

# How Do I Get An FPUA Water Meter Installed?



Step—By—Step procedure after customer pays the “Meter Only” invoice fees

1. Customer is asked to contact plumber and/or pull permit.
2. FPUA locates and marks water meter location.
3. Customer / Plumber installs PVC Water line from the house to the customer side of the water meter.
4. FPUA installs water meter.

**\*\*\* Approximate time frame is 5 – 7 days \*\*\***

Step-by-Step procedures after customer pays the “Meter & Service” invoice fees

1. Customer is asked to contact plumber and/or pull permit.
2. FPUA stakes water meter location.
3. Customer / Plumber installs PVC Water line from the house to the customer side of the water meter and installs a separate connection into the wastewater system.
4. FPUA pulls a permit to install water meter and service.
5. FPUA does a wastewater tap inspection.
6. FPUA installs water meter.

**\*\*\* Approximate time frame is 4 – 6 weeks (permitting processes, etc.) \*\*\***



## SERVICE AGREEMENTS - Rules and Regulations Customer Service #2009-13

**Service;** Service includes all Utility Service required by the Customer and, in addition, the readiness, and ability on the part of FPUA to furnish Utility Service to the Customer. Thus, the maintenance by FPUA of the parameters of the agreed upon electrical voltage and frequency, or water or gas pressure, at the Point of Delivery shall constitute the rendering of Utility Service, irrespective of whether the Customer makes any use thereof.

**Access to Premise;** Duly Authorized Agents or representatives of FPUA shall have the right of legal access to the premises of the Customer for the purpose of installing, maintaining, inspecting, or removing FPUA's property, reading Meters, and other purposes incident to the performance of Utility Service work.

**Right-of-Way;** The Customer or Applicant shall grant or cause to be granted to FPUA and without cost to FPUA all rights, easements, permits, and privileges which, in the opinion of FPUA, are necessary for the rendering of Utility Service to the Customer.

**Prior indebtedness;** FPUA may withhold or discontinue Utility Service rendered under an application made by any member or agent of a family, household, organization, or business, unless all Prior Indebtedness to FPUA for the same class of Utility Service at any one or more locations of such family, household, organization, or business has been settled in full. FPUA may also refuse Utility Service for Prior Indebtedness by a previous Customer if the current Applicant or Customer occupied the premises and/or received the benefits of the Utility Service at the time the Prior Indebtedness occurred, and/or the previous Customer continues to occupy the premises.



Please call **772.466.1600** to speak to a representative or visit our website, [www.fpu.com](http://www.fpu.com) to review the complete Rules and Regulations, Service Charge Resolution, Customer Service Resolution, Water Rate Resolution, Wastewater Rate Resolution and other valuable information.

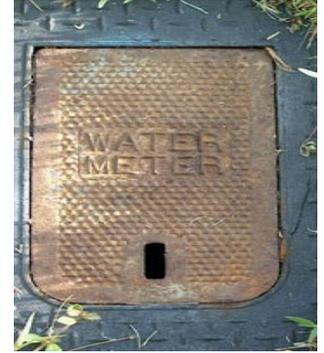
## Trenching Specifications:

**Trench Dimensions:** The minimum width of the trench shall be equal to the outside diameter of the pipe, plus 12 inches, and the maximum width of trench, measured at the top of the pipe, shall not exceed the outside pipe diameter plus two feet, unless otherwise shown on the drawing details or approved by the Engineer.



## How To Read Your Meter

1. Carefully lift the lid. Have a pencil and paper ready to write down the numbers.
2. FPUA bills water by thousand gallons.
3. Write down the black numbers with a white background from left to right.
4. The three white numbers with the black background are not read when reading the bill.
5. Subtract the current read from the previous read on the last bill received.



## How To Check If There Is A Leak

1. Turn off all water faucets in the house and outside.
2. Lift the lid on the meter.
3. There will be a black or red triangle on the meter.
4. If the triangle is spinning while all water is off, a leak is present.



## FAQ's

### Q. When will the billing start?

A. Billing begins immediately following the meter and or service installation.

### Q. What unit of measurement is used to record usage?

A. FPUA bills water and wastewater in thousand gallon increments.

### Q. What is the average amount of water per person per month?

A. The average water usage per person is approximately 1.5 thousand gallons.

### Q. What are your rates?

A. Rates are available on our website, [www.fpu.com](http://www.fpu.com)

### Q. How can I pay my bill?

A. Utility bills can be paid via [www.fpu.com](http://www.fpu.com) online, on the phone via our IVR system, in person at our Administration Building or any one of our off-site payment locations listed on our website.

### Q. How much are the Annexation Fees?

A. Current Annexation fees determined by FPUA's Attorney.

### Q. Can you refer a plumber?

A. FPUA employees are not at liberty to recommend contractors, electricians, plumbers or other licensed professional service personnel; please contact neighbors, friends, relatives, or check the phone book.