

WATER AND SEWER SYSTEM  
MISCELLANEOUS CHARGES & FEES DOCUMENT



21 W. Church St.  
Jacksonville, Florida 32202-3139  
(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**  
**September 17, 2021**



## MISCELLANEOUS CHARGES AND FEES

### Compliance

- 1) The fee for inspecting the installation of a sewer flow meter shall be \$50.00
- 2) The fee for processing an industrial user discharge permit application shall be \$250.00
- 3) The on-site inspection of non-significant industrial users to determine compliance with JEA Industrial Pretreatment Regulations shall be assessed at \$100.00 per visit.

### Revenue Assurance

- 1) Returned check charge shall be \$20.00
- 2) Customers who use water provided by the standby system for other than fire protection or testing purposes shall be charged
  - a) \$200.00 per incident
  - b) Plus 150% of the prevailing commercial water rate for each kgal of estimated usage
- 3) The charge for unauthorized connection to a hydrant shall be either
  - a) \$1,500.00
  - b) \$750.00 if the customer applies and obtains a hydrant meter
- 4) Field notification in lieu disconnection shall be \$5.00
- 5) Meter inaccessible for reading or cut-off after notice shall be \$25.00
- 6) 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.
- 7) Service restored without JEA authorization shall be \$25.00
- 8) Tampering with meter or service connection shall be \$200.00
- 9) Damaged/Missing meter charge shall be the actual cost of the damaged or missing meter
- 10) The fee for the misrepresentation made to JEA for the purpose of obtaining or maintaining utility service(s) shall be \$50.00.
- 11) The charge for a required court appearance and/or restitution claim by a JEA employee shall be a minimum of \$50.00 up to \$400.00 depending on actual costs.
- 12) The fee for resetting a meter which has been removed due to customer theft or fraud shall be a minimum of \$225.00 or actual cost for labor and materials.