

## **RESOLUTION NO. UA 2012-11**

**A RESOLUTION RESTATING THE SCHEDULE OF SERVICE CHARGES AND AMENDING THE ELECTRIC AND WATER/WASTEWATER INSTALLMENT PAYMENT AND RELEASE OF LIEN PROCESSING AND RECORDING PROCEDURES CONTAINED IN RESOLUTIONS NO. UA 2011-06 FOR THE USE OF FACILITIES OWNED BY AND SERVICES FURNISHED BY FORT PIERCE UTILITIES AUTHORITY, FORT PIERCE, FLORIDA, IN ACCORDANCE WITH THE CHARTER OF THE CITY OF FORT PIERCE, FLORIDA, ARTICLE XII;**

**AND PROVIDING FOR AN EFFECTIVE DATE HEREOF.**

**WHEREAS**, Fort Pierce Utilities Authority was created and established by the City Commission of the City of Fort Pierce, Florida, through a referendum election held in said City on May 30, 1972; and

**WHEREAS**, the Charter of the City of Fort Pierce, Florida, Article XII, grants to said Fort Pierce Utilities Authority the power and duty to fix rates to be charged for Gas, Electricity, Water, Wastewater (Sanitary Sewer), and other Utility Services sold and Services rendered by said Fort Pierce Utilities Authority;

**NOW, THEREFORE, BE IT RESOLVED BY FORT PIERCE UTILITIES AUTHORITY (FPUA), FORT PIERCE, FLORIDA:**

### **SECTION I. INTRODUCTION**

This Resolution establishes the Service Charge policy of FPUA with the intent of recovering the cost of providing such Services while discouraging unnecessary Customer requests.

Unless the context otherwise requires, the terms defined in this resolution shall have the meanings specified in this Section. Terms not otherwise defined in this Section shall have the meanings specified in the resolution entitled General Rules and Regulations Governing the Provision of Utility Service, and Chapter 20 of the City of Fort Pierce Code of Ordinances. Overtime Hours means any time other than during a normal workday and/or workweek when there is not a regularly scheduled crew working.

## SECTION II. SERVICE CHARGE SCHEDULE

### Contents

ELECTRIC.....	4
1. ENGINEERING REVIEW .....	4
2. TEMPORARY SERVICE .....	4
3. METER/SERVICE INSTALLATION .....	4
4. RE-ACTIVATION OF SERVICE - EXISTING ELECTRIC SERVICE.....	5
5. INCENTIVE PROGRAM FOR THE RELOCATION OF OVERHEAD ELECTRIC UTILITY FACILITIES TO UNDERGROUND.....	5
6. CERTIFIED LETTER NOTIFICATION .....	5
7. MISSED APPOINTMENT - CUSTOMER CALL OUT (REGULAR HOURS) .....	5
8. CUSTOMER CALL OUT (OVERTIME HOURS).....	5
9. METER RE-READ .....	6
10. METER TEST.....	6
11. FIELD RECONNECTION - DELINQUENT ACCOUNT .....	6
WATER AND WASTEWATER.....	6
12. ENGINEERING REVIEW .....	6
13. WATER/WASTEWATER MAIN EXTENSIONS .....	7
14. INSTALLMENT PAYMENT AGREEMENT/RELEASE OF LIEN PROCESSING .....	7
15. INSTALLMENT PAYMENT AGREEMENT/RELEASE OF LIEN RECORDING.....	7
16. TEMPORARY SERVICE.....	7
17. METER/SERVICE INSTALLATION .....	8
18. RE-ACTIVATION OF SERVICE - EXISTING WATER/WASTEWATER SERVICE.....	9
19. IRRIGATION INSTALLATION .....	9
20. WATER SERVICE OR METER - CHANGE IN LOCATION OR SIZE .....	9
21. CUSTOMER CALL OUT (OVERTIME HOURS) .....	10
22. METER RE-READ .....	10
23. METER TEST.....	10
24. FIELD RECONNECTION - DELINQUENT ACCOUNT .....	10
25. INDUSTRIAL WASTEWATER DISCHARGE PERMIT FEES .....	11
26. PRETREATMENT PUBLICATION .....	11
27. GREASE TRAP INSPECTION .....	11
28. STRONG WASTE SURCHARGE.....	11

29.	OFF-SPECIFICATION WASTEWATER PENALTY .....	12
GAS.....		12
30.	GAS MAIN EXTENSIONS.....	12
31.	METER/SERVICE INSTALLATION .....	12
32.	RE-ACTIVATION OF SERVICE - EXISTING GAS SERVICE.....	12
33.	COMPRESSED NATURAL GAS (CNG) CYLINDER REFILL.....	12
34.	COMPRESSED NATURAL GAS (CNG) CYLINDER RECERTIFICATION .....	12
35.	CUSTOMER CALL OUT (OVERTIME HOURS).....	13
36.	GAS MAINTENANCE, REPAIR, AND INSTALLATION WORK ON CUSTOMER'S PREMISES	13
37.	MISSED APPOINTMENT - CUSTOMER CALL OUT (REGULAR HOURS) .....	13
38.	METER RE-READ .....	14
39.	METER TEST.....	14
40.	FIELD RECONNECTION - DELINQUENT ACCOUNT .....	14
41.	FALSE GAS LEAK CALL .....	14
FPUAnet	COMMUNICATIONS .....	14
42.	PRIVATE CARRIER SERVICES .....	14
43.	COMMON CARRIER SERVICES .....	15
OTHER .....		15
44.	DOCUMENT PROCESSING .....	15
45.	DOCUMENT RECORDING.....	15
46.	NEW ACCOUNT SETUP .....	15
47.	UTILITY CONSERVATION SURVEY/ENERGY AUDIT .....	15
48.	DISHONORED PAYMENT INSTRUMENT (NSF).....	16
49.	PENALTY .....	16
50.	LATE PAYMENT.....	16
51.	CUT SEAL AND TAMPERING .....	16
52.	DAMAGE TO FPUA PROPERTY.....	17
53.	WRITE-OFF FEE .....	17
54.	LIEN AGAINST REAL PROPERTY THAT BENEFITTED FROM UTILITY SERVICE.....	17

## **ELECTRIC**

### **1. ENGINEERING REVIEW**

A charge applied to an Applicant who must submit project designs and permit applications to FPUA for review and approval in connection with the establishment of New Electric Service. This charge shall be paid in full before FPUA returns the approved project design(s) and permit application(s) to the Applicant or to the engineer representing the Applicant.

The charge for engineering review shall include FPUA engineering and administrative services such as approval of permits for regulatory or right-of-way agencies, review of utility plans, design of Electric utility facilities, invoice processing, and inspection of construction. For purposes of this charge, a Development shall be defined as any activity requiring a building permit other than an individual single-family residence. The charge shall be a flat fee for each Development, plus an adjustment to the flat fee based on the total number of planned equivalent residential connections (ERC's) to compensate for the size of the project.

**\$500 per Development, plus  
\$ 20 per Electric Meter, or Point of Delivery, whichever is greater**

### **2. TEMPORARY SERVICE**

A charge to recover the cost of installing and removing a temporary Meter and the associated facilities. Temporary Service is for short-term uses such as construction purposes.

The providing of Temporary Service to Customers will be at the sole discretion of FPUA and subject to the provisions of this section and other applicable rules, regulations, and policies of FPUA. Temporary Service shall be available to Customers requesting such Service and paying the applicable Service Charge and Security Deposit for said Temporary Service.

Temporary Service shall be terminated at the earlier of (a) the end of the special use or construction period, or (b) twelve (12) consecutive months from the date when Temporary Service was initiated. FPUA employees shall perform all removal of Meters; removal by anyone other than FPUA personnel shall incur charges as established in FPUA's Cut Seal and Tampering Resolution.

**Electric Temporary Service - \$75**

### **3. METER/SERVICE INSTALLATION**

A charge for the installation of a Meter and/or Service for Customers located within and outside the City limits. This charge applies to New Electric Service, Existing Electric Service with no meter, and upgrades to Existing Electric Service made at the Customer's request. Premises being redeveloped shall receive credit for previously Existing Electric Service. Under normal circumstances, this charge shall be paid in full before the establishment of Electric Service. Automatic Meter Reading (AMR) technology is generally required on all new and upgraded Electric installations. Charges are per Meter.

<b>Meter/Service Installation</b>	<b>Regular Hours</b>	<b>Overtime Hours</b>
Electric Single-Phase	\$130	\$ 255
Three-Phase Self-Contained	\$450	\$ 575
Three-Phase CT-Rated Metering System	\$930	\$1,055

**4. RE-ACTIVATION OF SERVICE - EXISTING ELECTRIC SERVICE**

A charge for the subsequent re-establishment of Electric Service to a location where such Service was previously disconnected without cause. This charge is billed once per visit to a location, regardless of the number of Utility Services that are being re-activated. Under normal circumstances, the charge shall be paid in full before the re-establishment of Electric Service.

<b>Re-Activation of Service</b>	<b>Regular Hours</b>	<b>Overtime Hours</b>
Electric, Water and/or Wastewater	\$15	\$150

**5. INCENTIVE PROGRAM FOR THE RELOCATION OF OVERHEAD ELECTRIC UTILITY FACILITIES TO UNDERGROUND**

Customers, either individually or as members of a Special Assessment District, desiring to relocate overhead FPUA Electric utility facilities underground, shall do so in accordance with the General Rules and Regulations Governing the Provision of Utility Service, and may receive up to a 25% discount on the costs of the relocation as funds specifically designated for such purpose may be available.

**6. CERTIFIED LETTER NOTIFICATION**

A charge applied to those Customers who have advised FPUA in writing of the necessity for Life-Sustaining Medical Equipment, and whose delinquent account requires Certified Letter Notification of the disconnection of services.

**Certified Letter Notification - \$5 per letter**

**7. MISSED APPOINTMENT - CUSTOMER CALL OUT (REGULAR HOURS)**

A charge to recover the costs associated with providing repeat call out Service to Customers requesting a turn on of utilities, and that is intended to discourage multiple trips caused by the Customer not being at the premises at the appointed time. Efforts will be made by FPUA personnel with regard to resolving turn on problems. This charge will apply when more than two (2) trips are required to provide Service during regular hours.

**Missed Appointment - \$50 per trip**

**8. CUSTOMER CALL OUT (OVERTIME HOURS)**

A charge to recover the costs associated with providing call out Service to Customers requesting emergency or non-emergency turn on and/or turn off Service and the like, and is intended to discourage unnecessary Overtime Hours requests. Efforts will be made by FPUA personnel to assist the Customer with resolving turn on and/or turn off problems.

Overtime Customer Call Out	Charge per Trip
Performed by one (1) person	\$ 75
Performed by two (2) persons	\$150

## 9. METER RE-READ

FPUA encourages its Customers to learn to read their Meters and compare their reads to their billed reads. Then, if the Customer determines a need for a re-read, one can be provided. If a Customer requests a Meter re-read and the Meter is found to have been read properly during the first read, there shall be a Meter Re-read Charge. If the re-read shows that the first read was incorrect, there will be no charge.

**Meter Re-Read - \$15 per trip**

## 10. METER TEST

The initial Meter test during any consecutive twelve (12)-month period shall be at no charge to the Customer. If a Customer requests a Meter test more than once during a consecutive twelve (12)-month period and the Meter is determined to be accurate, there shall be a charge for each test after the initial test. Should the Meter prove to be inaccurate, there shall be no charge and the Customer will be rendered a corrected bill.

**Electric Meter Test - \$60**

## 11. FIELD RECONNECTION - DELINQUENT ACCOUNT

A charge to defray the cost of disconnecting and reconnecting Electric Service previously discontinued or ordered discontinued for cause or because of nonpayment of amounts due. This charge is in addition to the Penalty and Late Payment Charges. Under normal circumstances, these charges shall be paid in full before the re-establishment of Electric Service.

Field Reconnection	Regular Hours	Overtime Hours
Electric	\$ 35	\$150
Electric at Pole	\$ 75	\$150
Electric Current Transformer (CT)	\$200	\$275

## WATER AND WASTEWATER

### 12. ENGINEERING REVIEW

A charge applied to an Applicant who must submit project designs and permit applications to FPUA for review and approval in connection with the establishment of New Water/Wastewater Service. This charge shall be paid in full before FPUA returns the approved project design(s) and permit application(s) to the Applicant or to the engineer representing the Applicant.

The charge for engineering review shall include FPUA engineering and administrative services such as approval of permits for regulatory or right-of-way agencies, review of utility plans, preparation of Water/Wastewater supply agreements, invoice processing, and inspection of construction. For purposes of this charge, a Development shall be defined as any activity requiring a building permit other than an individual single-family residence. The charge shall be a flat fee for each Development, plus an adjustment to the flat fee based on the total number of planned equivalent residential connections (ERC's) to compensate for the size of the project.

**\$500 per Development, plus  
\$ 20 per Water ERC, plus  
\$ 20 per Wastewater ERC**

### **13. WATER/WASTEWATER MAIN EXTENSIONS**

The cost of every main extension and the associated service line(s) versus potential revenues shall be analyzed on a case-by-case basis, in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, Service Supply and Use, Availability of Utility Service.

### **14. INSTALLMENT PAYMENT AGREEMENT/RELEASE OF LIEN PROCESSING**

A charge to pass through the cost of legal services associated with processing the Charge Installment Payment Agreement for Water/Wastewater Services and releasing the associated lien upon payment in full. The charge is payable at the time the Customer signs the Installment Payment Agreement.

### **15. INSTALLMENT PAYMENT AGREEMENT/RELEASE OF LIEN RECORDING**

A charge to recover the cost of recording the Installment Payment Agreement for Water/Wastewater Services and the associated Release of Lien upon payment in full. This charge is a pass-through of the actual cost to record these documents in the Public Records of St. Lucie County, Florida. The charge is payable at the time the Customer signs the Installment Payment Agreement.

### **16. TEMPORARY SERVICE**

A charge to recover the cost of installing and removing a temporary Meter and the associated facilities. Temporary Service is for short-term uses such as construction purposes.

The providing of Temporary Service to Customers will be at the sole discretion of FPUA and subject to the provisions of this section and other applicable rules, regulations, and policies of FPUA. Temporary Service shall be available to Customers requesting such Service and paying the applicable Service Charge and Security Deposit for said Temporary Service.

When Water is delivered through a fire hydrant Meter on a temporary basis, the Applicant shall agree that such Service may be discontinued by FPUA at any time for emergency usage of the fire hydrant without any liability to FPUA whatsoever for such discontinuance of

supply. The temporary Water billing rate will be at the 5/8 x 3/4 inch Meter rate unless, as determined by FPUA staff, demand and/or usage warrant a different rate.

Temporary Service shall be terminated at the earlier of (a) the end of the special use or construction period, or (b) twelve (12) consecutive months from the date when Temporary Service was initiated. FPUA employees shall perform all removal of Meters; removal by anyone other than FPUA personnel shall incur charges as established in FPUA's Cut Seal and Tampering Resolution.

Temporary Service	Charge
Water	\$50
Moving a Temporary Meter	No charge

### 17. METER/SERVICE INSTALLATION

A charge for the installation of a Meter and/or Service for Customers located within and outside the City limits. This charge applies to New Water/Wastewater Service. Under normal circumstances, this charge shall be paid in full before the establishment of Water/Wastewater Service. Charges are per Meter.

<b>Water Meter and Service Installation:</b> Meter, backflow preventer and service line (for 2" or less)					
Service	Meter Size				
	5/8" x 3/4"	1"	1 1/2"	2"	Greater than 2"
Underground (Residential)	\$800	\$900	NA	NA	
Above Ground (Commercial/Residential)	\$1,250	\$1,350	\$2,675	\$2,725	Actual cost to FPUA, excluding the cost of the service line that is paid by the Customer.

<b>Water Meter Only Installation:</b> Where service lines have been installed at the expense of the owner or developer of a subdivision					
Service	Meter Size				
	5/8" x 3/4"	1"	1 1/2"	2"	Greater than 2"
Underground (Residential)	\$250	\$350	NA	NA	
Above Ground (Commercial/Residential)	\$700	\$800	\$1,675	\$1,725	Actual cost to FPUA, but not less than \$1,725.

The charge for a New **Wastewater Service Installation** shall be analyzed on a case-by-case basis, in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, Service Supply and Use, Availability of Utility Service.



## 18. RE-ACTIVATION OF SERVICE - EXISTING WATER/WASTEWATER SERVICE

A charge for the subsequent re-establishment of Water/Wastewater Service to a location where such Service was previously disconnected without cause. This charge is billed once per visit to a location, regardless of the number of Utility Services that are being re-activated. Under normal circumstances, the charge shall be paid in full before the re-establishment of Water/Wastewater Service.

Re-Activation of Service	Regular Hours	Overtime Hours
Electric, Water and/or Wastewater	\$15	\$150

## 19. IRRIGATION INSTALLATION

A charge for the installation of Water Service that will not enter FPUA's Wastewater system, for example, irrigation purposes. Under normal circumstances, this charge shall be paid in full before the establishment of this Water Service.

- A. **Existing Water Customer:** Where the Applicant is an existing Water Customer of FPUA, and where the size of the Service is not required to be increased, and where the Applicant desires a separate Meter for Water use that does not enter into FPUA's Wastewater system, the Applicant may request an Irrigation Installation. The charges for this installation will include the appropriate Meter/Service Installation Charge, Connection Charge, and Security Deposit. The charges for this installation may also include a Capital Improvement Charge and an Accrued Guaranteed Revenue Charge in accordance with FPUA's Capital Improvement and Guaranteed Revenue Charges Resolution.
- B. **New Water Customer:** Where the Applicant is not an existing Water Customer of FPUA, and where the Applicant desires a Meter for Water use that does not enter into FPUA's Wastewater system, the Applicant may request an Irrigation Installation. The charge for this installation will be the appropriate Meter/Service Installation Charge, Capital Improvement Charge, Accrued Guaranteed Revenue Charge, Connection Charge and Security Deposit.

## 20. WATER SERVICE OR METER - CHANGE IN LOCATION OR SIZE

Customers desiring a change in the location or arrangement of Water Service lines or the Meter location, whether it involves a change in size or not, must bear all cost of labor, materials, equipment, and overhead necessary to effect the desired change.

Where an increase in the size of the Water Service line or Meter is required, the Customer shall bear all costs of labor, materials, equipment, overhead, and Capital Improvement Charges, up to and including the Meter, reduced by an allowance for the existing Meter trade-in value as set forth hereinafter. Meter trade-in values shall be computed on a five (5)-year basis and shall include the cost of the Meter only. No Meter trade-in allowance shall be granted for Meters in service for more than five (5) years. Allowances for Meter trade-in values for all types of Water Meters are:

<b>Months in Service</b>	<b>Percent of Current New Meter Value</b>
Up to 12	83%
13 to 24	67%
25 to 36	50%
37 to 48	33%
49 to 60	17%

## **21. CUSTOMER CALL OUT (OVERTIME HOURS)**

A charge to recover the costs associated with providing call out Service to Customers requesting emergency or non-emergency turn on and/or turn off Service and the like, and is intended to discourage unnecessary Overtime Hours requests. Efforts will be made by FPUA personnel to assist the Customer with resolving turn on and/or turn off problems.

<b>Overtime Customer Call Out</b>	<b>Charge per Trip</b>
Performed by one (1) person	\$ 75
Performed by two (2) persons	\$150

## **22. METER RE-READ**

FPUA encourages its Customers to learn to read their Meters and compare their reads to their billed reads. Then, if the Customer determines a need for a re-read, one can be provided. If a Customer requests a Meter re-read and the Meter is found to have been read properly during the first read, there shall be a Meter Re-read Charge. If the re-read shows that the first read was incorrect, there will be no charge.

**Meter Re-Read - \$15**

## **23. METER TEST**

The initial Meter test during any consecutive twelve (12)-month period shall be at no charge to the Customer. If a Customer requests a Meter test more than once during a consecutive twelve (12)-month period and the Meter is determined to be accurate, there shall be a charge for each test after the initial test. Should the Meter prove to be inaccurate, there shall be no charge and the Customer will be rendered a corrected bill.

<b>Meter Test</b>	<b>Charge</b>
Water Meter ≤ 2"	\$75
Water Meter > 2"	Actual cost

## **24. FIELD RECONNECTION - DELINQUENT ACCOUNT**

A charge to defray the cost of disconnecting and reconnecting Water Service previously discontinued or ordered discontinued for cause or because of nonpayment of amounts due. This charge is in addition to the Penalty and Late Payment Charges. Under normal circumstances, these charges shall be paid in full before the re-establishment of Water Service.

<b>Field Reconnection</b>	<b>Regular Hours</b>	<b>Overtime Hours</b>
Water	\$ 35	\$150

If a Water Customer also receives Electric Service from FPUA at the same Service Address and only one (1) trip by FPUA is required to reconnect both the Water and Electric Services, only the Electric Field Reconnection Charge shall apply. However, if reconnection of the Water and Electric Services requires two (2) separate trips by FPUA, such as an Electric reconnect at the pole by an Electric crew and a Water Meter reconnect by a Water crew, then the Customer shall be required to pay the applicable Electric Field Reconnection Charge and the applicable Water Field Reconnection Charge.

**25. INDUSTRIAL WASTEWATER DISCHARGE PERMIT FEES**

Industrial Wastewater Discharge Permit Fees shall be:

Permit	Duration	Fee
Initial	One (1) year	\$850
Renewal	One (1) year	\$380

**26. PRETREATMENT PUBLICATION**

Chapter 20 of the City of Fort Pierce Code of Ordinances requires that FPUA publish a list annually of all Industrial Customers that have been in significant noncompliance with applicable Pretreatment Standards and requirements during the twelve (12) previous months. FPUA will charge the noncompliant Industrial Customer for the costs associated with this publication.

**27. GREASE TRAP INSPECTION**

All grease traps that connect to the FPUA Wastewater system shall be inspected to ensure compliance with Chapter 20 of the City of Fort Pierce Code of Ordinances. In the event a grease trap does not meet FPUA’s inspection criteria, the grease trap will be re-inspected at no additional charge unless re-inspection fails. The Grease Trap Inspection Charge recovers the cost of these inspections.

Service	Charge per Inspection
Grease Trap Inspection	\$35
Initial re-inspection if passed	No charge
Each failed inspection after initial failed inspection	\$35

**28. STRONG WASTE SURCHARGE**

The Strong Waste Surcharge is intended to recoup the cost of treating higher strength Wastewater. In accordance with Chapter 20 of the City of Fort Pierce Code of Ordinances, the cost of this additional treatment is reviewed and adjusted annually by the Director of Utilities or a designee.

**29. OFF-SPECIFICATION WASTEWATER PENALTY**

In accordance with Chapter 20 of the City of Fort Pierce Code of Ordinances, any person, firm or corporation permitting prohibited discharge shall be punished as provided for under Florida Statutes Section 403.161 and Florida Administrative Code Section 62-625.500 and by a fine for each act of violation and for each day of violation.

**GAS**

**30. GAS MAIN EXTENSIONS**

The cost of every main extension and the associated service line(s) versus potential revenues shall be analyzed on a case-by-case basis, in accordance with FPUA’s General Rules and Regulations Governing the Provision of Utility Service, Service Supply and Use, Availability of Utility Service.

**31. METER/SERVICE INSTALLATION**

A charge for the installation of a Meter and/or Service for Customers located within and outside the City limits. This charge applies to New Gas Service. Under normal circumstances, this charge shall be paid in full before the establishment of Gas Service. Charges are per Meter.

<b>Gas Meter/Service Installation during regular hours</b>	<b>Charge</b>
Residential	\$50
Commercial	Time and materials

**32. RE-ACTIVATION OF SERVICE - EXISTING GAS SERVICE**

A charge for the subsequent re-establishment of Gas Service to a location where such Service was previously disconnected without cause. Under normal circumstances, the charge shall be paid in full before the re-establishment of Gas Service.

<b>Re-Activation of Service</b>	<b>Regular Hours</b>	<b>Overtime Hours</b>
Gas - Residential	\$25	\$150
Gas - Commercial	Time and materials	Time and materials \$150 minimum

**33. COMPRESSED NATURAL GAS (CNG) CYLINDER REFILL**

A charge to recover the cost to operate and maintain FPUA’s CNG filling station and the cost of the commodity.

<b>CNG Cylinder Refill</b>	<b>Charge</b>
Standard DOT 3A, 3AA	\$40
All other size tanks	Time and materials

**34. COMPRESSED NATURAL GAS (CNG) CYLINDER RECERTIFICATION**

A charge to recover the cost of recertifying Customer-owned CNG cylinder(s).

**CNG Cylinder Recertification - Actual cost**

**35. CUSTOMER CALL OUT (OVERTIME HOURS)**

A charge to recover the costs associated with providing call out Service to Customers requesting emergency or non-emergency turn on and/or turn off Service and the like, and is intended to discourage unnecessary Overtime Hours requests. Efforts will be made by FPUA personnel to assist the Customer with resolving turn on and/or turn off problems.

Overtime Customer Call Out	Charge per Trip
Performed by one (1) person	\$ 75
Performed by two (2) persons	\$150

**36. GAS MAINTENANCE, REPAIR, AND INSTALLATION WORK ON CUSTOMER'S PREMISES**

A charge for Gas maintenance, repair, and installation work performed by FPUA on a Customer's premises.

Service	Labor Charge	
	Regular Hours	Overtime Hours
Performed by one (1) person	Minimum of \$50 for the first half-hour or fraction thereof, \$25 for each succeeding half-hour or fraction thereof.	One and one-half (1½) times the amount of charges for regular hours.
Performed by two (2) persons	One and one-half (1½) times the amount of charges for the Services by one (1) person, minimum of \$75.	One and one-half (1½) times the amount of charges for regular hours.

The above Labor Charges do not include the cost of permits, parts or materials. To the extent parts or materials are provided by FPUA, the cost of such permits, parts or materials shall be added to the Labor Charges. The Director of Utilities has the authority, at the recommendation of the staff, to offer specials to maximize staff utilization and enhance revenues.

No charge will be made for Services that are in the public interest. Public interest shall include, but not be limited to, investigation of leaks, calls from the Fire or Police Departments, and calls of any nature that, in the opinion of FPUA's Gas Superintendent, should be Services rendered without charge.

**37. MISSED APPOINTMENT - CUSTOMER CALL OUT (REGULAR HOURS)**

A charge to recover the costs associated with providing repeat call out Service to Customers requesting a turn on of utilities, and that is intended to discourage multiple trips caused by the Customer not being at the premises at the appointed time. Efforts will be made by FPUA personnel with regard to resolving turn on problems. This charge will apply when more than two (2) trips are required to provide Service during regular hours.

**Missed Appointment Charge - \$50 per trip**

### 38. METER RE-READ

FPUA encourages its Customers to learn to read their Meters and compare their reads to their billed reads. Then, if the Customer determines a need for a re-read, one can be provided. If a Customer requests a Meter re-read and the Meter is found to have been read properly during the first read, there shall be a Meter Re-read Charge. If the re-read shows that the first read was incorrect, there will be no charge.

#### Meter Re-Read - \$15

### 39. METER TEST

The initial Meter test during any consecutive twelve (12)-month period shall be at no charge to the Customer. If a Customer requests a Meter test more than once during a consecutive twelve (12)-month period and the Meter is determined to be accurate, there shall be a charge for each test after the initial test. Should the Meter prove to be inaccurate, there shall be no charge and the Customer will be rendered a corrected bill.

#### Gas Meter Test – Actual cost

### 40. FIELD RECONNECTION - DELINQUENT ACCOUNT

A charge to defray the cost of disconnecting and reconnecting Gas Service previously discontinued or ordered discontinued for cause or because of nonpayment of amounts due. This charge is in addition to the Penalty and Late Payment Charges. Under normal circumstances, the charge shall be paid in full before the re-establishment of Gas Service.

Field Reconnection	Regular Hours	Overtime Hours
Gas - Residential	\$50	\$150
Gas - Commercial	Time & materials	Time & materials \$150 minimum

### 41. FALSE GAS LEAK CALL

A charge to recover costs associated with an emergency Service call that is proven to be not just. This charge is to discourage the Customer from calling to get Service on appliances that could be serviced during the normal workday. This charge will apply when it is evident that the Customer was too impatient to have the work scheduled and completed during normal working hours.

Service	Regular Hours	Overtime Hours
False Gas Leak Call	\$50	\$100

## FPUAnet COMMUNICATIONS

### 42. PRIVATE CARRIER SERVICES

Except for services explicitly defined and categorized as Common Carrier Services, each prospective service versus potential revenues shall be analyzed and priced on a case-by-case basis, pursuant to individually-tailored and individually-negotiated agreements; otherwise in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, Service Supply and Use, Availability of Utility Service.

### 43. COMMON CARRIER SERVICES

Prospective services explicitly defined and categorized as Common Carrier Services, such as E-Rate IP Link Services, shall be analyzed and priced on a case-by-case basis and made available to all schools, libraries, health care and other institutions supported under the Universal Service Administrative Company (USAC), in compliance with USAC guidelines, and otherwise in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, Service Supply and Use, Availability of Utility Service.

## OTHER

### 44. DOCUMENT PROCESSING

A charge for legal services associated with processing easements, supply agreements, annexation agreements, notices of meter removal and other legal documents. Under normal circumstances, this charge shall be paid in full directly to the FPUA Attorney before the establishment of Utility Service.

### 45. DOCUMENT RECORDING

A charge for recording documents in the Public Records of St. Lucie County, Florida associated with processing easements, supply agreements, annexation agreements, notices of meter removal and other legal documents. Under normal circumstances, this charge shall be paid in full directly to the FPUA Attorney before the establishment of Utility Service.

### 46. NEW ACCOUNT SETUP

A charge to recover the cost to set up a location and account where such Utility Service did not previously exist. Under normal circumstances, the charge shall be paid in full before the establishment of Utility Service.

Service	Charge
Primary Utility	\$40
Each Additional Utility	\$20

### 47. UTILITY CONSERVATION SURVEY/ENERGY AUDIT

Customers may visit FPUA's lobby for various materials to do a self-audit of their properties for energy efficiency and conservation. All materials for this purpose are free of charge to the Customer.

Residential Customers may obtain a Home Utility Conservation Survey (HUCS) from an approved FPUA contractor by contacting Customer Service and filling out a HUCS form. Commercial Customers may obtain a Commercial Energy Audit from an approved FPUA contractor by contacting Customer Service, Key Accounts.

Service	Charge
Residential HUCS	\$25*
Commercial Energy Audit	Quoted by and paid to contractor

\* Subject to availability of HUCS funding

#### **48. DISHONORED PAYMENT INSTRUMENT (NSF)**

A charge that shall be assessed for each Dishonored Payment Instrument, pursuant to Florida Statutes Section 68.065, which is subject to change.

<b>Face Value of Dishonored Payment Instrument</b>	<b>Charge</b>
Does not exceed \$50	\$25
More than \$50, but does not exceed \$300	\$30
More than \$300	Greater of \$40 or 5% of face value

When a Customer has presented two (2) Dishonored Payment Instruments for their account within a twelve (12)-month period, FPUA will not accept payment instruments on the account for twelve (12) months. The Customer must pay by cash or money order until the twelve (12)-month period is over.

#### **49. PENALTY**

Payment for all accounts or bills for all Utility Services shall be due and payable to FPUA by Customers thereof when rendered. After the 20<sup>th</sup> day from the date billed for such accounts, and to the amount due of all such accounts which are not paid before or on the "total amount due date" stated on the bill, a Penalty Charge shall be applied.

Those accounts listed as government exempt under Florida Statutes Chapter 212 are exempt from the Penalty Charge. Non-governmental accounts leasing or using government-owned buildings or facilities are not exempt from the Penalty Charge.

Any account, after thorough examination, may also be approved for penalty-exempt status.

**Penalty on past due accounts greater than \$50 - 1.5% of the past due amount**

#### **50. LATE PAYMENT**

A charge to defray the cost of dispatching field personnel to disconnect Service for nonpayment of amounts due. The Late Payment Charge shall be applied to each account when the past due amount plus the Penalty Charge is not paid before FPUA prepares the bill for the month following the delinquent bill month. This charge is in addition to the Penalty Charge.

**Late Payment - \$15**

#### **51. CUT SEAL AND TAMPERING**

Service Charges associated with cut seals and tampering shall be charged in accordance with FPUA's Cut Seal and Tampering Resolution, which authorizes the application of fees and/or Service Charges for the unauthorized tampering with or cutting of Meter seals, theft or unauthorized use of Utility Service, or the unauthorized tampering with Utility Service facilities furnished by FPUA.



**52. DAMAGE TO FPUA PROPERTY**

The cost to repair damage to FPUA property shall be charged in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, FPUA's Installations, Damage to FPUA Property. The cost to repair damages to FPUA property, which is the result of a violation of Florida Statutes, Chapter 556, Underground Facility Damage Prevention and Safety Act, will include the cost of legal services incurred to collect the charges.

**53. WRITE-OFF FEE**

The fee charged by FPUA's collection agency shall be added to the delinquent account balance, in accordance with FPUA's General Rules and Regulations Governing the Provision of Utility Service, Delinquent Account Procedures, Delinquent Account Disconnections.

**54. LIEN AGAINST REAL PROPERTY THAT BENEFITTED FROM UTILITY SERVICE**

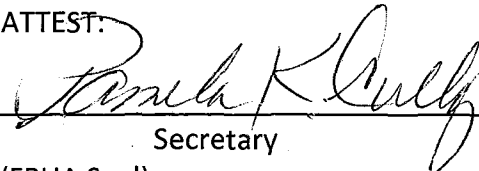
In accordance with Chapter 20 of the City of Fort Pierce Code of Ordinances, FPUA shall be entitled to recover all costs and reasonable attorney's fees incurred in the action.

**Lien – Actual cost**

**SECTION III. EFFECTIVE DATE**

This Resolution shall be in full force and effective on November 6, 2012.

ATTEST:

  
Secretary

(FPUA Seal)

FORT PIERCE UTILITIES AUTHORITY

BY:   
Chairman

APPROVED AS TO FORM & CORRECTNESS:

BY:   
Fort Pierce Utilities Authority Attorney