



FGUA Operations Office

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Miscellaneous Fee Adjustments (All FGUA Systems)

Q & A Fact Sheet

Q: Why is the FGUA updating its rates?

A: The FGUA is updating its Miscellaneous Fee Schedule to coincide with updates to its Customer Service Policies and Procedures. These fees are for non-recurring one-off charges, such as turn on fees, disconnect fees, and fees associated with new development. These fees are meant to recover non-recurring costs not associated with the day-to-day operations of FGUA's utilities and are meant to mitigate the burden of FGUA water and sewer customer from covering these costs through general user rates.

Q: What can I do to voice my inquiries and concerns on the proposed rate changes?

A: Notices will be sent out alongside your November 2022 bills with detailed information for how to attend the special masters hearing being held for your specific service area. This information can also be found online at FGUA.com. This hearing will be continued to the FGUA Board of Directors December 15 meeting at 1:00 p.m. being held via Video Conference. The information for how to attend the Board meeting will also be provided via the November bill notices and will be available online at FGUA.com. All customer input for the initial hearing will be provided at that time. Customers unable to attend the meeting may provide their comments in writing to Matthew Rihs, Community Services Manager by mailing it to the FGUA Pasco Customer Service Office at 6915 Perrine Ranch Road, New Port Richey, FL 34655, or e-mailing them to mrihs@govmserv.com.

Sincerely,

Matthew Rihs
Community Services Manager
FGUA

FGUA Board of Directors

PAM KEYES, P.E. Chair, Lee County / KEN CHEEK, P.E., Citrus County / SHANE PARKER, P.E., Vice Chair, Hendry County / TAMARA RICHARDSON, P.E., Vice Chair, Polk County / DAVID ALLEN, P.E., Pasco County / JODY KIRKMAN, P.E., Marion County/ HEIDI PETITO, Flagler County

The FGUA will hold a Public Hearing to consider updates to its Miscellaneous Fee Schedule for the Lake Aqua Utility System on December 5, 2022 at 5:00 PM. Updates discussed during the hearing are related to the Miscellaneous Fee Schedule only. General Service Rates will not be affected. The Hearing will be held by Video Conference. Any members of the public who wish to speak will be able to do so by calling in by phone or by visiting their local customer service office located at 510 Hwy 466, Suite 204, Lady Lake, FL 32159. The dial-in number to connect by phone is 1-857-504-8887 and the access code is 2420 890 6607. The Public Hearing will be continued to the FGUA Board of Directors meeting on December 15, 2022 at 1:00 PM. That meeting will be held by Video Conference. The dial-in number to connect by phone is 1-857-504-8887 and the access code is 2435 427 9200. To join by Video Conference, the conference will be available at your local FGUA customer service center at 510 Hwy 466, Suite 204, Lady Lake, FL 32159. If you have any questions, please contact the Clerk of the FGUA Board at (877) 552-FGUA or visit www.FGUA.com.

NOTICE OF PUBLIC HEARING
For Adoption of Rate Adjustments for Miscellaneous Fees for the Lake Aqua Utility System in
Lake County, Florida

The Florida Governmental Utility Authority ("FGUA") announces a public hearing to consider the adoption of updated miscellaneous fees in the FGUA's Lake Aqua Utility System located in Lake County, Florida. The updated fees are shown below. General utility service rates are **NOT** being adjusted. All interested persons are invited to attend and participate in the hearing. The FGUA is a legal entity and public body created pursuant to the provisions of Section 163.01, Florida Statutes, and an Interlocal Agreement among Citrus County, Florida, Flagler County, Florida, Hendry County, Florida, Lee County, Florida, Marion County, Florida, Nassau County, Florida, Pasco County, Florida, and Polk County, Florida. **The public hearing will be held on December 5, 2022 at 5:00 PM** by Video Conference. Any members of the public who wish to speak will be able to do so by calling in by phone or by visiting their local customer service office located at 510 Hwy 466, Suite 204, Lady Lake, FL 32159. The dial-in number to connect by phone is 1-857-504-8887 and the access code is 2420 890 6607. **The Public Hearing will be continued to the FGUA Board of Directors meeting on December 15, 2022 at 1:00 PM.** That meeting will be held by Video Conference. The dial-in number to connect by phone is 1-857-504-8887 and the access code is 2435 427 9200. To join by Video Conference, the conference will be available at your local FGUA customer service center at 510 Hwy 466, Suite 204, Lady Lake, FL 32159.

	Charges/Fees	Proposed Charges/Fees
	Effective	Effective
	October 1, 2022	January 1, 2023
<u>Charge/Fee Description</u>		
Meter Setting Charge		
5/8 x 3/4-inch metered service	CO + 5% [1]	CO + 5% [1]
1-inch metered service	CO + 5% [1]	CO + 5% [1]
1-1/2- inch metered service	CO + 5% [1]	CO + 5% [1]
2 -inch metered service	CO + 5% [1]	CO + 5% [1]
Over 2-inch metered service	CO + 5% [1]	CO + 5% [1]
Meter with Built in Backflow Prevention		
All Meter Sizes	CO + 5% [1]	CO + 5% [1]
Full Tap and Meter Cost (Excluding Under Roadway Casing) Short Side		
5/8 x 3/4-inch metered service	CO + 5% [1]	CO + 5% [1]
1-inch metered service	CO + 5% [1]	CO + 5% [1]
1-1/2- inch metered service	CO + 5% [1]	CO + 5% [1]
2 -inch metered service	CO + 5% [1]	CO + 5% [1]
3 -inch metered service	CO + 5% [1]	CO + 5% [1]
Full Tap and Meter Cost (Including Under Roadway Casing) Long Side		
5/8 x 3/4-inch metered service	CO + 5% [1]	CO + 5% [1]
1-inch metered service	CO + 5% [1]	CO + 5% [1]
1-1/2- inch metered service	CO + 5% [1]	CO + 5% [1]

2 -inch metered service	CO + 5% [1]	CO + 5% [1]
3 -inch metered service	CO + 5% [1]	CO + 5% [1]
Bullhead Service Installation		
5/8 x 3/4-inch metered service	CO + 5% [1]	CO + 5% [1]
1-inch metered service	CO + 5% [1]	CO + 5% [1]
Meter Replacement (by meter size)		
5/8 x 3/4-inch metered service	CO + 5% [1]	CO + 5% [1]
1-inch metered service	CO + 5% [1]	CO + 5% [1]
1-1/2- inch metered service	CO + 5% [1]	CO + 5% [1]
2 -inch metered service	CO + 5% [1]	CO + 5% [1]
3 -inch metered service	CO + 5% [1]	CO + 5% [1]
4 -inch metered service	CO + 5% [1]	CO + 5% [1]
6 -inch metered service	CO + 5% [1]	CO + 5% [1]
8 -inch metered service	CO + 5% [1]	CO + 5% [1]
Wastewater Lateral Inspection	\$125.00	N/A
Wastewater Lateral Installation - Per ERU	CO + 5% [1]	N/A
Wastewater Tap Fee	CO + 5% [1]	N/A
Wastewater Installation Fee [2]	N/A	CO + 5% [1] + \$125.00
Backflow Prevention Device Installation	CO + 5% [1]	CO + 5% [1]
Backflow Testing Fee	CO + 5% [1]	CO + 5% [1]
Disconnect Fee Due to Cross Connection Non-Compliance	CO + 5% [1]	CO + 5% [1]
Plan Review Fees	\$700.00 Plus \$50 for each sheet over 9	\$700.00 Plus \$50 for each sheet over 9
Plan Review Fees – Resubmission and/or Partial FDEP Clearance	\$350.00 Plus \$25 for each sheet over 9	\$350.00 Plus \$25 for each sheet over 9
Plan Review Fees - Modification	\$175.00 Plus \$25 for each sheet over 9	\$175.00 Plus \$25 for each sheet over 9
New System Inspection	Inspection fees shall be 2.5% of utility construction cost. Minimum inspection fee is \$500, Includes first pressure test, if required.	Inspection fees shall be 2.5% of utility construction cost. Minimum inspection fee is \$500, Includes first pressure test, if required.
Pressure Re-test	\$200.00 per test	\$200.00 per test
Third Party Service Inspection	\$40	\$125
Field Utility Location	\$40 After First Request	\$40 After First Request
Utility Availability Map	\$75.00	\$75.00
Letter of Utility Location Availability	\$25.00	\$25.00

Temporary Meter Deposit – Hydrant	\$675.00	\$1,350.00
Hydrant Meter Rental / Use	\$20 Plus Metered Water Use	Base Charge plus Metered Water Use
Deposits		
Residential Service - Rate Band 1		
All Other Meter sizes	3 x Avg. Bill	3 x Avg. Bill
Water 5/8" x 3/4" Meter Size	\$81.02	\$81.02
Sewer 5/8" x 3/4" Meter Size	\$105.37	\$105.37
Residential Service - Rate Band 2		
All Other Meter sizes	3 x Avg. Bill	3 x Avg. Bill
Water 5/8" x 3/4" Meter Size	\$89.06	\$89.06
Sewer 5/8" x 3/4" Meter Size	\$135.75	\$135.75
Commercial Service		
All Other Meter sizes	3 x Avg. Bill	3 x Avg. Bill
Water 5/8" x 3/4" Meter Size	3 x Avg. Bill	3 x Avg. Bill
Sewer 5/8" x 3/4" Meter Size	3 x Avg. Bill	3 x Avg. Bill
Initial Connection Scheduled in Advance (Service) Charge [3]	\$25.00	\$25.00
Initial Connection Same Day (Service) [3]	\$40.00	\$75.00
Normal Hours Disconnect/Reconnect Charge after turn off for nonpayment	\$125.00	\$145.00
After Hours Disconnect/Reconnection Charge after turn off for nonpayment	\$187.50	\$207.50
Normal Hours Reconnect Charge after turn off for nonpayment - Sewer	\$125.00	N/A
After Hours Reconnection Charge after turn off for nonpayment - Sewer	\$187.50	N/A
Premise Visit Charge (customer requested – normal hours) [4]	N/A	\$125.00
Premise Visit Charge (in Lieu of Disconnection) [4]	\$20.00	N/A
Premise Visit Charge (customer requested – after hours) [4]	N/A	\$187.50
Temporary Discontinuance of Service	N/A	Base Charge
Meter Re-read [5]	\$20 After First Request	\$125.00
Account Audit	\$30 Per Hour, 1 Hr. Min.	\$75 Per Hour, 1 Hr. Min.
Meter Bench Test Deposit [6]		
5/8-inch x 3/4-inch Meter	\$40.00	\$75.00

1-inch and 1-1/2-inch Meter	\$80.00	N/A
2 inch	\$125.00	N/A
Over 2 Inch	CO + 5% [1]	N/A
Over 5/8-inch x 3/4-inch	N/A	CO + 5% [1]
Returned Item Charge [7]		
Check Amount – \$0 to \$50.00	\$25.00	\$25.00
Check Amount – \$50.01 to \$300.00	\$30.00	\$30.00
Check Amount – \$300.01 to \$800.00	\$40.00	\$40.00
Check Amount – Above \$800.01	5% of Face Value	5% of Face Value
Late Fee	5% - Min. \$5.00	5% - Min. \$5.00
Credit Card Convenience Fee	Actual Cost NTE 3% of total billed	Actual Cost NTE 3% of total billed
Estoppel Letter Fee	\$20 per request	\$75 per request
Delinquent Account Collection Fees	N/A	Cost
Meter Tampering / Utility Theft	\$300 Plus revenue loss	N/A
Meter Tampering / Utility Theft 1st Incident	N/A	\$100 plus revenue loss
Meter Tampering / Utility Theft 2nd Incident	N/A	\$300 plus revenue loss plus CO + 5% to remove equipment
Meter Tampering / Utility Theft 3rd Incident	N/A	\$300 plus revenue loss plus CO + 5% to cut back service
Broken Meter Seal Charge 5/8-inch	CO + 5% [1]	CO + 5% [1]
CO = Contract Operator Charge		
[1] Rate based on Contract Operator Charge plus 5% rounded up to nearest dollar; Contract Operator Charges are automatically increased every October 1, commencing October 1, 2020 by the annual Construction Adjustment		

Factor. The Construction Adjustment Factor is equal to the annual percentage change in the Engineering News
Record (ENR) "Construction Cost Index" (CCI) based on July CCI as compared to the July CCI for the previous year.
[2] \$125 is for wastewater installation inspection
[3] Amount charged to set up an account
[4] Amount charged if trip made to customer premise at customer's request including but not limited to emergency requests
[5] Upon customer request if not satisfied with internal reviews previously performed
[6] Charged only if meter is tested as registering correct. If meter is incorrect, usage or
volume charges will be adjusted by Authority and deposit will be returned
[7] Charges based on Chapter 832.07, Florida Statutes

If a person decides to appeal any decision made by the FGUA with respect to any matter considered at the hearing, such person will need a record of the proceedings and may need to ensure that a verbatim record is made, including the testimony and evidence upon which the appeal is to be made. In accordance with the Americans with Disabilities Act, persons needing special accommodations or an interpreter to participate in this proceeding should contact the Clerk to the FGUA Board toll free at (877) 552-3482, at least two (2) business days prior to the date of the hearing. If you have any questions, please contact the Clerk to the FGUA Board at (877) 552-FGUA or (407) 629-6900.