services may not be performed until the following business day as same day service is not guaranteed. If same day service is available, the applicant shall pay a higher Service Initiation Fee to secure same-day service. Otherwise the applicant will pay the lower Service Initiation Fee and receive next available day service. If same day service is available, the completed application must be received by Customer Service by 2pm. See *Service Initiation Fee* for details. The City will strive to meet each customer's needs for connection of service. Normal connection will be made in a timely manner during regular business hours. The City reserves the right to inspect the meter prior to connection to determine if utility service can be received at the premise in a safe manner.

F. Application of Deposit and Exemption Criteria

The City requires water and sewer deposits for any applicant wishing to establish service at any location, except as specified below, and shall be billed on the account holder's first bill. Any applicant with prior debt, been involuntarily discontinued from service, filed bankruptcy in the past 12 months, applies for a temporary connection, or has had their meter removed shall pay the deposit prior to the connection or re-connection of service.

Residential accounts contracted by the property owner shall be exempt from deposit if the contracting owner meets the following criteria:

- Has been or is in the Military and can provide a copy of their Military ID card or a DD 214 form; or,
- Has been an account holder of any utility in the United States within 120 days of application for service and can provide a letter of reference from the utility showing that he/she has no outstanding debt; or,
- Is transferring service from an existing account with good credit to a new property owned by the applicant within the City's distribution network; or,
- Applicant poses little to no delinquency risk upon successful completion of credit screening; or,
- Completes an Automatic Debit (ACH) Agreement and maintains successful, automatic bank draft for 12 consecutive months.

Residential accounts contracted by the non-property owner shall be exempt from deposit if the contracting account holder meets the following criteria:

- Applicant poses little to no delinquency risk upon successful completion of credit screening; or,
- Completes an Automatic Debit (ACH) Agreement and maintains successful and continuous, automatic bank draft for the life of the account.

Residential accounts shall have their deposits refunded to the account after twelve (12) consecutive months of good credit. Good credit is defined as not having been disconnected for non-payment, or not having had two or more returned payments, or not having any account be sent thorough debt collection (i.e. collections, lien, etc.). A customer having multiple active accounts will be subject to deposits billed on all of the accounts if good credit is not maintained on any one of the accounts or combination of accounts (as in the case of two returned payments).

Commercial account and multi-unit residential dwelling account deposits will remain on the account until services are requested for disconnection and/or involuntarily terminated by the City.

Governmental accounts shall be exempt from deposit.

See subsection *Deposits* for details.

G. Service to Commercial Accounts

Non-residential accounts established for service will require a signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity, the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account and must notify the City of any changes in ownership. For a business operated by a recognized legal entity, the account will be listed in the name of a responsible person "DBA" (doing business as) the name of the company. Commercial property applicants require the same information as residential property applicants and are subject to all utility policies and procedures as described in this document.

H. Service to Locations with Multiple Collections/Write-Offs

A collection/write-off on a utility account is when a utility account holder is indebted to the City after all deposits and payments are applied during the finalization process. The legal property owner may be required to be the contracting utility account holder when any location has three (3) or more collection/write-off accounts, in the name of any person, connected to the property and/or the sum of all of the collection/write-off accounts is greater than or equal to $2,000, while the property is owned by the same owner,. The account will stay in the legal property owner's name until the property is sold or the collection/write-off accounts associated with the property are all paid in full. An exception may be made to allow the prospective tenant contract service only if the applicant poses little to no delinquency risk upon successful completion of credit screening. Credit screening fee, service initiation fee and deposits shall be paid in advance of connection.

I. Service for Temporary Connections and Disconnections

Prospective buyers can request a temporary connection for inspection of the home during the closing process. Inspection connections are temporary and shall not extend beyond 10 business days. If the prospective buyer closes on the property and wishes to keep the connection permanent, the buyer must contact Customer Service to transition the account to permanent status. Inspection connections may not be authorized if any prior debt exists. Water deposits and any administrative fees shall be paid in advance prior to the connection.

J. Prior Utility Debts

Any prior debt and outstanding account balances must be paid in full before service can be connected.

The City shall refuse to furnish new service to:

- any applicant or any member of the household who is indebted to the City of Cocoa for service previously furnished at any location connected to City infrastructure where they were the contracting party; or
- an applicant the City reasonably believes directly benefited from utility service provided to a former contracting occupant who is indebted to the City of Cocoa at the same service location applied for; or
- an applicant where the current property owner has an outstanding account balance at the same service location applied for; or,
- an applicant where the current property owner has a prior debt at any location connected to the City infrastructure that is owned by the same property owner; or
- an applicant where the service location applied for has a lien on the property; or
- a non-property owner applicant where the service location applied for has either three (3) or more collection/write-off accounts (while owned by the same person), or the sum of all of the collection/write-off accounts at the service location (while owned by the same person) is greater than or equal to $2,000. An exception may be made to allow the prospective tenant contract service only if the applicant poses little to no delinquency risk upon successful completion of credit screening. Credit screening fee, service initiation fee and deposits shall be paid in advance of connection.

In the instance that debt to the City is not discovered prior to approval of application, the previous balance will be transferred to the account holder's current account where it will become part of the balance due for services. Account holders will be expected to pay the previous balance in full along with their subsequent monthly bill in order to avoid having services interrupted for nonpayment. If the previous balance is of significant amount, an account holder may apply for extension or payment plan in accordance with this policy. Failure of staff to discover a previously owed debt does not relinquish the debt owed to the City by the delinquent account holder.

K. Reasons for Denial of Service

Applications for utility service may be denied for any one of the following reasons:

- An incomplete Application for Utility Services.
- Valid, legible support documentation such as a notarized lease/rental/letter of authorization, property deed, etc. is in question or cannot be provided.
- Questionable Identification – inability to provide legible, verifiable or valid identification
- A prior debt for an applicant or service location exists see section *Prior Utility Debts* for details.
- An applicant with prior debt has not paid the required deposit see section *Deposits* for details.

L. Privacy

Our application/agreement requests that the potential account holder provide their social security number. We request this number to verify identify, protect sensitive account information, and collect delinquent balances. There is no statutory or other authority requiring any account holder to provide a social security number. However, when account holder billing data is requested, the last four digits of the social security number or Tax ID Number will be used to verify identify prior to any information being give out by staff. Staff members have the authority to request other verifying information to protect account holders against fraud.

Account holder billing data is considered public information. Florida law allows certain persons to request that eligible personal information contained in the City's utility customer information system be exempt from public records disclosure. Please refer to Florida Statute section 119.071 or other applicable statute for scope of protection. Requests can be made by the account holder completing a Utility Customer Public Records Exemption Request and returning it to the Customer Service Division. The City will ensure that account holder information, including billing data, is adequately safeguarded against unauthorized use.

In accordance with the Telephone Consumer Protection Act (TCPA), the account holder agrees by contracting service, that the City of Cocoa may contact him/her as described in subsection *Utility Debt Collection*.

All incoming and outgoing calls to Customer Service may be recorded and/or monitored for quality assurance.

Delinquency Notices can be requested, by the property owner, to be sent to the property owner of any rental property.

Section 6 – Application of Rates, Fees, and Charges

A. Establishment of Rates, Fees, and Charges
The City Council reviews rates and fees each year during the budget process. The Council examines current and future needs (including adequate reserves) of the systems in order to establish rates that are adequate to meet these needs. Rates and fees for all utility services are established and adopted by the Cocoa City Council. Rates, fees, and charges are generally set in a fee schedule adopted with the annual budget; however, any fees, charges, or rates are subject to change throughout the fiscal year and upon City Council approval.

The City of Cocoa is also a contracted billing agent for services on behalf of several surrounding municipalities and sewer entities such as Brevard County, City of Cocoa Beach, City of Cape Canaveral, City of Rockledge, Colony Park, and Sun Lake. The rates and fees for these services are established and adopted by their respective municipality and/or the Public Service Commission and are subsequently provided to the City of Cocoa for billing on the regional utility bill. For more information on these services and their rates or fees please contact the respective service provider. See subsection *Regional Utility Billing* for more details.

B. Determination of Utility Rates
Utility rates for specific locations are based on a number of factors including residency, connection/meter size, number of establishments connected to a single service connection, etc. Water charges are billed according to the number of gallons metered within a billing cycle. Sewer charges are based on the total number of gallons recorded on the water meter within a billing cycle and may include a cap. Both water and sewer charges include a monthly base fee and commodity charges for actual consumption. See subsection *Calculating Consumption* for details.

Storm water charges are based on the number of equivalency residential units a parcel/property is assessed as having. All inside the City properties are required to have storm water services and will be charged the storm water fee, as set forth in the current schedule of rates, fees, and charges.

Solid waste charges are based on the number and/or size of containers delivered to a location. All inside the City properties receiving utility services are required to have solid waste services and will be charged the solid waste fee, as set forth in the current schedule of rates, fees, and charges except where solid waste services are provided independently.

C. Discounts and Exemptions
Senior citizens (over 62), disabled citizens, and Military active duty or certain veterans may be eligible for a discount on residential City of Cocoa garbage service and/or exemption from City of Cocoa late fee penalties on residential accounts. Eligibility criteria can be found on the Residential Discount & Exemption Application in the appendix of this manual. Discounts on residential garbage cannot be stacked if the applicant meets more than one of the eligibility criteria. A completed application and any supporting documentation must be provided to the Customer Service Division for consideration of discount.

An account processed for delinquency two (2) or more times in twelve (12) consecutive months will forfeit any discount or exemption and will have to re-apply after twelve (12) consecutive months of good credit.

Discounts and exemptions will not transfer, follow, or be applied to any service established at a new location upon termination of service at existing location. The account holder must re-apply for the discount and/or exemption with each initiation of new service at any location.

Any customer with a sub metered cooling tower that is also served by the Cocoa Sewer system is eligible for a discount on sewer consumption for the amount of water metered by the cooling tower each month.

The City of Cocoa occasionally goes out for debt and the bond holders provide covenants that City must abide by as a condition of receiving the bond money. No free water will be provided for any reason as written in the master bond covenants. See also Florida Statute Chapter 153.83 for additional information.

D. Existing Franchise Agreements

To the extent that any water rate, fee, or charge adopted by resolution or ordinance of the Cocoa City Council is in conflict with a rate, fee, or charge set forth in an existing water franchise agreement between the City of Cocoa and any other government entity, the rate, fee, or charge set forth in the conflicting franchise agreement shall apply to customers which are subject to said agreement.

E. Utility Connection & Installation Fees & Charges

Water Service Impact Fee – The water impact fee is charged per equivalent residential connection (ERC). If a single-family residence (SFR) has a physical connection to a live reclaimed water distribution system that serves the entire property at the time the impact fee is due for the property requiring service, the water impact fee is reduced per ERC.

The Engineering Division or designee may utilize the following methods to formulate an estimate:
1. Flow submitted on Brevard County's Concurrency Evaluation form or FDEP construction permit application as calculated and certified by a registered engineer or architect.
2. Flow calculated from data contained in Florida Administrative Code 64E-6.008, Table I "For System Design".
3. Metered flow data documented by the most recent 12-month flow history of four similar establishments.

South Mainland Connection Charge – Additional fee in conjunction to the water service impact fee for any connection located in 129A or 129B in the south mainland.

Sewer Service Impact Fee – The sewer impact fee is charged per equivalent residential connection (ERC).

Reclaimed Water Service Connection Fee – The reclaimed water impact fee is charged to connect to the reclaimed water distribution network.

Water Service Line Installation Charge – The charge for the installation of a service line.

Backflow Prevention Assembly Installation Charge – Reduced pressure and double-check valves are two common backflow prevention devices. Larger meters and other installations are estimated on a case-by-case basis. Impact fees and special connection charges for this category are in addition to all other applicable costs listed.

Spray Truck Meter Installation Charge – Any customer requiring the installation of a meter on a spray truck shall pay a non-refundable charge and a refundable deposit for installation of the meter. The account holder is responsible for providing the current reading to the Customer Service Division monthly for billing. The truck and meter must be made available at least once every six months for an actual reading by the Field Service Division.

Temporary Jumper Meter Installation Charge – All new water main extensions require a 3" temporary jumper meter for swabbing, flushing, and testing of the new water main. The developer or contractor shall pay a refundable deposit and a non-refundable installation/relocation fee each time to install or relocate the temporary jumper meter.

Temporary Construction Meter Installation Charge – Any customer requiring the installation of a 2" temporary meter for construction purposes on a fire hydrant or water truck shall pay a refundable deposit and a non-refundable installation/relocation charge each time to install or relocate the temporary construction meter.

Fire Hydrant Maintenance Charge – The City recovers the cost of flowing, turning, and painting (finish coat) each newly installed or relocated fire hydrant. The City will flow the hydrant to obtain the initial flow data, turn it to face the direction specified by the fire department of the jurisdiction in which it is installed, and apply the final coat of paint as described in the City's Technical Provisions document. This charge covers the City's labor, materials, and equipment.

F. Utility Field Service Fees & Charges

Plan Review and Construction Inspection Charge – Charges to review plans and inspect construction. Individual home owners building a single-family residence are exempt from this charge.

Hydrant Residual Flow Test Charge – The City charges a hydrant residual flow test charge for any customer requiring such a test. The City will flow the designated hydrant and will provide the customer with the flow and residual pressure information. This charge covers the City's labor, materials, and equipment.

Fire Line Painting Charge – The City charges a fire line painting charge to apply the finish coat for all newly installed and relocated fire lines. The City and/or its contractor will apply the final coat of paint as described in the Technical Provisions. This charge covers the City's labor, materials, and equipment.

Meter Station Painting Charge – The City charges a meter station painting charge to apply the finish coat for all newly installed and relocated meter stations. The City and/or its contractor will apply the final coat of paint as described in the Technical Provisions. This charge covers the City's labor, materials, and equipment.

Meter Installation/Replacement Charge – The charge for the installation of a new or replacement meter, upon customer request, on an existing service line.

Meter Relocation/Adjustment Charge – The charge for the standard relocation or adjustment of an existing meter. The meter must remain in the frontage of the property it was originally set with.

Meter Calibration Testing Charge – Any customer of the City's water service shall be charged to conduct an accuracy test on the account holder's meter. This fee must be paid in advance of the testing; however, if the meter is found to be functioning outside the established, weighted accuracy limits of 98.5% to 101.5%, either over registering or under registering consumption, the fee will be refunded to the account.

Service Call Fee - A service call fee shall be applied to the next bill for services requested by the customer and performed by City staff that is not deemed necessary by the City. Such services include, but are not limited to, re-reading of meters, locating a meter, checking a meter for a possible leak at the meter connection point, checking a meter for active flow-rate, low pressure, temporary meter turn-off, etc. In the event a customer requests a re-read of the meter and City staff determines the meter was initially misread, the account holder will be issued a corrected bill with the corrected reading and this service call fee will be waived. Under no circumstances shall the City reimburse account holders for reading their own meter, turning on or off their meter, etc.

After Hours Reconnection Fee: - If a customer wishes for services to be reconnected at any location outside of normal business hours, an after-hours reconnection fee will be due, in addition to any other fees that may apply. After hours reconnections are prohibited for customers whose service has previously been disconnected for nonpayment.

Meter Access Fee - The account holder is responsible for keeping the meter box serving the property in a manner that is unobstructed by shrubs, grass, weeds, mulch, dirt, or other similar materials. Similarly, vehicles may not be parked over the meter box or fences installed around the meter box preventing access. The meter box and meter must be accessible by the City of Cocoa at all times. If a failure to retrieve a reading or access the meter is due to the account holder (or their agent) a meter access fee may apply.

Meter Access Tow Charge - The account holder is responsible for keeping the meter box serving the property in a manner that is unobstructed from any vehicles that prevent the City from access. If the City needs to tow a vehicle from the top of the meter box to gain access, the account holder will be assessed this charge.

Data Log Report: - The account holder may request a special read report, called a data log, from those smart meters that support this technology. The log will report the daily and hourly consumption for the past 96 days from the date the data is captured. The account holder is provided one free report per calendar year per location when the account experiences excessive consumption. If the consumption does not meet the excessive consumption criteria or when two or more additional report requests are made in the same calendar year, this fee is applicable. See subsection *Utility Billing Adjustments* for details.

G. Utility Service Rates & Charges

Water Service and Consumption Charges – The monthly base fee for water service is assessed by meter size and is also known as readiness to serve charge designed to collect revenues to cover some operating and maintenance expenses. This fee is billed to all active accounts and does not include the monthly consumption commodity charges. The water commodity charges are based upon metered water consumption. Water used during construction will be billed at the lowest tier rate structure. Inside Rate refers to Inside the city limits of Cocoa; whereas, the Outside Rate refers to outside the city limits of Cocoa. See subsection *Calculating Consumption* for details. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Sewer Service and Consumption Charges – The monthly base fee for sewer service is assessed by meter size and is also known as readiness to serve charge designed to collect revenues to cover some operating and maintenance expenses. This fee is billed to all active accounts and does not include the monthly consumption commodity charges. The sewer commodity charges are based upon metered water consumption. Inside Rate refers to Inside the city limits of Cocoa; whereas, the Outside Rate refers to outside the city limits of Cocoa. See subsection *Calculating Consumption* for details. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Public Fire Protection Fee – They City charges monthly for public fire protection often called a "hydrant charge" to cover the installation and maintenance of fire hydrants.

- Incorporated areas – an "inside city' charge per hydrant, per month, is billed to the respective municipality where the hydrant is located.
- Unincorporated areas – and "outside city" charge is assessed to every active water meter/account.

Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Private Fire Protection Fee – The City charges monthly for unmetered fire sprinkler connections (fire line) to the potable water system and are based upon the connection size and takes into account the amount of water system capacity required for fire suppression. The charge includes annual testing of fire line backflow prevention assembly. All private fireline accounts shall be billed to and remain active in the name of the property owner. It is the responsibility of the property owner to contact the City of Cocoa upon any changes in property ownership so that the billing may be reflective of the same. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Reclaimed Water Service – Reclaimed water is wastewater that has been treated and transformed into a product that is clean, clear, and odorless. It is not suitable for drinking; however, it is great for irrigation and is a major component of the city's water conservation program where available. The monthly base fee for reclaimed water service is assessed by meter size and is also known as the readiness to serve charge designated to collect revenues to cover some operating and maintenance expenses. The reclaimed water commodity charges are based upon metered reclaimed water consumption. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Storm Water Utility Fee – The City charges a fee on each and every undisturbed property, residential developed property, and nonresidential developed property. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Solid Waste Collection Service – The City charges monthly for residential and commercial collection and disposal of bulk trash, refuse, vegetative waste, recyclable materials, white goods, and construction and demolition debris from residents, business, and other entities within the municipal boundaries of the City of Cocoa. All active, residential water accounts must have solid waste, recycling, and green waste collection billed on the account. All active, multi-family master metered accounts must have commercial service to include green waste and recycling. All commercial water accounts must have solid waste billed; however, recycling and green waste services are elective by the customer. Senior citizens (over 62) and disabled citizens may be eligible for discounted garbage service. Eligibility criteria can be found on the Residential Garbage Discount Application in the appendix of this manual. A completed application and any supporting documentation must be provided to the Customer Service

Division for consideration of discount. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 9 – Health and Sanitation.

Solid Waste Collection Franchise Fee – The City has granted a Contractor an exclusive right, privilege, or franchise to collect and transport for disposal solid waste within the service area. This franchise fee is considered a payment to the City, for an amount permitted by law, in exchange for the rights and privileges granted under the agreement and is passed along to the customer and remitted directly to the City. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 9 – Health and Sanitation.

Backflow Prevention Assembly Testing & Maintenance Charge – Billed monthly on all non-residential accounts for the testing and maintenance of backflows.

Grease Trap – The City charges monthly for a device that separates and retains waterborne greases and grease complexes prior to the wastewater exiting the trap and entering the sanitary sewer collection and treatment system. These devices also serve to collect sellable solids, generated by and from food preparation activities, prior to the water exiting the trap and entering the sanitary sewer collection and treatment system. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 22 – Water and Sewers.

Public Service Tax – This tax is levied on City of Cocoa water service accounts on the total water charge for service including fixed and consumption based charges. Additional information can be found in the City of Cocoa's Code of Ordinances Chapter 19 – Taxation. In addition, other municipalities may enact a public service tax on Cocoa water service. Please refer to your local jurisdiction for further information.

H. Utility Administrative Fees & Charges

Service Initiation Fee - A service initiation fee, as set forth in the current schedule of rates, fees, and charges, will be charged for the processing of every Application for Utility Services to include generating the account, turning on the meter, turning off the meter during termination, etc. This fee does not apply in certain instances where transfer of ownership of an account takes place (i.e. estate accounts, deceased account holder, name change).

The standard service initiation fee will be the default fee for every application processed as this fee offers next available business day service. The same-day service initiation fee will be available upon request and only if the City is capable of offering same-day service. Each application processed shall include only one service initiation fee.

Deposits – The City requires water and sewer deposits for any applicant wishing to establish service at any location, except as specified. See subsection *Application of Deposit and Exemption Criteria*. In some cases, the City may require an increased at-risk deposit after certain conditions occur that increase the potential for risk of loss. See section *Deposits* for details

Credit Screening Fee - Due to processing charges by our third-party credit check processor a fee will apply when any credit report request is performed.

Convenience Fee - Due to processing charges by our third-party payment processor a convenience fee will apply when paying your bill online, over the phone, and in person when paying by credit/debit card or e-check.

Late Fee - A late fee, as set forth in the current schedule of rates, fees, and charges, will be applied to any utility account whose current bill is not paid in full by the due date. This includes accounts where only a partial payment has been received during the month. This fee may also be applied to any account whose payment arrangement has defaulted or is delinquent. The late fee will be applied to applicable accounts at 4:30 p.m. at the close of business on the due date. Payments received after this time, whether in person, by mail, or in the drop-box will still be deemed past due.

Late Fee Exemption – An exemption of imposed late fees for eligible customers, as set forth in the current schedule of rates, fees, and charges, will be applied to any qualifying residential account upon application. See subsection *Discounts and Exemptions* for details.

City of Cocoa Garbage Discount - A discount on garbage service for eligible customers inside the City of Cocoa, as set forth in the current schedule of rates, fees, and charges, will be applied to any qualifying residential account upon application. See subsection *Discounts and Exemptions* for details.

Returned Payment Fee - A returned payment fee shall be applied to the next bill for the processing of any returned payment. See section *Payment Options and Application of Payments* for details.

Collection Fee - This fee is billed to the account holder to recover the actual amount paid by the City to a third-party vendor for account debt collection efforts. See subsection *Utility Debt Collection* for details.

Utility Lien Recording Fee - This fee is billed to the property owner for the preparation of filing a utility lien or the release of a utility lien, and to recover the amount paid by the City to Brevard County to record legal documents. See subsection *Utility Debt Collection* for details.

Utility Lien Search Fee - This fee is billed to the requestor for the search of a utility lien and payable to the City of Cocoa's lien search vendor, Orange Lien Data. See subsection *Utility Debt Collection* for details.

Utility Billing Service Charge – This fee is billed and collected for certain utility services on behalf of other entities in accordance with interlocal agreements. The fee is determined by the cost of billing their service(s) on the regional utility bill and adjusted annually by the consumer price index – all urban consumers. This fee is collected by the City and remitted back to the entity that billed it to offset their contractual billing fees paid to the City.

High Consumption Credit Application Processing Fee – This fee is billed and collected for processing a High Consumption Water Credit Application if an adjustment is granted. If an adjustment does not meet the eligibility requirements, the fee is not charged. See subsection *Utility Billing Adjustments* for details.

Delinquency Processing and Application of Fee -
A delinquency processing fee for non-payment, as set forth in the current schedule of rates, fees, and charges, shall be applied to all accounts with delinquent balances as of 5 p.m. on the delinquency processing date, **regardless if the service is physically disconnected,** and the account shall be subject to interruption of services per Florida Statute 159.18. This includes accounts where only a partial payment has been received during the month or a payment was returned. See subsection *Payment Options and Application of Payments* for details. This fee may also be applied, immediately, to any account whose approved payment arrangement has defaulted. See subsection *Customer's Rights Prior to Discontinuance of Service* for details. The delinquency processing fee covers both administrative and field service costs to prepare, process and collect the delinquent account and shall be billed on your next bill statement.

Delinquency Processing: Reasonable efforts shall be made by the City to inform the occupants of delinquency processing and subsequent service interruption as a courtesy. Such efforts may include delinquency notices, phone call, e-mail, text message, or interruption of service for non-payment door hanger. These efforts are considered a courtesy to the customer. Failure to receive any notification will not avoid the necessity of payment and will not delay or avoid interruption of service.

Delinquency Notices are automatically generated for each delinquent bill as a courtesy reminder to all account holders with outstanding balances not paid within forty-five (45) days of the date of the original bill, including weekends, holidays, and City closures. Delinquency Notices are mailed to account holders and can be viewed or downloaded online by registering your utility account through the online bill pay portal at https://cocoafl.firstbilling.com Delinquency Notices can also be sent to property owners of rental properties if a request is made to Customer Service. Delinquency Notices carry a delinquency processing date that is seven (7) days from the date the notice was issued including weekends, holidays, and City closures. **Full payment of the delinquent balance must be received by the City and post to the utility account by 5 p.m. on the delinquency processing date provided on the Delinquency Notice to avoid interruption of service and any penalty or processing fees.** It is not recommended to utilize the drop box for delivery of your payment on the delinquency processing date, as all

payments placed in the drop box after 8:00 a.m. shall be received and applied to the account the following business day. See section *Payment Options and Application of Payments* for details.

Absent a payment of the full delinquent balance or absent an approved payment arrangement, at 5 p.m. on the delinquency processing date the account shall proceed with automated delinquency processing through the following, regardless if service is physically disconnected:

- The account holder shall forfeit any rights prior to the discontinuance of service. See section *Customer's Rights Prior to Discontinuance of Service* for details.
- The delinquency processing fee and any applicable deposits shall be billed on your next statement. See subsection *Future Deposits* for details.
- A work order to interrupt service shall automatically generate on any date/time after the delinquency processing date at the City's sole discretion and dispatched to the field for completion.
- The outstanding account balance (current charges plus previous charges) must be paid in full before service shall be restored per Florida Statute Chapter 159.18 and City of Cocoa Ordinance Code.

Payment for only the delinquent balance received or processed after 5 p.m. on the delinquency processing date will not avoid an interruption of service, nor will it constitute reconnection of service. The outstanding account balance (current charges plus previous charges) must be paid in full before service shall be restored per Florida Statute Chapter 159.18 and City of Cocoa Ordinance Code. Service reconnection may not be guaranteed the same day and must be scheduled by contacting our office once full payment of outstanding account balance is made. Service reconnection outside normal business hours is prohibited. See subsection *After Hours Reconnection Fee* for details.

Regular billing will follow a Delinquency Notice but will not cancel or extend this delinquency processing date. Failure to make immediate payment on the account may result in subsequent Delinquency Notices generated as additional bills become delinquent. Any subsequent late notice provided with new delinquency processing dates will not supersede or replace the date on the oldest unpaid Delinquency Notice and additional delinquency processing fees may continue to accrue until or unless the full delinquency amount on the account is paid, regardless if the service is physically disconnected.

Any returned payment originally presented to the City to prevent or restore services from delinquency processing, the City reserves the right to immediately disconnect, remove, and/or terminate the utility service without notification to the account holder. See sections *Payment Options and Application of Payments and Involuntary Discontinuance of Service* for details.

All accounts in a delinquent status and remain disconnected from service for two (2) consecutive billing cycles will be processed for involuntary discontinuance of service. See subsection *Involuntary Discontinuance of Service* for details.

Non-property owner accounts in a delinquent status where service has been self-restored and is unauthorized, a tampering fee and a lock fee, as set forth in the current schedule of rates, fees, and charges, will be applied and the account will immediately be processed for involuntary discontinuance of service. See sections *Tampering and Theft of Service* and *Involuntary Discontinuance of Service* for details.

Property owner accounts in a delinquent status where service has been self-restored and is unauthorized, a tampering fee and a lock fee, as set forth in the current schedule of rates, fees, and charges, will be applied to the account. See subsection *Tampering and Theft of Service* for details.

Any account holder who does not already have a deposit on account and whose service is processed for nonpayment or involuntarily terminated will be required to pay a deposit and maintain good credit, regardless if they were previously exempted. See subsection *Deposits* for details.

I. Utility Tampering and Theft of Service Fees & Charges

In accordance with the City of Cocoa Code of Ordinances and Florida Statute Chapter 812.14, it shall be unlawful to willfully alter or tamper with a utility meter, pipe, hydrant, meter seal, or knowingly allow damage to a meter or other

property belonging to the City of Cocoa in such a manner as to cause loss or damage or to prevent any meter installed for registering the quantity of water which would otherwise pass through. Any person may not, knowingly or unknowingly, use water passing through any meter connected with or belonging to the City of Cocoa, after the meter has been altered or tampered with, or cause the City of Cocoa, without its consent, to supply any unauthorized water service to any person, firm, or corporation without reporting the service for payment. The City of Cocoa reserves the right to prosecute all cases of tampering, utility theft and fraud to the fullest extent of the law.

If tampering or an illegal connection occurs when an account is active, services will be involuntarily discontinued immediately until such fee, including any outstanding balance on the account, is paid in full. See subsection *Involuntary Discontinuance of Service* for details.

If tampering or an illegal connection occurs when an account is not active, including immediately following involuntary discontinuance of service, the owner of the property shall be fined a penalty and held liable for such tampering and/or illegal connection. In addition to penalty, the property owner will be charged for the amount of any losses or damages sustained for each incident. See subsections *Revert to Property Owner* and *Unauthorized Consumption on Inactive Location* for details.

If tampering or an illegal connection occurs to a hydrant, the person and/or the representing company, at the City's discretion, will be charged an illegal connection.

Lock Fee – The City, at its discretion, may choose to immediately place a lock on any meter where service is disconnected to protect its water asset from unauthorized use. The locks intended use is to reduce the City's risk of water theft and subsequent loss of revenue from unauthorized use of service by any person. The lock is not intended to remove the property owner's responsibility to protect their water and sewer piping/utility system and any subsequent theft of metered water. See subsection *Account Holder Responsibility for Piping* for details.

Tampering Fee - When there is evidence of meter, line, lock, apparatus, etc. tampering, unauthorized self-restored services, or any unauthorized use of service, a penalty, as set forth in the current schedule of rates, fees, and charges, will be applied to the person responsible for service at that particular location. If the account holder is a non-property owner, the account will immediately be processed for involuntary discontinuance of service and any subsequent tampering and theft of service due to unauthorized use of service will be billed to the property owner. See section *Involuntary Discontinuance of Service* for details.

Meter Removal Charge – Any delinquent account in the name of the property owner where there is evidence of two (2) or more successive tampering or theft of service incidents causing unauthorized water usage and the account remains delinquent, a meter removal courtesy notice allowing 10 days in which to pay all outstanding charges will be sent to the service location and the property owner's mailing address as reflected in the records of the Brevard County Property Appraiser. Failure to receive this notice will not delay the meter removal. A property owner requesting a meter removed will automatically waive the 10-day courtesy notice. In either circumstance a meter removal fee, as set forth in the current schedule of rates, fees, and charges, will be applied to the property owner's account where the meter was removed.

Illegal Connection Fee – Whenever there is evidence of a non-metered connection to the utility, through bypassing the meter or in the absence of a meter, a penalty, as set forth in the current schedule of rates, fees, and charges, will be applied to the applicable account where the illegal connection was removed.

Section 7 – Utility Billing for Service

A. Monthly Statements
Account holders will receive a monthly statement for services rendered. The bill can be presented on paper and mailed through the United States Post Office, or it can be presented electronic through e-billing, but not both. To subscribe for e-billing the account holder can visit https://cocoafl.firstbilling.com

Copies of current and historical bills and delinquency notices can be obtained by registering the account at https://cocoafl.firstbilling.com.

B. Failure to Receive Utility Bill
Once a paper utility bill has been placed in the mail or dropped off at the US Post Office. or an e-bill is sent to the various internet service providers, the City is no longer responsible for that utility bill. Payment for that utility bill is due to the City even if the account holder does not receive it in the mail or through e-billing e-mail. All account holders who receive utility service with the City, regardless of receiving a bill, are required to remit payment for services received. Failure to receive a utility bill does not exclude any account from penalty or disconnection.

C. Billing Cycle
Account holders are billed on a cyclical basis twelve times per year at approximately monthly intervals. The length of a billing cycle shall often vary month to month depending on variables that influence the ability to read the meter on the same day each month. The service period dates are determined by the date the meter was read the previous month to the date the meter is read the current month.

The initial and final utility bill for a new account holder will be prorated based on the number of days the account is active in the billing cycle and will include charges for all consumption billed at the applicable rate. See *Schedule of Rates, Fees, & Charges* for more details.

Bills are due 20 (twenty) days from the date of issuance. Failure to receive a bill will not avoid the necessity of payment. The bill is past due if payment is not received and posted to the account by 4:30 p.m. on the due date. Due dates are not adjustable. Should the bill not be paid in time a late fee shall be assessed and billed on the next billing cycle.

The bill is considered past-due if payment is not received and posted to the account on the forty-fifth (45th) day from the billing date of issuance. A courtesy delinquency notice may be mailed providing the account holder seven (7) additional days to remit immediate payment, for a total of fifty-two (52) days including weekends, holidays, and City closures. Delinquent accounts shall be scheduled for interruption of service as early as the fifty-second (52nd) day and subject to penalties if full payment is not received and posted to the account by 4:30 p.m. on the 52nd day from the billing date of the oldest, delinquent bill.

The account balance must be paid in full before service is reconnected. No second notice will be mailed for disconnection due to nonpayment.

The City may attempt a call using our automated notification system to a phone number provided by the account holder alerting the customer as to the planned date of disconnection. It is the responsibility of the account holder to ensure that all information, including telephone numbers, is accurate and current.

D. Meter Reading
Every meter is read once a month unless conditions prevent an actual reading from being obtained and require the bill to be estimated. The bill shall reflect if it has been estimated. Some meters are read by visually inspecting them while others are read through radio frequency as they are driven by. All locations containing a meter will be read on a monthly basis regardless of the status of an account. Staff conducting meter readings will note any meter where readings are questionable or meters that appear to have stopped working. The account holder should maintain the area of the meter box serving the property in a manner that keeps it unobstructed by shrubs, grass, weeds, mulch, dirt, or other similar materials. Similarly, vehicles may not be parked over the water meter. The City of Cocoa will

take all measures necessary to ensure reading of the meter including towing of vehicles. If a failure to retrieve a reading is due to account holder (or their agent) obstruction or due to damage caused by an account holder (or agent), notice will be given to the account holder. If failure to comply with the notice occurs, a meter access fee will be applied to the account and any costs incurred shall be invoiced and applied to the account holder's account. Meters may not be read the same day each month. The actual dates of meter reading for a particular account are shown at the top of each utility bill under the service period.

E. Estimated Billing

The City continually strives to read every meter in the utility system every month. Occasionally, conditions exist that make it difficult to read a meter such as inclement weather, meter maintenance, condensation, flooded meter box, meter accessibility, etc. The City will make a reasonable attempt, often multiple attempts, to secure a true reading; however, the City may estimate the water and sewer consumption for the month using the account holder's monthly average. Any account that has been estimated will reflect such on the utility bill under the current reading column with the designation EST and the estimated read. Account holders with estimated bills are encouraged to obtain and send a correct reading by contacting Customer Service at 321-433-8400 or customerservice@cocoafl.org. Once a true reading is obtained, either by the account holder or City staff on the next monthly meter reading, the next monthly utility bill will reflect any billing adjustments, if necessary.

F. Calculating Consumption

The monthly base fees for water and sewer are assessed by meter size and are also known as readiness to serve charges designed to collect revenues to cover some operating and maintenance expenses. These fees are billed to all active accounts and do not include the monthly consumption commodity charges.

The water commodity charges are based upon metered water consumption. Your previous meter reading is subtracted from your current meter reading to determine your actual water consumption within the billing cycle. These charges are billed to the consumer rounding down to the thousands position within the meter reading and are billed on a per thousand-gallon basis. Sewer charges are billed equal to metered water use and may include a cap. The City has a conservation rate structure designed to compel the water customer to implement cost effective water conservation measures and practices. A large portion of the charges, using tiers 2, 3, and 4, are based on the quantity of water the customer consumes while balance is achieved in the City recovering its fixed costs when billed at the lowest, first tier. See *Schedule of Rates, Fees, & Charges* for more details.

If a meter is removed and a new meter installed between billing cycles, the combined consumption recorded on both the old and new meters will be billed on the next regular billing cycle.

G. Deposits

Billed Deposits – The City requires water and sewer deposits for any applicant wishing to establish service at any location, except as specified. See subsections *Application of Deposit and Exemption Criteria* and *Deposits* for details. The deposit may be collected at the time of service request or be billed on the account holder's first bill. Any applicant with prior debt, been involuntarily discontinued from service, filed bankruptcy in the past 12 months, applies for a temporary connection, has had their meter removed, or is attempting to activate service after an account has been sent to collections shall pay the deposit prior to the connection or re-connection of service. Any applicant where the credit screening return response indicates the highest level of risk will be required to pay the increased at-risk deposit for water and/or sewer service. See subsection *Increased At-Risk Deposit* for details.

Calculated deposits will be reviewed and updated regularly. The calculation of a deposit may include 6-month historical consumption at same location, or account holder's previous location. If historical data is not available, the deposit may be re-calculated and billed after it becomes available.

Cancellation of automatic debit, for any reason, may result in deposits being billed to the account. Interest on any deposit held is credited to customer accounts quarterly. The interest rate is annually calculated by the consumer price index and updated, if applicable, at the beginning of each fiscal year.

Refunds of Deposits **-** Residential accounts shall have their deposits refunded to the account after twelve (12) consecutive months of good credit, or until services are requested for disconnection, or involuntarily terminated by the City, or until the account holder completes an Automatic Debit (ACH) Agreement and maintains twelve (12) successful and continuous, automatic bank draft, or until the account holder possess little to no delinquency risk upon successful completion of credit screening. Good credit is defined as not having been disconnected for non-payment, or not having had two or more returned payments, or not having any account be sent thorough debt collection (i.e. collections, lien, etc.).

Commercial accounts and multi-unit residential dwelling accounts will remain on the account until services are requested for disconnection and/or involuntarily terminated by the City.

When services are requested for disconnection or are terminated by the City, any deposit on account will be applied to any balance due, including the final bill, prior to funds being refunded. Account refund checks will be issued for refunds $1.00 or more to the same name as the account holder and mailed to the last known address unless another address is provided. Any refunds less than $1.00 will not be issued.

Transfer of Deposits **-** Residential deposits are transferrable in the same name of the account's contracting party from one service location to another service location as long as there is no outstanding debt. Fourteen (14) days shall be provided to the contacting party where service will be connected at both locations upon which the deposit will be transferred to the new service location and the previous service location will be terminated.

Commercial deposits included in the sale of the property are transferrable upon receipt of a notarized letter, or notarized Relinquishing Deposits Authorization from the original depositor, or a copy of the recorded property bill of sale showing inclusion of the deposit in the terms and conditions.

Future Deposits **-** Any account holder who does not already have a deposit on the account and whose service is processed for nonpayment, has two returned payments, or whose automatic debit is prematurely cancelled will be required to pay a deposit on all active accounts and maintain good credit as defined in the above paragraphs, regardless if they were previously exempt. A customer having multiple active accounts will be subject to deposits billed on all of the accounts if good credit is not maintained on any one of the accounts or combination of accounts (as in the case of two returned payments). Alternatively, the account holder can avoid paying these deposits by completing an Automatic Debit (ACH) Agreement and maintain successful and continuous, automatic bank draft for twelve (12) consecutive months.

Increased At-Risk Deposit **-** When the City is at an increased risk of loss the required total deposit may be higher than normal. This deposit will be billed in addition to the regular deposit and both must be paid in advance of water service restoration. Circumstances such as those whose service is processed for nonpayment on two (2) or more occurrences in twelve (12) consecutive months, or were involuntarily terminated, or where 2 or more payments were returned to avoid delinquency processing, or where the credit screening return response indicates the highest level of risk will be required to pay the increased at-risk deposit for water service.

H. Payment Options and Application of Payments

The City of Cocoa accepts cash, checks (personal, certified, and e-check), money orders, electronic bank payments, and VISA, Mastercard, Discover, or AMEX credit card payments. Accounts are not considered paid and are subject to delinquency processing and late fees until payment is received by the City and posted to the utility account. Any person can voluntarily make a payment on any account for which they are not the account holder of. Any payment presented to the City by any person for any outstanding receivable, service or fee on an account shall not be voluntarily returned by the City. No cash change will be given for checks written for an amount greater than the account balance; any overpayment will be credited to the account holder's account. Due to processing charges, individual credit card transactions cannot exceed $5,000 per transaction; however, a customer can make multiple transaction payments in a day. A Convenience Fee will apply when paying your bill online, over the phone, and in person when paying by credit/debit card or e-check. See subsection *Utility Administrative Fees & Charges* for more details.

Payment by Mail: Check and money order payments can be mailed to City of Cocoa P.O. Box 1270 Cocoa, FL 32923-1270. A lockbox provider processes our payments each business day as they are received. Please remit your payment with your payment stub in the envelope provided in your monthly utility bill. Please do not mail your payment to Cocoa City Hall directly as mailed payments will be forwarded to the lockbox provider for processing resulting in an additional delay in your payment posting to your account. The only payments processed at City Hall are those made through the drop-box or in person.

Payment by Phone: An automated, Interactive Voice Response (IVR) system is available 24 hours a day, 7 days a week to accept your payment by calling 321-433-8400. If you prefer to speak to a live agent you can call our online bill pay provider, First Billing, at 1-855-270-3592 during their business hours and a payment agent will take your payment over the phone. A convenience fee will apply when paying by credit/debit card or e-check.

Payment in Person: You may come into Cocoa City Hall located at 65 Stone Street in Cocoa during regular business hours Monday through Friday from 8 a.m. to 5 p.m. (excluding City closures). A convenience feel will apply if paying by credit/debit card.

Payment Online through City of Cocoa's Bill-Pay Portal: An online utility billing portal is available for convenient and quick access to utility billing information and payments through our online bill pay service provider, First Billing, by credit/debit or e-check. Comprehensive, current account information, billing history, and payment history is available online to include downloading copies of your utility bills, making a credit/debit card or e-check payment, and setting up auto-pay. You can access the online payment portal at https://cocoafl.firstbilling.com. A convenience fee will apply when paying by credit/debit card or e-check.

Payment Online through Your Bank's Bill-Pay: Most financial institutions offer online bill-pay to send your payment for you; however, several financial institutions do not send your payment electronically. Rather, some financial institutions print a paper check and remit your payment through the mail *after* the funds are deducted from your bank account, resulting in a delay of your payment processing. To avoid adding further delay or a late penalty, please ensure your bank's bill-pay profile includes your correct utility account number and the mailing address for our lockbox payment processing center at City of Cocoa P.O. Box 1270 Cocoa, FL 32923-1270. If you transfer your utility service to a new location, please update your bill-pay profile with your new account number. Schedule your bill-pay to allow enough time for your bank to prepare and send your payment as well as our lockbox provider to process it before the due date. Payments post to utility accounts when they are received, not when they are withdrawn from your bank account.

Payment Drop-Box: A drop-box is located on the south side entrance of Cocoa City Hall for check and money order payments only. Cash payments are receipted in City Hall during regular business hours, Monday – Friday, 8:00 a.m. to 4:30 p.m. Any payments placed in the drop-box after 8:00 a.m. will be posted the next business day, thus, penalties may be applied in accordance with this policy.

Automatic (ACH) Debit from Bank: Account holders can have their bill drafted directly from their bank account each billing cycle. Bank drafts for utility billing are processed on the 7th day after the billing date. A completed Automatic Debits (ACH) Agreement along with a voided check is required to sign up for this service. If an account holder wishes to be removed from the bank draft process, City staff must be notified by the 1st day of the month. An account holder having multiple accounts activated at different service locations under the same customer identification number and also enroll in automatic bank draft will have the automatic bank draft applied to all accounts under the same customer identification. It is the account holder's responsibility to inform staff that they do not wish to have it applied to all accounts under a single customer identification.

Auto-Pay from Credit/Debit Card or E-Check: Account holders can have their bill drafted directly from their debit/credit card each billing cycle. To enroll please visit our online bill pay portal at https://cocoafl.firstbilling.com. A convenience fee will apply when paying by credit/debit card or e-check. Returned debits will be handled in the same manner as returned checks. When new or replaced debit/credit cards are issued by the card issuer, often the card's expiration date, account numbers, and security code may change resulting in declined payments by the card issuer if not updated in our bill pay portal. Please remember to update your auto-pay with your new card or checking account information.

Partial Payments: In the event an account holder does not pay the total amount due on an account, City staff will post the partial payment made to the appropriate account. The account balance due must be paid in full to avoid disconnection of service. **At no point will staff return or refuse a payment to an account, unless the refusal of payment method is otherwise described in this policy.** Partial payment of balances due on an account holder's account shall be applied to the oldest account receivable first.

Returned Payments: If a customer's payment is returned to the City as unpaid due to insufficient funds, closed account, incorrect account number, bank error, chargeback, or for any other reason, the City will send a letter advising the account holder of the returned payment. The customer has ten (10) days from the date of the letter to substitute the payment with cash or a money order. All penalty fees and delinquency processing procedures will apply including bank errors. Returned credit card transactions, e-checks, checks, and bank drafts will all be handled in the same manner. A returned payment fee will be applied to the next bill and it is the customer's responsibility to recover the returned payment fee from his/her banking institution. See subsection *Returned Payment Fee* for details.

Any payment presented to the City to prevent or restore services from delinquency processing, to pay large past due balances in order to transfer service, or to prevent or restore a meter removal and are subsequently returned for any reason, the City reserves the right to immediately disconnect, lock, remove, and/or terminate the utility service without notification to the account holder. Any account that has had the meter removed/locked shall be required to pay cash or money order to restore service. See section *Involuntary Discontinuance of Service* for details.

Refusal to accept methods of payment: All checks must be made payable to the City of Cocoa. Third-party checks are not an acceptable form of payment to the City. A check that is incorrectly filled out does not reflect payment may be returned to the customer. The City of Cocoa reserves the right to verify funds on any check presented for payment on account before or after accepting such payment. If a customer's banking institution denies the City the ability to verify funds, checks presented for payment may be denied.

The City reserves the right to refuse personal checks and/or credit cards from customers who have had two (2) or more returned payments applied to an account within a twelve (12) month period, thus making the account cash only for one (1) year from the date of the last payment return.

Any currency payment suspected of being counterfeit and initially accepted by the City will be noted on the payee's account as a possible counterfeit bill. If that bill is returned by the depositing bank as counterfeit, a returned payment in the amount of the counterfeit currency will post to the noted account.

It is the account holder's responsibility to make arrangements to ensure that substitute payment will reach the City before the due date. All penalty fees and delinquency processing procedures will apply.

I. Cash Only Accounts

Accounts will convert to cash only upon two returned payments within twelve (12) consecutive months, any tampering/self-restoration of service absent payment after delinquency processing, and when any meter is removed. This status shall remain in effect for 12 consecutive months.

J. Account Holder Contact Information

It is the responsibility of the property owner, account holder, or authorized designee to advise the City to whom and to what address bills are to be sent (e.g. new owner or renter). Only an account holder or authorized party can request changes to billing information and statuses. Changes can be requested by phone or sent electronically by e-mail or fax by completing an Account Holder Contact Update form. There is no charge for such changes. **Failure to receive a bill sent by mail or e-mail will not excuse late payment or non-payment of bills.**

K. Transfer of Existing Account Holder to New Contracted Location

If an existing City of Cocoa account holder moves from one location serviced by the City to another location serviced by the City, consumption charges will be billed based upon actual final meter readings and initial meter readings. Account holders may transfer service from one location to another as long as any balances are not past due. The remaining amount owed and any fees from a previous service may be transferred to the new account.

If the account holder has an account that is past due, the account holder will have to pay that amount before the account can be transferred. The deposit from the previous account may be transferred and an additional deposit may be required in conjunction with the regulations of this policy.

Utility account holders requesting to transfer their service from one City of Cocoa location to another must follow the Application for Utility Services process, including payment of a service initiation fee. The account holder may also be required to update the deposit at this time. The account holder is still responsible for any outstanding balances at the previous address. Failure to pay such balances will result in involuntary disconnection at the new address.

L. Unauthorized Consumption on Inactive Location

When utility services are provided to a location or property that does not have approved service contracted or established, whether inactive service or voluntarily/involuntary terminated service (i.e. vacant, abandoned property, construction lots, involuntarily terminated for delinquency, rental, squatters, etc.), a utility account shall be activated in the name of the property owner as reflected in the records of the Brevard County Property Appraiser for any consumption and utility services, per Florida Statute Chapter 180.135. A. The City Cocoa shall be responsible to look no further for property owner information. The account shall be billed the higher same day service initiation fee to recover the administrative expense of processing the account and any work orders or communication sent to the property owner. See subsection *Revert to Property Owner* for details.

Rental Property: The property owner of any rental, serviced by a single meter, shall be obligated to promptly notify the City of the commencement and termination of any tenancy of its rental unit. Property owners with rental property shall be responsible for paying any rates, fees, and charges accrued for any unauthorized service supplied, metered or unmetered, to the property effective the date tenant utility services are discontinued, either voluntarily or involuntarily, in the tenant's name and/or until a prospective tenant contracts service. Any prior debt and outstanding account balances must be paid in full before service can be connected. See subsection *Prior Utility Debts* for details.

M. Regional Utility Billing

The City of Cocoa is the contracting billing agent for many other services of several surrounding municipalities. Utility services for Brevard County; the Cities of Rockledge, Cape Canaveral, Titusville and Cocoa Beach; Sun Lake and Colony Park are also billed on the Cocoa regional utility bill. The service description on the utility bill clarifies which municipality or entity the service is being provided by and billed for. Payments for these services are collected by the City of Cocoa through the payment of the utility bill. The revenue collected, for the services that are contracted for billing, is then reconciled and remitted to the respective municipality or entity each month. For more information on these services and their rates or fees please contact the respective service provider.

Section 8 – Discontinuing Utility Service

A. Termination of Service

Requesting Discontinuance of Service: Any account holder requesting discontinuance of service will inform City staff of the location of disconnection, date service is to be disconnected, and the forwarding mailing address for the final bill. Due to privacy issues, the account holder, authorized party, or property owner must be the one to request the termination of service. Property Owners requesting to terminate utility service at any rental dwelling shall be required to complete a Property Owner Request to Terminate Utility Service form prior to the termination of service.

In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the account holder. See subsection *Estate Account and Deceased Account Holder* for details.

Disconnection Scheduling: Under normal conditions, disconnection from the City's utility system may be performed the same day if the request is received prior to 10 a.m. A request received after 10 a.m. may normally be fulfilled the next available business day. During periods of a high volume of requests work will be scheduled at the next availability.

Closing of a Utility Account: Within 15 days after termination of utility service, the account will be closed. All charges, fees and credits (including deposits, refunds, and adjustments) are then applied against the amounts owed the City.

Final Bill: An account holder's final bill will be mailed in a timely manner to encourage collection and customer understanding. The final bill will include all consumption used up to the time of service disconnection and any other charges or amounts due. Any balance owed to the City will remain a receivable until paid. All legal means of collection for a delinquent account in arrears will be taken.

Credit Balance: A credit refund will be applied to a closed account with a credit balance after final billing. Any credit refund shall first be transferred to another account the account holder is financially responsible for that contains outstanding receivables, a new account where service was recently transferred to, or lastly, a check for the remaining money will be issued to the account holder and sent to the last known address on record. Refund checks will only be issued in the name of the account holder.

B. Revert to Property Owner

Upon any discontinuance of service, voluntarily or involuntarily, by any tenant or occupant other than the property owner, the utility billing reverts back to the property owner as the account holder. The account will remain inactive until or unless the property owner or prospective tenant contracts for service, or until there is unauthorized consumption at the location. See *subsections Unauthorized Consumption on Inactive Location* and *Tampering and Theft of Service Fees and Charges* for details.

C. Customer's Rights Prior to Discontinuance of Service

Disputed Bills: If an account holder believes the City has made an error in calculating a utility bill, or otherwise disputes the obligation to pay the bill, the account holder or the account holder’s authorized representative may discuss the matter with a Customer Service Representative. Any dispute of a utility bill must be expressed to the City prior to the due date. When disputing a bill, the customer shall:

- First contact the Customer Service office for clarification.
- If the customer, after this conversation, still disputes the bill, the customer has the right to appeal to the Senior Customer Service Representative.
- If the customer, after this conversation, still disputes the bill, the customer has the right to appeal to the Customer Service Supervisor.

 If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Utility Customer Service Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.
 If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Deputy Finance Director. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.
 If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Finance Director. The Finance Director may defer to the Utilities Director for guidance involving technical specifications regarding the utility system, if necessary. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.
 If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the City Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill. The City Manager and/or the Assistant City Manager will review the appeal and send a written reply within a reasonable amount of time to the address shown in the utility billing system, noting the decision regarding the appeal and any substantiation for the decision and direction on any further course of action that the customer may take.
 The account of any disapproved appeal shall be assessed penalty, if due, at the time the appeal process is closed.

Extensions & Payment Plan Agreements: After an account holder has established six months' worth of history with the City (including billing and payment of such), the account holder will be allowed one extension and one payment plan per 12-month period. A payment plan or extension may be granted on a new account without established history at the discretion of management.

In order to receive the extension, the account holder must come into Customer Service Division in person, provide identification, and sign a Utility Bill Extension Agreement form. A payment extension may be granted for up to a two-week period; however, due to unforeseen and unusual circumstances, management may grant more than one payment extension per year and/or for a longer term.

In order to receive the payment plan, the account holder must come into Customer Service Division in person, provide identification, and sign a Utility Bill Payment Plan Agreement form. A payment plan may be granted for up to a six-month period; however, due to unforeseen and unusual circumstances, management may grant more than one payment plan per year and/or for a longer term. The extended amount shall be paid with the current bill each month. If the payment plan and schedule agreement is not adhered to, the account holder will be charged a delinquency fee and placed on a list to have services disconnected immediately and without notice to the account holder. The account holder's account shall be documented with any payment plan which may be granted.

Extensions or payment plan agreements are not automatic; they are a privilege and will be granted only with proof of extreme hardship and after review of account and payment history. No extensions or payment plans will be approved on or after the date of service disconnection for nonpayment; exceptions may be considered by management but are not guaranteed.

Misapplied payments: The customer must provide the City with a copy of the front and back of the cancelled check, credit card statement, or a cash receipt. A payment extension may be granted if time is needed to produce the document and a billing adjustment will be made upon verification.

Exceptions: Under special circumstances, the City may choose not to interrupt service or reconnect service as part of the delinquency processing, about whom the City has prior written notice from a medical facility, when the services are provided to a critically ill person or a person on life support equipment and the services are needed to preserve life. Consideration will be provided on a case-by-case basis and only if the account holder executes and fulfills a payment plan and is not processed for delinquency again.

D. Involuntary Discontinuance of Service
The City may discontinue utility service for any one of the following reasons:

 Failure of the account holder to pay bills for utility service as required in these policies.
 Any account in a delinquent status and remains disconnected from service for two (2) consecutive billing cycles.

 Upon discovery of tampering including non-authorized meter connection, by-passing the meter, or altering its function. The account holder is held responsible for any meter tampering. In the absence of an account holder, the owner of the property for which services are provided shall be assessed all charges and penalties.
 Failure of the account holder to permit municipal employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are considered to be a denial of access.
 Use of service for unlawful reasons.
 Discovery of a condition which is determined to be hazardous or unsafe.
 Failure to provide access for the Utilities Department personnel to the City's facilities on the customer's premises is grounds for discontinuance of service.
 Violation of any of the City's other utility service policies and procedures, ordinances, or state or federal law.

The City may notify the Health Department, Code Enforcement, and other municipal offices of the termination of service.

E. Reconnections

When it becomes necessary for the City to discontinue services for any of the reasons listed in this policy, service will be restored after payment of (1) all past due and current bills due to the City, (2) any deposit as required, (3) any material and labor cost incurred by the City, according to the schedule of rates, fees, and charges, (4) all fees and charges required by this policy, and (5) any discovery of prior debt.

Section 9 – Utility Operational Policies

A. Meter Calibration Testing
Account holders may request that the City test their water meter for accuracy at the rate set forth in the schedule of rates, fees, and charges. This request must come from the account holder in a written form by submitting a completed Consent to Verify Meter Calibration form. As soon as reasonably practical after receiving the request for meter testing, the Water Field Operations shall test the water meter for accuracy. The accuracy limits for testing are 98.5% to 101.5% as recommended by the American Water Works Association.

Should testing reveal that the meter is over-registering consumption (indicating more flow than is actually passing through it) greater than one hundred one and one-half percent (101.5%), then the account holder shall not be responsible for that portion of the bill equivalent to the percentage of error of the meter and the amount shall be deducted from the account holder's bill for preceding 12 months of billing, if applicable. The percentage of error is calculated by subtracting the 101.5% accuracy limit from the weighted meter test results. The meter shall be removed from service and replaced at no additional cost to the account holder and the meter testing fee refunded to the account.

Should testing reveal that the meter is under-registering (indicating less flow than is actually passing through it) less than ninety-eight and one-half percent (98.5%), then the account holder shall not be responsible for any unrecorded flow indicated by the percentage of error of the meter. The percentage of error is calculated by subtracting the weighted meter test results from the lower 98.5% accuracy limit. The meter may be removed from service and replaced at no additional cost to the account holder and the meter testing fee shall be refunded to the account. Note: the removal of the meter from service is at the discretion of the City of Cocoa as unregistered water consumption is a loss of revenue to the City of Cocoa and subsequently affects all rate payers.

If a meter test reveals accuracy equal to or within the defined accuracy limits of 98.5% to 101.5%, then the meter shall be placed back in service on the same account and the meter testing fee shall not be refunded to the account holder.

B. Water Quality Complaints
Concerns of the quality of water can be submitted either by phone or in writing by completing the Utility Water Customer Contact Complaint form and submitting it to the Customer Service Division by e-mail or fax. The complaint will be forwarded to the Water Quality Lab for review and response.

C. Damage to Plants and Shrubs
The City is not responsible for damage to plants and shrubs which may be dug up or cut/trimmed in the course of accessing the meter, work on the underground piping system or other apparatus located beyond an account holder 's property line or within a utility easement. A reasonable effort will be made to minimize or repair any resulting damage. The account holder is responsible for ensuring that the water meter is not obstructed by plantings, mulch, grass, or any other means. If the City must, in the opinion of the Utilities Director, relocate a meter due to obstruction, the owner of the property will be charged for labor and materials to complete any necessary work.

D. Damage to City Equipment
Any damage caused by the account holder, property owner, or their agent(s) to the City's equipment or property serving an account holder shall be the responsibility of the account holder. The City shall make necessary repairs and charge the account holder for materials and labor for said repairs. Such damage includes, but is not limited to, damage from mowing, vehicles, landscaping, or excavation.

E. Account Holder Name Change
A name can be changed on an existing account in the event of divorce, marriage, or legal name change. The account holder must present supporting documentation and a valid form of government issued identification with photo. Ex. Valid driver's license, passport, alien registration card, or state issued photo ID (identification will be scanned into the system for attachment to the applicant's account for identification purposes). In the unfortunate case of death see subsection *Deceased Account Holder and Estate Account* for details.

Existing accounts shall not be transferred into the name of another person that has not contracted service on the exception that the current account holder is deceased. See section *Deceased Account Holder and Estate Account* for details.

F. Deceased Account Holder and Estate Account

Property titled with joint ownership: Upon death of an account holder, a surviving co-owner of the property, as filed with the Brevard County Property Appraiser's Office, may request to transfer the service into their name.

If the City of Cocoa receives notice or determines that an account holder is deceased, notification of account transfer to the surviving co-owner of the property will be mailed to the service address on record.

Property titled with one owner: Upon death of an account holder, a surviving family member may request to transfer the account into the ownership of an estate for the decedent. The City may request legal documentation from the executor or the person responsible for administering an estate. The account will then be established in the estate's name. It is the responsibility of the executor or other person administering the estate to notify the City of any changes in account status. As a courtesy, the City of Cocoa may allow an account to remain in the name of the estate for a period up to six (6) months from the date of transfer. It is the responsibility of the executor or administer of the estate to either disconnect the account or service must be contracted by an authorized person prior to this date.

If the City of Cocoa receives notice or determines that an account holder is deceased, notification of account closure will be mailed to the address on record. The letter will set forth a date, a minimum of two (2) weeks from the date of notification or a maximum of six (6) months from the date of death, whichever is greater in time, in which an Application for Utility Service must be completed and received in accordance with this policy in order to continue services at the location of the deceased account holder.

The estate account shall automatically terminate after six (6) months, or the surviving member may elect to pre-pay a deposit in the amount equivalent of four (4) months of average bills to maintain an active account in the name of the estate as well as contract service as a responsible person for the account. In either case of an estate account being established, if an Application for Utility Service has not been processed to transfer ownership of the account by the advertised time, services may be disconnected without further notice

G. Utility Billing Adjustments

At any time a billing adjustment is requested, the balance of the account must be paid in accordance with this policy in order to avoid penalty. If an adjustment request is approved, the adjustment will be made to the account and may show as a credit on the next regular monthly bill.

Overcharge or Undercharge Error: If the City has overcharged or undercharged an active account holder for service, the City will correct this error subject to the following procedures:

1. If the City has overcharged an active account holder for a service, the City will credit the account holder's account, without interest, the excess amount on the next monthly bill. When the overcharge is more than $1,000 a reasonable attempt to notify the account holder will be made in addition to the monthly bill. Account holders may request a refund if the account balance was previously paid in full. Credit to an account holder's account is subject to the following limitations:

- If the account holder should not have been billed the service and the time period over which the overcharge occurred can be determined, the City should credit or refund the excess amount charged the account for that entire interval, provided that such time period shall not exceed the statute of limitations as set forth in the Florida General Statutes.
- If the account holder should have been billed the service and the inaccurate rate was applied, the City shall refund the excess amount charged not to exceed the preceding 12 billing cycles.

 If the exact amount of excess charge cannot be determined, the City should take into consideration all information and account history in order to determine the amount due as accurately as possible, not to exceed the preceding 12 billing cycles.
 If an overcharged account holder owes a past due balance to the City, the City may deduct that past due amount from any refund or credit due the account holder.

2. If the City has overcharged an account holder for services and it is discovered after the account has been terminated and/or made inactive, the account holder forfeits any right to a refund upon the termination and/or inactivation of the account.

3. If the City has undercharged an account holder for service during any of the previous 12 billing cycles, the City will collect the additional amount due to the City by placing the charges on the next monthly bill. When the undercharge is more than $1,000 a reasonable attempt to notify the account holder will be made in addition to the monthly bill. A payment plan or other payment options may be extended to an account holder. If an account holder does not contact the City in order to make payment arrangement for such amount by the bill due date, the account may be disconnected for nonpayment in accordance with this policy.

4. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, the City shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

Swimming Pools: Swimming pools may be filled once a year without the account holder having to pay a sewer usage charge on the water used to fill the pool. In order for an adjustment to be granted, the account holder (or the account holder's representative) must submit a High Consumption Credit Application request for the adjustment within 30 days of the date of the bill for which an adjustment is requested. Sewer consumption used will then be calculated to the account holder's previous 6-month average and an adjustment will be made to the bill which includes the dates of usage. All water used to fill a pool will be metered and billed to the account holder.

***Excessive Use*:** Excessive use is defined as metered water and/or sewer flow at least 50% greater than the account holder's average monthly consumption amount. Average monthly consumption is based on the six (6) month average prior to the month showing excessive use.

There are a variety of circumstances which may cause an account holder to have a water bill more than their average range for monthly water consumption. These can include, but are not limited to, plumbing leak, faulty toilet, faulty hot water tank, hose bib left on, excessive irrigation, water theft, etc. Often circumstances are intermittent or isolated occurrences where symptoms of water loss may start and stop within the billing cycle making it very difficult for the account holder to identify the source or cause. The City of Cocoa briefly visits and reads each meter only once a month often after this unexplained water loss has occurred. At the customer's request, City staff can identify if water is actively being pulled through a meter and/or if a leak at the meter connection is actively occurring; however, City staff cannot identify where or how water is/was being used or lost. An Excessive Water Consumption Checklist is included in the appendix of these policies and procedures to aid an account holder in identifying the cause of excessive use. It is the account holder's responsibility to regularly monitor their consumption, identify the source/cause of water loss, and correct the problem causing the excessive consumption as soon as it is discovered. Water loss is an expense to the City and any billing adjustment is a courtesy to assist the account holder with an extraordinarily high bill. The City is not responsible for the account holder's piping or plumbing beyond the point of service. See subsection *Account Holder Responsibility for Piping* for details.

Utility account holders may apply for an adjustment when verified excessive use has occurred. A High Consumption Credit Application form should be completed by the account holder and submitted to the City for review. The customer must provide information describing the situation or circumstances that resulted in the loss of water. This should include the cause of the water loss if known, when the problem was discovered, and what action was taken to stop the loss of water. Any documentation verifying the cause of the excessive use should be attached to the form (e.g. plumber's invoice, receipts for purchase of repair equipment). Water used during construction or remodeling of a property is excluded from an adjustment if water loss is unknown or unexplained. If an adjustment is granted, a High Consumption Application Processing fee will be applied to the account. If the request does not meet the eligibility

requirements and the adjustment request is denied, no fee will be applied. See subsection *Utility Administrative Fees & Charges* for details.

At any time a billing adjustment is requested, the balance of the account must be paid or on an approved and current payment plan in accordance with this policy in order to avoid penalty and/or disruption of service. If an adjustment request is approved, the adjustment will be applied to the account and may show as a credit on the next regular monthly bill.

City staff shall first verify the meter reading to ensure accuracy of the bill. Upon verification of the meter reading and verification that the consumption amount is 50% greater than the account holder's average monthly consumption, the adjustment request may be considered and is subject to the following eligibility criteria:

 In the event excessive use occurs within the first six (6) billing cycles of a new account, the account holder's average monthly consumption shall be calculated using one of the following methods:

- based off of the active number of billing cycles, excluding the first, if available.
- based on a daily average usage, if available, multiplied by 30 days with the daily average being determined after repairs have been made
- based on the previous account holder's monthly average usage, if available.
- If none of the above are available, it shall be determined after the account holder establishes a monthly average, after repairs have been made.

 The calculated water credit must be equal to or exceed $50.00 for the billing period in question and shall be calculated as follows:

- *Potable water*:
  A. Charges for consumption used at/below the monthly average shall be calculated according to the current rate structure for the period.
  B. Charges for consumption used over the monthly average shall be re-calculated at the wholesale tier 1 rate equal to the expense that the City incurs for treatment and delivery of water service for the period.
  C. Bill **minus** base rate **minus** calculated monthly average consumption **minus** re-calculated consumption over monthly average = credit.
- *Reclaimed water*:
  A. (Billed gallons minus base rate gallons)/base rate gallons = consumption factor.
  B. Consumption factor multiplied by base rate = adjusted billing
  C. Bill minus adjusted billing minus base rate = credit
  D. Bill minus credit = new adjusted bill amount.
  Note: Account holders served by a reclaimed water utility other than the City of Cocoa must contact the governing reclaimed water utility body to determine their policy on adjustment.

 The following items do not qualify for a water credit:

- Pool fills, including those necessitated by pool repairs/resurfacing.
- Any meter that has been tampered with including non-authorized meter connection, by-passing the meter, or altering its function, does not qualify.
- Unexplained water loss during the construction phase or remodeling.

 Sewer consumption may be adjusted to the account holder's previous 6-month average if it is determined the excess water did not go through the sewer system. Note: Account holders served by a sewer utility other than the City of Cocoa must contact the governing sewer utility body to determine their policy on adjustments.

 A billing adjustment shall be allowed for no more than two consecutive months of excessive usage, on an account. All commercial accounts will be limited to a maximum of two (2) excessive use billing adjustments within five (5) consecutive years since the first adjustment. All residential and government accounts will not be limited to a maximum; however, each instance shall be reviewed by City staff to determine the validity of the request as excessive, repetitive leaks or plumbing that isn't corrected will not be eligible for excessive use adjustments.

 In the event the City of Cocoa declares a state of emergency due to a natural disaster event, such as a hurricane, the eligibility criteria for a high consumption water credit shall be amended for the billing cycle that includes the date(s) of the event and one additional billing cycle post event for a maximum of two billing cycles. All other conditions and eligibility criteria shall remain in effect with the exceptions as follows:

- The calculated credit does not have to exceed $50.00.
- An approved high consumption adjustment will not count towards the lifetime maximum for any account holder, regardless of account type.
- The High Consumption Credit Processing Fee shall be waived.

Any deviation from current City policies and/or procedures by City staff that causes and unnecessary, prolonged, or excessive water leak, resulting in high metered consumption, may be considered for an additional adjustment authorized by City management reviewed on a case by case basis. The adjustment will only be applicable to the amount of water lost within the timeframe the City deviated from policy/procedure.

Stuck Meter: Often the symptom of a stuck meter is a few months of no water consumption recorded on an active account. In the event the City believes a meter may be malfunctioning or stuck and under registering water consumption a maintenance crew may be sent to test and/or evaluate the meter and the customer contacted for a status on occupancy. If the meter is determined by City staff to be stuck it will be replaced and the account holder will be billed their average monthly consumption charges for any or all the 12 preceding months they were previously billed zero consumption. The City makes every reasonable attempt to detect a stuck meter as soon as possible; however, it can be difficult for the City to determine if the zero consumption is due to vacancy or meter malfunction. Therefore, the City depends on the customer to inform the Customer Service Division if he/she is billed zero consumption on an active account when they believe they should be billed otherwise for water use.

Seasonal Policy: (Temporary Connections and Disconnections) All customers temporarily or seasonally occupying the service location only party of the year shall be billed, at a minimum, a monthly base fee for each service provided to the property regardless of primary homestead. The monthly base fee is also known as the readiness to serve charge and is designed to collect revenues to cover some operating and maintenance expenses. Any account found to be temporarily disconnected and then reconnected by the same person or property owner within the preceding 12 months shall be back billed, at a minimum, the base charges for up to one year and a service initiation fee.

H. Utility Debt Collection

The City is authorized to collect delinquent enterprise utility fees as promulgated in the City of Cocoa Code of Ordinances.

Utility Collections: In the event an account holder has an outstanding balance on another account, the outstanding balance will be transferred to the current account. All delinquency procedures and service charges will apply. Per City of Cocoa Ordinance 22-18, the City shall be entitled to recover all costs, including but not limited to, reasonable attorney's fees and/or collection service charges, incurred in collecting delinquent utility fees and charges.

Any fee or charge due under this section which shall not be paid when due may be recovered by referring the account to a third-party collection agency and/or bringing an action at law. In addition to any other remedies or penalties provided in this section, failure of any user of the City's utility system to pay said charges promptly when due shall subject such user to discontinuance of such service. The City Manager or the City Manager's designee is hereby empowered and directed to enforce this provision as to any and all delinquent users.

In accordance with the Telephone Consumer Protection Act (TCPA), the account holder agrees, in order for the City to service your account or to collect any amounts you may owe, the City may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide the City. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable. By contracting service, the account holder agrees that the City of Cocoa may contact him/her as described above.

Utility Liens: All past due and outstanding utilities rates, fees, and charges assessed shall be a lien upon the property with which such rates, fees, and charges are associated, Florida Statute Chapter 153.67. The owner of every building, premise, lot, or house shall be obligated to pay the fee for all services provided for his/her premises, which obligation may be enforced by the City by action of law or suit to enforce the line in the same manner as the foreclosure of mortgages. In the event of such action, the City shall be entitled to recover all court costs and reasonable attorney fees for such collection. In the case that a tenant in possession of any premises or building shall pay said charges, it shall relieve the land owner from such obligation and lien; but the City shall not be required to look to any person whatsoever other than the owner for the payment of such charges.

Utility lien search requests may be submitted online through our municipal lien search vendor, Orange Lien Data, at https://order.orangelien.com/index/login.html. Lien search fees shall be payable, at the time of request, to Orange Lien for each request.

I. Internal Audits and Evaluations

Processes, policies, and procedures shall be reviewed internally on an annual basis and this document updated to address any additional changes in current practices that may be found.

Section 7 - Appendix

City of Cocoa Utilities Technical Provisions and Standards Detail
Utility Service Request Terms & Conditions Addendum
Bacteriological Testing Procedures by Private Laboratories
Reclaimed Water Application
Application for Utility Services
Letter of Authorization Application of Utilities
Utility Customer Public Records Exemption Request
Residential Discount & Exemption Application
Automatic Debits (ACH) Agreement
Relinquishing Deposits Authorization
Account Holder Contact Update
Property Owner Request to Terminate Utility Service
Utility Bill Extension Agreement
Utility Bill Payment Plan Agreement
Excessive Water Consumption Checklist
High Consumption Water Credit Application
Consent to Verify Meter Calibration
Utility Water Customer Contact Complaint
City of Cocoa Code of Ordinances
Utility Schedule of Rates, Fees, and Charges
Florida Statute Chapter 119
Florida Statute Chapter 119.071
Florida Statute Chapter 153.67
Florida Statute Chapter 153.83
Florida Statute Chapter 159.18
Florida Statute Chapter 180.135
Florida Statute Chapter 812.14

Utility Connection & Installation Fees & Charges

Water Service Impact Fee

Meter Size	ERC	Reclaimed Water Not Available	Reclaimed Water Available
5/8 x 3/4 inch (SFR only)	1.00	$1,750	$1,300
5/8 x 3/4 inch (not SFR)	1.00	$1,750	$1,750
1 inch	2.50	$4,375	$4,375
1.5 inch	6.00	$10,500	$10,500
2 inch	13.00	$22,750	$22,750
> 2 inch	calculated case by case		
Unit Description	ERC/unit	Reclaimed Water Not Available	Reclaimed Water Available
Single Family Residence	1.00	$1,750	$1,300
Apartment or Condo: 1 Bath	0.80	$1,400	$1,400
Apartment or Condo: 2 or more Bath	1.00	$1,750	$1,750
Hotel/Motel	0.60	$1,050	$1,050

South Mainland Water Connection Fee

129A	$887.98 per ERC
129B	$789.77 per ERC

Sewer Service Impact Fee

Sewer Impact Fee	$1,250 per ERC
Sewer Force Main Fee	$1,450 per ERC

Reclaimed Water Service Connection Fee

Meter Size	Connection Charge
5/8 x 3/4 inch	$301
1 inch	$425
1.5 inch	$700
2 inch	$1,000

Water Service Line Installation Charge

Short Service	
3/4" short service line only	$500
1" short service line only	$520
Long Service	
3/4" long service line only	$690
1" long service line only	$710
Directional Push	$420
Open Cut	estimated by Engineering Division

Backflow Prevention Assembly Installation Charge

Reduced Pressure		Double Check	
Meter Size	Charge	Meter Size	Charge
5/8 x ¾ inch	$400	5/8 x ¾ inch residential	$160
1 inch	$430	5/8 x ¾ inch non-residential	$360
1.5 inch	$690	1 inch	$370
2 inch	$800	1.5 inch	$650
		2 inch	$740
Note: Larger meters and other installations are estimated on a case by case basis			

Other Connection & Installation Charges

	Installation/ Relocation Charge	Refundable Deposit
Spray Truck Meter Installation Charge	$315	$750
Temporary 3" Jumper Meter Installation Charge	$50	$750
Temporary 2" Construction Meter Installation Charge (all water used will be billed at the tier 1 rate)	$50	$750
Fire Hydrant Maintenance Charge	$175	N/A

Utility Field Service Fees & Charges

Miscellaneous Field Service Fees & Charges	
Plan Review and Construction Inspection Charge	$500
Hydrant Residual Flow Test Charge	$100
Fire Line Painting Charge	$400
Meter Station Painting Charge	$400
Service Call Fee (during regular business hours)	$30
Service Call Fee (outside regular business hours)	$75
After Hours Reconnection Fee	$75
Meter Access Fee	$30
Meter Access Tow Charge	$75
Data Log Report (only available on digital/smart meters)	$30

Meter Installation/Replacement Charges	
Meter Size	
5/8 x 3/4 inch	$260
1 inch	$320
1.5 inch	$560
2.0 inch	$650

Meter Calibration Testing Charge	
Meter Size	
5/8 x 3/4 inch to 2 inch	$100
3 inch and larger	$175

Meter Relocation/Adjustment Charges	
Meter Size	
5/8 x 3/4 inch	$260
1 inch	$320
> 1 inch	requires estimate from Engineering

Utility Service Rates & Charges

Water Service Monthly Base Rate (fixed monthly fee)

Meter Size	Inside Cocoa City Limits	Outside Cocoa City Limits (10%)
5/8 x 3/4 inch	$15.66	$17.23
1 inch	$37.92	$41.71
1.5 inch	$68.78	$75.66
2 inch	$172.03	$189.23
3 inch	$412.97	$454.27
4 inch	$619.45	$681.40
6 inch	$1,170.12	$1,287.13
8 inch	$1,626.18	$1,788.80
10 inch	$2,082.05	$2,290.26

Water Service Monthly Consumption Rates (per 1,000 gallons)

	1st Tier	2nd Tier	3rd Tier	4th Tier
Inside Cocoa City Limits	$3.26	$6.24	$8.13	$10.95
Outside Cocoa City Limits	$3.59	$6.86	$8.94	$12.05
5/8 x 3/4 inch meter	0-6	7-12	13-24	over 24
1 inch meter	0-15	16-30	31-60	over 60
1.5 inch meter	0-42	43-84	85-168	over 168
2 inch meter	0-102	103-204	205-408	over 408
3 inch meter	0-420	421-840	841-1680	over 1680
4 inch meter	0-690	691-1380	1381-2760	over 2760
6 inch meter	0-3300	3301-6600	6601-13200	over 13200
8 inch meter	0-12000	12001-24000	24001-48000	over 48000
10 inch meter	0-21000	21001-42000	42001-84000	over 84000

Reclaimed Water Service Monthly Base Rate (fixed monthly fee)

Meter Size	Inside Cocoa City Limits	Outside Cocoa City Limits
5/8 x 3/4 inch	$9.19	$11.48
1 inch	$9.19	$11.48
1.5 inch	$45.99	$57.50
2 inch	$61.31	$76.64
3 inch	$245.24	$306.56
4 inch	$367.86	$459.83

Reclaimed Water Service Monthly Consumption Rates (per 1,000 gallons)

	1st Tier	2nd Tier	3rd Tier
Inside Cocoa City Limits	Included in base	$0.63	$0.91
Outside Cocoa City Limits	Included in base	$0.79	$1.14
5/8 x 3/4 inch meter	0-30	31-60	61+
1 inch meter	0-30	31-60	61+
1.5 inch meter	0-150	151-300	301+
2 inch meter	0-200	201-400	401+
3 inch meter	0-800	801-1600	1601+
4 inch meter	0-1200	1201-2400	2401+

Sewer Service Monthly Base Rate (fixed monthly fee)

Meter Size	Inside Cocoa City Limits	Outside Cocoa City Limits
5/8 x 3/4 "	$15.13	$18.92
1 inch	$28.31	$35.39
1.5 inch	$56.78	$70.98
2 inch	$141.87	$177.32
3 inch	$567.76	$709.70
4 inch	$851.64	$1,064.54
6 inch	$1,532.96	$1,916.20
8 inch	$2,452.85	$3,066.06
10 inch	$3,525.99	$4,407.49

Sewer Service Monthly Consumption Rate (per 1,000 gallons)

Meter Size	Inside Cocoa City Limits	Outside Cocoa City Limits
All sizes (residential service caps at 12,000 gallons)	$8.17	$8.98

Public Fire Protection Monthly Rate

	Inside City Limits (Incorporated Areas)	Outside City Limits (Unincorporated Areas)
Public Hydrant	$24.66/hydrant	$2.44/account

Private Fire Protection Rate

Meter Size	Inside Cocoa City Limits		Outside Cocoa City Limits	
	Monthly	Yearly	Monthly	Yearly
Up to 4" private fire main	$65.74	$788.88	$72.30	$867.60
Up to 6" private fire main	$80.57	$966.84	$88.64	$1063.68
Up to 8" private fire main	$105.11	$1261.32	$115.63	$1387.56
Up to 10" private fire main	$129.64	$1555.68	$142.61	$1711.32

Storm Water Utility Fee

Per ERU Rate (Developed Property w/water meter – billed monthly)	$7.00
Per ERU Rate (Developed Property w/out water meter – billed annually)	$84.00
Per ERU Rate (Undisturbed Property w/out water meter – billed annually)	$11.00

Backflow Prevention Assembly Testing & Maintenance Charge (Non-residential accounts/billed monthly)

Meter Size	Monthly Charge
5/8 x 3/4 inch to 2 inch	$5.42
3 inch to 10 inch	$14.60

Other Utility Rates & Monthly Service Charges

Grease Trap	$8.34
Public Service Tax	10% of water charges

Solid Waste Rates

Residential Service	Rate	Franchise Fee
Solid Waste	$10.28	$0.80
Recycling	$2.28	$0.18
Green Waste	$1.93	$0.18
	$14.49	$1.16

Commercial Service		Rate	Franchise Fee
Commercial Green Waste		$15.64	$1.28
Container Size	**# of weekly pick ups**		
Commercial Can (One 96 Gallon Toter)	2	$32.16	$2.73
2	1	$49.16	$3.77
2	2	$98.31	$7.55
2	3	$147.49	$11.32
2	4	$196.68	$15.10
2	5	$245.84	$18.87
2	6	$295.00	$22.64
3	1	$73.76	$5.66
3	2	$147.49	$11.32
3	3	$221.26	$16.98
3	4	$295.00	$22.64
3	5	$368.75	$28.30
3	6	$442.60	$33.96
4	1	$98.31	$7.55
4	2	$196.68	$15.10
4	3	$295.00	$22.64
4	4	$393.34	$30.19
4	5	$491.66	$37.74
4	6	$589.99	$45.28
6	1	$147.49	$11.32
6	2	$295.00	$22.64
6	3	$442.50	$33.96
6	4	$589.99	$45.28
6	5	$737.50	$56.61
6	6	$884.99	$67.93
8	1	$196.68	$15.10
8	2	$393.34	$30.19
8	3	$589.99	$45.28
8	4	$786.65	$60.38
8	5	$983.34	$75.47
8	6	$1,180.00	$90.57

Utility Administrative Fees & Charges

Administrative Fees & Charges	
Service Initiation Fee (next business day)	$30
Service Initiation Fee (same day, if available & unauthorized consumption owner meter bills)	$60
Credit Screening Fee	Actual cost or $5 minimum
Convenience Fee	$2.99 per transaction if transaction < = $300 2.65% per transaction if transaction > $300 Per transaction limit = $5,000
Late Fee	$5 or 1.5% per month (whichever is greater) 18% per annum
Returned Payment Fee	$25 if payment value < = $50 $30 if payment value > $50 and <= $300 $40 or 5% (whichever is greater) if payment value < $300
Collection Fee	33% of account balance
Utility Lien Processing & Recording Fee	$70
Utility Lien Search Fee	$45 rushed service with account history
Billing Service Charge	$1.12/month for the 1st service; $0.48/month for each additional service
High Consumption Credit Application Processing Fee	$5
Delinquency Processing Fee	$50
City of Cocoa Garbage Discount	$1

Utility Deposits

Water			Sewer
Meter Size	Residential	Commercial	All Classes
5/8 x 3/4 inch	$60	6 month average x 2.5	$100
1 inch	$70		$100
1.5 inch	$120		$100
2 inch	$170		$100
3 inch	$220		$100
4 inch	$270		$100
6 inch	$320		$100
8 inch	$370		$100
Increased At-Risk Deposit			
In addition to above	$50	$100	

Utility Tampering and Theft of Service Fees & Charges

Tampering and Theft of Service Fees & Charges	
Lock Fee	$50
Tampering Fee	$150 each instance
Meter Removal Charge	$300 each instance
Illegal Connection Fee	Estimated usage (minimum 100,000 gallons) on size of meter intended for service line plus incidental costs

Utility Handbook - Summary of Significant Changes to Policy									
Note: Items highlighted blue are already implemented processes.									
Item	Chapter	Page	Description	Old Process	New Process	Customer Service Concerns/Data	Titusville	Melbourne	Palm Bay
1	5	21/22	Utility Application Process	Completed application for new service; verify account holder by ssn for transferring service.	Completed application for new/transferred service. Proof of ownership/occupancy/buiness entity. Supporting documentation is to to be notarized when applicant/owner does not present themselves.				
2	5	22	Firelines	Firelines in the name of the tenant and sometimes missed on activation of service for new tenant.	Firelines to be kept active and in the name of the property owner at all times.	Firelines accounts are to be kept active at all times; however, when a tenant moves in or out of a business it's a manual process to determine if the location has a fireline and if it needs activated/terminated. Often they are missed causing back billing as tenants contract or terminate service. Staff recommending property owner billing on all firelines.			
3	5	22	Customer Service Public Hours	8:00 am to 5:00pm, Monday through Friday	8:00 am to 4:30pm, Monday through Friday	Employees would stop serving the public by lobby and phones at 4:30pm daily; however, they would remain working on follow-up tasks and closing procedures until 5:00pm.			
4	5	23/24	Property owner accounts in good standing/Prior Debts	Existing delinquent property owner accounts at one location does not affect property owners or prospective tenants from establishing new service at alternate locatons (owned by the same property owner).	Require all property owner accounts to be in good standing prior to allowing any tenant to contract service at any of the locations owned by the same property owner. This only affects property owners that have service in their name at multiple properties.				
5	5	23	Deposit Criteria/Residential Property Owners	Only exemption from billing deposit is to to provide letter of credit from another utility	Added three additional exemptions from billing deposits for 1. military/veteran's, 2. any applicant who maintains automatic bank draft for 12 consecutive months, or 3. when credit screening result is low risk (once implemented).	Provides property owner customers 3 more opportunities to avoid having to have deposits held on their account.	Residential deposits are refunded after 36 months of good payment history (includes no late fee penalty, no cut-off for non-payment, no NSF checks)		
6	5	23	Deposit Criteria/Residential Non-Property Owners	Only exemption from billing deposit is to to provide letter of credit from another utility	Added two additional exemptions from billing deposits for any applicant who 1. maintains automatic bank draft for the life of the account, or 2. when credit screening result is low risk (once implemented).	Provides non-property owner customers 2 more opportunities to avoid having to have deposits held on their account.		Residential deposits are refunded after 12 months of good payment history	Residential deposits are refunded after 36 months of good payment history
7	5	23	Service to Commerical Accounts	Anyone can establish account in business name.	Authorize the applicant can contract service in the name of the business through Sunbiz. If the applicant cannot enter a legal contract on behalf of the business, establish the account in the name of the responsible party on behalf of the business entity.				

Utility Handbook - Summary of Significant Changes to Policy									
Note: Items highlighted blue are already implemented processes.									
Item	Chapter	Page	Description	Old Process	New Process	Customer Service Concerns/Data	Titusville	Melbourne	Palm Bay
8	5	23/24	Service to Locations with Increased Risk of Debt (Multiple Collections/Write-Offs & Prior Debts)	Allow anyone to contract service at any location regardless of debt risk at locaiton.	Require property owner to be the contracting party for service when location has three or more collection/write-off accounts in the name of any person while owned by current property owner, or when the sum of collection/write-off accounts is greater than $2,000 while owned by the current property owner. Alternatively, the tenant may be allowed to contract service only if the credit screening result is low risk (once implemented).	Takes a high risk payment default situation and makes it a low risk liability for the City. Example: Two businesses (managed by the same person) in the City recently had $5505.10 on one account and $760.27 on another account and both were disconnected for non-payment. The primary authorized agent of the entity attempted to secure new service in his name at the same location as one of the businesses. Due to the high risk of non-payment, the property owner was required to contract service in his name so the property could be used as collateral through the lien process and ensure payments are made. Any obligation for repayment of water service from the tenant to the property owner would be necessatiated within their lease agreement and not with the City.			
9	5	24	Temporary Connections/Disconnections		Allow prospective buyers to contract service temporarily for 10 days for inspection of the home during the closing process.				
10	5	24	Prior Debts		Add any named person on a lease agreement as a responsible party to benefiting from the contracting service. This person cannot be sent to collections for debt, but can be held responsible to pay debt should they wish to ever contract service in their name.	When a contracting tenant defaults on their account and it is shut-off for non-payment, often, a roommate will then step forward and attempt to get service in their name at the same location. When the City is aware or can make the connection that the roomate had been residing at the same location and benefitted from the water this request by the roommate is denied. Now that a copy of the lease is required as part of the application for service process, this policy allows the City to recover payment of debt from adult persons listed on lease also benefitting from water should they attempt to get service at any location. These responsible persons cannot and will not be sent to collections.			
11	5	25	Utility Customer Public Records Exemption Request		Allows account holder to formally request exemption per Florida Statutes.				
12	6	26	Discounts & Exemptions/Residential Account Garbage Discount	Age 65 and older $1 discount/month	Lowered eligibility age to 62 and over, active duty Military, certain Veterans, and disabled citizens. This affects City of Cocoa garbage service on residential accounts only. Discounts cannot be stacked for each criteria met. Discount expires if account is processed for delinquency two or more times in 12 consecutive months.				

Utility Handbook - Summary of Significant Changes to Policy									
Note: Items highlighted blue are already implemented processes.									
Item	Chapter	Page	Description	Old Process	New Process	Customer Service Concerns/Data	Titusville	Melbourne	Palm Bay
13	6	26	Discounts & Exemptions/Residential Account Late Fee Penalty		Added eligibility for age to 62 and over, active duty Military, certain Veterans, and disabled citizens. This affects all residential account customers for Cocoa late fees only. Discount expires if account is processed for delinquency two or more times in 12 consecutive months.	Many senior citizens are on a fixed income and receive their benefits at a designated point in time that is inconsistent with when their bill is due. Billing due dates cannont be setup to be the same date each month, thus this would aid our eligible senior citizens and Military (that apply/request this exemption) in the flexibility of a few extra days to pay their bill without being penalized.			
14	8	41	Exceptions to interrupted service		Allows staff the discretion to turn water back on after delinquency processing in extreme hardships such as critially ill or person on life support where water is a necessity for preservation of life, as certified by a medical facility if the customer agrees to a payment plan. This exception would be then void should the account holder default on the payment plan.				
15	9	44	Deceased Account Holder/Estate Accounts		Estate accounts can remain active with a pre-paid deposit that is the eqivelent of four months average bills and additional responsible person named for service to estate account.				
16	9	45	Unexplained Water Loss/High Consumption Credit		Exempt accounts where known construction or remodling is occuring from unexplained water loss as cause of high consumption, for adjustment eligibility				
17	9	46	State of Emergency/High Consumption Credit Critera		Add waiving the high consumption credit processing fee as exception to high consumption policy during state of emergency.				

Utility Handbook - Summary of Significant Changes to Policy									
Note: Items highlighted blue are already implemented processes.									
Item	**Chapter**	**Page**	**Description**	**Old Process**	**New Process**	**Customer Service Concerns/Data**	**Titusville**	**Melbourne**	**Palm Bay**
18	9	47	Seasonal Policy	Backbill any property owner that terminates account and later reactivates it when known to be seasonal to area.	**Option 1**: Require water, sewer, garbage, stormwater, etc. service to remain active at all locations with revert to property owner billing in the absence of a prospective tenant contracting service. OR **Option 2**: Remove Seasonal Policy	Staff experiences impartial application of policy that is only applied to property owners who are known seasonal to the area, but not to property owners who are renovating, vacant, or just in-between tenants occupying property.	Option 1	Option 2	Option 1...Utility customers who will be away for an extended period of time (i.e., seasonal customers, vacation) can temporarily suspend their solid waste service for up to six months in a twelve month period and request to have their water service shut-off. Water/Sewer Accounts wishing to shut-off water service will continue to be charged water and sewer base charges as well as stormwater charges during this period. The temporary shut-off of water service helps to safeguard the home in case a leak occurs while the customer is away. There is an Administrative Fee per trip) for our staff to shut-off/turn on your water service. This amount will be charged to initially shut-off the water while you are away and it will also be charged when the water is turned-on upon your

Utility Handbook - Summary of Significant Changes to Rates, Fees, Charges									
Note: Items highlighted orange are existing fees with a request to increase.									
Item	Chapter	Page	Description	Old Fee/Charge	New Fee/Charge	Customer Service Concerns/Data	Titusville	Melbourne	Palm Bay
1	6	28	Meter Calibration Testing Charge	$50	Increase fee ($100) on smaller meters to recover some of the staff's time to perform test.	Fee is refunded to customer if testing result is outside of accuracy range.	$45 or actual cost of meter 2" or larger.	$30	$78 in field test; $149 bench test small meter; $169 bench test large meter
2	6	28	Meter Access Tow Charge	$50 actual expense to City	Establishses consistent fee for tow to be billed on statement and recover staff time to have vehicle towed and process payment to tow vendor, and customer billing. ($75)	Vehicles towed: 4 in 2018 & 3 in 2017			
3	6	28	Data Log Report	New	Establishes fee ($30) for data log report when critera/conditions met. Field staff must drive to meter to download this data. Reports can be very large. Includes public records fees allowable by state statute. All customer initiated requests allowed 1 free per year; customer service can request unlimited at no cost to customer.	239 Data Log reports generated in 2018.			
4	6	30	Service Initiation Fee/Same Day Service	New/Currently all accounts charged $30 and scheduled next available.	Establishs higher fee ($60)for same day service (if available) and maintains existing fee for next available day service. All accounts activated through owner meter bill process will be billed same day service initiation fee. Reduces call out work orders to field staff on same day.		$15	$20	$20 business hours & $62 after hours
5	6	30	Credit Screening Fee	New	Establishes fee (actual cost or $5 minimum) for credit screening (once implemented)	There is a minimal expense to the City of Cocoa for this credit screening, so this fee would be to recover the expense paid to the screening vendor for each query.			$5
6	6	31	Utility Lien Recording Fee	$20 to cover actual expense of lien recording payable to Brevard County.	Increase fee ($70) to include staff time (Billing & City Clerk) to prepare the recording and release of a lien.		$35	$50	$70
7	6	31	High Consumption Credit Application Processing Fee	New	Establish fee ($5) for staff time to process and issue an adjustment of high consumption only when adjustment is approved.	*Cocoa Beach charges $10 for processing their sewer credits			
8	6	33	Lock Fee	$35	Increases lock fee ($50) to cover expense of lock and field staff two trips to meter (lock and unlock)		$12		
9	6	33	Tampering Fee	$30	Increases tamper fee ($150) to use as a deterant of theft, cover expense of field staff uncessary trip to meter, possible broken lock/curbstop, and staff time to final/involuntary terminate account.		$100	$500	$350
10	6	33	Meter Removal Charge	$150	Increases meter removal fee ($300) to use as a deterant of theft, cover expense of several trips by field staff and WFO to meter, possible multiple broken lock/curbstop, service line plug, staff time to final/involuntary terminate account, staff time to reinstall meter.		$45		$59

Utility Handbook - Summary of Significant Changes to Rates, Fees, Charges									
Note: Items highlighted orange are existing fees with a request to increase.									
Item	Chapter	Page	Description	Old Fee/Charge	New Fee/Charge	Customer Service Concerns/Data	Titusville	Melbourne	Palm Bay
12	7	35	Deposits	water = $40; sewer inside = $50 and sewer outside = $60	Increases all water and sewer deposits to approximatley two times the monthly average of outside water or sewer rate based on 4,000 gallon monthly average. See table for proposed rates.		Also based on size of meter with residential being water = $40; sewer = $60; garbage = $48	Water = $60; Sewer = $90	Also based on size of meter with residential being water = $100; sewer = $100; garbage = $30
11	7	36	At-Risk Deposit	New	Establish an additional water deposit ($50) for at-risk accounts that return the highest level of risk result from credit screening (when implemented), or have been processed for delinquency two or more times in 12 consecutive months, or have two or more returned payments in 12 consecutive months, or accounts that are involuntarily terminated. This affects all water customers.		Yes		

Utility Handbook Presentation

Council Workshop
April 2, 2019

Objectives

- Discuss NEW Proposed Processes in Utility Customer Service

- Discuss Proposed Increase in Miscellaneous Utility Fees & Charges

- Set two Public Hearings adopting Ordinance Chapter 22 Water & Sewers and Utility Handbook at regular Council Meetings

Utility Handbook
NEW Processes

- Fire lines – keep billing in property owner's name.
- Customer Service Hours – stop serving customers (in lobby & by phone) 30 minutes earlier to allow for closing procedures. Staff works until 5:00pm.
- Property Owner Prior Debt – all accounts in good standing before prospective tenant can apply for service.

Utility Handbook
NEW Processes

- Residential Deposits
  - Additional exemption criteria for property owners and non-property owners.
- Service to Locations with Increased Risk of Debt
- Utility Customer Public Records Exemption Request

* FY 2018 represents Y-T-D collection, as of June 30,2018.

Utility Handbook
NEW Processes

- Discounts & Exemptions Eligibility Criteria
- High Consumption Processing Fee Waived During State of Emergency
- Seasonal Policy

Utility Handbook

NEW Miscellaneous Utility Fees & Charges

Item	Description	Current	Proposed
1	Meter Calibration Testing Charge	$50	$100
2	Meter Access Tow Charge	Actual ($50)	$75
3	Data Log Report	Free	1 Free/Year/Customer $30
4	Service Initiation Fee	$30	$30 Next Day Service $60 Same Day Service
5	Credit Screening Fee	NEW	$5
6	Utility Lien Recording Fee	Actual ($20)	$70
8	High Consumption Credit Application Processing Fee	Free	$5

Utility Handbook

NEW Miscellaneous Utility Fees & Charges

Item	Description	Current	Proposed
9	Lock Fee	$35	$50
10	Tampering Fee	$30	$150
11	Meter Removal Charge	$150	$300
12	Deposits	Water = $40 (residential meter size) Sewer Inside = $50 Sewer Outside = $60	Water = $60 (residential meter size; increase all meter sizes by $20) Sewer = $100 (inside or outside)
13	At-Risk Deposit	NEW	$50

Staff Proposed Utility Handbook Update & 1st & 2nd Public Hearings

- 1ST Public Hearing – **July 10, 2019** at 6:00 pm
  - First Reading of revised Ordinance Chapter 22 Water & Sewer. Vote on the Proposed Utility Handbook & Schedule of Rates, Fees, & Charges

- 2nd Public Hearing – **July 24, 2019** at 6:00 pm
  - Adopt the revised Ordinance Chapter 22 Water & Sewer, Utility Handbook, and Schedule of Rates, Fees, & Charges

Questions?

