

07/14/2021

Stephen Flum

561-631-5895

2600 Dekle Beach Road

Parcel ID 06612-500

Mr. Stephen Flum called the office on with questions about getting sewer service to his property at Dekle Beach.

Mr. Flum paid a \$250 connection fee and had a water meter installed on his property on 8/10/1998. Service was turned off on 4/17/1999 with no water use recorded. The property has no septic tank or structure. There is no future sewer connection box on the property. There is no power to the property.

The sewer line is located across the street from his property which would require boring under the road to connect his property to the existing sewer line.

\$750 for difference in connection fees

\$6,000 for Grinder Pump

\$TBD for under the road boring and installation of sewer connection box.



Overview



Legend

- Parcels
- Highway
- City Streets
- Graded
- Roads
- Tram

Parcel ID	06612-500	Alternate ID	n/a	Owner Address	FLUM STEPHEN F
Sec/Twp/Rng	22-07-07	Class	Vacant		P O BOX 470
Property Address	2600 DEKLE BEACH RD	Acreage	23.93		LAKEWORTH FL 33460
	CO				
District	CO				
Brief Tax Description	LEG 0023.93 ACRES - COM NW COR SW 1/4 OF SW 1/4 N 200 - FT FOR POB E 1543 FT SLY ALG RW S8D - W 439 FT S63DW 1350 FT N14DW - 1077.97 FT TO POB INCLUDED LOTS 46 - 47 48 49 50 URS - OR 409-131 -				
	<i>(Note: Not to be used on legal documents)</i>				

Date created: 7/22/2021
Last Data Uploaded: 7/21/2021 10:41:14 PM

Developed by Schneider
GEOSPATIAL

06/30/2021

Jeremy King – Realtor 352-356-0879

Amy Harrison 561-818-7078

Jacob Hamm – Owner

595 Pelican Place

Parcel ID 07034-000

Mr. King and Ms. Harrison called the office on with questions about getting water and sewer service to this property located in Cedar Island East.

There are no water or sewer lines going down Pelican Place.

There is a water line going down Beach Road on the Cedar Island side and a sewer line going down Beach Road on the customer's side of Beach road.

To supply sewer, approximately 60 feet of sewer line and a saddle connection into the main line would have to be installed, as well as a future connection box would have to be installed.

To supply water, a road connection and boring would be required underneath Beach Road, approximately 100 feet of water line, a meter box and water meter box would have to be installed.

\$1,000 water connection fees

\$TBD tie into water main and water line extension

\$6,000 for Grinder Pump

\$TBD for under the road boring for tie in, line extension, and installation of sewer connection box.



Overview



Legend

-  Parcels
-  Highway
-  City Streets
-  Graded
-  Roads
-  Tram

Parcel ID	07034-000	Alternate ID	n/a	Owner Address	HAMM JACOB
Sec/Twp/Rng	01-08-07	Class	Vacant		P O BOX 275
Property Address	595 PELICAN PL	Acreege	0.2		LAKELAND GA 31635
	CO				
District	CO				
Brief Tax Description	LEG 0000,20 ACRES - CEDAR ISLAND EAST URS - COM PIE RW RD 361 & S RW PELICAN - PL DESC IN OR 35-724 RUN E 80 FT - S 100 FT W 98.8 FT TO E RW RD 361 - N ALG RW TO POB - OR 675-449 - OR 786-648 OR 806-525 OR 827-476				
	<i>(Note: Not to be used on legal documents)</i>				

Date created: 7/21/2021
Last Data Uploaded: 7/20/2021 11:26:19 PM

Developed by  Schneider
GEOSPATIAL

Subject: Ice House Property Response

From: "Dave Dall" <davedall@fairpoint.net>

Date: 7/9/2021, 7:14 AM

To: "Lynette" <tcwsd@fairpoint.net>

CC: "Michael Lynn" <builder1275@fairpoint.net>, "Robert Lynn" <robertlynn100@hotmail.com>, "Lynn Aibejeris" <laibejeris@fairpoint.net>, "Steven Brown" <stevecindybrown@gmail.com>, "Lori Reichard" <prettyfilly@yahoo.com>, "Willi Huxford" <huxserv@gmail.com>, "Diane Carlton" <goodtime@fairpoint.net>

Michael Lynn has expressed concern with the time spent and second Board review of his request

I share his concern and need a better understanding of the cause of the delay and our options to address it. To this end please furnish the following:

1. Your new job description
2. The SOP for processing Michael's request
3. How this request would be handled (including timeline and fees) in Taylor County outside of TCWSD
4. Your recommendations to improve our process if it is not in line with the customers' expectations

Let's add this topic to the agenda of our next Board meeting and invite Michael to participate

Appreciate your help

Dave

Dave Dall Associates
3520 N US 221
Perry FL 32347

c: 850.843.0037
e: davedall@fairpoint.net

Subject: Re: Ice House Property
From: Lynette Senter <tcwsd@fairpoint.net>
Date: 7/8/2021, 8:46 AM
To: Michael Lynn <builder1275@fairpoint.net>
CC: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>

Good Morning Michael,

The Board only meets once per month. Any out of the ordinary request for service are presented to them for their review and final decision. There is not a future sewer connection box on your property and an under the road boring would be required to connect to sewer. You did have an one inactive water account and as we now know, two septic tanks. Because of these irregular circumstances, we ask the Board to examine the information provided and render a decision.

Thank you,

Lynette

On 7/8/2021 8:32 AM, Michael Lynn wrote:

With that being said what is the reason it still needs to wait until the 27th?

Sent from my iPad

On Jul 8, 2021, at 8:02 AM, Lynette Senter <tcwsd@fairpoint.net> wrote:

Good Morning Michael,

Thank you for dropping off the letter from Murray Septic Tank & Hauling. Our Wastewater Operator, David Morgan, also told me that there were two tanks - one concrete and one fiberglass when his family occupied the property. I will add it to the information we have gathered about the property for presentation at our July 27, 2021 Board Meeting.

We appreciate your gathering this information for us.

Lynette

--

Lynette Taylor Senter, District Manager

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Please note: Florida has a very broad public record law. Most written communications may be subject to public disclosure.



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Lynette Taylor Senter, District Manager

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Subject: Re: Michael Lynn - Ice house property

From: Lynette Senter <tcwsd@fairpoint.net>

Date: 7/13/2021, 1:41 PM

To: Dave Dall <davedall@fairpoint.net>

CC: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>, JD Durant <jd@boydlaw.net>, Alana Romig <alana@boydlaw.net>

Good Afternoon Mr. Dall,

Thank you for letting me know that Mr. Lynn will not be able to attend our next meeting.

Previous Board policy was that service requests that did not have a present sewer connection box and a water connection, be researched by the office and field staff and presented to the Board for their review. There was not a provision for capacity questions, and as we do not have an engineer on call, I am not quite sure how to proceed. It is my understanding that we need to have an idea about the proposed use of the parcel, i.e. commercial, residential, single family, multi-family, or recreational and the number of actual connections into our system desired, to be able to determine "capacity".

This is most likely a subject that needs to be brought up to the new board and a "Connection Approval Policy" of some sort be put into place. We may also need to bid out "as needed or on-call" engineering service to assist the Board with these decisions, much like our legal services are currently handled. This might also speed up the process by allowing staff to rely on the advice of professionals and be able to answer service requests in a more timely manner.

I will add this to the agenda if you wish.

Thank you,

Lynette Senter

On 7/13/2021 11:21 AM, Dave Dall wrote:

Just spoke with Michael and he will be out of town and not able to attend our next meeting. He would appreciate confirmation that we have the capacity to supply water and sewer to that property at 12 units per acre.

What do you need to make this happen

Dave

c: 850.843.0037

e: davedall@fairpoint.net

--

Lynette Taylor Senter, District Manager

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TAYLOR COASTAL WATER & SEWER DISTRICT
18820 Beach Road
Perry, FL 32348

JOB DESCRIPTION: DISTRICT MANAGER

Position Objective:

Works under the direction of the Taylor Coastal Water & Sewer District Board, assists in managing and directing the operation of the District ensuring compliance with state statutes, District goals, policies, resolutions, and applicable governmental regulations. Resulting in high quality, cost-effective and dependable water and sewer service to current and future customers. Implement the Taylor Coastal Water & Sewer District Board adopted policies and procedures.

Reporting Relationships:

This position reports to the Chairman of the Taylor Coastal Water & Sewer District Board. This position supervises the Field Supervisor/Water Operator, Wastewater Operator, Assistant Wastewater Operator/Field Trainee, and the Billing Clerk.

Essential Duties and Responsibilities:

- Resolves customer issues as necessary.
- Manages, and coordinates District operations, staff, and facilities.
- Attends District Board Meetings and provides information and recommendations to the District Board
- Communicates the District Board requests to consultants, engineers, attorneys, and financial advisors.
- Works with staff and District Board to prepare short- and long-term plans for maintenance and operations
- Identifies and communicates to the Board District needs for repairs, replacements, and capital improvements.
- Gathers data for presentation to the Board for requests for service
- Prepares for District Board approval of hiring of new employees, formal disciplinary actions, and separations (changes in personnel classifications subject to Board approval).
- Reviews and makes recommendations concerning rate revisions.
- Supervises and coordinates the preparation and presentation of the annual District budget.
- Ensures that emergency preparedness plans, activities, procedures, and drills are established and practiced in order to support delivery of critical resources in the event of an emergency or disaster.
- Supervises daily bookkeeping, payment of the District's expenses, employee payroll, account balancing and preparation of monthly financial reports.

- Coordinates employee schedules, lab sampling and reports, and meter reading cycles.
- Performs other duties as needed or assigned by the Board

General knowledge of:

- Day to day operations of a public water/sewer district.
- Principles and practices of general office accounting.
- Personnel management.
- Organization, rules, regulations, and processes of regulatory agencies.
- Fiscal and budget principals, practices, and procedures.
- Federal, state, and local laws, regulations, ordinances, policies, procedures, and practices related to water and sewer operations

Ability to:

- Establish and maintain effective working relationships with District Board, Staff, District Customers and the Public, Contractors and Consultants.
- Efficiently use computer and related software applications.
- Understand and follow verbal and written directions.
- Make decisions involving work assignments, staffing priorities, and District day to day operations.
- Interpret and apply District policies and procedures.
- Supervise professional, and administrative staff.
- Train and develop competent employees.
- Understand construction plans, specifications and maps.
- Make effective public presentations.
- Communicate effectively, both orally and in writing

Physical Requirements: This job typically requires sitting, balancing, reaching, standing, walking (including construction sites), driving automobiles, speaking, listening, writing, reading and computer utilization.

Work Environment: Duties are performed in an office environment with infrequent travel to District facilities.

Other: The District Manager serves at the discretion of the District Board. Unless agreed upon in a written contract approved by the District Board, employment with the District is “at will.”

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

TAYLOR COASTAL WATER & SEWER DISTRICT
18820 Beach Road
Perry, FL 32348

JOB DESCRIPTION: OFFICE MANAGER

Position Objective:

Works under the direction of the Taylor Coastal Water & Sewer District Manager, providing administrative and supervisory services for the Taylor Coastal Water and Sewer District, including responsibility for the meter reading schedule, billing schedule, installation schedule, maintenance of accounts and records in an organized fashion, and dealing with the public's concerns and questions.

Reporting Relationships:

This position reports to the District Manager.

Essential Duties and Responsibilities:

- Resolves customer issues as necessary.
- Attends District Board meetings.
- Performs daily bookkeeping, preparation of payment of the District's expenses, employee payroll, account balancing and preparation of monthly financial reports for the District Manager.
- Performs other duties as needed or assigned by the District Manager

General knowledge of:

- Day to day operations of a public water/sewer district.
- Principles and practices of general office accounting.
- Fiscal and budget principals, practices, and procedures.
- Federal, state, and local laws, regulations, ordinances, policies, procedures, and practices related to water and sewer operations

Ability to:

- Establish and maintain effective working relationships with District Board, Staff, District Customers and the Public, Contractors and Consultants.
- Efficiently use computer and related software applications.
- Understand and follow verbal and written directions.
- Interpret and apply District policies and procedures.
- Communicate effectively, both orally and in writing.

Physical Requirements: This job typically requires sitting, balancing, reaching, standing, walking (including construction sites), driving automobiles, speaking, listening, writing, reading and computer utilization.

Work Environment: Duties are performed in an office environment.

Other: The Office Manager serves at the discretion of the District Board. Unless agreed upon in a written contract approved by the District Board, employment with the District is "at will."

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TAYLOR COASTAL WATER & SEWER DISTRICT
18820 Beach Road
Perry, FL 32348

JOB DESCRIPTION: BILLING CLERK

Position Objective:

Works under the direction of the Taylor Coastal Water & Sewer District Office Manager, providing clerical and customer-oriented services for the Taylor Coastal Water and Sewer District, including responsibility for preparation of meter reading sheets, billing entry, electronic payments for customers, maintenance of customer accounts and files, and helping with the public's concerns and questions.

Reporting Relationships:

This position reports to the Office Manager.

Essential Duties and Responsibilities:

- Resolves customer billing issues.
- Enters DEP reports for Field Staff.
- Attends District Board meetings.
- Performs other duties as needed or assigned by the Office Manager

General knowledge of:

- Day to day operations of a public water/sewer district.
- Principles and practices of general office accounting.
- Federal, state, and local laws, regulations, ordinances, policies, procedures, and practices related to water and sewer operations

Ability to:

- Establish and maintain effective working relationships with District Board, Staff, District Customers and the Public, Contractors and Consultants.
- Efficiently use computer and related software applications.
- Understand and follow verbal and written directions.
- Interpret and apply District policies and procedures.
- Communicate effectively, both orally and in writing.

Physical Requirements: This job typically requires sitting, balancing, reaching, standing, walking (including construction sites), driving automobiles, speaking, listening, writing, reading and computer utilization.

Work Environment: Duties are performed in an office environment.

Other: The Office Manager serves at the discretion of the District Board. Unless agreed upon in a written contract approved by the District Board, employment with the District is "at will."

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SOP FOR CUSTOMER REQUEST FOR WATER AND SEWER SERVICE

1. Identify property/parcel/lot location using Taylor County Property Appraiser maps.
2. Determine if service of any kind has ever been established on the property.
3. If property is located within an established subdivision and service area, we review construction maps and ask Field Staff to make a site visit to determine if a water meter box and future sewer connection box are located on the property. If the connections are in place, the request for service is processed. If the connections are not available, a Board Agenda item is created that includes the maps and data gathered. The Board votes to determine service.
4. If property is located outside of an established subdivision, we review construction maps and ask Field Staff to make a site visit to determine if a water meter box and future sewer connection box are located on the property. A Board Agenda item is created that includes the maps and data gathered. The Board votes to determine service.

WATER AND SEWER SERVICE REQUESTS OUTSIDE OF TCWSD

I called the City of Perry and was able to gather some general information. The City only supplies sewer within the City Limits. Water is provided to the City and parts of Taylor County which have a water main running to them.

The City uses its maps to determine line location and charges \$800.00 per water meter if the line is on the same side of the road, \$1,200.00 plus boring costs if the line is located on the opposite side.

Extension of water line requests and approvals would be handled by the Taylor County Commissioners with no timeline given.

I have emailed the City Manager to ask for his assistance in gathering more information regarding sewer.

I called and left two voice mails at Big Bend Water Authority. Because my call was not returned, I have emailed Mark Reblin, the General Manager and asked for his assistance in gathering more information regarding their water and sewer hookup policies.

Subject: City Utilities
From: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>
Date: 7/20/2021, 12:51 PM
To: TBrown@cityofperry.net
CC: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>

Good Afternoon Mr. Brown,

Taylor Coastal Water & Sewer District is trying to gather information regarding local water and sewer utilities. If possible, could you provide the answers to the following questions, or forward my request to the appropriate person? I called the Utility Department and they gave me some general costs, but I'm trying to obtain a few more details.

1. Process for requesting service - are there any approvals required?
2. Cost for a water hookup?
3. Cost for a sewer hookup?
4. Timeline from beginning of service request to installation and hookup?
5. Any additional fees?
6. Do you have an rate chart you could provide?

I know that some of these questions are a little open ended, but I'm trying to gather what I can.

Any help you or your staff could provide is much appreciated.

Thank you,

Lynette Senter

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Lynette Senter
District Manager

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Subject: Service Costs

From: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>

Date: 7/20/2021, 12:42 PM

To: mreblin@msn.com

CC: Taylor Coastal Water and Sewer District <tcwsd@fairpoint.net>

Good Afternoon Mark,

A board member has asked me to gather some information regarding your water and sewer hookup fees. Could you give me some help with this?

1. Process for requesting service - are there any approvals required?
2. Cost for a water hookup?
3. Cost for a sewer hookup?
4. Timeline from beginning of service request to installation and hookup?
5. Any additional fees?
6. Do you have an rate chart you could provide?

I know that some of these questions are a little open ended, but I'm trying to gather what I can.

Thanks,

Lynette

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Lynette Senter
District Manager

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**SUGGESTIONS TO IMPROVE
SOP FOR CUSTOMER REQUEST FOR WATER AND SEWER
SERVICE**

1. Create a Board policy outlining the availability of water and sewer hookups within the District boundaries.
2. Establish separate approval policies for residential, commercial, and future developments hookups.
3. Require that all requests for service be made in writing and develop appropriate forms to handle service requests and responses.
4. Authorize the Office Staff to approve standard residential requests for service that require no additional costs (meter box and future connection box).
5. Appoint a member of the Board to approve residential requests for service that require additional costs (future connection box, water meter box, under the road borings to bring service to the property)
6. Require Board approval for all commercial and future development requests for service.

DUE TO FILE SIZE RESTRAINTS,
THE VISION 2060 TAYLOR COUNTY
ECONOMIC PLAN HAS BEEN
UPLOADED AS A SEPARATE FILE
A PRINTED COPY IS INCLUDED IN
YOUR HARD COPY BOARD
PACKAGE

TCWSD VISION SUGGESTIONS

1. To successfully provide safe, efficient and economical water and sewer service valued by the public (residents, visitors, developers and investors) through a responsive workforce committed to excellence, integrity and teamwork
2. Our Mission at Taylor Coastal Water & Sewer District is to provide cost-effective, reliable and high-quality water and wastewater services to the District. We are committed to operate and maintain our facilities economically, efficiently and safely while protecting the public health and the environment. The Board and employees of Taylor Coastal Water & Sewer District are dedicated to fulfilling these principles with a responsive board and workforce dedicated to excellence, integrity and teamwork.
3. Customer focused water & sewer service

Subject: TCWSD OBJECTIVES

From: Dave Dall <davedall@fairpoint.net>

Date: 7/14/2021, 2:43 PM

To: Lynette Senter <tcwsd@fairpoint.net>

TCWSD OBJECTIVES

1. Define and communicate existing W&S lines and adjacent properties with connections
2. Define existing demand & capacities
3. Develop forecasted demand
4. Develop funding plan to meet forecasts
5. Develop SOP with County to add customers
6. Address customer concerns: water only service meters: landscaping, fire control, fish cleaning, boat cleaning
7. Address field maintenance meter boxes and trash

Please review and let me know what you would add, modify or delete

Thanks

Dave

c: 850.843.0037

e: davedall@fairpoint.net

Taylor Costal Water and Sewer District

2021 Plan 1st Draft

7.19.21

1. **Vision:** To successfully provide safe, efficient and economical water and sewer service valued by the public (residents, visitors, developers and investors) through a responsive workforce committed to excellence, integrity and teamwork
2. **Goal:** Develop and implement the plan to integrate with Vision 2060
3. **Motto:** Above & Beyond
4. **Strategy:** Transparent, customer-centric organization that works closely with the County to provide the financial base and management professionalism to support the water and sewer needs of the Taylor Coastal Water & Sewer District
5. **Objectives:**
 - A. Develop the funding Plan
 - a. Secure backup funding to replace the current USDA debt
 - b. Develop the funding schedule to implement Vision 2060
 - c. Define the current state
 - i. Current water & sewer lines & capacities
 - ii. Current customer demand & exposure
 - iii. Potential customer exposure
 - iv. Identify pinch points
 - d. Develop the impact of changing to the county's land use occupancy restrictions on the capital requirements
 - B. Develop customer-centric policies to eliminate customer complaints
 - a. Remove the requirement for the County to obtain District approval for customer electrification and building permits
 - b. Remove the requirements for water only meters to be used for landscaping, fire control, fish cleaning and boat cleaning before occupancy
 - c. Repair or replace broken or defective service boxes
 - d. Remove trash created while servicing equipment on customers property
 - C. Develop a new website to support the plan
 - a. Customer – Visitor – Developer – Investor portals
 - b. Dashboards
6. **Actions:** Item – person – start date – cost – completion date - results

Item	Persons	Start Date	Completion Date	Budget	Cost	Results
5.A.a						
5.A.b						
5.A.c.i						
5.A.c.ii						
5.A.c.iii						
5.A.c.iv						
5.A.d						
5.B.a						
5.B.b						
5.B.c						
5.B.d						
5.C.a						
5.C.b						