

RULES AND REGULATIONS

TAYLOR COASTAL WATER & SEWER DISTRICT

Adopted February 15, 2024

1. CLASSIFICATIONS OF SERVICES:
 - A. **WATER:** The Taylor Coastal Water & Sewer District shall provide a supply line at the base rate of **\$34.28** for the first three thousand gallons of water. Any water installation request within the Coastal High Hazard area (Zones A and V) will be required to hook up to the District's sewerage system.
 - B. **SEWER:** The Taylor Coastal Water & Sewer District shall provide sewer service at a base rate of **\$48.54** for the first three thousand gallons. A **\$15.00** per grinder pump per month fee will be assessed for Grinder Pump Maintenance.
2. REQUEST FOR SERVICES - WATER ONLY CUSTOMERS:
 - A. Residential water-only accounts are allowed on a case-by-case basis. No habitable structure such as a shed, RV or dwelling may be located on the property. No effluent discharge is permitted. Electrical service is allowed per County regulations. The following types of use are allowed:
 1. Fish cleaning stations
 2. Boat and vehicle washing
 3. Landscape watering and gardening
 4. Fire protection
 5. Food preparation
 - B. Commercial water-only accounts are allowed on a case-by-case basis. No habitable structure such as a shed, RV or dwelling may be located on the property. No effluent discharge is permitted. Electrical service is allowed per County regulations. The following types of use are allowed:
 1. Established subdivisions for landscaping watering at entrances.
 2. Multi-family housing for landscape watering on property
 3. Ice Machines operating with no effluent discharge.
 4. Food Trucks that do not provide sanitary facilities for their customers.
 - C. A property owner may request water-only service for an existing residential or commercial lot by completing a Water Only Service Request form for review by the District Board. Once the review is complete, a payment of \$1,000.00 is required. This connection fee is for a designated lot or parcel only and is not

refundable or transferrable. Water use is allowed between adjoining parcels with common ownership.

- D. The District may reject any request for service not available under the standard rate, which involves excessive service cost, or which may affect the service supply to other customers or for other good and sufficient reason.
- E. The District may reject a request for service when the applicant is delinquent in payment of bills incurred at any location. Further, when there is a delinquent account against the lot or parcel, the District shall not be required to provide service to anyone (including the new owner) at the lot until the account has been paid in full.
- F. For violation of any provisions of these rules and regulations for service, the District may at the end of a 10-day written notice to the last known address for the customer, discontinue service. The 10-day period shall begin with the postmarked date of the letter. When water-only service is discontinued, a twenty-five-dollar (\$25.00) charge will be applied to the customer's account. When water-only service is reconnected, the customer shall pay a charge of seventy-five dollars (\$75.00) to the District.
- G. The owner(s) of the property shall be responsible for all bills incurred by the lot or parcel where service is provided.

3. **REQUEST FOR SERVICES - WATER & SEWER CUSTOMERS:**

- A. A consumer may request water and sewer service for an existing residential or commercial lot by paying a one-thousand-dollar (\$1,000) water connection fee and a six-thousand-dollar (\$6,000) sewer connection fee and filing the required information with the District office. This connection fee is for a designated lot (or parcel) number and only for that lot (or parcel) number and is not refundable. The transfer of this fee from one lot to another is prohibited. Upon payment and receipt of the required information, and notification that electrical service has been installed, the District will issue a work order for meter installation.
- B. The District may reject any request for service not available under the standard rate, which involves excessive service cost, or which may affect the service supply to other customers or for other good and sufficient reason.
- C. Non-Conforming lots, installations outside the normal installation guidelines or requirements, or commercial requests must be reviewed by an Engineer and the customer must provide engineered plans for such review. The District may reject any request for service not available under the standard rate, which involves excessive service cost, or which may affect the service supply to other customers or for other good and sufficient reason.

- D. The District may reject a request for service when the applicant is delinquent in payment of bills incurred at any location. Further, when there is a delinquent account against the lot or parcel, the District shall not be required to provide service to anyone (including the new owner) at the lot until the account has been paid in full.
- E. For violation of any provisions of these rules and regulations for service, the District may at the end of a 10-day written notice to the last known address for the customer, discontinue service. The 10-day period shall begin with the postmarked date of the letter. When water and sewer service is discontinued, a two-hundred-dollar (\$200.00) charge will be applied to the customer's account. When water and sewer service is reconnected, the customer shall pay a charge of three hundred dollars (\$300.00) to the District.
- F. The owner(s) of the property shall be responsible for all bills incurred by the lot or parcel where service is provided. A separate connection fee is required for each water meter/grinder pump installed.

4. REQUEST FOR SERVICES - SECOND WATER METER

- A. A customer with an active water and sewer account may request the installation of a second water meter for outdoor water use. Second meters may be used for landscape watering, fish cleaning stations, boat washing and ice machines. The customer must pay an installation fee of \$300.00 prior to receiving the meter. Each month the customer pays for all water used and the gallons recorded from this meter will be deducted from the total sewer charges on the main account.
- B. Any unauthorized use of this meter will result in the removal of the meter and the cancellation of the account.

5. CHARGES AND BILLING - WATER ONLY CUSTOMERS

- A. The minimum charge, as provided in the rate schedule, shall be made for the installed meter. Each meter shall be billed on a separate billing sheet, and each billing sheet shall cover one account. Each meter shall have a separate account number as indicated on the customer billing.
- B. Water service furnished for a lot or parcel shall be used on that lot only and is not refundable or transferrable. Water use is allowed between adjoining parcels with common ownership.

- C. A current rate schedule (Attachment A) is attached and is subject to change.
- D. A current fee schedule (Attachment B) is attached and is subject to change.

6. CHARGES AND BILLING - WATER & SEWER CUSTOMERS

- A. The minimum charge, as provided in the rate schedule, shall be made for each meter/grinder pump installed, regardless of location. Each meter/pump shall be billed on a separate billing sheet, and each billing sheet shall cover one account. Each meter/pump shall have a separate account number as indicated on the customer billing.
- B. Water and Sewer service furnished for a lot or parcel shall be used on that lot only and is not refundable or transferrable. Water and sewer use is allowed between adjoining parcels with common ownership.
- C. A current rate schedule (Attachment A) is attached and is subject to change.
- D. A current fee schedule (Attachment B) is attached and is subject to change.

7. CHARGES AND BILLING - SECOND METER CUSTOMERS

- A. The second meter is read each month and the gallons used are deducted from the total sewer charge for the account. This deduction is entered into the customer's account as an adjustment and appears on the billing card. A separate billing card may be requested to show the number of gallons used on the second meter.
- B. Water used through this meter shall be for the lot or parcel containing the original water meter and used on that lot only.
- C. A current rate schedule (Attachment A) is attached and is subject to change.
- D. A current fee schedule (Attachment B) is attached and is subject to change.

8. DISTRICT'S RESPONSIBILITY AND LIABILITY

- A. The District shall install its water meter on public right of way as close as feasible to the location desired by the customer. The District's service line shall run immediately adjacent and parallel to the lot or parcel being served.
- B. The District shall install its grinder pump on the customer's property, obtaining a proper easement granting access. The grinder pump is to be placed no more than ten (10) feet from the front property line and no closer than ten (10) feet from either side property line. If the lot is a non-conforming property, installation cannot be performed on the lot without an engineer approved placement plan.
- C. The District is not responsible for the customer's piping or other apparatus used in

the dwelling or business. All plumbing and equipment to be served by the District's meters shall be capable of sustaining pressures up to 80 psi.

- D. The District reserves the right to refuse service unless the customer's lines and piping are installed in such a manner as to prevent cross connections or back flow. The District shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the customer's premises unless such damage results directly from negligence on the part of the District. The District shall not be responsible for negligence of the persons, or forces beyond the control of the District, resulting in any interruption.
- E. The District reserves the right to limit the water flow (reduced pressure) as may be required in an emergency.
- F. The District, at its sole discretion, may deny water service if it determines that water supply and/or infrastructure is insufficient to meet the water demand of a potential customer.

9. CUSTOMER'S RESPONSIBILITY

- A. The customer shall install and maintain, at his own expense, a service line, and a cut-off valve on the customer's side of the water meter. Under no circumstances, shall the customer use the District's meter valve to control the water supply to the dwelling or business. Each customer's service line will contain a check valve to prevent back flow into the District's water distribution. Effective February 1, 2024, all new water installations will have a cut-off valve installed by the District. If an existing customer is unable to have a cut-off valve installed, the District will perform this service at a cost of **\$150.00** which must be paid prior to installation. This service will be done as District Staff time allows.
- B. The customer's piping and apparatus shall be installed and maintained at the customer's expense in a safe and efficient manner and in accordance with the National Plumbing Code, the State Board of Health, and the District's Rules and Regulations.
- C. The customer shall take the necessary precautions to ensure that the District's meter, grinder pump and lines are protected from damage by vehicles or equipment that may be operating on or around the customer's lot.
- D. In event of loss or damage to the District's property or any accident or injury to persons or property caused or resulting from the negligence or wrongful act of the customer, his agents or employees, the customer shall pay the cost of repairs or replacement to the District and the customer shall assume the liability otherwise resulting. If the damage is due to excessive grease accumulation in the pump, the customer will be issued a warning letter for the first offense. If grease disposal

continues to cause problems, the customer will be charged a \$250.00 service fee and will be required to pay the cost of repairs or replacement to the District.

- E. The amount of such loss or damage or the cost of repairs shall be billed to the customer and, if not paid, the District may discontinue service.
- F. The Customer shall grant the District, its successors and assigns, a perpetual easement in, over, under, and upon the described lot or parcel. The customer grants the right to erect, construct, install, repair, maintain, and operate lines and appurtenant facilities together with the right to ingress and egress over adjacent land for the purposes cited above.
- G. The District shall have the final authority in any question of location of a meter adjacent to the customer's lot or parcel.
- H. The customer shall not share water and/or sewer services with another property.

10. CHANGE OF OWNERSHIP

- A. When property changes ownership notice must be given within thirty (30) days in person or in writing at the District's office to transfer ownership or discontinueservice.
- B. The seller shall be responsible for the payment for all service up to the end of thenext billing cycle.
- C. The buyer shall pay one hundred dollars (\$100.00) to have the account transferred into their name. If the service is not currently active, a reconnectionfee will be charged.
- D. If notifications are not received with thirty (30) days of transfer of the property, the service will be subject to disconnection and appropriate fees added to the account.

11. METER READING, BILLING AND COLLECTION

- A. Meters will be read monthly, and each customer will be billed by the 1st of the month following the reading. The District reserves the right to vary the date and/or length of period covered temporarily or permanently if necessary or desirable.
- B. Each bill will be figured in accordance with the District's published rate schedulein effect at the time of reading and will be based on the amount

consumed for the period that the meter reading covers.

- C. Charge for water and sewer service commences when the meter and grinder pump are installed and connected to the customer's line, whether the services are used or not.
- D. Readings from different meters will not be combined for billing. There will be one bill for each meter the District has in service. Bills are due when rendered and are delinquent after the 20th of each month. A penalty of ten percent (10%) will be added to a delinquent bill.
- E. Failure to receive a bill or notice shall not prevent said bill from becoming delinquent nor relieve the customer from payment.
- F. It is the customer's responsibility to provide the District office staff with the most current contact information.

12. **SUSPENSION OF SERVICE:**

- A. Upon suspension of service for nonpayment of bills, the District will proceed to collect the delinquent balance in the usual way provided by State Laws for collection of debts. A lien will be placed on the property until the account is paid in full.
- B. The District reserves the right to discontinue service without notice for the following reasons:
 - 1) To prevent fraud or abuse.
 - 2) Customer's willful disregard of the District's Rules.
 - 3) Emergency repairs.
 - 4) Insufficient supply of water due to circumstances beyond the District's control.
 - 5) Legal proceedings or processes.
 - 6) Direction of public authorities.
 - 7) Strike, riot, fire, floods, accident, or other unavoidable causes.
 - 8) Sharing water and/or sewer with another property.
- C. The District may, in addition to prosecution by law, permanently refuse service to any customer who tampers with a meter or other measuring device or knowingly allows someone else to tamper with same.

13. **COMPLAINTS - ADJUSTMENTS.**

- A. If a customer believes his bill to be in error, he should contact the District office in person, in writing or by telephone before the bill becomes delinquent.
- B. Such claim made after the bill has become delinquent shall not be effective in preventing discontinuance of service, as heretofore provided. The customer may

pay such bill under protest and said payment shall not prejudice the customer's claim.

- C. A meter will be tested at the request of the customer or Office Staff. If the meter in question is found to register beyond one percent (1 %) of the correct volume, the current bill will be adjusted.
- D. If the seal of a meter is broken by other than the District's representative or if the meter fails to register correctly or is stopped for any cause, the customer shall pay an amount estimated from the record of the customer's previous bills or other appropriate data.
- E. Large Loss Adjustment Policy - Any customer who approaches the District requesting a reduction of charges due to excessive water loss, where the water and sewer charges exceed \$500.00 or where the water-only charges exceed \$250.00 over the minimum monthly bill. The customer must demonstrate that the cause of the water loss has been determined and repaired or eliminated when possible. Adjustments totaling \$500.00 to \$1,000.00 will be granted by the District Manager after a review of the account and circumstances. Water and/or sewer charges will be adjusted based upon the customer's audit history. Adjustments greater than \$1,000.00 will be brought to the Board for approval. Should the customer experience an additional occurrence of extreme water loss, all requests for additional adjustments will be brought to the Board. After five years or upon change of ownership, each account will be re-set to make available future adjustments.
- F. Pool Filling Credit – Adjustments for pool filling will be granted by the District Manager after proper notification and pictures of the meter readings before and after the pool filling are received. All water must be paid for, but a sewer credit will be given for the gallons used.

14. ABRIDGEMENT OR MODIFICATION OF RULES

- A. No promise, agreement, or representative of any employee of the District shall be binding upon the District except as it shall have been agreed upon in writing, signed and accepted by the acknowledged officer of the District.
- B. No modification of rates or any of the rules and regulations shall be made by any agent of the District.

15. SERVICE REQUEST REQUIRING UPGRADE OF SERVICE LINES, NEW LINES OR CAPACITY

- A. Service requiring the upgrade of existing lines or new service lines shall be considered by the District on a case-by-case basis. The District reserves the right to deny new service if the additional needs exceed the capability of the existing infrastructure, places an undue demand on the capacity of the existing system, jeopardize the District's capability to meet its current peak and average

demands for existing customers, or violates any existing loan conditions.

- B. The party requesting the new service shall be responsible for ALL costs associated with the permitting, engineering, design, and construction of the infrastructure and/or increase in capacity required to meet the party's requirements. The party requesting the new service will obtain the required permits.
- C. Upon approval of the project by the Board, the party requesting the new service shall deposit with the District a good faith fee of ten percent (10%) of the estimated project costs. This fee is non-refundable.
- D. All drawings, specifications, and materials to be used in construction are to be approved by the District, their engineers, and DEP.
- E. The District reserves to right to inspect and approve all construction.
- F. The District will approve all water meter and grinder pump locations.
- G. A water meter and grinder pump will be installed by the District at each lot or parcel upon completion of the project and payment of the required connection fee and/or service fees have been made.

16. CONNECTION EXEMPTION

- A. Each property will be reviewed for service eligibility and a determination will be made by the Board after their examination of the information provided regarding the affected property.
- B. Any lot or parcel that is deemed ineligible for connection to water and sewer service will be offered a Connection Exemption. This exemption allows the property owner to pursue other means of potable water and/or sewerage disposal.

17. ADOPTION OF RULES:

Until further order of the Board of Commissioners of Taylor Coastal Water & Sewer District, the Rules and Regulations as the same herein above set out are hereby adopted.

Adopted February 15, 2024

Lynette Taylor Senter, District Manager

APPENDIX A
FEE SCHEDULE

FEES
TAYLOR COASTAL WATER & SEWER DISTRICT

ACCOUNT TRANSFER FEE (Change of ownership - (must provide written documentation)	\$100.00
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WATER CONNECTION FEE	\$1,000.00
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DISCONNECT WATER	\$25.00
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RECONNECT WATER	\$75.00
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WATER METER TEST (If meter is defective, fee will be waived.)	\$100.00
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SECOND WATER METER FEE	\$300.00
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GRINDER PUMP INSTALLATION	\$6,000.00
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DISCONNECT SEWER AND WATER	\$200.00
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RECONNECT SEWER AND WATER	\$300.00
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GRINDER PUMP RELOCATION FEE:

Customer must hire a District approved underground contractor to move the grinder pump equipment and is responsible for those costs. The relocation must be supervised by the Field Supervisor and/or the Wastewater Operator and the customer will be billed for those costs and materials furnished if necessary. If additional electrical work is required, the customer must hire a licensed electrical contractor for such work.

MISCELLANEOUS:

Road Cut Fee – To be determined by each job.

Under the Road Boring Fee – To be determined by each job.

2/15/2024

APPENDIX B
RATE SCHEDULE

10/1/2023		RATE CHART		
USAGE	WATER	SEWER	GP FEE	TOTAL
3,000	\$34.28	\$48.54	\$15.00	\$97.82
4,000	\$36.42	\$56.49	\$15.00	\$107.91
5,000	\$38.56	\$64.43	\$15.00	\$117.99
6,000	\$40.70	\$72.38	\$15.00	\$128.08
7,000	\$43.21	\$80.32	\$15.00	\$138.53
8,000	\$45.73	\$88.26	\$15.00	\$148.99
9,000	\$48.24	\$96.21	\$15.00	\$159.44
10,000	\$51.41	\$104.15	\$15.00	\$170.56
11,000	\$54.59	\$112.09	\$15.00	\$181.69
12,000	\$57.77	\$120.04	\$15.00	\$192.81
13,000	\$60.95	\$127.98	\$15.00	\$203.93
14,000	\$64.12	\$135.93	\$15.00	\$215.05
15,000	\$67.30	\$143.87	\$15.00	\$226.17
16,000	\$71.09	\$151.81	\$15.00	\$237.91
17,000	\$74.89	\$159.76	\$15.00	\$249.64
18,000	\$78.68	\$167.70	\$15.00	\$261.38
19,000	\$82.47	\$175.64	\$15.00	\$273.12
20,000	\$86.26	\$183.59	\$15.00	\$284.85
21,000	\$90.06	\$191.53	\$15.00	\$296.59
22,000	\$94.64	\$199.48	\$15.00	\$309.11
23,000	\$99.22	\$207.42	\$15.00	\$321.64
24,000	\$103.80	\$215.36	\$15.00	\$334.16
25,000	\$108.38	\$223.31	\$15.00	\$346.69
26,000	\$112.97	\$231.25	\$15.00	\$359.22
27,000	\$117.55	\$239.19	\$15.00	\$371.74
28,000	\$123.82	\$247.14	\$15.00	\$385.96
29,000	\$130.09	\$255.08	\$15.00	\$400.17
30,000	\$136.37	\$263.03	\$15.00	\$414.39
31,000	\$142.64	\$270.97	\$15.00	\$428.61
32,000	\$148.91	\$278.91	\$15.00	\$442.82
33,000	\$155.19	\$286.86	\$15.00	\$457.04
34,000	\$161.60	\$294.80	\$15.00	\$471.40
35,000	\$168.02	\$302.74	\$15.00	\$485.76
36,000	\$174.43	\$310.69	\$15.00	\$500.12
37,000	\$180.85	\$318.63	\$15.00	\$514.48
38,000	\$187.27	\$326.58	\$15.00	\$528.84
39,000	\$193.68	\$334.52	\$15.00	\$543.20
40,000	\$201.02	\$342.46	\$15.00	\$558.49

10/1/2023		RATE CHART			
USAGE	WATER	SEWER	GP FEE	TOTAL	
41,000	\$208.36	\$350.41	\$15.00	\$573.77	
42,000	\$215.70	\$358.35	\$15.00	\$589.05	
43,000	\$223.04	\$366.29	\$15.00	\$604.33	
44,000	\$230.38	\$374.24	\$15.00	\$619.62	
45,000	\$237.72	\$382.18	\$15.00	\$634.90	
46,000	\$245.99	\$390.13	\$15.00	\$651.12	
47,000	\$254.26	\$398.07	\$15.00	\$667.33	
48,000	\$262.53	\$406.01	\$15.00	\$683.55	
49,000	\$270.81	\$413.96	\$15.00	\$699.76	
50,000	\$279.08	\$421.90	\$15.00	\$715.98	
51,000	\$287.35	\$429.84	\$15.00	\$732.19	
52,000	\$296.53	\$437.79	\$15.00	\$749.32	
53,000	\$305.72	\$445.73	\$15.00	\$766.45	
54,000	\$314.90	\$453.68	\$15.00	\$783.58	
55,000	\$324.08	\$461.62	\$15.00	\$800.70	
56,000	\$333.27	\$469.56	\$15.00	\$817.83	
57,000	\$342.45	\$477.51	\$15.00	\$834.96	
58,000	\$351.64	\$485.45	\$15.00	\$852.09	
59,000	\$360.82	\$493.39	\$15.00	\$869.21	
60,000	\$370.00	\$501.34	\$15.00	\$886.34	
61,000	\$379.19	\$509.28	\$15.00	\$903.47	
62,000	\$388.37	\$517.23	\$15.00	\$920.60	
63,000	\$397.56	\$525.17	\$15.00	\$937.73	
64,000	\$406.74	\$533.11	\$15.00	\$954.85	
65,000	\$415.92	\$541.06	\$15.00	\$971.98	
66,000	\$425.11	\$549.00	\$15.00	\$989.11	
67,000	\$434.29	\$556.94	\$15.00	\$1,006.24	
68,000	\$443.48	\$564.89	\$15.00	\$1,023.36	
69,000	\$452.66	\$572.83	\$15.00	\$1,040.49	
70,000	\$461.84	\$580.78	\$15.00	\$1,057.62	
71,000	\$471.03	\$588.72	\$15.00	\$1,074.75	
72,000	\$480.21	\$596.66	\$15.00	\$1,091.88	
73,000	\$489.40	\$604.61	\$15.00	\$1,109.00	
74,000	\$498.58	\$612.55	\$15.00	\$1,126.13	
75,000	\$507.76	\$620.49	\$15.00	\$1,143.26	
76,000	\$516.95	\$628.44	\$15.00	\$1,160.39	
77,000	\$526.13	\$636.38	\$15.00	\$1,177.51	
78,000	\$535.32	\$644.33	\$15.00	\$1,194.64	

10/1/2023		RATE CHART		
USAGE	WATER	SEWER	GP FEE	TOTAL
79,000	\$544.50	\$652.27	\$15.00	\$1,211.77
80,000	\$553.68	\$660.21	\$15.00	\$1,228.90
81,000	\$562.87	\$668.16	\$15.00	\$1,246.03
82,000	\$572.05	\$676.10	\$15.00	\$1,263.15
83,000	\$581.24	\$684.04	\$15.00	\$1,280.28
84,000	\$590.42	\$691.99	\$15.00	\$1,297.41
85,000	\$599.60	\$699.93	\$15.00	\$1,314.54
86,000	\$608.79	\$707.88	\$15.00	\$1,331.66
87,000	\$617.97	\$715.82	\$15.00	\$1,348.79
88,000	\$627.16	\$723.76	\$15.00	\$1,365.92
89,000	\$636.34	\$731.71	\$15.00	\$1,383.05
90,000	\$645.52	\$739.65	\$15.00	\$1,400.17
91,000	\$654.71	\$747.59	\$15.00	\$1,417.30
92,000	\$663.89	\$755.54	\$15.00	\$1,434.43
93,000	\$673.08	\$763.48	\$15.00	\$1,451.56
94,000	\$682.26	\$771.43	\$15.00	\$1,468.69
95,000	\$691.44	\$779.37	\$15.00	\$1,485.81
96,000	\$700.63	\$787.31	\$15.00	\$1,502.94
97,000	\$709.81	\$795.26	\$15.00	\$1,520.07
98,000	\$719.00	\$803.20	\$15.00	\$1,537.20
99,000	\$728.18	\$811.14	\$15.00	\$1,554.32
100,000	\$737.36	\$819.09	\$15.00	\$1,571.45