

**WATER & SEWER
RATE DOCUMENT**

JEA

21 West Church St.
Jacksonville, FL 32202
(904) 665-6000

DESCRIPTION OF TERRITORY SERVED

JEA furnishes retail and wholesale potable and reclaimed water and sewer services to major portions of Duval County and some portions of St. Johns, Clay, and Nassau Counties.

Approved by JEA Board

July 15, 2008

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Fees for Connection to and Maintenance of JEA Water and Sewer System

101 – Backflow Prevention Devices

- (a) Backflow prevention devices are required by JEA’s Cross-Connection Control Policy Manual and must be registered annually. A backflow prevention device annual registration fee of \$35.00 will be applied to all testable backflow prevention devices, with the exception of residential devices. An annual backflow assembly tester license registration fee of \$25.00 is also imposed. The backflow device annual registration fee will be due upon notification of the annual testing requirements for water customers. The annual backflow assembly tester registration fee shall be due upon renewal of the backflow assembly tester license.

102 - Water meter tap fees and meter set fees.

- (a) JEA shall have the right to connect or set meters of the sizes as JEA may determine after a consideration of the minimum and maximum quantities of water to be delivered to any and all connections served by JEA’s water system and shall charge and collect in advance, at the time application is made or a plumbing permit, installation costs according to the following charge schedule:

<u>Tap Size (inches)</u>	<u>Size of ServiceSize (inches)</u>	<u>Meter (inches)</u>	<u>Tap Fee</u>	<u>Meter Set Fee</u>
1	3/4	5/8	Not Available	
3/4	3/4	3/4	\$610	\$202.33
1	1	1	\$610	\$223.71
1-1/2	1-1/2	1-1/2	\$700	\$527.26 or cost, whichever is greater
2	2	2	\$700	\$588.96 or cost, whichever is greater

Tap fees for new service connections larger than two inches in diameter shall be based upon the average cost by meter size of the installation to JEA but not less than \$700.00. Meter set fee for connections larger than one inch in diameter shall be based upon the average cost by meter size of the installation to JEA or \$588.96, whichever is greater. Meters so installed shall be and remain the property of JEA and shall be maintained and kept in repair by

JEA without cost to the user. When evidence exists of tampering with or, of damage to meters or associated equipment by the customer, the customer is subject to prosecution, adjustment of bills, and reimbursement to JEA for expenses as defined in Management Directive 101. Temporary water service shall be metered and charges imposed by this part shall apply.

- (b) Charges for changing an existing meter size shall be the same as the water meter set fee based on the size of the new meter installed.
- (c) JEA may waive the meter set fee imposed by subsection (a) in those cases where a special meter set permit has been issued for a specific location for installation of a water meter. The waiver shall only apply to 5/8-, 3/4- and 1-inch meters and only after a special meter set permit fee has been paid as follows:

<u>Meter Size</u>	<u>Special Meter Set Permit Fee</u>
5/8 inch	\$ 58.00
3/4 inch	\$ 73.00
1 inch	\$ 90.00

- (d) The fee for inspecting the installation of a sewer flow meter shall be \$50.00.
- (e) JEA shall set forth rules to implement the provisions of this subsection. To the extent this subsection conflicts with the provisions of JEA Water and Sewer Rules and Regulations, this section shall control.

103 - Sewer tap charges.

A charge for all connections to JEA's sewer system shall be paid in advance by the user in an amount according to the following schedule:

- (a) For all sewer connections less than or equal to 6" the tap fee will be \$1,853.00.
- (b) For all sewer connections greater than 6" the tap fee will be actual cost.
- (c) For all sewer connections where there is no unpaved parkway or where other than a standard four-inch or six-inch "Y" connection to the sewer is used -- an amount equal to (1) the average cost by installation size to JEA or (2) \$1853.00, whichever is greater. In these cases, the user shall deposit with JEA, in advance, the estimated cost of the connections as determined by JEA.
- (d) To physically locate a sewer connection, the charge is \$491.00.

104 - Special connections.

In the event an application for water or sewer connection is received and the cost of installation, due to unusual circumstances, is determined by JEA to be substantially more than the charges set forth in this part, the installation charge shall be at actual cost to JEA or the standard cost, whichever is greater.

105 - Water and sewer capacity charges

(a) Imposition of charges; surcharges. Except as otherwise provided, every property owner whose property initially connects with JEA’s water and/or sewer system shall pay to JEA at the time the building permit application is approved or, if no building permit application is required, at the time the plumbing permit is approved by JEA, a water and/or sewer plant and line extension growth capacity charges. Effective October 1, 2005, subsequent to the payment of said water or sewer capacity charges, should there be a delay in the connection to JEA’s water/sewer system(s) attributable to the property owner’s lack of need for JEA water/sewer or for any other reason other than JEA’s inability to deliver water/sewer to the appropriate location for connection, then the property owner shall be required to pay both any “post-payment” increase in said water/sewer capacity charges and any “post-payment” new charges attributable to said connection to JEA water/sewer if connection is not made within one year subsequent to said payments. The property owner may, at any time subsequent to payment of a water/sewer capacity charge(s), and JEA shall, subsequent to one (1) year from said payment, initiate action resulting in the refund of any water or sewer capacity charge in situations wherein there has been no connection to JEA’s water/sewer system(s). These charges shall be calculated as follows:

Residential and Commercial Water and Sewer Plant and Line Extension Growth Capacity Charges.

(1) **Water (Potable, Irrigation and Reclaimed).** The minimum charge for a new water connection shall be \$2,034.50, or a charge of \$0.97 for each gallon of average daily water capacity as estimated and approved by JEA plus the line extension growth capacity charge, whichever is greater. For existing water connections, there will be a charge of \$0.97 per gallon of additional average daily water capacity as estimated and approved by JEA plus the line extension growth capacity charge. The capacity fee for new retail reclaimed water service will be \$0.97 per gallon of average daily flow as estimated and approved by JEA. The schedules below provide base capacity fees and line extension charges by meter size. Services greater than 2” and those that have more fixture units than allowed by meter size will be charged based on the estimated average daily flow.

Plant Capacity fees for Residential Service

Meter Size	Potable	Potable & Reclaimed Irrigation
5/8”	N/A	N/A
3/4”	\$ 339.50	\$ 339.50
1”	\$ 354.34	\$ 653.55
1 ½”	\$ 696.74	\$ 2,221.59
2”	\$ 854.51	\$ 5,673.18

Plant Capacity Fees for Commercial Service

Meter Size	Potable	Potable & Reclaimed Irrigation
5/8"	N/A	N/A
3/4"	\$ 414.12	\$ 981.89
1"	\$ 433.88	\$ 1,850.28
1 1/2"	\$ 996.04	\$ 4,571.76
2"	\$ 1,916.55	\$ 8,509.92

Line Extension Growth Capacity Charge (Effective January 1, 2006)

Meter Size	Residential	Commercial
5/8"	N/A	N/A
3/4"	\$ 1,695	\$ 1,695
1"	\$ 2,000	\$ 2,500
1 1/2"	\$ 2,175	\$ 2,500
2"	\$ 2,350	\$ 2,500
3"	N/A	\$ 5,000
4"	N/A	\$ 5,000
6"	N/A	\$ 5,000
8"	N/A	\$ 5,000
10"	N/A	\$ 10,000
12"	N/A	\$ 10,000
20"	N/A	\$ 20,000

- (2) **Sewer.** The minimum charge for a new sewer connection shall be \$1,274.00, or a charge of \$3.64 for each gallon of average daily sewer capacity, as estimated and approved by JEA, whichever is greater. For existing sewer connections, there will be a charge of \$3.64 per gallon of additional average daily sewer capacity, as estimated and approved by JEA.

For Residential customers in neighborhoods designated as Sanitary Nuisance Neighborhoods pursuant to City Ordinance 2000-119-E, the sewer capacity fee will be \$283.50 if the customer applies for sewer hook-up within 90 days of notification of service availability.

Plant Capacity Fees for Sewer Service

Meter Size	Residential	Commercial
5/8"	N/A	N/A
3/4"	\$ 1,274.00	\$ 1,554.02
1"	\$ 1,329.69	\$ 1,618.98
1 1/2"	\$ 2,614.56	\$ 3,737.71
2"	\$ 3,206.63	\$ 7,192.01

(3)Transfer of charges; surcharges. JEA may consider transferring capacity charges of a customer from one property location to another if the following conditions are met:

1. The transfer must be made by a commercial or industrial customer who is physically relocating process equipment or process facilities from one location in JEA's service area to another location within JEA's service area.
2. Only capacity charges related to the process equipment or process facilities located within a geographically contiguous customer complex with an aggregate total average daily process flow greater than 25,000 gallons per day can be considered for the transfer from the predecessor location to the successor location. The aggregate total average daily flow will be calculated from the past 12 monthly billing cycle records. The capacity charges related to domestic plumbing fixture units will not be considered for the transfer and will remain with the property location
3. Transfer of capacity charges will be contingent on the customer removing / demolishing the process facilities at the predecessor location. JEA will review and approve the demolition plan submitted by the customer's registered Florida Professional Engineer (P.E.). JEA may grant the customer up to 36 months to remove or demolish the process facilities after receiving the transfer request approval letter from JEA.
4. The amount of capacity charges to be transferred to the process facilities must be based on average daily flow methodology submitted by the customer's P.E versus a fixture unit method that is used for domestic plumbing.
5. The customer's P.E. shall certify and supply an itemized breakout and summary of domestic plumbing fixture units that will remain at the predecessor location after removal of the process equipment and process facilities. The P.E. shall certify and supply projected flows at the successor location.
6. Only capacity charges that were actually paid by the customer at the predecessor location can be transferred to the new location.
7. If the customer was leasing the predecessor facility from a property owner, the transfer request will be considered only if the customer provides JEA a signed release that states the property owner acknowledges and will not contest the transfer of capacity charges related to process equipment and facilities from the property.
8. Any request for transfer of capacity charges must be made prior to the operation of the new process equipment or process facilities that will be using the water or sewer services that might qualify for the capacity fee transfer.
9. The request for transfer of capacity charges must be made only one time from an active JEA account. If the transfer request is for an amount of charges greater than the amount initially assessed at the successor location, then the remaining qualifying transfer charges can be utilized for up to 60 months from the date of the JEA transfer request approval letter. If the transfer request is for an amount of charges less than the amount initially assessed at the successor location, then the difference will need to be paid to JEA in conjunction with acceptance of the JEA transfer request approval letter.

10. The transfer of capacity fees will be an one time event, whereas no subsequent transfer of previously transferred capacity fees will be considered.
11. The incremental flow capacity and wastewater characteristics corresponding to the proposed transfer of capacity charges does not cause JEA to modify or enhance a sewer treatment facility in order to be in compliance with FDEP wastewater treatment requirements.

(2) *Industrial or process waste.*

For industrial or process waste there shall be a charge of \$ 3.64 for each gallon of daily production flow or the average of all production shift flows (whichever presents the greater requirement for volumetric capacity of the treatment unit), as estimated to the satisfaction of JEA where the character of the waste does not exceed 300 parts per million, by weight, of suspended solids, or chemical oxygen demand not exceeding 650 parts per million, by weight. In the case of a user desiring to discharge sewage into JEA's sewer system, when the purchased capacity will be used to phase out a treatment facility that is not capable of meeting state water quality standards (as determined by JEA from adequate documentation),

(3) *Sewer capacity surcharge.*

In addition to the basic quantity charge as fixed by paragraph (2), there is an additional surcharge when the character of the sewage, waters or wastes from a manufacturing or industrial plant, business or commercial location or building or premises proposing to connect to JEA's sewer system has a five-day chemical oxygen demand of greater than 650 parts per million, by weight, or contains more than 300 parts per million, by weight, of suspended solids, or both, as determined from the application of the owner, which shall fully disclose to the satisfaction of JEA the character of the waste to be accepted. This additional surcharge shall be computed as follows:

$$\text{SCS} = ((\text{COD}-650) \times \text{Qmgd} \times 8.34\#/\text{gallons} \times \$188/\text{pound}) + ((\text{SS}-300) \times \text{Qmgd} \times 8.34\#/\text{gallons} \times \$82/\text{pounds})$$

Where:

SCS = sewer capacity surcharge,

Qmgd = daily production flow or the average of all production shift flows (whichever presents the greatest requirement for volumetric and/or organic capacity) in million gallons a day,

COD = chemical oxygen demand in parts per million

SS = suspended solids in parts per million

(c) Exception. No water or sewer capacity charges, other than any additional charges under subsection d), if applicable, shall be due at the time of connection with respect to property:

- (1) as to which there has been paid to JEA a water and/or sewer capacity charge.
- (2) previously served by an investor/community-owned public utility company which has been acquired by JEA.

(d) Additional charge(s). If:

- (1) JEA shall determine that the estimated average daily flow(s) of a user made at the time of initial connection to JEA's water and/or sewer system was erroneous, or that the description of the character of the waste in the application was erroneous; or
- (2) The use of the property served by JEA's water and/or sewer system changes because of the construction of new dwellings, commercial or industrial facilities, because of additions to existing dwellings, commercial or industrial facilities, because of change in use from single family to multi-family residential, or because of increased, expanded or changed operations:
 - (i) so as to increase the number of gallons of sewage discharge by more than 20% over the number of the unit values or gallons of discharge at the most recent of either the time of payment of the last sewer capacity charge or the date when customer's sewer service provider was acquired by JEA; or
 - (ii) so as to increase by more than 10% its COD or suspended solids loading, measured in pounds a day; or
 - (iii) so as to increase the number of gallons of water usage by more than 20% over the number of unit values or gallons of usage at the most recent of either the time of payment of the last water capacity charge or the date when customer's water service provider was acquired by JEA.

Then an additional charge resulting from the erroneous estimates or change in property use shall be due and payable at the time JEA shall determine that an erroneous estimate was made or at the time of the change in property use, regardless of whether a water and/or sewer capacity charge was ever imposed or paid at the time of initial connection to the system. The additional charge shall be calculated according to the same rates as described in 105 (a) (1) and shall be based on flow or on the excess COD or suspended solids loading as applicable, over that on which the previous sewer capacity charge was based.

- (e) Use of funds. Revenues derived from the water and/or sewer capacity charges imposed by this section shall be paid as identified in subsection (a) and placed in separate capital improvement funds to be known and designated as the Water Treatment Capital Improvement Fund and the Sewer Treatment Capital Improvement Fund. The Water Treatment Capital Improvement Fund shall be used only for the expansion of water production plant capacity and the Sewer Treatment Capital Improvement Fund shall be used only for the regional sewer treatment plant capacity expansion, configuration and for the reuse distribution system.

Rates for Water Service

201 - Water Rates.

The rates, fees and charges for water services furnished by JEA’s water system, referred to in this section as *water charge*, shall be based upon the quantity of water, determined by metering, furnished to each user's premises each month. The owner, occupant or tenant of each lot or parcel of land which may be connected with or use the water system shall pay for the use thereof and for the services and facilities furnished by the system a water charge according to the following schedules:

(a) A water user shall be charged a service availability charge according to the water meter size, plus a unit rate per 1000 gallons (kgal) according to the following rate schedule:

Water Service Availability Charges

Meter Size	
5/8”	\$10.07
¾”	\$15.10
1”	\$25.18
1 ½”	\$50.35
2”	\$80.57
3”	\$161.14
4”	\$251.78
6”	\$503.55
8”	\$805.68
10”	\$1,158.17
12”	\$2,165.28
20”	\$4,531.97

(b) A commercial user shall be charged a service availability charge according to the water meter size per the schedule in section (a), plus a unit rate per kgal of water used:

Commercial Water rates for meter sizes 8” and smaller:

\$ 1.00 per kgal

Commercial Water rates for meter sizes 10” and greater:

\$ 0.75 per kgal

(c) A residential user shall be charged a service availability charge according to the water meter size per the schedule in section (a), plus a unit rate per kgal of water used:

Residential Water Rates

Usage	
Blocks	
1 – 11 kgal	\$ 0.93 per kgal
12 – 22 kgal	\$ 1.16 per kgal
> 22 kgal	\$ 4.77 per kgal

(d) A water irrigation user shall be charged a service availability charge according to the water meter size per the schedules in section (a), plus a unit rate per kgal of water used:

Residential Irrigation Rates

Usage	
Blocks	
1 – 15 kgal	\$ 1.16 per kgal
16 – 30 kgal	\$ 1.86 per kgal
> 30 kgal	\$ 4.77 per kgal

Commercial Irrigation Rates

Usage	
Blocks	
1 – 22 kgal	\$ 1.16 per kgal
> 22 kgal	\$ 1.53 per kgal

(e) There shall be a service availability charge for JEA owned meters as described in section 401(1) (i). The service availability charge shall be the service availability charge for the same size meter as prescribed in paragraph (a) of this section.

Charges for Fire Protection Water Service

301 - Fire protection charges.

- (a) For an unmetered connection to JEA’s water system for the purpose of providing service on a standby basis for fire protection, there shall be a charge according to the following schedule for each year or portion thereof of the services provided:

<u>Size of Branch (inches)</u>	<u>Annual Charge</u>
4 or less	\$ 51.00
6	\$ 101.00
8	\$208.00
10 or greater	\$371.00

Use shall be limited to the interior of buildings only. The charge shall be billed on a monthly basis. Other water and sewer services to a fire protection customer may be terminated because of nonpayment of fire protection charges. No connection shall be made to the system for a use other than fire protection. The requesting party shall be responsible for all costs incurred in the construction of the connection to JEA’s water main. There shall be no connection of the system with another water source, unless a backflow prevention device, approved pursuant to this document, is installed. No suction of a pump may be attached to a connection of JEA except for health or safety reasons and with the written approval of the JEA. In the event that hose racks or hydrant devices for the purpose of fire protection are installed on the interior of the buildings that are to be served by the unmetered connection, the owner will, at his own expense, install and maintain continuously a monitoring system, to be approved by JEA, which will record a pressure drop in the system and provide to JEA, on a quarterly basis, an affidavit that no pressure drop was encountered or, in cases where pressure drops are encountered, that water was used for the extinguishment or control of fires within the building. In the event of noncompliance by the customer with a provision of this section, JEA shall cause the discontinuance of service until the customer makes application and payment for installation of the proper size meter and applicable rate for metered services.

- (b) For a connection to JEA’s water system for the purpose of providing service on a standby basis for fire protection on which the customer has purchased and installed a detector-check meter, there shall be a monthly charge according to the following schedule:

<u>Size of Branch (inches)</u>	<u>Monthly Charge</u>
4 or less	\$16.00
6	\$21.00
8	\$32.00
10 or greater	\$42.00

Other water and sewer service to a fire protection customer may be terminated because of non-payment of fire protection charges. Customers who use water provided by the standby system for other than fire protection or testing purposes, shall be charged \$100.00 and be billed for the volume of water consumed, as estimated by JEA, at 150% of the prevailing rates as established in Section 201. The volume of water, used in fire protection or testing purposes, as estimated by JEA, shall be billed at prevailing rates as established in Section 201. The requesting party shall be responsible for all costs, including costs of meter removal and installation of a detector-check, incurred in the construction of the connection to JEA’s water main. There shall be no connection of the system with another water source, unless a backflow prevention device, approved pursuant to appropriate sections of JEA Rules and Regulations for Water and Sewer Service, is installed. No suction of a pump may be attached to a connection of JEA except for health or safety reasons and with the written approval of JEA. In the event of non-compliance by the customer with a provision of this subsection, JEA shall cause the discontinuance of service until the customer makes application and payment for installation of the proper size meter and applicable rate for meter service.

- (c) Water used by JEA for municipal purposes other than the extinguishment of fires and all water used by another political subdivision or political agencies, state and federal, shall be subject to the rate schedule set forth in this document.
- (d) JEA will conduct fire hydrant flow tests when requested. The fee for this service will be \$ 82.00.

Rates For Sewer Service

401 - Imposition of sewer service charges.

(a) The charges for the services and facilities of JEA’s water and sewer system, referred to as *sewer service charge*, shall be based upon the quantity of water used upon the customer's premises, including water from public and private suppliers, as determined by metering. The charge for single-family residential use shall be based upon actual water usage up to a maximum of 22 kgal a month on all billings rendered covering meter readings made during the months of October through March and shall be based upon 90% of actual water usage up to a maximum of 22 kgal a month on all billings rendered covering meter readings made during the months of April through September; provided that the single-family residence does not have a meter billed as a water only meter. Charges for nonresidential uses shall be based upon actual water usage. The owner, tenant or occupant of each lot or parcel of land which is connected with or uses JEA sewer system shall pay for the use thereof and for the services and facilities furnished by the system a sewer service charge according to the following schedules:

(1) The monthly sewer charge shall be as follows:

(i) A full service user shall be charged a monthly base rate, plus a unit rate according to the following rate schedule. The unit charge shall be determined by multiplying each thousand gallons (kgal) of water furnished or metered by the unit rate:

Sewer Service Availability Charge

Meter Size	
5/8”	\$4.34
3/4”	\$6.57
1”	\$10.90
1 ½”	\$21.81
2”	\$34.81
3”	\$69.50
4”	\$108.59
6”	\$217.37
8”	\$347.64
10”	\$499.77
12”	\$934.20
20”	\$1,955.25

All users shall be charged a service availability charge according to the water meter size per the schedules in section (1) (i), plus a unit rate per kgal of metered water according to the amount below. Subject to the cap for single-family residential users listed in section (a).

\$ 4.94 per kgal

- (ii) A limited service sewer user shall be charged the same service availability charge and the effective date shall be the same as delineated in the above schedules based upon meter or sewer connection size [as appropriate], plus a unit rate per kgal of water according to the amount listed below, discharged into JEA's sewer system.

\$ 2.97 per kgal

- (a) Each applicant for a sewer connection between JEA's sewer system and a lot or parcel of land which is supplied water by a private system or well shall have a meter, approved by JEA, installed and maintained at the expense of the applicant and his successors in interest. The meter shall be located in the water line at a convenient location for reading and for measuring the water which enters the sewer system. In these cases the sewer service charge shall be based upon the reading of the meter made by JEA's meter readers. Each sewer only customer class with unmetered water or inoperative meter shall be charged at the average monthly water usage rate for the prior calendar year for that customer class as the consumption amount.
- (b) On sewer credit accounts, the water meter shall be JEA-owned and installed by the owner, tenant, occupant or his agent under the direct supervision of JEA, and the owner, tenant or occupant shall pay those inspection, delivery, material and administrative costs as determined by JEA or which are required by, and shall be subject to, the terms and requirements of sections 102(a) and (b). This paragraph does not apply to owners, tenants or occupants of lots or parcels of land which are connected to JEA water and sewer system and also have a cross-connection to another water supply. The maximum credit that can be given for an existing sewer credit account is 75% of the total water billed for the account on which the credit is to be given. No new sewer credit accounts shall be allowed.
- (c) Effective October 1, 1988, all owners, tenants, and occupants shall be required to provide for the installation and use of JEA-owned water meters in all water systems, regardless of whether the meter is or was installed for the purposes of establishing a charge or a credit.
- (d) The fee for processing an industrial user discharge permit application shall be \$250.00.

402 - Sewer surcharge.

In all cases where the character of the sewage, waters or waste from a manufacturing or industrial plant, business or commercial location, building or premises has a chemical oxygen demand (COD) of more than 650 parts per million by weight or contains more than 300 parts per million by weight of suspended solids (SS), or both, and the sewage, waters or waste are accepted into the sewage system for treatment, the discharger shall pay to JEA a rate, fee or charge, designated as a surcharge. Surcharge shall be in addition to any sewer service charge which might be based upon the customer's premises as set forth in this Water & Sewer Rate Document. JEA reserves

the right to deny any discharger treatment capacity based on JEA’s determination that additional organic loading above 650/ppm COD, 300/ppm suspended solids or additional hydraulic load, or any combination of the above, will hamper or reduce the effective operations of the treatment facility.

The surcharge shall consist of an amount calculated according to the following formula:

$$S = V_s \times \{ \$0.0008031 (\text{COD} - 650) + \$0.0009810 (\text{SS} - 300) \}$$

Where:

S = surcharge in dollars;

V_s = sewage volume in kgal ;

\$0.0008031 = unit charge factor for COD based on 9.629 cents per pound of COD;

COD = chemical oxygen demand strength index in parts per million by weight;

650 = allowable COD strength under normal volume charges in parts per million by weight;

\$0.0009810 = unit charge factor for suspended solids based upon 11.763 cents per pound of suspended solids; and

SS = suspended solids strength index.

The amount of the surcharge for the use of JEA’s sewer system shall be separately stated as a part of the total sewer service charge for the billing period and shall be payable, collectible and enforceable in the manner provided for sewer service charges. Unless otherwise required by JEA for compliance with local, State and federal law or regulations, each customer to which this surcharge applies shall submit, on a monthly basis, a laboratory analysis of such scope as to permit JEA to render an accurate billing of this charge as provided herein.

Each sewer customer to which this surcharge could apply that does not submit a laboratory analysis shall be charged a sewer surcharge based upon the average surcharge factors of other customers who have the same property use code as assigned by the Duval County Property Appraiser’s Office or based upon factors assigned by JEA until reporting of actual surcharge factors are provided by the sewer customer.

An Industrial Pretreatment inspection fee shall be assessed to non-significant industrial users (i.e. food service, silver discharging and other establishments) that require an on-site inspection to determine compliance with JEA Industrial Pretreatment Regulations sections 3.2 and 7.7. The inspection fee shall be assessed at \$100.00 per visit.

403 - Scavenger waste charges.

- (a) Scavenger wastes, as described in JEA Rules and Regulations for Water and Sewer Service, may be disposed of at a JEA sewage treatment plant after approval of JEA and with prior payment of a charge of \$4.49 for each 100 gallons of waste based on the full capacity of each vehicle for each discharge. There shall be a minimum fee of \$ 30.00 for each discharge.

Billing Issues

501 - Delinquent Bills

- (a) A bill for service shall be rendered monthly by JEA. Policies and procedures with respect to billing customers, collecting receipts and terminating services, where necessary, shall be in accordance with the applicable JEA Management Directive.
- (b) A charge for reconnection to JEA's water or sewer system in all cases in which services shall have been discontinued for nonpayment of service charges shall be paid in advance by the user. There is imposed a charge of \$115.00 for resetting a meter which has been removed due to a delinquent account. There is imposed a charge as established by applicable JEA Management Directives for restoring service to a meter which has been cut off for nonpayment but not removed. There is imposed a charge of \$400.00 for reconnection of sewer services which have been discontinued for nonpayment of sewer service charges. No applicant for services from JEA's water or sewer system who has been previously disconnected from the sewer system for nonpayment of the service charges or who has previously been disconnected from JEA's water system for non-payment of service charges shall be permitted to have a connection with the water or sewer system until all the delinquent charges have been paid to JEA, together with the amount of the applicable connection or reconnection charges as described in this part.

502 - Billing adjustments

- (a) When a user's bill is unusually high or low due to a meter malfunction or when an error in meter reading occurs, the user's bill shall be adjusted to a normal bill based on the average of the three previous months' consumption or based upon the average of a three month period that reflects the customer's normal consumption before the malfunction or error occurred. Where there is an underground leak or concealed leak or other leak within the user's structure, where such leaks do not discharge into the sewage collection system on the user's side of the meter, and are substantiated by plumbing repair bills, or by receipts for materials utilized to repair the leak or by other written documentation satisfactory to JEA to justify the claim for adjustment: that customer may request that a billing adjustment be made for the sewer charge associated with the quantity of water estimated to have been lost due to the qualifying leak.

The

right may be exercised by the making of a written request to JEA within 30 days of any disputed bill. The written request shall include such documented proof as required by and which is satisfactory to JEA. Upon receipt of a proper written request, JEA, after verifying entitlement, shall cause an appropriate credit to be made to the user's account; provided, however, if, a customer has received 2 billing adjustments within a 12 month period there shall be no additional billing adjustments (in said 12 month period) allowable under this section.

- (b) If a meter installed and maintained by an owner, occupant or tenant upon which the sewer service charges imposed by this document are based is found to be defective for any reason whatsoever, the owner, occupant or tenant shall immediately correct the defect and have the meter tested by JEA at his expense. In these cases, JEA reserves the right to render an average or estimated bill for the period that the meter was defective, based upon previous consumption on the meter.

- (c) Any metered user to whom sewer charges are regularly rendered and through whose meter a swimming, family swimming, or public pool receives water from JEA water system and whose pool capacity has been documented to JEA by the pool contractor, builder or homeowner at the time the building permit for the pool was issued shall have the right to fill the pool for the first time without application of the sewer charge to the quantity of water used to fill the pool. Furthermore, a metered user, as defined herein above, who is required to drain his pool in order to facilitate needed repair shall have the right to refill the pool after the repair has been completed without application of the sewer charge to the quantity of water used to refill the pool, provided that the necessity to drain the pool for repair and the pool's capacity in gallons is certified to JEA by the pool contractor or other person doing the repair prior to draining the pool. The certification shall be under oath and must have attached to it the permit issued by the Chief, Building and Zoning Inspection Division for any repairs. The right to fill the pool for the first time or to refill the pool after necessary repair may be exercised by the making of a written request to and upon forms available from JEA. The written request shall include such documented proof as required and as satisfactory to JEA, of the pool's capacity in gallons. The written request shall also include an affidavit (on the form provided by JEA) signed by the user, and water meter readings both immediately before and after the filling or refilling of the pool with dates and times of readings noted. All written requests shall be furnished to JEA no later than 30 days after completion of the filling or refilling. Upon receipt of a proper written request, JEA shall cause an appropriate credit to be made to the user's account.

503 - Meter error.

Meters furnished by JEA shall be accurate at the time of installation. JEA will endeavor to keep these meters accurate at all times and will replace a meter which, after testing, is found to be registering either faster or slower than 2% of 100% accuracy. Meters shall be deemed accurate when tested and found to be registering within 2% of 100% accuracy. JEA shall have the right to test meters to determine accuracy whenever it deems this action advisable. In addition, if a user demands a field test when the meter is tested and found to be operating correctly, the user shall pay a fee of \$40.00 for the field test for meters up to and including one inch in size. The fee for 1-1/2" and 2" meters will be \$85.00. For meters larger than 2", a user shall pay the average cost, based on meter size, to JEA. The charges shall be levied only if the accuracy of registration of the meter is found to be not more than 102% of the actual volume of water passing through the meter. The user shall have the right to be present when the test is made. The user for water service for whom the meter was tested by JEA will receive a credit for any erroneous charge on the bill if the meter tested is found to be more than 2% fast; however, no bill shall be

adjusted for more than a six-month period prior to the date that the request for a test was received by JEA. JEA has the right to back-charge a user for the previous three-month period for a residential customer and the previous twelve-month period for a non-residential customer, when the meter at his service location is tested and found to be slower than 2%) of 100% accuracy, which adjustment shall not include the 2% allowed for inherent inaccuracy.

504 - Late payment fee.

A late payment fee shall be applied to all past due account balances and payments. All policies and procedures with respect to collecting the late payment fee shall be in accordance with applicable JEA Management Directives. With respect to late or past due balance or payments, a 1.5% fee per month shall be applied to all late or past due balances.

505 - Utility Agreements.

JEA serves a limited number of customers wherein it provides water service and a second party utility company provides sewer service, and vice versa. On some occasions, customers receiving water and sewer service from two different utilities pay only the water bill and not the sewer service bill. Curtailment of sewer service alone is extremely expensive in that sewer lines to customers typically do not have cut-off valves, necessitating that the sewer line be dug out and plugged. To accomplish the same protocol that is undertaken for customers who receive both water and sewer service by JEA, JEA is authorized to execute an agreement (containing appropriate hold harmless provisions as approved by the office of the General Counsel) with second party utility companies (which reciprocate) providing for the termination of water service for customers who do not pay the fees for sewer service. Said termination of water service shall afford notice and appeal rights conforming to those provided to customers receiving both water and sewer service from JEA.

506 - Special Services, Terms, Conditions and Rates.

JEA and the customer may agree for JEA to provide special services, including related water, sewer and energy services, and for terms of service up to ten (10) years in length. Services could include the repayment to JEA over time of the capital costs incurred to connect new customers to the water and/or sewer system. Prices for special services, terms or conditions shall be based on cost. JEA's provision of special services, terms, and conditions requires execution of a contract between JEA and the customer, in which all special services, terms, and conditions shall be specified. Contract approval authorizations shall be as established in applicable JEA Management Directives, Policies or Procedures.

507 – Account Setup and Return Trip Fee

The fee to set up a water and/or sewer account shall be \$10.00. JEA will charge a customer \$25.00 for each return trip whenever JEA must make a return trip to a customer's service address to perform maintenance and/or activate service because the work requested by the customer was not able to be completed at the first scheduled visit.

508 – Applicable Taxes and Fees

City of Jacksonville

Service	Applicable Taxes
Water	3% Franchise Fee – 10% Public Service Tax
Sewer	3% Franchise Fee
Irrigation	3% Franchise Fee – 10% Public Service Tax
COD/TSS	3% Franchise Fee
Reclaimed	None
Capacity Fee	None
Tap & Meter Fees	None
Line Extension Fees	None

Nassau County

Service	Applicable Taxes
Water	None
Sewer	None
Irrigation	None
COD/TSS	None
Reclaimed	None
Capacity Fee	None
Tap & Meter Fees	None
Line Extension Fees	None

St. Johns County

Service	Applicable Taxes
Water	None
Sewer	None
Irrigation	None
COD/TSS	None
Reclaimed	None
Capacity Fee	None
Tap & Meter Fees	None
Line Extension Fees	None

Clay County

Service	Applicable Taxes
Water	None
Sewer	None
Irrigation	None
COD/TSS	None
Reclaimed	None
Capacity Fee	None
Tap & Meter Fees	None
Line Extension Fees	None

RATES AND CHARGES FOR RECLAIMED WATER SERVICE

601 - Availability and requirements for service.

This service will only be provided where service is available, with a physically separate reclaimed water irrigation system. Bulk service will be available to large commercial and industrial users where JEA reclaimed water system is closely available. Retail service for residential and commercial service will be available in Developments of Regional Impact (DRIs), in areas served by JEA, where service is available, with a physically separate reclaimed water irrigation system. No connection to JEA's potable water system by valve or any other means will be allowed. Certification that no interconnection exists must be provided to JEA before any service connections are made. All areas where reclaimed water is being used must be clearly marked as non-potable water. Any customer whose reclaimed water system is in violation of any regulation or procedure shall be subject to immediate discontinuance of reclaimed water service. Such discontinuance shall not relieve any person of liability for any payments due to JEA.

602 - Reclaimed water rates and charges.

There is hereby established a schedule of rates and charges by class for the use or availability of JEA's reclaimed water system in the service territory of JEA, including bulk water sales to other public or private utilities, as follows:

- (A) Bulk Service Customers will be charged a service availability charges as follows:
 - a. A user shall be charged a monthly service availability charge according to the reclaimed water meter size as established in section 201 of this Rate Document.
- (B) Bulk Service Customers will be charged usage rates as follows:
 - (I) For all meters the following rates will apply:
 - a. Effective October 1, 2008, with the first billing cycle unit, the rate per kgal of reclaimed water used will be \$ 0.14 for commercial customers that are relinquishing, suspending, or foregoing an application for a Consumptive Use Permit or ground water withdrawals from SJRWMD.
 - b. Effective October 1, 2008, with the first billing cycle unit, the rate per kgal of reclaimed water used will be \$0.28 for all other commercial customers; or
 - c. In accordance with the standard Bulk Reclaimed Water Service Agreement until such time as JEA may no longer offer reclaimed water service under such Agreement.

(C) DRI, retail or other residential or commercial customers will be charged as follows:

a. A user shall be charged a monthly service availability charge according to the reclaimed water meter size as established in Section 201 of this Rate Document. Reclaimed water customers who receive service in a DRI will be charged an additional fee of \$6.00 per month, to cover additional costs due to regulatory requirements, regardless of meter size.

b. There shall also be a unit rate according to the following rate schedules:

Residential Reclaimed Water Irrigation Rates

Usage Blocks	
1 – 15 kgal	\$ 1.16 per kgal
16 – 30 kgal	\$ 1.86 per kgal
> 30 kgal	\$ 4.77 per kgal

Commercial Reclaimed Water Irrigation Rates

Usage Blocks	
1 – 22 kgal	\$ 1.16 per kgal
> 22 kgal	\$ 1.53 per kgal

603 - Reclaimed water capacity charges.

(A) Capacity fees for retail reclaimed water service will be charged at the same rates as stated in section 105 of this document.

(B) No capacity fees will be charged for bulk reclaimed water sales.

604 - Connection fee, etc.

Connection, reconnection, tap, and construction fees and rates shall be in accordance with applicable sections of the Water & Sewer Rate Document.