

Indian Lake Estates (ILE) Utilities, Inc.
Policies and Procedures
January 7, 2008

Subject: Private Residence - Commercial - New Construction - Change of owner -
Initial Connection Fee's, Application for Service and Approval
Requirements

Effective Date: February 1, 2008
Distribution: Policy and Procedures Manual
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1. **PURPOSE:** The purpose of this policy is to establish fee's, application for, and approval for service requirements to be utilized when an ILE property owner or their designated construction company, applies to the company for approval for an initial (first-time) connection to the ILE Utilities, Inc. water service grid system for a newly constructed personal residence or commercial entity in ILE.

2. **POLICY:** ILE Utilities, Inc. is a not-for-profit Florida Corporation established in 1996 for the purpose of providing potable drinking water to residential and commercial properties and customers located within or in proximity to the company's service area wherein, upon required and approved application, the company agrees to provide water service to a specific location for fee's and costs enumerated herein.

3. DEFINITIONS:

- A. **ILE Property Owner:** Is that individual person or person's, trust, estate, firm, corporation or other legal entity holding legal title to a specific property for which a water connection is requested.
- B. **Fee's:** Are monetary charges established by the ILE Utilities, Inc. Board of Directors for specified actions required to connect, deliver, install, maintain, repair, service, replace, disconnect or re-connect, piping, metering devices, etc. all limited to potable water services provided to a specific authorized residential or commercial customer. Fee's are set by action of the ILE Utilities, Inc. Board of Directors and are required to be paid within specified deadlines and in a form accepted as U.S. Legal tender. Credit or debit cards are not currently accepted for payment of fee's. Checks are acceptable if valid.
- C. **Application for Water Service:** An ILE Utilities, Inc. approved form completed by the property owner or their building contractor, requesting water service connection.
- D. **Aid-in-Construction:** When the installation of a new main water line is required to provide water service to a specific property.

4. PROCEDURES:

A. Pre-construction estimate

A pre-construction estimate of water connection costs are available upon request. Written requests are required. Upon receipt of same the requesting party will receive a written estimate of connection cost for the specified property. A legal description of the property is required. Four color maps of ILE are available for \$2.00. ILE Utilities, Inc. has a limited service area. If water service is not provided to the property specified you will be so advised and informed of cost to make service available to you.

B. An Application for Water Service

1. Application forms are available at ILE Inc. Administrative Offices located at 7510 Red Grange Boulevard (PO Box 7205) Indian Lake Estates, Florida 33855-7205. Telephone: (863)692-2600. There is no application fee. Incomplete applications will not be processed and the applicant will be so notified. Applicants will be notified upon approval.
2. Applications should be initiated at the same time of the Polk County Building permitting process to ensure coordination of the process. While the ILE Application for Water Services and water connection coordination are not part of the Polk County Building permitting process, early application with the ILE Utility will ensure the earliest possible services to be completed as required.

C. Office Files Upon Approval of Application

1. ILE Utilities, Inc. office staff will prepare a file for each individual application. Such file shall be titled in the name of the property owner and their designee. Each file shall be the depository for all paperwork and communications relevant to the property during the construction phase and shall be retained for five years post connection and then properly disposed protecting the privacy of the property owner.
2. A new account will be established for billing purposes per established office accounting practices.
3. All costs related to a water connection are to be paid in advance. No connection installation services will be initiated until all costs are paid in full. The meter will be read in accordance with policy and the customer invoiced for water usage per schedule and applicable usage rates.
4. Upon payment of all connection fees office staff to notify ILE Inc. Board member assigned to oversight of Parkways and Roads and the supervisor of ILE Utilities operations to proceed with the approved water connection. Same will notify ILE Utilities office staff upon completion and first meter reading.

D. Delinquent Accounts

Delinquent accounts will be sent a disconnect notice. If payment is not received

and service is disconnected, the following charges will be due prior to service reconnect:

Unpaid balance must be paid.

\$25 Service Fee

\$50 Reconnect Fee

A deposit of \$125.00(non-interest drawing) to cover further delinquencies should it occur.

5. Cost of Connection and/or Installation of New Main Line*

Type of Connection	Fee
A. Water Connection without Aid-in-Construction	\$1,500
B. Water Connection with Aid-in-Construction requirement	\$1,500+
1. Final cost is determined on a individual basis and is based on lineal footage required in the installation of a new main-line plus fittings, valves, etc.	
2. Cost per lineal foot ranges from:	\$2-3.00
3. Single lane road cutting:	\$200.
4. Double lane road cutting:	\$300.
5. Ditch crossing:	\$100-200.
6. Preparation of Cost Estimate:	None
7. First owner will be charged with initial connection once only. If initial connection was paid by Building Contractor or other agent, that fee will be refunded and first owner will pay the initial fee.	
8. Each time the property is sold after the first owner fee, a charge of \$150 will be made to each new owner for being connected to the system and to establish a new account.	

6. Cost of Water Usage*

- A. Minimum monthly charge per meter up to 5,000 gallons: \$18.
- B. For each 1,000 gallons over 5,000: \$1.00
- C. If two(2) or more resident users are on the same meter, there will be an \$18.00 minimum charge for each user plus \$1.00 per 1000 gallon over the 5000 gallon minimum charge. One bill will be in the name of the property owner who is responsible to pay. However, the property owner can have the bill mailed in care of (c/o) another party who may be leasing the property but the property owner must assume responsibility for paying the bill.
 - 1. If a Building Contractor has more than one construction site using water billed to the Building Contractor there will be a minimum charge of \$18.00 for each site plus the sum of all meters billed to the contractor over 5000 gallon @\$1.00 per 1000 gallon until property is sold or occupied. If property is occupied and still owned by contractor billing will be as a single rented residence to the owner.

D. If two (2) or more commercial users are on the same meter there will be only one minimum charge of \$18.00 for the first 5000 gallon. Any usage over 5000 gallon will be at \$2.00 per 1000 gallon. There will be one bill to the property owner.

7. Other Charges

- A. To turn off water and deactivate account No Charge
- B. To reactivate account (see article 9B) and reconnect \$50.
- C. All past due accounts will be charged interest, in addition to any cost of collections, such as attorney fees and court costs.

8. Repairs to Water Lines, Meter, or Valves on Private Property.

All lines and connects beyond the water meter are the responsibility of the property owner. There will be a service charge to the property owner to respond to water breaks beyond the meter. If ILE Utilities Inc. is requested to make repairs, the rate is \$50. per hour plus materials.

*Polk County Public Service Tax of 10% applies to water usage billings only. This charge became effective October 1, 2005. Tax is collected by ILE Utilities, Inc. and submitted monthly to Polk County.

9. Customer/Realtor Disconnect/Reconnect Cost

- A. Customer requested water disconnect No Charge
- B. Customer requested water reconnect* \$50.
- C. Customer/Realtor* request for 24 hour reconnect \$10
- D. Customer/Realtor* request for reconnect exceeding 24 hours \$50.

*Billed to customer

**All reconnects must be requested to occur during normal work hours Monday through Friday. Saturdays and Sundays and Holidays are not normal workdays. Such request should be made 36 hours in advance to avoid scheduling problems.