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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)
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- 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

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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-foot-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.

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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 Subservicing 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:

<u>Unit Description</u>	<u>ERC/Unit</u>
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:

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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.