

I.L.E. UTILITIES, INC.  
POLICIES AND PROCEDURES

*Approved  
by BOD  
12/16/09*

Subject: Private Residence – Commercial – New Construction – Change of Owner  
Initial Connection Fees – Application for Service and Requirements

Effective Date: December 1, 2009

1. **PURPOSE:** The purpose of this policy is to establish (1) fees; or (2) application for service requirements when an ILE property owner or his designated construction company applies to ILEU for approval for an initial connection to ILE Utilities' water service grid system for a newly constructed personal residence, existing residence or commercial entity in ILE.
2. **POLICY:** I.L.E. Utilities, Inc. is a 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 fees and costs enumerated herein.
3. **DEFINITIONS:**
  - a. **ILE Property Owner:** Is that individual person or persons, trust, estate, firm, corporation or other legal entity holding legal title to a specific property for which a water connection is requested.
  - b. **Fees:** Are monetary charges established by the ILEU Board of Directors for specified actions required to connect, deliver, install, maintain, repair, service, replace, disconnect or reconnect piping, metering devices, etc., all limited potable water services provided to a specific authorized residential or commercial customer. Fees are set by action of the ILEU Board of Directors and are required to be paid within specified deadlines and in a form accepted as US legal tender. Credit or debit cards are not currently accepted for payment of fees. Either cash, checks or money orders are acceptable forms of payment.
  - c. **Application for Water Service:** An ILEU approved form completed by the property owner, or his building contractor if new construction, 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 is available upon written request. Upon receipt of same, the requesting party will receive a written estimate of connection costs for the specified property. A legal description of the property is required. ILE Utilities, Inc. has a limited service area. If water service is not provided to

the property specified, the property owner will be so advised and informed of costs to establish service.

**b. Application for Water Service**

- i. Application forms are available at ILE Administrative Offices, located at 7510 Red Grange Boulevard (PO Box 7205), Indian Lake Estates, FL 33855-7205. Telephone: 863-692-1485. There is no application fee. Incomplete applications will not be processed and the applicant will be so notified. Applicants will be notified upon approval.
- ii. Applications should be initiated at the same time as the Polk County Building permit 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 ILEU will ensure the earliest possible services to be completed as required.

**c. Office Files Upon Approval of Application**

- i. 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 his/her 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 of, protecting the privacy of the property owner.
- ii. A new account will be established for billing purposes per established office accounting practices.
- iii. 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.
- iv. Upon payment of all connection fees, office staff will notify 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 10-Day Disconnect Notice. If payment is not received and service is disconnected, the following charges will be due prior to service reconnect:

Unpaid balance

\$25.00 Service Fee

\$50 Reconnect Fee

A deposit of \$125 (non-interest bearing) to cover further delinquencies, should they occur.

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

a. Water Connection without Aid-in-Construction	\$1,500.00
b. Water Connection with Aid-in-Construction requirement	\$1,500.00
+	
i. Final cost is determined on an individual basis and is based on lineal footage required in the installation of a new main-line plus fittings, valves, etc.	
ii. Cost per lineal foot ranges from	\$2 to \$3.00
iii. Single lane road cutting	\$200.00
iv. Double lane road cutting	\$300.00
v. Ditch Crossing	\$100-\$200.00
vi. Preparation of Cost Estimate	None
vii. 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.	
viii. 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\* (As of December 1, 2009)**

a. Minimum monthly charge per meter up to 7,500 gallons	\$26.00
b. For each 1,000 gallons over 7,500	\$1.00
c. Multiple residences on the same meter will be charged the \$26.00 minimum for each user plus \$1.00 per 1,000 gallons over the 7,500 gallons per user amount. One bill will be presented to the property owner.	
d. If a building contractor has more than one construction site using water, there will be a minimum charge of \$26.00 for each site plus the sum of all meters billed to the contractor over 5,000 gallons at \$1.00 per 1,000 gallons 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.	
e. If two (2) or more commercial users are on the same meter there will be only one minimum charge of \$26.00 for the first 5,000 gallons per meter. Any usage over 5,000 gallons will be at \$2.00 per 1,000 gallons. There will be one bill to the property owner.	
f. Commercial users on a single meter will be charged \$26.00 minimum usage for the first 5,000 gallons and \$1.00 per 1,000 gallons over 5,000.	

**7. Other charges**

- |   |           |
|---|-----------|
| a. To turn off water and deactivate account   | No Charge |
| b. To reactivate account (see Article 9B) and reconnect   | \$50.00   |
| c. All past due accounts will be charged interest, in addition to any costs of collection, such as attorney fees and court costs. |           |

**8. Repairs to Water Lines, Meter, or Valves on Private Property** All lines and connections 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 Costs**

- |   |           |
|---|-----------|
| a. Customer requested water disconnect                        | No Charge |
| b. Customer* requested water reconnect                        | \$50.00   |
| c. Customer/Realtor* request for 24 hour reconnect            | \$10.00   |
| d. Customer/Realtor* request for reconnect exceeding 24 hours | \$50.00   |

\*Billed to Customer

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

*Amended for rate increase, environmental fee  
Effective January, 2010 Invoices*